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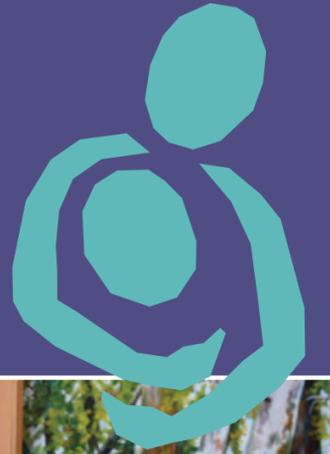
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2017 ANNUAL REPORT

# HOSPICE OF NORTHWEST OHIO

My Life. My Choice. My Hospice.



While at Hospice, Jun-Ying Zhang felt strong enough to enjoy time with extended family from China as well as her husband, Qi (left); son, Lei; and daughter-in-law, Connie. Their family photo album was huge!

## From the President of the Board What is the Hospice of Northwest Ohio “Difference”?



When my father passed away under the care of Hospice of Northwest Ohio, I was deeply touched by the compassion shown to him and my family. While I knew we were blessed with a deeply meaningful experience, I admit that I had no idea how his care had been so successfully delivered. Now, as president of the Board, I do.

### INVESTING IN EXPERTISE

There are more than 4,400 hospices in the nation and at least 10, locally. As the community's first and largest, Hospice of Northwest Ohio is an independent, non-profit agency. That means we invest in the expertise and resources necessary to best serve this community.

We have more staff certified in hospice and palliative care than any area hospice and unlike many, who simply have a part-time medical director, we have six physicians on staff whose careers are devoted to end-of-life care. This gives us the expertise and capacity to manage the most difficult, complex cases that many hospices can't...or won't.

Thanks to the support of donors, Hospice of Northwest Ohio is able to ensure our inpatient centers are available to our sickest patients. And Sincera, our home-based palliative care program, is another donor-funded initiative that enables better support and symptom relief for seriously ill patients who are not yet ready for hospice.

### MAINTAINING A CULTURE OF CARING

All of this illustrates the culture of caring that is the essence of Hospice of Northwest Ohio. I am still moved by the memory of the nurse who stayed long after her shift was over to support me at the hour of my father's death. I have been touched many more times when hearing the stories of other patients and families who received a level of TLC from Hospice not often experienced in health care.

Hospice of Northwest Ohio has certainly left a lasting impression on my family. If it has on yours, please join me in supporting our mission through your own charitable giving.

Sincerely,

David Schlaudecker • President, Board of Trustees

## Our Mission

Hospice of Northwest Ohio provides specialized medical, emotional and spiritual care to people of all ages – living with any end-stage illness – in Northwest Ohio and Southeast Michigan. Equally important, we also provide support and education to their families and caregivers.

## Our Vision

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

### Hospice of Northwest Ohio

Judy Seibenick, RN, MOL  
Executive Director

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## Making the Choice for Quality of Life

Jun-Ying Zhang had made many difficult decisions during her life, including moving her family from their home country of China so she could pursue her career as an engineer. Recently, at just 57-years-old, Jun made another important decision. When faced with the reality that the treatment for her bile duct cancer was doing more harm than good, she chose hospice care and quality of life in lieu of additional treatments.

### FINDING REASSURANCE

Initially under the care of our Sincera™ palliative care program, Jun was able to find some relief from the side effects of chemotherapy. But when the symptoms became too difficult to be managed at home, Jun and her family took the advice of her doctors and the Sincera team and chose to seek care at our Hospice Center.

“My husband was afraid of hospice,” she said. “He was concerned that stopping all treatment would mean that I would get weak and decline very fast. However, after just a few days at the Center, my pain, nausea and vomiting were much better controlled and I regained my strength. He changed his mind!”

### MAKING THE RIGHT DECISION

Feeling stronger, Jun was able to enjoy a reunion with family who came all the way from China to visit her. She had not seen them in several years and, during their two-week stay, they were able to share stories, laugh and just appreciate being together.

“My family is extremely grateful to everyone at Hospice of Northwest Ohio who has helped us,” said Jun. “We definitely made the right decision.”

In 2017, almost 2,400 patients made the decision to improve their end-of-life experience by turning to Hospice of Northwest Ohio. As the community's first hospice, we remain a non-profit agency that cares for patients of all ages, with any late-stage illness, wherever they live. Thanks to the generous support of our donors, we turn no one away due to inability to pay or the complexity of their care needs.

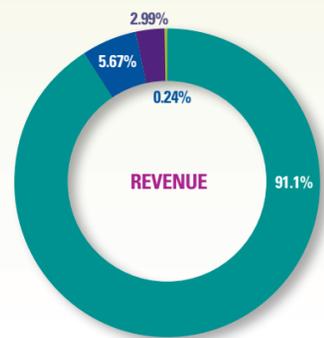
## STAYING FISCALLY STRONG: Non-profit Model Serves Patients and the Community Well

Hospice of Northwest Ohio is the area's largest provider of palliative and end-of-life care. Serving 2,386 hospice patients in 2017 and another 490 through our Sincera™ palliative care program, we remain a community-based, independent, non-profit agency that uses all of its resources locally. No one is ever turned away due to complexity of care or inability to pay.

