

A close-up photograph of several hands being held together in a supportive grip. One hand has a black ring, and another has a gold ring. The background is a soft, out-of-focus light gray.

2021 Annual Report



Hospice Austin
Your comfort. Our calling.



Dear Friends,

While the year 2021 was not the return to normalcy that many of us had hoped, Hospice Austin met each challenge as it came thanks to the commitment and dedication of our staff, volunteers and community. January started on a hopeful note as we provided vaccinations to our employees, patients, caregivers and volunteers. Then, in February, the winter storm struck, leaving many of our patients and staff without power, heat and water. Some of our staff camped out at Christopher House for days to ensure our patients were warm and well-cared for while travel was difficult.

Our staff repeatedly rose to the occasion through COVID variant surges, weather difficulties, cancellation of the year's fundraising events, and ongoing construction next to Hospice Austin's Christopher House, which limited our available beds. In 2021, Hospice Austin provided more than 100,000 visits to 2,300 patients. As food insecurities continued for many, 156 patients and their families benefited from our food pantry. We provided over \$1 million worth of care to almost 10% of our patients who did not have insurance coverage or personal funds to pay for their care.

We are forever grateful for your ongoing support which allows us to continue our mission of serving all who need us, regardless of their diagnosis or ability to pay. We could not accomplish this mission without you.



Hospice Austin 2021 Program Highlights

- Hospice Austin served 2,300 patients and their families in 2021
- Hospice Austin staff provided more than 100,000 visits to patients and families
- Average daily census was 385 patients per day
- Average length of stay was 66 days; the median length of stay was 13 days
- Hospice Austin provided over 140,000 days of care to patients
- Hospice Austin provided over \$1 million in uncompensated care and services to under-insured or uninsured patients with no source of funding



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Bereavement

Our bereavement program provides support both to families of Hospice Austin patients and to the entire community after the death of a loved one. Although still in the midst of a public health crisis, we provided support to 2,444 people through the following services:

- Facilitated 223 support group sessions and grief webinars
- 228 people attended 1,374 individual counseling sessions
- 815 people attended 15 community grief presentations
- Made 2,327 phone calls to bereaved family and friends and answered 1,040 phone calls asking for support
- Sent 12,086 mailings to 1,982 bereaved family and friends
- 25 children and teens attended our virtual bereavement camp at no cost to their families

When asked what Camp Brave Heart means to them in one word, these were the campers' responses:



Winter Storm

In February 2021, a series of winter weather events impacted the entire region. The agency experienced power outages and information systems outages, Christopher House suffered bursting pipes, and our community and staff experienced widespread, long-lasting power outages, water boil situations, and impassable road conditions. Pediatric nurse Rebecca Menses relates this story:



“My pediatric patient had run out of her liquid Tylenol. Her parents had been trying to crush tablets but were having a hard time getting her to take them and they were running out. I needed to make a visit to assess her wound and while on the way I found a Walgreens that was open. It had just started to snow and I almost turned around thinking it was best to just get there. But I insisted to myself I was going to help. I found two bottles of liquid Tylenol but there were about 30 people in line. I again insisted and stayed. The gentleman in front of me kept dropping items and I was helping him pick them up when he saw I only had two items to buy. He asked if I wanted to go ahead of him. I thanked him and told him I was a nurse and trying to get to a patient who needed these meds before it got worse out. He was like wow, and the woman in front of him said “Oh, you’re a nurse, go ahead of me.” This continued through the

entire line! Thirty people put their own needs aside for me to be able to get back out there and do what we do best!! It was a blessing and such the encouragement I needed to keep pushing through.”



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Palliative Care Provider Visits

Palliative medicine focuses on improving the quality of life for patients with a serious illness. Austin Palliative Care is Hospice Austin's medical provider subsidiary. Austin Palliative Care's doctors and nurse practitioners made 4,336 palliative care visits to Hospice Austin patients in 2021 providing expert relief of pain, nausea, shortness of breath, fatigue, anxiety and depression.



