



2019 Annual Report



Hospice Austin
Your comfort. Our calling.

Hospice Austin 2019 Program Highlights

- Hospice Austin served 2,569 patients and their families in 2019.
- Hospice Austin staff provided more than 130,000 visits to patients and families.
- Average daily census was 380 patients per day. We provided 138,809 days of care.
- Average length of stay was 59 days; the median length of stay was 12 days.
- In 2019, Hospice Austin provided over \$1 million in charity and uncompensated care to patients with no source of funding.

Bereavement

Our bereavement program provides support following the patient's passing. In 2019:

- we facilitated 209 support group sessions for 237 people
- 185 people attended 1,117 individual counseling sessions
- 1,197 of people attended 16 community grief presentations
- we made 2,387 phone calls to bereaved family and friends and answered 1,040 phone calls asking for support
- we sent 12,455 mailings to 2,076 bereaved family and friends
- 99 children and teens attended our 2-night bereavement camp at no cost to their families



Campers have fun while learning skills to cope with their loss

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 5,693 visits to Hospice Austin patients in 2019, 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, we also provide palliative care to patients with a serious illness who are not receiving hospice services.

Hospice Austin has a specialized pediatric hospice program for our youngest patients.



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 2019, we served 25 patients aged 21 and younger.

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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 375 volunteers donated 16,026 hours to Hospice Austin for patient care in 2019. The value of volunteer hours for comparable services to Hospice Austin totaled \$407,541 in saved labor costs. In 2019, volunteers provided:

- 5,073 hours of care in patient homes and facilities
- 3,973 hours of care at Hospice Austin's Christopher House
- 5,510 hours of work in the Bereavement Department
- 1,031 hours of work in the Volunteer Department
- 1,537 hours of work in the Development Department
- 256 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*



The GIFT Project - Giving Instructions for Tomorrow

Thanks to a generous grant from the St. David's Foundation, Hospice Austin created The GIFT Project to educate both the public and the health care community about the importance of advance care planning *prior* to a health care crisis. In 2019, more than 3,000 community members and healthcare professionals attended 180 presentations where they learned how to speak with loved ones, select a medical power of attorney, and complete their advance directives.

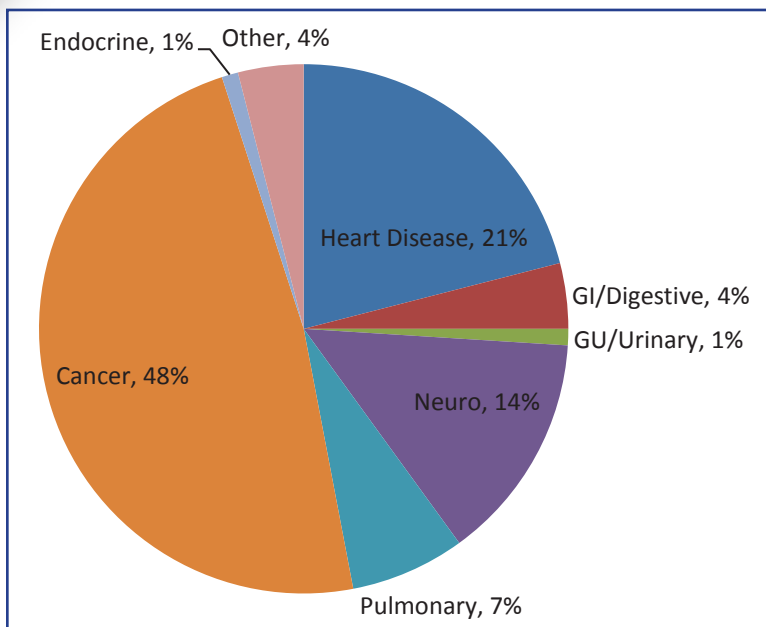
Charity Care

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 2019, we provided \$ 1,149,449 in charity care and uncompensated care to patients with inadequate or no insurance.

