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The Courtyard at Hospice Austin's Christopher House

LES AMIS DE HOSPICE AUSTIN BOARD 2006– 2007

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Treasurer, Kay McNutt

Secretary/Directory, Debbie Mincher

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Members-at-Large, Emily Baker, Karen Landa,
Donna Thomas and Karen Wilson.

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ANNUAL REPORT

2006

CENTRAL TEXAS PALLIATIVE CARE ASSOCIATES

Officers:

President: Leigh Fredholm, MD

Secretary: Kimberly Galusha, DO

Treasurer: Marjorie Mulanax

Board Members:

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Kimberly Galusha, DO

Gaila Trickey, DO (Jan-July)

James Kvale, MD (Aug-Dec)

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Amy Matta, Director of Development (Jan-Aug)

Grace Holland, Director of Development (Sept-Dec)

Chris Reis, CPA, Chief Financial Officer

Mary Stephenson, Director of Volunteers (Jan-Sept)

David Zuniga, Director of Community Services (Sept-Dec)

Gianine Carbone, RN, Director of Admissions

Mark Mullinax, RN, Director of Clinical Services

Donna Williams, Inpatient Supervisor (Jan-Aug)

Nancy Graham, Director of Inpatient Services (Aug-Dec)

Anne Wood, RN, MSN, BSN, Director of Program Integrity

BOARDS

HOSPICE AUSTIN BOARD OF DIRECTORS

Officers:

Chairman of the Board:	Ben Welmaker
Vice Chair:	Roy Rushing
Secretary:	Jenny Carswell
Treasurer:	Roy Rushing
At Large:	Larry Bugen
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Members:

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Cathy Brandewie, Marketing Committee Chair	E Clark Lutz, J.D.
Bruce Broslat	Bishop John McCarthy (Honorary)
Larry Bugen, Long Range Planning Committee Chair	Bob Moeser
Jenny Carswell, Personnel Committee Chair	Michelle Robertson, Performance Improvement Committee Chair
Patrick Flood	Roy Rushing, Fiscal Management Committee Chair
Richard Himes, M.D.	J Carole Taxis, PHD, RNC, LPC
Dana Joslin, Governance Committee Chair, Clinical Advisory Board Chair	Marjorie Mulanax, Executive Director

HOSPICE AUSTIN FOUNDATION

Officers:

Chairman: Clark Lutz	Treasurer: Pam Higgins
Vice Chairman: Bill Ferrell	Secretary: Nancy Ray
	President: Marjorie Mulanax

Board Members:

Margene Beckham	Pat Robertson
Beth Granger	Dr. John Sandbach
Milly Holmes-Bridges	Roy Rushing
Greg Hurd	Mary Wilson
Karen Landa	

TABLE OF CONTENTS

Letter from Executive Director	2
Mission and Vision	3
Introduction	4
Patient Care Statistics, Referrals & Demographics	5
Quality of Care	6
Bereavement Program	7
Volunteer Program	8
Support Source and Crisis Care	9
Development, Hospice Austin Foundation	10
Central Texas Palliative Care Associates	11
Boards of Directors	12
Hospice Austin	12
Central Texas Palliative Care Associates	13
Medical Advisory Board	13

LETTER FROM THE EXECUTIVE DIRECTOR

In 2006, America said, “Goodbye,” to Art Buchwald, one of the most admired writers and humorists of our time. During his last year of life, Buchwald experienced the benefits of hospice care and was determined to use what time he had left to “make hospice a household word”. Buchwald had decided to check out of his dialysis program and to check in to hospice, where he held court for an astounding five months—months he called the best of his life.

At Hospice Austin, we have always striven to make life the very best that it can be for our patients, whether their prognosis is for a year or a single day. We can never rest on our laurels. Instead, we continue to improve our services by adding new programs such as Crisis Care or employ new technology such as our new computerized medication dispensing system. Of course, all of that must be done within the means of the organization.

That is why, as you read this annual report, you will see so many acknowledgements to the individuals, businesses and foundations that make it possible for Hospice Austin not only to provide the very highest quality of care, but to do so in a cost-effective and fiscally responsible way. Hospice Austin truly is a community based organization that exemplifies what a caring community can provide to its most vulnerable members in their time of need. Hospice Austin’s employees, volunteers, donors and sponsors will tell you that they feel privileged to do their work, having discovered that those we care for have so much to teach us all.

With over 25 years of experience in providing comprehensive, compassionate care to Central Texans, Hospice Austin is ideally positioned to handle the inevitable increase in clients that will result from the rapidly changing demographics of our society. We hope that you will carry on Mr. Buchwald’s legacy and join us in spreading the word about hospice care, and partner with us to ever improve the care, accessibility and benefits that Hospice Austin provides to our community.