Dr. Robert Friedman



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Volunteer Services

Volunteers are vital to the mission of Hospice Austin's services and are key members of the team who provide care and services for patients and families. Although we limited the use of volunteers inside patient homes due to the pandemic, 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 \$174,893 in saved labor costs.

In 2021, volunteers provided:

- 6,128 direct patient care hours
- 2,021 hours of office duties and leadership services
- 8,149 hours total of work by volunteers

*James Fenner,
Marc Cruz, and
Tony Morris play
music in the
courtyard outside a
patient's room with
the door cracked
open as part of
Classical Guitar
Alive's Music in
Medicine Program.*



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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 provide awareness and education to both the public and the health care community about the importance of advance care planning *prior* to a health care crisis.

In 2021 more than 1,703 community members and healthcare professionals attended presentations to discover how to initiate the subject with loved ones, select a medical power of attorney, and complete their advance directives. We also held an outdoor “Drop-by Directives” event to celebrate National Healthcare Decisions Day. Nearly 100 people attended the event and met with nurses and social workers to learn about advance directives and advance care planning.

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 2021, we provided \$1,155,633 in uncompensated care to patients and their families.

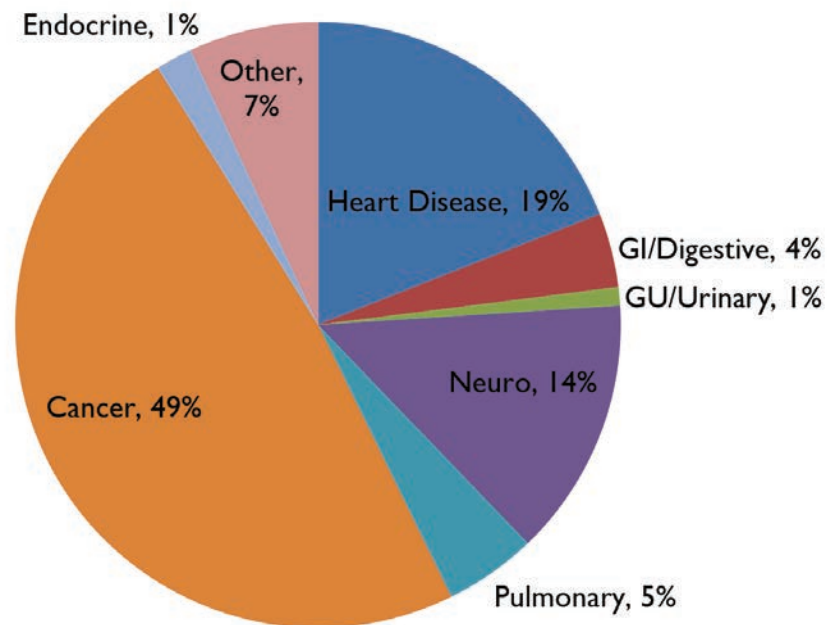


*People learn about
advance care
planning from nurses
and social workers
at the Drop-by
Directives event.*

