



2017 Annual Report



Hospice Austin
Your comfort. Our calling.

Hospice Austin 2017 Program Highlights

- Hospice Austin served 2,081 patients and their families in 2017.
- Hospice Austin provided a total of 109,353 days of patient care.
- Average daily census was 299 patients per day; 10 patients per day at Hospice Austin's Christopher House and 289 per day in home care.
- Average length of stay was 54 days.
- In 2017, Hospice Austin provided over \$1 million in charity and uncompensated care to patients with no source of funding.

Bereavement

Our bereavement program provides support for a minimum of 13 months following the patient's passing. In 2017 we:

- Facilitated 204 support group sessions for 191 people
- 190 people attended 1,129 individual counseling sessions
- 397 people attended 7 community grief presentations
- Made 2006 phone calls to bereaved family and friends and answered over 830 phone calls asking for support
- Mailed 10,032 mailings to 1,672 bereaved family and friends
- 79 children and teens attended our 3-night Camp Brave Heart at no cost to their families



Campers offer each other support at Camp Brave Heart.

*Austin Palliative
Care Nurse
Practitioner Brian
King with a patient
at Hospice Austin's
Christopher House*



Austin Palliative Care

Palliative medicine focuses on improving the quality of life for patients with a serious illness. Hospice Austin's palliative care doctors and nurse practitioners made 4,720 visits to Hospice Austin patients in 2017, providing expert relief of pain, nausea, shortness of breath, fatigue, anxiety and depression.

Austin Palliative Care is a wholly-owned subsidiary of Hospice Austin. Besides seeing Hospice Austin patients, it also operates a clinic that provides palliative care to cancer patients with a serious illness who are not receiving hospice services.

Charity Care

Hospice Austin serves 100% of those who come to us for care. Unlike many other hospices, we do not put a cap on the charity care we provide to the community. In 2017, we provided \$1,171,898 in charity care and uncompensated care to patients with inadequate or no insurance.

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Volunteer Services

Volunteers are partners in all aspects of Hospice Austin's services and are vital members of the team of caregivers for patients and families. A corps of 400 volunteers donated 15,966 hours to Hospice Austin for patient care. The value of volunteer hours for comparable services to Hospice Austin totaled \$399,150 in saved labor costs. In 2017, volunteers provided:

- 4,355 hours of care in patient homes and facilities
- 5,636 hours of care at Hospice Austin's Christopher House
- 5,087 hours of work in the Bereavement Department
- 888 hours of work helping in the Volunteer Department
- 1,508 hours of work with the Development Department
- 298 hours of work by Hospice Austin's Board of Directors and the Hospice Austin Fund Board of Directors

Volunteers are a critical part of the patient care team.



Pediatric Care

Pediatric hospice care is extremely complex and costly to provide, requiring specialized staff and lower case-loads. Hospice Austin is proud to have developed a Pediatric Program that ensures high-quality and compassionate care for our youngest patients.

In 2017, we served 32 patients aged 21 and younger.



Our pediatric patients received a special home visit from Hospice Austin volunteer "Santa" in December. One of our patients is pictured here with Hospice Austin pediatric RN Katie Mason.

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Consolidated Financial Snapshot

(Hospice Austin, Hospice Austin Fund, and Austin Palliative Care)

Total Income	\$24,165,727
Total Expenses	\$22,015,844
Gain/Loss for the Year	\$2,149,883*

Expense Breakdown

Programs	\$18,235,121
Administrative	\$3,106,482
Fundraising	\$674,241

Income Breakdown

Program Service Revenue	\$20,222,058
Contributions	\$3,319,762
Dividends	\$618,128
Other	\$5,779

*includes \$618,128 in returns on investments and \$941,254 for grants for charity care and community education for 2018 and 2019.

“My husband’s wish to remain at home through the final stages of his disease was made possible by his wonderful team from Hospice Austin. They were with us every step of the way.”

