



# 2022 Annual Report



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## Hospice Austin 2022 Program Highlights

- Hospice Austin served 2,226 patients and their families in 2022
- Hospice Austin staff provided 92,628 visits to patients and families
- Average daily census was 368 patients per day
- Average length of stay was 76 days; the median length of stay was 14 days
- Hospice Austin provided over 134,000 days of care to patients
- Hospice Austin provided over \$1.8 million in uncompensated care and services to uninsured or underinsured 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.

In 2022, we provided support to more than 3,000 people through the following services:

- Facilitated 235 support group sessions and grief webinars
- 251 people attended 1,499 individual counseling sessions
- 949 people attended 16 community grief presentations
- Made 2,114 phone calls to bereaved family and friends and answered 1,080 phone calls asking for support
- 88 children and teens attended Camp Brave Heart at no cost to their families



*Camp Brave Heart 2022*

## 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 4,662 palliative care visits to Hospice Austin patients in 2022 providing expert relief of pain, nausea, shortness of breath, fatigue, anxiety and depression.



*Dr. Michelle Owens talking with a patient*



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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. Our corps of more than 300 volunteers provided a variety of services: visiting with patients, providing respite to caregivers, running errands, making phone calls, providing music, massage, acupuncture and other services, facilitating support groups, working in the garden at Christopher House, helping in the office, and serving on boards and committees. We also include social work and bereavement interns in our volunteer hours. The value of volunteer hours for comparable services to Hospice Austin totaled \$316,737 in saved labor costs. In 2022, volunteers provided:

- 8,202 direct patient care hours
- 2,896 hours of office duties and leadership services
- 11,098 hours total of work by volunteers

*Volunteer  
Carole Price  
visits with  
a patient*



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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. Beginning in 2022 we started focusing our outreach efforts on seniors, rural community members, persons of color, and low-income households.

In 2022, we provided education to 986 community members about how to initiate advance care planning conversations 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 where participants met with nurses and social workers to learn about 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 2022, we provided \$1,868,966 in uncompensated care to patients and their families.

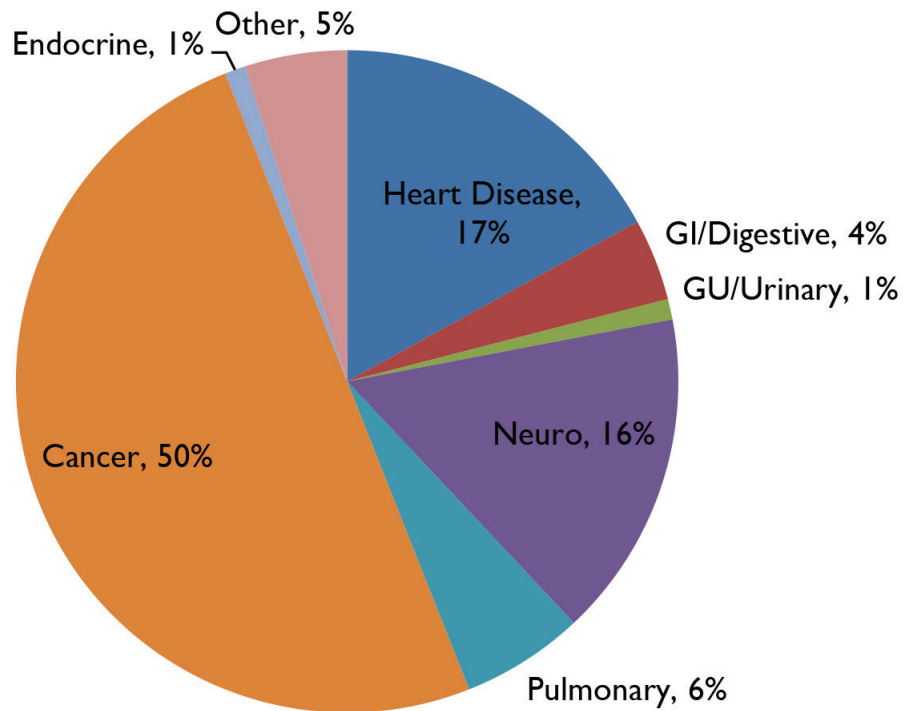


*People learn about  
advance care  
planning from nurses  
and social workers  
at the Drop-by  
Directives event.*