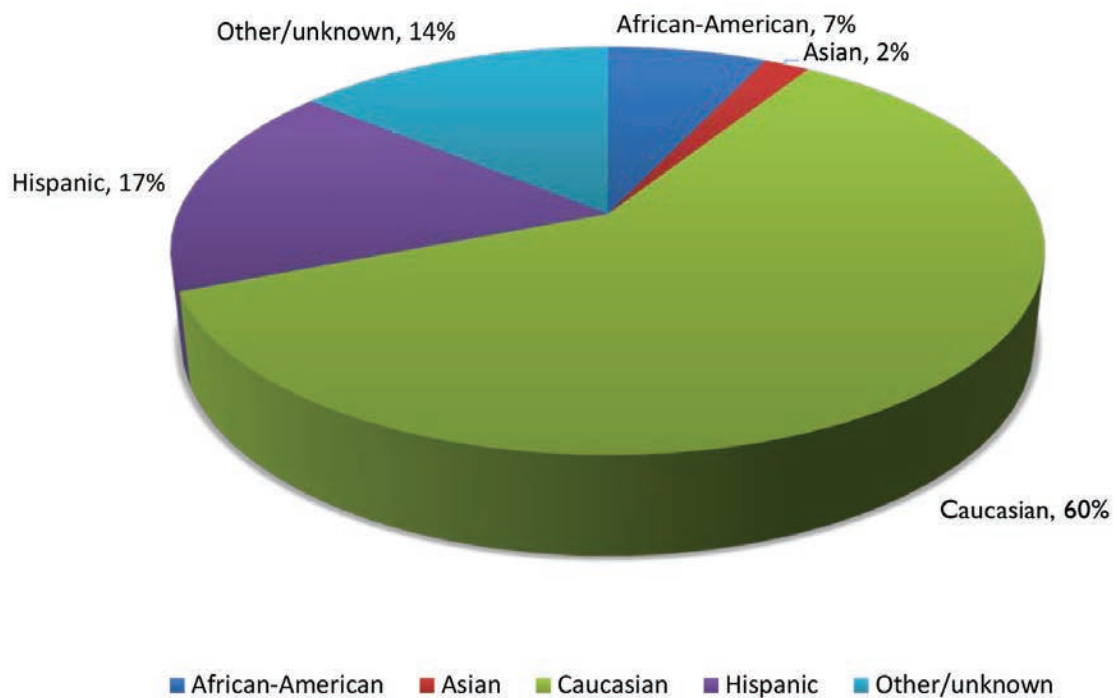


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Hospice Admission by Diagnosis



Patient Ethnicity



Consolidated Financial Snapshot

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

Total Revenue	\$33,321,422
Total Expenses	\$32,363,912
Gain/Loss for the Year	\$957,510

Revenue Breakdown

Program Service Revenue	\$27,556,431
Contributions	\$3,838,038
Dividends	\$770,791

Expense Breakdown

Programs	\$26,973,035
Administrative	\$4,836,371
Fundraising	\$554,506

“ As an exhausted caregiver, Hospice Austin helped me to survive a devastating era in my life. They were a Godsend with care for my late wife and to me as well. Their counseling services also helped me to get back on my feet and back into this life.

Family member of a Hospice Austin patient

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2021 Board of Directors

Chair: Robert Howell

Vice Chair: Oscar Robinson

Secretary: Ray Mungia

Treasurer: Ben Welmaker/Sylvia Maggio

At Large: C. Michele Robinson Gregory

Members

Brent Annear

Frank Cedeño

Cynthia Duggins

Joe Gonzalez

Shelton Green

Richard Himes, MD

Kathryn Hudson, MD

Jocelyn Johnson

Sue Phillips

Tami Taylor

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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2021 Hospice Austin Fund Board

Chair: Herb Dyer
Vice-Chair: Ed Healy
President: Marjorie Mulanax/DeSha McLeod
Secretary: Val Newberg
Treasurer: Laurens Fish, III

Members

Robin Banister
Dinah Barksdale
Ann Bauer
Steve Brown
Frank Cedeño
John Faught
Joe Gonzalez

Jenny Hassibi
Kevin Kaylakie
Brittany Byrd Morrison
Helayne O'Keiff
Oscar Robinson
Gene Anne Sandbach
Leslie Timmerman

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“
My parents both received care from Hospice Austin at the end of their lives. The support they gave our family made a lasting impact on me. Our parents were proud of their home and built it when they were young newlyweds. We were able to give them the gift of dying at home because of Hospice Austin's services. They were there from the beginning and walked the journey beside us until the end.

Family member of a Hospice Austin patient

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2021 Leadership Team

Marjorie Mulanax, MBA (through October 2021)
Executive Director/CEO

C. DeSha McLeod, MBA (as of October 2021)
Chief Executive Officer

Robert Friedman, MD (through October 2021)
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
and Volunteer Services

Karen Norman, MAHS
Director of Human Resources

Chris Reis, CPA, MBA
Chief Financial Officer
(through May 2021)

Christina Remus, RN, BSN
Director of Quality

Kevin Turner, CPA, MBA
Chief Financial Officer
(as of July 2021)

Jamie Wilson, RN
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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