CENTRAL TEXAS PALLIATIVE CARE ASSOCIATES

For those who have a life-limiting or advanced illness or for those who are not quite ready to choose hospice care, Central Texas Palliative Care Associates (CTPCA) is an option. Care is offered to patients in hospitals and in their homes and is focused on alleviating suffering and promoting quality of life. The professionals at CTPCA help with pain and symptom management, information sharing and advance care planning, psychosocial and spiritual support, and coordination of care.

Palliative care is patient focused, holistic care that emphasizes comfort, goal setting and coping. The palliative care team works with patients and families who are dealing with an advanced illness, ensuring that comfort is maximized and helping them with complex medical decisions about their care options and preferences.

- CTPCA obtained tax exempt status effective July 6, 2004
- 234 patients served in 2006, an increase of 15% over 2005
- A contract with House Call Doctors of Texas enhanced CTPCA/Hospice Austin’s ability to serve patients without attending physicians.

“The experience was enlightening and transformational.”

DEVELOPMENT

Funds raised through memorial contributions, appeals, grant writing, and special events help to support charity care services, bereavement programs, and special needs of Hospice Austin patients and their families.

Fundraising events in 2006 included the 9th Annual Hospice Austin Golf Classic, and a new event, Vino y Virtuosos. Les Amis de Hospice Austin, an auxilliary group of volunteers dedicated to raising awareness of and funds for Hospice Austin, raised over \$220,000 through a membership drive, and a senior presentation and gala, and a new event, Beauty of Life. The foundation ended with a balance of \$1,657,782, a 17% increase over 2005.

Hospice Austin received generous grants in 2006 from:

3M Foundation	Langford Family Foundation
Abbott Foundation	Lind Family Charitable Foundation
Arnold Foundation	Lola Wright Foundation
Austin Community Foundation	Luckens/McAdams Foundation
Austin Junior Forum	New Belgium Brewing Company
AXA Foundation	P.E.C. United Charities, Inc.
Bob and Aubyn Howe Foundation	Ronald McDonald House Charities
Cipione Family Foundation	Roy E. Crummer Foundation
Cleve H. Tandy Foundation	Sacre Family Foundation, Inc.
Community TechKnowledge	Sequor Foundation
Donald D. Hammill Foundation	South Coast Foundation
Friedel Family Foundation	Tecumseh Foundation
Graham Family Foundation	Temple-Inland Foundation
Greater Austin Youth Foundation	Topfer Family Foundation
Hicks Family Charitable Foundation	Travis County Medical Alliance
ING Foundation	United Heritage Charity Foundation
Inman Foundation	United Way Capital Area
Jeff D. Sandefer Foundation	USF Foundation
John & Mildred Holmes Family Foundation	Zandan Foundation

Hospice Austin also received many other grants and corporate, civic and individual donations. Hospice Austin is a United Way partner agency. A total of \$1,408,773 was raised in 2006.

MISSION AND VISION

MISSION STATEMENT:

Hospice Austin is a non-profit organization that serves terminally ill and bereaved persons in our community with integrity, compassion and respect.

VISION STATEMENT:

The vision of Hospice Austin is to be the most trusted provider of professional, ethical and individualized end of life care, demonstrated by excellence in patient care, family support, staff development and community education.

“At such a difficult time, we as a family felt our dad was able to finish his time here with dignity surrounded by loved ones. We are thankful for Hospice Austin’s Christopher House and Hospice Austin staff for making that possible.”

“My heart has grown larger. It can hold both the greatest grief, and the greatest gratitude for all of it. All of it includes the stellar work of Hospice Austin.”

IT'S ABOUT LIVING

At Hospice Austin, the emphasis is on living - living each day to the fullest, in a comfortable place, free of pain and in the company of loved ones. Our patients and families have the assurance that they are being served by one of the oldest and largest non-profit hospice programs in Texas. We provide family-centered, quality end of life care that emphasizes compassion, independence, respect and dignity.

Hospice Austin provides compassionate, comprehensive, expert care to patients and families living with a life-limiting or advanced illness.

We provide services in:

- the home
- the hospital
- a nursing home or assisted living facility
- Hospice Austin's Christopher House

In 2006, Hospice Austin provided \$1,251,013 in charity care, including \$231,013 in charity care at Hospice Austin's Christopher House. This number represented a 13% decrease in charity care costs, a decline that we attribute to new measures to help Hospice Austin patients with Medicare application.

SUPPORT SOURCE

Support Source provides volunteer services and resource coordination to patients who are facing a life limiting illness, but are not emotionally or physically ready for hospice care.

