



# 2020 Annual Report



Hospice Austin  
Your comfort. Our calling.

*Dear Friends,*

*As I reflect back upon 2020, I am filled with gratitude – gratitude for our wonderful staff who have faced this challenging year with incredible bravery, gratitude for our board of directors for their guidance and encouragement, and gratitude for our supporters and friends who are standing by us, even though we have all been affected in some way by this pandemic.*

*Our challenges have been many: procuring and paying for PPE and testing; construction next to Hospice Austin's Christopher House which limited our available beds; a 55% increase in patients with no insurance or other funding; an increase in competition from for-profit hospices; and the cancellation of our primary fundraiser, the Beauty of Life brunch.*

*We need our friends more than ever and I am so thankful for all of you. Your support allows us to continue our mission of serving all who need us, regardless of whether they have COVID or another disease, and regardless of their ability to pay. We are able to be there for them, because you have been there for us.  
Thank you.*

*Marjorie Mulanax  
Executive Director*

## Hospice Austin 2020 Program Highlights

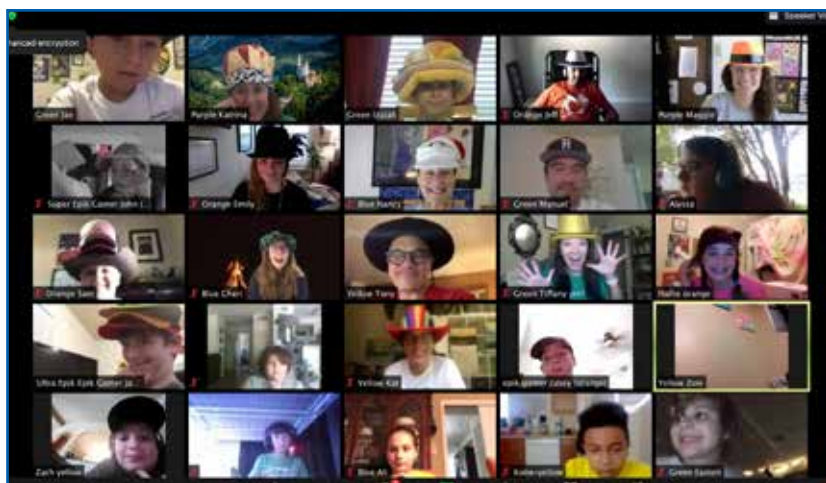
- Hospice Austin served 2,461 patients and their families in 2020.
- Hospice Austin staff provided more than 100,000 visits to patients and families.
- Average daily census was 415 patients per day.
- Average length of stay was 66 days; the median length of stay was 14 days.
- We cared for 98 patients with COVID-19.
- In 2020, Hospice Austin provided nearly \$1.5 million in uncompensated care to patients with no source of funding.



## Bereavement

Our bereavement program provides support following the patient's passing. In 2020:

- Facilitated 259 support group sessions and grief webinars for 236 people
- 219 people attended 1,466 individual counseling sessions
- 815 people attended 15 community grief presentations
- Made 2,395 phone calls to bereaved family and friends and answered 1,160 phone calls asking for support
- Sent 13,874 mailings to 1,982 bereaved family and friends
- 29 children and teens attended our virtual bereavement camp at no cost to their families



*Campers had fun while making meaningful connections via Zoom.*

## Palliative Care Provider Visits

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 4,694 visits to Hospice Austin patients in 2020, 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.