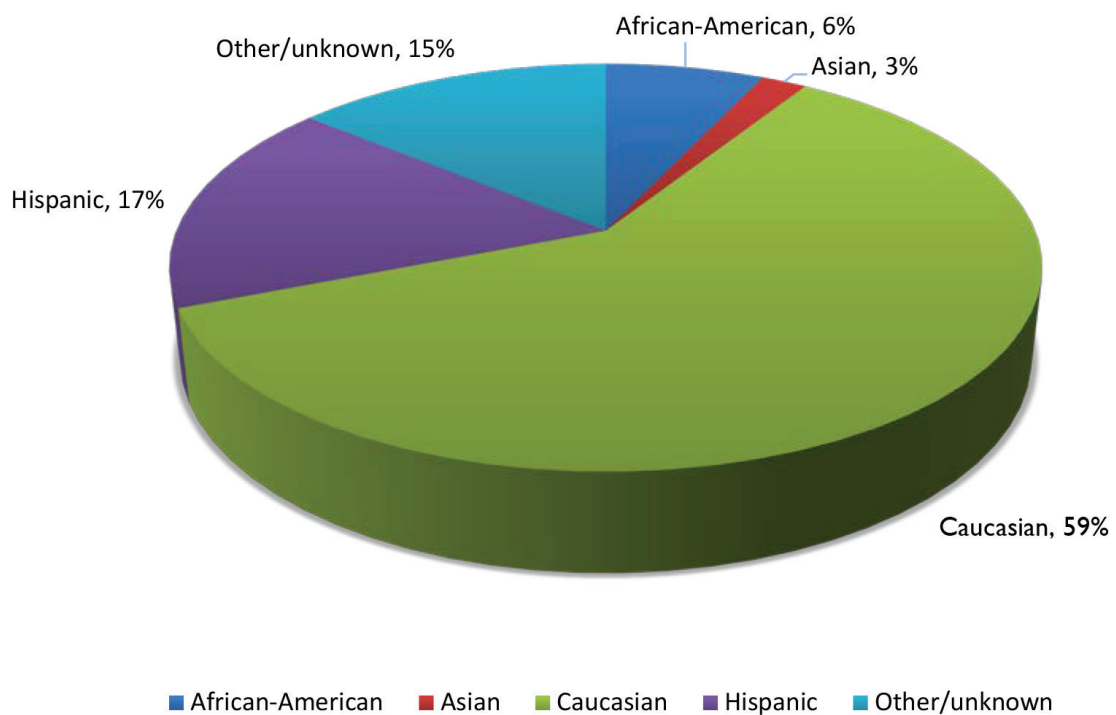


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## Hospice Admission by Diagnosis



## Patient Ethnicity



# Consolidated Financial Snapshot

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

Total Revenue	\$30,618,109
Total Expenses	\$33,340,411
Gain/Loss for the Year	\$(2,722,302)

## Revenue Breakdown

Program Service Revenue	\$27,085,982
Contributions	\$4,117,928
Investment Income Loss	\$(606,224)
Other	\$20,423

## Expense Breakdown

Programs	\$27,854,290
Administrative	\$4,752,042
Fundraising	\$734,079

“ *Could have not asked for more support during this difficult time. My mother died in exactly the manner she would have wished and in a far more peaceful way than anyone could have expected.* ”

Family member of a Hospice Austin patient



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## 2022 Board of Directors

Chair: Robert Howell  
Vice Chair: Oscar Robinson  
Secretary: Ray Mungia  
Treasurer: Sylvia Maggio  
At Large: C. Michele Robinson Gregory

## Members

Brent Annear	Kathryn Hudson, MD
Frank Cedeño	Jocelyn Johnson
Cynthia Duggins	Sue Phillips
Joe Gonzalez	Tami Taylor
Shelton Green	Jetta Todaro
Richard Himes, MD	

## Austin Palliative Care Full-time Providers

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  
Beverly Anne Butler, APRN  
Melody Kamanda, NP  
Brian King, NP  
Christie Kremer, NP  
Jo Ann Cardenas, NP  
Anna-Michele Taylor, NP



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## 2022 Hospice Austin Fund Board

Chair: Oscar Robinson  
Vice-Chair: Laurens Fish, III  
President: Herb Dyer  
Secretary: Jenny Hassibi  
Treasurer: Scott Neuendorf

### Members

Robin Banister  
Dinah Barksdale  
Steve Brown  
John Faught  
Ed Healy

Jocelyn Johnson  
Brittany Morrison  
Val Newberg  
Gene Anne Sandbach  
Leslie Timmerman

“ Starting with care from the palliative care unit through hospice team at home, hospital, hospice house, care was excellent, caring, efficient, knowledgeable, flawless! Recommend Hospice Austin, a dream team and so glad they are there. Had help from them also 6 years ago, with Mother. Your attention and support were superlative. ”

Family member of a Hospice Austin patient



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## 2022 Leadership Team

C. DeSha McLeod, MBA (through September 2022)  
Chief Executive Officer

Herb Dyer, MPA (as of October 2022)  
Interim Chief Executive Officer

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

Christina Remus, RN, BSN  
Chief Clinical 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

Jamie Wilson, RN  
Director of Quality

Kevin Turner, CPA, MBA  
Chief Financial Officer

Keisha Jones, RN  
Director of Inpatient Services

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



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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 with comfort, dignity and peace.



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4107 Spicewood Springs Road  
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[HospiceAustin.org](http://HospiceAustin.org)