The trained volunteers of Support Source can provide comfort care by offering the following:

- Respite breaks for the caregiver
- Help with running errands
- Coordinating community resources
- Companionship
- Occasional transportation
- Meal preparation

In 2006, Support Source cared for 79 clients and their families

CRISIS CARE

In 2005, Hospice Austin implemented a Crisis Care Team, with funding provided by the Topfer Family Foundation. The team has increased from two (2) full time Licensed Vocational Nurses to three(3) in 2006.

With the increase in crisis care staff and education of internal and external referral sources regarding criteria for admission, the utilization of the service increased by 52% in 2006.

VOLUNTEER PROGRAM

Volunteers are partners in all aspects of Hospice Austin’s services. We maintain a base of more than 400 volunteers who are trained to help care for terminally ill patients and their families in our community. Volunteers are vital members of the team of caregivers for patients and families.

Hospice Austin Volunteers are:

- People 18 years and older who represent every part of our service area and give time and talents to support and broaden the work of our organization
- Friends or relatives of former hospice patients
- People who have heard about Hospice Austin and believe in our mission
- People from both rural and urban areas
- People from all cultures and backgrounds

In 2006, volunteers donated 14,138 hours to Hospice Austin for patient care and administrative services. The value of volunteer hours for comparable services for Hospice Austin in 2006 totaled \$311,460, in labor costs.

“The Hospice Austin team not only took special care of my father, provided my mother with emotional support, but assisted all of us in dealing with each other’s needs and provided support and guidance in coping with family issues that arose during this highly emotional and difficult time. Everyone helped lighten the load and we will always remember them with gratitude. Also the volunteers were among the best I’ve worked with and I have worked with many during my career.”

PATIENT CARE STATISTICS

- 1,789 patients admitted , an increase of 12% over 2005.
- Average census increased from 213 to 253 patients per day.
- Hospice Austin’s Christopher House census averaged 11 patients per day while home care averaged 242 patients per day.
- Average length of stay was 52 days.
- Nursing home patients increased again, reaching 385 in 2006, a 27% increase over 2005 . The specialty nursing home team, implemented in 2003, continues to be successful in serving this population and we have seen continuing growth in this area.
- Assisted living facility admissions also rose again this year, to 123 patients, a 7% increase over 2005.
- Hospice Austin’s Pediatric Team cared for 32 patients in 2006 compared to 25 patients in 2005 and 17 patients in 2004.

Patient Demographics:

	% of total admissions
Caucasian	78%
Hispanic	12%
African American	8%
Other	2%
Cancer	55%
AIDS	1%
Cardiac	7%
Pulmonary	7%
Neurological	13%
Other	17%

QUALITY OF CARE

Hospice Austin uses two separate evaluation instruments: a national assessment and benchmark program which utilizes a family survey and the Missoula-Vitas Quality of Life Index which measures patient satisfaction with our services.

The following results from the family assessment survey reflect the percentage of survey respondents who gave Hospice Austin the *highest possible* rating in these areas:

- Recommend Hospice Austin 98.1%
- Provide Coordination of Care 90.3%
- Attend to Family Needs 88.8%
- Symptom Management 92.7%
- Patient Treated with Respect 96.8%

The Missoula-Vitas Quality of Life Index showed that 87% of our patients reported that their symptoms were controlled, while 93% indicated an improvement in their quality of life.

Of course, evaluations and surveys show only one side of the picture. We also receive many written comments from our patients' families. The comments below, and those you find throughout this report are representative of the many we receive:

“The hospice nurse who came on the final day of my mom’s life was phenomenal. She was supportive but not intrusive. She communicated clearly and gently and provided reassurance that we were doing the right things. Our post death grief counselor also does a great job.”

BEREAVEMENT

Hospice Austin’s bereavement services help our families and their caregivers deal with the loss of a loved one and further assist them with complicated grief issues. Stress and anxiety relief are an essential element in every component of the bereavement program. Support services are provided through regular communication between the bereaved and the Hospice Austin bereavement team in the form of written correspondence, telephone calls and personal visits for at least thirteen (13) months after the patient’s death. In addition, Hospice Austin holds quarterly memorial services dedicated to the remembrance of patients who died within the previous months as well as broad spectrum of bereavement programs open to anyone in our community who is grieving the loss of a loved one:

Journaling Group	Survivors of Suicide
Spouse/Partner Group –Age 18-40	Camp Brave Heart
Spouse/Partner Group –Age 40-60	Families in Grief Program
Spouse/Partner Group – Over 60	Individual Counseling
Loss of Parent Group	Workplace/School Grief Programs
Loss of Sibling Group	Education and Public Speaking

Bereavement clients served in 2006:

Support Groups	153
Families in Grief	40
Camp Brave Heart	100
Grief Inservices	575
Individual Counseling	774