



2018 Annual Report



Hospice Austin
Your comfort. Our calling.

Hospice Austin 2018 Program Highlights

- Hospice Austin served 2,280 patients and their families in 2018.
- Hospice Austin provided a total of 127,308 days of patient care.
- Average daily census was 349 patients per day; 10 patients per day at Hospice Austin's Christopher House and 339 per day in home care.
- Average length of stay was 61 days; the median length of stay was 16 days.
- In 2018, 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 2018 we:

- Facilitated 192 support group sessions for 185 people
- 171 people attended 1,055 individual counseling sessions
- 967 people attended 13 community grief presentations
- Made 2,130 phone calls to bereaved family and friends and answered 920 phone calls asking for support
- Sent 11,112 mailings to 1,852 bereaved family and friends
- 61 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

*Dr. Sandra Frellsen
and nurse Gina
Graham visit a
Hospice Austin
patient*



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 5,139 visits to Hospice Austin patients in 2018, 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.

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 2018, we served 29 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 376 volunteers donated 16,361 hours to Hospice Austin for patient care. The value of volunteer hours for comparable services to Hospice Austin totaled \$410,661 in saved labor costs. In 2018, volunteers provided:

- 4,964 hours of care in patient homes and facilities
- 4,660 hours of care at Hospice Austin's Christopher House
- 5,706 hours of work in the Bereavement Department
- 1,031 hours of work helping in the Volunteer Department
- 1,500 hours of work with the Development Department
- 299 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*



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 2018, we provided \$1,161,485 in charity care and uncompensated care to patients with inadequate or no insurance.

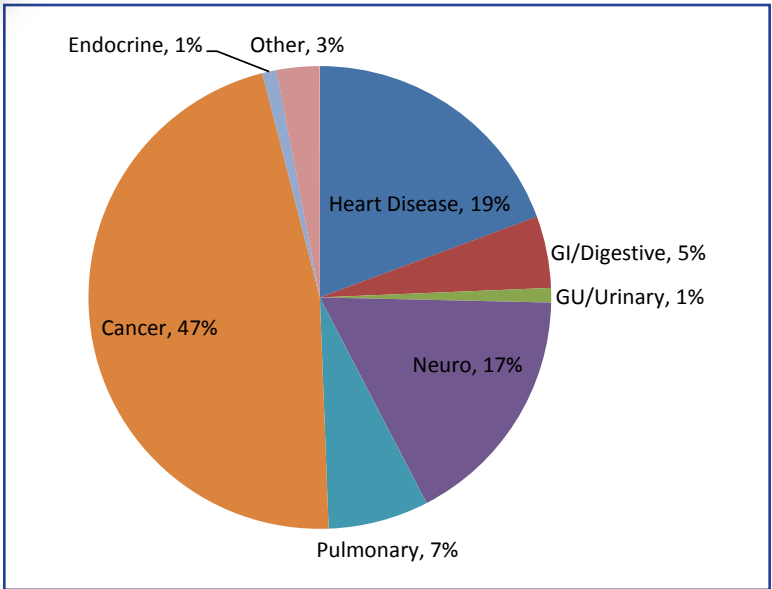
The GIFT Project - Giving Instructions for Tomorrow

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. Nearly 2,300 community and health care professionals attended 164 GIFT presentations where they learned how to speak with loved ones, select a medical power of attorney, and complete their advance directives.

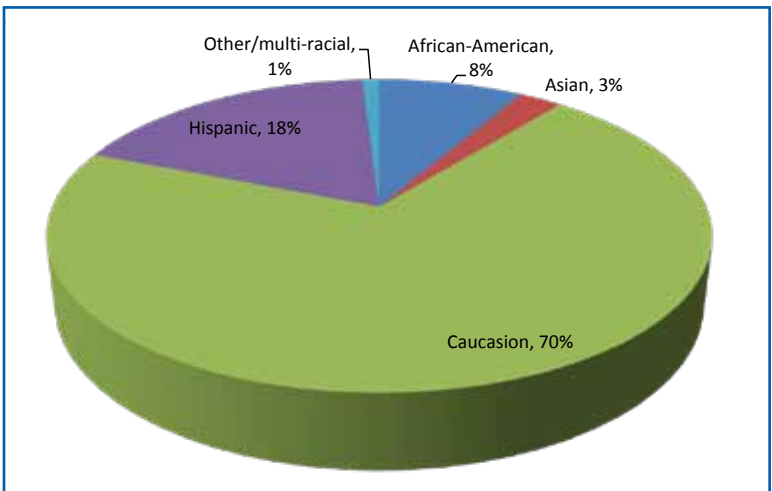
The GIFT Project encourages people to complete their advance directives



Hospice Admission by Diagnosis



Patient Ethnicity



Consolidated Financial Snapshot

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

Total Income	\$ 26,700,538
Total Expenses	\$ 25,300,620
Gain/Loss for the Year	\$ 1,399,918

Expense Breakdown

Programs	\$ 21,278,261
Administrative	\$ 3,271,317
Fundraising	\$ 751,042

Income Breakdown

Program Service Revenue	\$ 23,516,347
Contributions	\$ 3,300,140
Dividends	\$ (188,625)
Other	\$ 72,676

“So grateful for the loving hands and hearts of Hospice Austin’s pediatric hospice team. Dr. Case and all of our daughter’s nurses were a part of our sweet girl’s triumphant 373 Days.”

-- Family member of a Hospice Austin patient

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2018 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 Frelsen, MD

Faith Holmes, MD

Brian King, Nurse Practitioner

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2018 Hospice Austin Fund Board

Chair: Oscar Robinson

Vice-Chair: Laurens Fish, III

President: Marjorie Mulanax

Secretary: Rich Coffey

Treasurer: Kevin Kalaykie

Members:

Nak Armstrong

Jenny Hassibi

Robin Banister

Ed Healy

Dinah Barksdale

Greg Hooser

Ann Bauer

Val Newberg

Francisco Cedeño

Helayne O'Keiff

Herb Dyer

Gene Anne Sandbach

John Faught

Leslie Timmerman

“I can’t thank [Hospice Austin] enough for the outstanding care they give!! I’ve never been so overwhelmed, lost and scared, they held me up and held me in their arms in my most desperate moments. When we arrived, they opened their hearts to our entire family & welcomed us with a comfortable place for our loved one to pass in peace surrounded by his entire loving family. THANK YOU ALL for every moment and I couldn’t think of a better place to be in such a time of GREAT NEED!”

-- Family member of a Hospice Austin patient



2018 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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