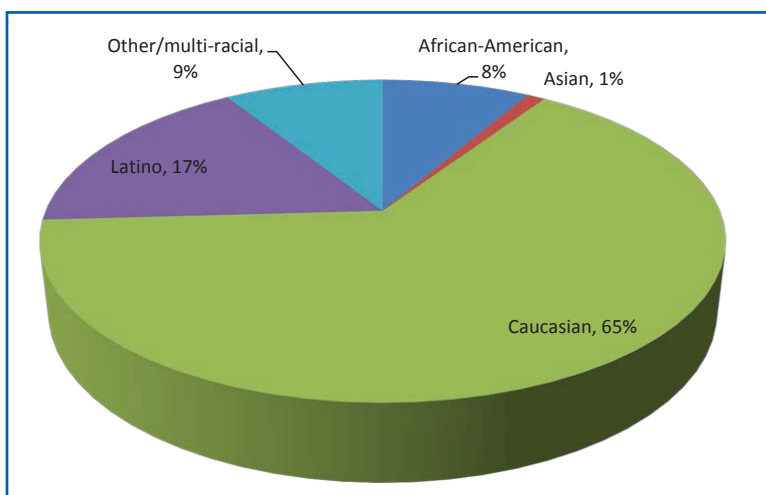
*Hospice Austin's
mission is to care
for all who need
our services,
regardless of
diagnosis or
ability to pay.*



Hospice Admission by Diagnosis



Patient Ethnicity





Consolidated Financial Snapshot

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

Total Revenue	\$31,697,623
Total Expenses	\$29,821,041
Gain/Loss for the Year	\$1,876,582

Revenue Breakdown

Program Service Revenue	\$27,023,487
Contributions	\$3,748,044
Dividends	\$845,652
Other	\$80,440

Expense Breakdown

Programs	\$25,403,944
Administrative	\$3,683,321
Fundraising	\$733,776

*"I am a patient and I love their caring people.
From my nurse down to my CNAs, Socialworker
and Chaplain, if I need something they are right
on it. I am so grateful to have them."*

-- a Hospice Austin patient

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2019 Board of Directors

Chair: Susan Franzen

Vice Chair: Brent Annear

Secretary: Barbara Budde

Treasurer: Ben Welmaker

At Large: Oscar Robinson

Members:

Michele Ashworth, MD

Frank Cedeño

Christina Corona

Carla Cox

Herb Dyer

Frank Federer

Joe Gonzalez

Richard Himes, MD

Robert Howell

Ray Mungia

Nannette Overbeck

Tedi Wells

Executive Director:

Marjorie Mulanax

Austin Palliative Care Full-time Providers

Robert Friedman, MD, Chief Medical Officer

Sandra Frellsen, MD

Kim Galusha, DO

Derek LeJeune, MD

Michelle Owens DO

Kate Tindall, MD

Brian King, NP

Shelley Baker NP

Radhika Nayak, NP

Christie Kremer, NP

Jo Ann Cardenas, NP

Shannon Perryman, NP

May Harris, NP

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2019 Hospice Austin Fund Board

Chair: Oscar Robinson

Vice-Chair: Laurens Fish, III

President: Marjorie Mulanax

Secretary: Rich Coffey

Treasurer: Kevin Kalaykie

Members:

Robin Banister

Ed Healy

Dinah Barksdale

Greg Hooser

Ann Bauer

Brittany Byrd Morrison

Francisco Cedeño

Val Newberg

Herb Dyer

Helayne O'Keiff

John Faught

Gene Anne Sandbach

Joe Gonzalez

Leslie Timmerman

Jenny Hassibi

"It was a Hospice Austin on-call nurse who came out to the house for what we thought was a minor issue for Dad but when she got there she quickly determined he was actively dying – we had no idea. Because of her, we were able to get the whole family over or on the phone by early morning when dad peacefully passed away surrounded by family. Because of her, my kids got to say goodbye to their granddaddy. When they arrived and he heard their voices he smiled for the first time all night and then went on to heaven."

-- Family member of a Hospice Austin patient



2019 Leadership Team

Marjorie Mulanax, MBA
Executive Director

Robin Clemons, BBA-Finance
Director of Development

Holly Eades, RN, MSN (January - July)
Briana Rodriguez, RN, BSN, CHPN (September - December)
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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(800) 445-3261

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