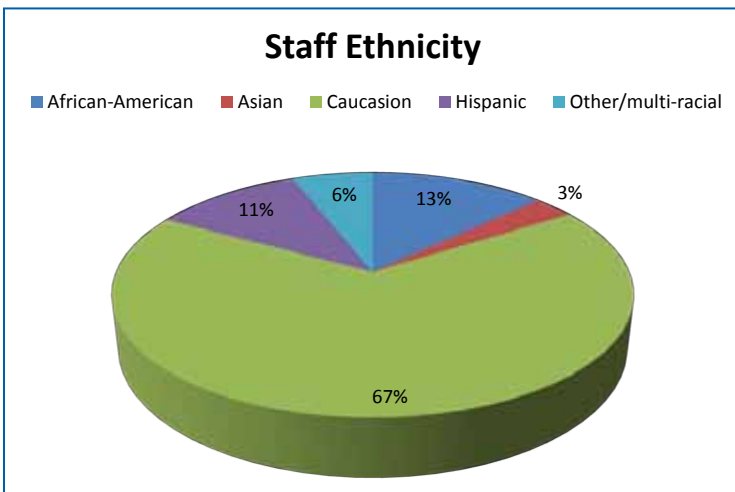
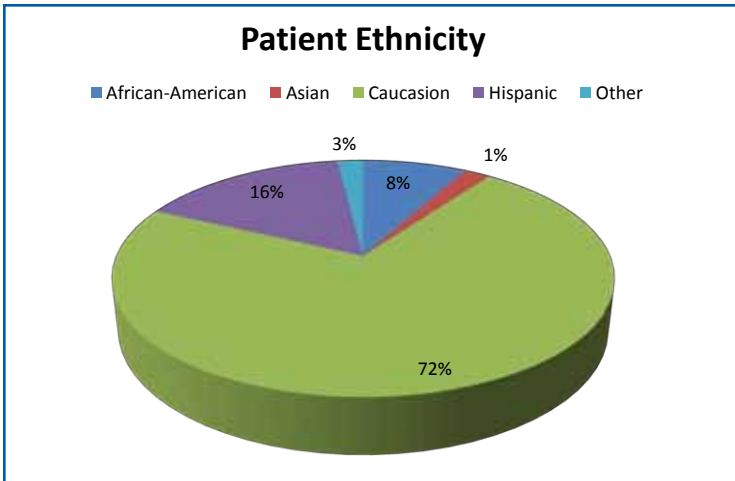
-- Family member of a Hospice Austin patient

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Patient and Staff Demographics

In 2017, Hospice Austin conducted an analysis of staff to determine how the diversity of staff correlates with the diversity of our patients. It is important to Hospice Austin that our staff mirror the diversity of the patients we serve.





2017 Board of Directors

Chair: Nannette Overbeck

Vice Chair: Susan Franzen

Secretary: Barbara Budde

Treasurer: Ben Welmaker

At Large: Oscar Robinson

Members:

Brent Annear

Michele Ashworth, MD

Kim Brown

Frank Cedeño

Carla Cox

Herb Dyer

Frank Federer

Joe Gonzalez

Richard Himes, MD

Robert Howell

David Quintanilla

Tedi Wells

Honorary Member:

Bishop John McCarthy

Executive Director:

Marjorie Mulanax

Austin Palliative Care Full-time Providers

Robert Friedman, MD, Chief Medical Officer

Michael Bevins, MD, PhD

Sandra Frellsen, MD

Faith Holmes, MD

Brian King, Palliative Care Nurse Practitioner

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2017 Hospice Austin Fund Board

Chair: Oscar Robinson

Vice-Chair: Laurens Fish, III

President: Marjorie Mulanax

Secretary: Rich Coffey

Treasurer: Kevin Kalaykie

Members:

Nak Armstrong

Ed Healy

Robin Banister

Greg Hooser

Dinah Barksdale

Val Newberg

Ann Bauer

Helayne O'Keiff

Francisco Cedeño

Gene Anne Sandbach

Herb Dyer

Leslie Timmerman

John Faught

Jenny Hassibi

“Amazing and very special team of nurses that helped my dad live a pain-free life. They traveled to [visit him] every day (even during Hurricane Harvey) and made sure that his quality of life and comfort were the priority. Thank you for being a blessing in my life.”

-- Family member of a Hospice Austin patient

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2017 Leadership Team

Marjorie Mulanax, MBA
Executive Director

Robin Clemons, BBA-Finance
Director of Development

Holly Eades, RN, MSN
Director of Inpatient Services

Robert Friedman, MD, FAAHPM
Chief Medical Officer

Nancy McCranie, MDiv
Director of Bereavement & Volunteer Services

Cynthia Morgan, RN, BSN, MBA HM, CHPN
Director of Access & Marketing

Karen Norman, MAHS
Director of Human Resources

Chris Reis, CPA, MBA
Chief Financial Officer

Christina Remus, RN, BSN
Director of Quality

Leanne Rhoades, RN, BSN, MBA HM
Chief Operating Officer

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Hospice Austin Mission Statement

Hospice Austin is a nonprofit organization that eases the physical, emotional and spiritual pain of any person in our community facing the final months of a serious illness by providing expert and compassionate care, education and bereavement support.

Hospice Austin Vision Statement

We envision a community in which people with serious illness live their final months with comfort, dignity and peace.





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4107 Spicewood Springs Road
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