

# POSITIVE MEMORIES

## How Patients Celebrated in 2008

Gifts from the community again made "Positive Memories" possible for a large number of Hospice of Northwest Ohio patients who had personal goals to achieve or special interests to pursue at the end of their lives.

Three months before he died, 28-year-old Jonathan May (right) was able to "walk" for his graduation at UT and enjoy a party given in his honor afterwards.



Inpatient Dick Thompson was still able to walk his daughter, Jennifer, down the "aisle" when she planned a commitment ceremony in the beautiful Hospice gardens, months before her wedding. ♦



### Our Mission

*Hospice of Northwest Ohio provides specialized medical, emotional and spiritual care to people of all ages — and their families — living with any end-stage illness in Northwest Ohio and Southeast Michigan.*

### Our Vision

*To provide care and education that positively transform the way people view and experience the end of life.*

**Hospice of Northwest Ohio**  
Judy Seibenick, Executive Director

PERRYSBURG CENTER / ADMINISTRATIVE OFFICES  
30000 East River Road, Perrysburg, OH 43551

TOLEDO CENTER  
800 South Detroit Avenue, Toledo, OH 43609

MICHIGAN OFFICE  
8132 Secor Road, Lambertville, MI 48144

419-661-4001

[www.hospicenwo.org](http://www.hospicenwo.org)

© Hospice of Northwest Ohio, April 2009



# 2008 ANNUAL REPORT

## HOSPICE OF NORTHWEST OHIO

ANSWERS FOR LIVING THE LAST MONTHS OF LIFE<sup>SM</sup>

answers



*On any given day, 90% of Hospice of Northwest Ohio patients are living in the community— wherever they call home — surrounded by the people and things they love most. For patient Larry Wilburn, this meant being able to maintain his cherished relationship with his grandkids. The children received special counseling from Hospice to help them understand his terminal illness and were able to spend quality time with him in the familiar environment of his home.*

## THE HOSPICE OF NORTHWEST OHIO DIFFERENCE

# Leading the Way in End-of-Life Care

Long before the community understood the meaning of "hospice," the founders of this agency were proposing a better end-of-life experience for the terminally ill. Twenty seven years later their vision, perseverance and compassion shape all that we do and, combined with another critical factor — excellence — have set the bar for quality hospice care in this region. While there are many ways to measure our success, the result that is most meaningful to us is the number of patients and families who continue to place their trust in Hospice of Northwest Ohio. We have grown from serving just 90 patients in 1981, to caring for 2,854 last year, with 99% still saying they would recommend us to others.

While our patients have come to expect unmatched expertise in pain and symptom control and a level of care they seldom receive elsewhere, they are often surprised by the breadth of services available. These include doctors who still make house calls; drugs and equipment delivered promptly to their homes; music, art and massage therapy; counseling for families who need support before and after the death; spiritual care for those who seek it and volunteers who provide respite care, transportation and myriad assistance to patients and their families.

As we share this report about a few of our 2008 accomplishments, we thank every reader for the support they've given us, and hope they will continue to value the Hospice of Northwest Ohio difference. ♦

PRESORTED  
FIRST-CLASS MAIL  
US POSTAGE  
PAID  
TOLEDO, OHIO  
PERMIT NO. 242

ADDRESS SERVICE REQUESTED

30000 East River Road • Perrysburg, Ohio 43551



## FROM THE PRESIDENT OF THE BOARD

As the community's hospice, we feel a profound responsibility to be here for families in their time of greatest need. Despite the economy, the needs of the dying do not change. Their illnesses cannot be put on hold, and their care cannot be compromised. We continue to provide the most skilled and compassionate staff and the highest level of care and supportive services for every patient...every time...regardless of their ability to pay.

Serving the area since 1981, Hospice of Northwest Ohio is now caring for second and even third generations of families. We are gratified that they continue to entrust us with the care of their loved ones and are planning ahead so we will be a resource for them far into the future.

Though proposed Medicare cuts are presenting significant challenges, our agency is still strong. As this report indicates, we are not only growing in the number of patients we serve, but also in the many ways we serve them. Our Gold Standard of Care, our new palliative care consultation program and the depth of services we provide are a reflection of our commitment to this work.

It was a dedicated group of grass roots volunteers who made it their mission to start the first hospice in the region, Hospice of Northwest Ohio. Since that time it has been the spirit and commitment of the entire community that have made our agency what it is today. As you determine how you will spend your precious time and treasure, we hope you will continue to remember Hospice of Northwest Ohio. But even more important, we hope you will turn to us if you need care for a friend or loved one. Your continued support will assure we have the means to give everyone in our care the best possible end-of-life experience for generations to come. ❖



John Joslin, President • Board of Trustees



## Caring ...By the Numbers

### 2,854 PATIENTS SERVED IN 2008

On average, Hospice of Northwest Ohio cared for 461 patients each day last year. While our two Hospice Centers are the most visible locations of care, 90% of our patients were living in their own homes, nursing homes or assisted living facilities.

### 80 MEDIAN AGE

- 5 Patients • Under Age 9
- 117 Patients • Under Age 50
- 22 Patients • Over Age 100!

Hospice of Northwest Ohio provides care for people of all ages, but 83% of those we served last year were over 65.

### DIAGNOSES

- 38% Cancer
- 62% Other Diseases
  - 22% • Heart
  - 15% • Dementia/Alzheimer's
  - 9% • Other, Including Old Age
  - 9% • Lung
  - 4% • MS, ALS, Parkinson's
  - 3% • Kidney

Hospice is no longer "just for cancer care." The majority of patients had other end-stage conditions, including old age.

### 66 DAYS Average Time on Program

### 15 DAYS Median Time on Program

While the average length of time spent on our program continues to get longer, half of our patients received care for less than two weeks. Many still tell us: "We wish we'd entered the Hospice program sooner!"