*“A friend of mine was recently admitted to Hospice Austin’s care after she and her husband decided it was time. My friends truly appreciate that hospice workers are putting themselves on the front line to ease their burden, and I personally am so thankful that someone is able to be there in their home for them right now, when we cannot.”*

*-- Friend of a Hospice Austin patient*

## 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. This year, we sharply curtailed the use of volunteers working directly with patients in order to keep everyone safe. However, volunteers still put in many hours making porch visits, delivering items, making phone calls, providing music from outside, and working in the garden at Christopher House. We also include social work and bereavement interns in our volunteer hours. The value of volunteer hours for comparable services to Hospice Austin totaled \$178,813 in saved labor costs. In 2020, volunteers provided:

- 2,397 patient care hours (431 out-patient; 1,966 in-patient)
- 3,824 hours of work for the Bereavement Department
- 596 hours of work for the Development Department
- 401 hours of work by Hospice Austin's Board of Directors and the Hospice Austin Fund Board of Directors

*Volunteers Erin McCabe and Jeni Wood assemble admission material every weekend for Hospice Austin's new patients.*

*Before the pandemic, Jeni was a Hospice Austin volunteer massage therapist.*



## 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 2020, more than 970 community members and healthcare professionals attended presentations where they learned how to speak with loved ones, select a medical power of attorney, and complete their advance directives.

## Uncompensated Care

Hospice Austin serves 100% of those who come to us for care.

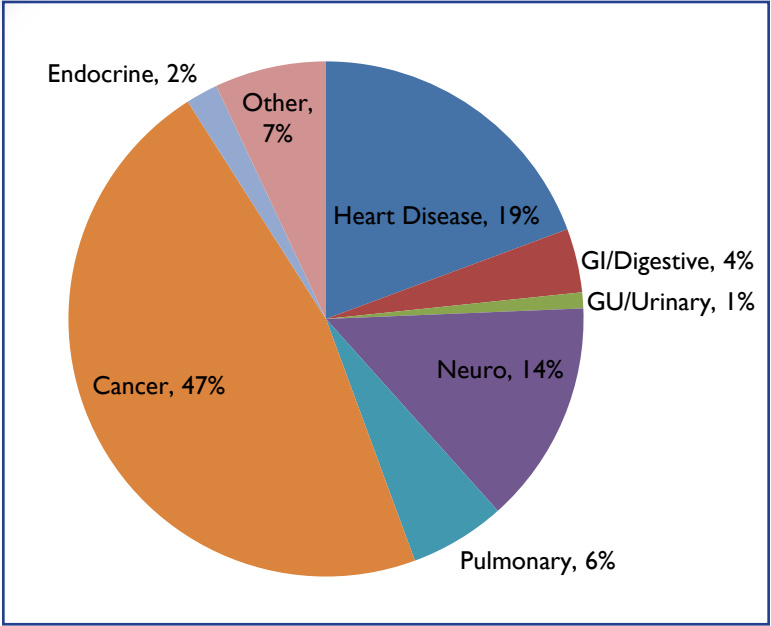
Unlike most other hospices, we do not put a cap on the amount of care we provide to uninsured and underinsured patients. In 2020, we provided \$1,429,303 in uncompensated care to patients with inadequate or no insurance.

*The pandemic exacerbated food insecurity across the region.*

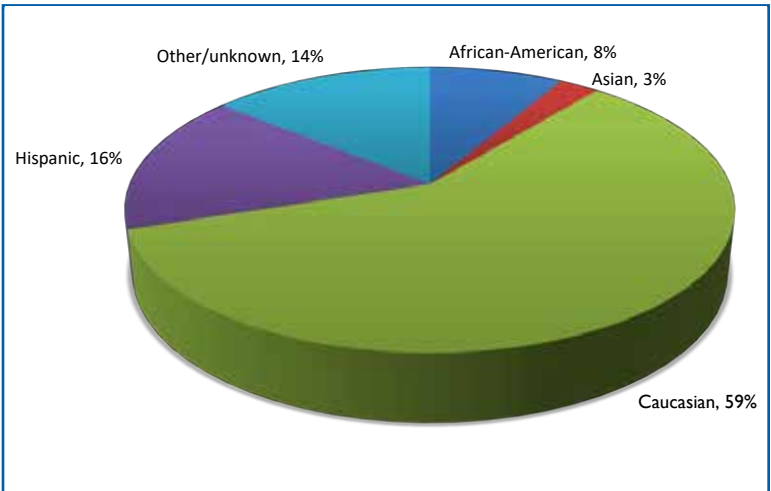
*Employees from Red Keller collected and donated groceries for Hospice Austin's food pantry for our patients in need.*



## Hospice Admission by Diagnosis



## Patient Ethnicity







## Consolidated Financial Snapshot

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

Total Revenue	\$32,608,567
Total Expenses	\$31,085,633
Gain/Loss for the Year	\$1,522,934

### Revenue Breakdown

Program Service Revenue	\$27,534,948
Contributions	\$4,321,578
Dividends	\$628,749
Other	\$123,292

### Expense Breakdown

Programs	\$26,167,024
Administrative	\$4,417,857
Fundraising	\$500,752

*“The care we received at Christopher House was such a gift and blessing to my family. I hope all who work there know how important they are to the people they help through the worst time of their lives.”*

*-- Family member of a Hospice Austin patient*

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## 2020 Board of Directors

Chair: Brent Annear

Vice Chair: Robert Howell

Secretary: Barbara Budde

Treasurer: Ben Welmaker

At Large: Oscar Robinson

### Members:

Frank Cedeño

Cynthia Duggins

Herb Dyer

Susan Franzen

Joe Gonzalez

Shelton Green

C. Michele Robinson Gregory

Richard Himes, MD

Kathryn Hudson, MD

Ray Mungia

Nannette Overbeck

Sue Phillips

Jetta Todaro

Tedi Wells

## Austin Palliative Care Full-time Providers

Robert Friedman, MD, Chief Medical Officer

Sandra Frellsen, MD, Hospice Medical Director

Kate Tindall, MD, Palliative Care Medical Director

Kim Galusha, DO

Derek LeJeune, MD

Michelle Owens, DO

Johnson Wu, DO

Brian King, NP

Shelley Baker, NP

Radhika Nayak, NP

Christie Kremer, NP

Jo Ann Cardenas, NP

Shannon Perryman, NP

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## 2020 Hospice Austin Fund Board

Chair: Herb Dyer

Vice-Chair: Ed Healy

President: Marjorie Mulanax

Secretary: Val Newberg

Treasurer: Laurens Fish, III

### Members:

Robin Banister

Dinah Barksdale

Ann Bauer

Steve Brown

Frank Cedeño

Rich Coffey

John Faight

Joe Gonzalez

Jenny Hassibi

Kevin Kaylakie

Brittany Byrd Morrison

Helayne O'Keiff

Gene Anne Sandbach

Leslie Timmerman

*"I can't begin to thank you and your team enough for all the care you provided my mom, and the incredible support to my brother. Your kind words, continued support, and immense care has been outstanding. I also thank you and your team for working so hard in what has become an unbelievable situation with CO-VID. I pray all the time for all care workers as you folks are really being put in a difficult situation. I am so thankful that God blessed you with this incredible gift of caring for those facing death. Your strength, care, and compassion is exactly what we all need."*

*-- Family member of a Hospice Austin patient*

## 2020 Leadership Team

Marjorie Mulanax, MBA  
Executive Director

Robert Friedman, MD, HMDC, FAAHPM, FAAFP  
Chief Medical Officer

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

Cameron Allen, M.Div.  
Director of Clinical Services

Robin Clemons, BBA-Finance  
Director of Development

Nancy McCranie, M.Div.  
Director of Bereavement & Volunteer Services

Karen Norman, MAHS  
Director of Human Resources

Chris Reis, CPA, MBA  
Chief Financial Officer

Christina Remus, RN, BSN  
Director of Quality

Briana Rodriguez, RN, BSN, CHPN  
Director of Inpatient Services

Lora Wyatt, RN, BSN, CHPN  
Director of Access & Marketing



## 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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[HospiceAustin.org](http://HospiceAustin.org)