### 28,000 VOLUNTEER HOURS

Our 400 highly trained volunteers provided supportive services worth \$566,000 last year. However, their value to patients and families is priceless.

### 99% SATISFACTION

In a recent survey of families who had used Hospice of Northwest Ohio, 99% said they would recommend our care to others. ❖

## In-Home Palliative Care Consult Service Launched

At the request of many area physicians, the Hospice of Northwest Ohio Palliative Care Consultation Service was launched in 2008 to provide home-based pain and symptom management services to patients who are not on a hospice program.

Initially piloted with just a small group of referring physicians, the program provides specialized expertise to relieve pain, nausea, breathlessness, fatigue and other symptoms associated with advanced chronic illness or the side effects of treatment.

Patients are assessed right in their own homes and then recommendations for pain and symptom management are given to their physicians. The results have been so great, and the evaluations from both patients and their doctors so positive, that the service has now been expanded to serve the patients of any physician in the community who refers to us.

Special thanks go to the Edward Lamb Foundation and the R.A. Stranahan, Jr. Charitable Trust, as well as Hospice of Northwest Ohio's current and past trustees, whose gifts provided the seed money for starting this much-needed community service. ❖



Karen Caputo, CNP, assesses palliative care patients right in their own homes.

## BOARD OF TRUSTEES

**John Joslin**  
President

**Dean Ludwig**  
Vice President

**Janet Robinson**  
Secretary

**Linda Hillstrom**  
Treasurer

George Booth  
Rev. Marvin Berger  
Everett Bush, MD  
Joseph Conda  
Wayne Court, MD  
Barbara Eikost  
Nancy Fairhurst

Don Fraser  
Mark Harris  
Theresa Konwinski  
Jon Liebenthal  
Audrey Madyun  
Robert Maxwell  
Doni Miller  
Soad Nimr, MD  
Benét Rupp  
Eric Stockard  
Ward Taylor, MD

**Those who completed their terms in June 2008:**  
Jackie Ayers  
Sharon Gillespie  
David Kolasky

## CARE, EDUCATION & OUTREACH

## How Your Gifts Make a Difference

Gifts of time and money worth \$2.46 million last year enabled Hospice of Northwest Ohio to provide unreimbursed care and a variety of enhanced services that ensured everyone on our program had the best possible end-of-life experience. In addition, thousands in the community received vital support and information through our education and outreach programs.

**\$1.04 million • Enhanced Staff and Staffing Levels**  
Committed to providing the Gold Standard of Care, Hospice of Northwest Ohio has nine physicians, a clinical pharmacist and nurse practitioner on staff whose careers are fully devoted to hospice and palliative care. In fact, 45% of our entire clinical staff — doctors, nurses and hospice aides — is certified in hospice and palliative care, twice the national average. As always, our staff-to-patient ratios are structured to assure that, regardless of how many patients are on our program, all receive the optimum level of care and support for their individual needs.

### \$446,000 • Charity Care

As the community's hospice, we provide the same level of care and services for every patient who seeks our help; no one is turned away due to inability to pay.

### \$410,000 • Grief Services

More than 3,000 individuals received free grief support and education last year from our specially trained bereavement counselors, whether or not their loved ones had been cared for by Hospice of Northwest Ohio. Individual counseling, support groups and workshops are offered as well as outreach programs to schools and churches.

### \$261,000 • Education

Thousands of professionals, students and caregivers in the community were educated about end-of-life care through Hospice of Northwest Ohio's Education Institute and community outreach programs. Medical, nursing, pharmacy, social work and chaplain students were exposed to important aspects of hospice care, as were practicing community professionals.



Marian Silverman, RN, PhD, CHPN, shared information about Advance Care Planning during the 2008 National Health Care Decisions Day.

Caring for the Caregiver classes enabled 224 individuals to better understand and manage their efforts as caregivers for friends or loved ones.



Art Therapist Claudia St. Clair, ATR-BC, works with patients in their own homes, nursing homes and our Hospice Centers. Ken Reihing enjoyed several projects and ultimately made glass pendants as keepsakes for each of his granddaughters.

### \$305,000 • Music, Art and Massage Therapy

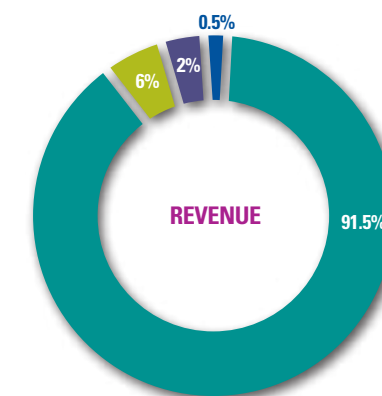
Though not "required" Hospice services, music, art and massage therapy can work wonders to soothe the mind, body and soul. These much-appreciated extras are not covered by insurance but are made possible through community gifts. ❖

## Financial Stability Assures Care and Comfort When Needed Most

Hospice of Northwest Ohio is a community-based, non-profit agency, not part of any other health care system. Hospice care is covered by Medicare, Medicaid and most commercial insurance plans. Gifts from the community provide funding for unreimbursed care, as well as many enhanced or additional services. No one is ever turned away due to inability to pay. ❖

### 2008 REVENUE

- Patient Services . . . . . 91.5%
- Memorial and Annual Gifts . . . . . 6%
- Investment Income/Other . . . . . 2%
- United Way . . . . . 0.5%



### 2008 EXPENSES

- Patient and Family Services . . . . . 81%
- Management/Support Services . . . . . 10.5%
- Building Costs . . . . . 4%
- Community Outreach/Education . . . . . 4%
- Fundraising . . . . . 0.5%