Medicare, Medicaid and commercial insurance cover most of the costs of hospice care, however, gifts from the community are necessary to fund care for the underinsured, palliative care, bereavement services, education and outreach. In addition, they support many extra patient services and the Hospice Centers' amenities that ensure the best end-of-life experience possible. ❖

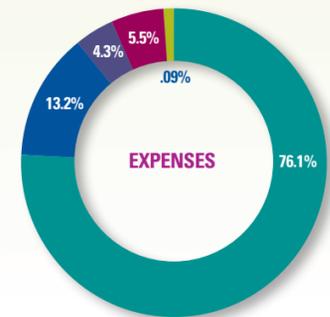
### 2017 REVENUE

- Patient Services . . . . . 91.1%
- Community Support . . . . . 5.67%
- Investment Income / Other . . . 2.99%
- United Way . . . . . 0.24%



### 2017 EXPENSES

- Patient and Family Services . . 76.1%
- Management and Support . . . 13.2%
- Community Outreach / Education 4.3%
- Inpatient Facility Expenses. . . 5.5%
- Fundraising . . . . . 0.9%



## Judy Seibenick Honored

Twice last year Executive Director Judy Seibenick was recognized for her positive contributions to the community.

The Girl Scouts of Western Ohio named Judy as one of their "Women of Distinction" for 2017. She was recognized as a role model for girls and for leading the way for future girl leaders in the areas of Science, Technology, Engineering, Arts and Math.

In addition, Judy was the recipient of the 2017 Alumna of the Year Award from Lourdes University, which honors graduates who demonstrate Lourdes' values of learning, reverence and service to the community.

Serving as the second executive director in the 37-year history of our agency, Judy ensures that our progress reflects our original mission while also advancing the important role of palliative care and hospice in the health care continuum of the future. ❖



Three generations of the Lyczkowski family participated in the Dave's Turkey Chase 5K. They plan to make it an annual tradition!

## Big or Small... We Love Them All!

We appreciate all of the groups who plan and host annual fundraisers to support Hospice of Northwest Ohio and encourage you to consider hosting one as well! Each event reminds us of the lasting impact our care has on people in the community. Here are a few examples:

**DiSalle Real Estate / Hospice of Northwest Ohio Golf Outing** – In 2017, this event marked its 25th anniversary and has raised more than \$200,000 for Hospice since its inception.

**Car Cruisers for Hospice** – Held during a series of summertime car shows, this grassroots effort raised \$5,400 for Hospice last year, its best year ever.

**Dave's Turkey Chase 5K Run/Walk** – We are pleased to be a part of this Thanksgiving morning event. Thank you to the almost 3,000 runners, walkers and volunteers who came out to support this great event! We received \$5,800 as our share of the proceeds.

We are beyond grateful to all of the groups and individuals that have adopted our mission as part of their own by fundraising on our behalf, and invite you to do it, too! Reach out to us if you would like to discuss ways your group could help. ❖

## CURRENT BOARD OF TRUSTEES

- |  |   |   |
|--|---|---|
| <b>David Schlaudecker</b><br>President   | Sr. Ann Carmen Barone<br>Gary Byers     | Those who completed<br>their service in 2017: |
| <b>Linda Hillstrom</b><br>Vice President | Barbara Eikost<br>Diana French          | Joel Jerger                                   |
| <b>Ann Baker</b><br>Secretary            | Becca Gorman<br>James Holzemer          | Fr. Joseph Cardone                            |
| <b>Anthony Clark</b><br>Treasurer        | Susan Morgan<br>Kay Rasmus              | Jack Hollister                                |
|  | Christopher Riordan, MD<br>Keith Walker | Byrne Stapleton                               |
- We are pleased to note that all members of our Board of Trustees have made financial contributions to Hospice of Northwest Ohio.*

## Veterans Deserve a Special Kind of TLC

In 2017, we were recognized for attaining the highest level of achievement through the National Hospice and Palliative Care Organization's *We Honor Veterans* program. Developed in partnership with the Department of Veterans Affairs, this national initiative has helped hospices enhance care to veterans by encouraging greater understanding of their service histories and the physical conditions and psychological scars that plague many of them at the end of life.

Through the program, Hospice of Northwest Ohio volunteers recognize veteran patients with special pinning ceremonies. These are poignant and memorable tributes that are deeply appreciated by patients and cherished by their families, especially when the occasion prompts the telling of 'war stories' that have never been shared before. ❖

## Education Integral to Our Mission

Enlightening future physicians about palliative care and hospice is a priority for our agency and our donors. Last year, 326 medical students and residents rotated through our training program and, in addition, we provided continuing education for almost 1,000 practicing nurses and social workers. We also continued to play a key training role for the city's only Palliative Care Fellowship, based at Mercy Health – St. Vincent Medical Center.

The Annual Dr. Sharon Erel Lecture, an endowed educational event held last year for the 12th time, featured Deborah Grassman, a nationally known expert on soul injury. In addition, our annual educational event for long-term care administrators discussed sexuality among the elderly and featured BGSU Professor Emeritus, Nancy Orel, PhD.

Outreach to community caregivers continued, with 50 people benefitting from small-group education and more than 1,300 others—through churches, employers and schools—attending larger presentations that emphasized how to reduce stress, focus on the positive and improve their quality of life. ❖



Hospice patient Gary Ostrowski was the ultimate Toledo Walleye fan. The long-time resident of Josina Lott Residential and Community Services was thrilled when three players surprised him with a visit.



## Saying Goodbye to a Loyal Friend

Our beloved therapy dog Sam passed away in June. Sam touched many lives during his years of service at our Toledo Center and, later, was able to enjoy several years of retirement. ❖



## Sincera™ First in Ohio to Earn Certification

Last May, Sincera Supportive Care and Symptom Relief, for patients not on hospice, became the first community-based palliative care program in Ohio to be awarded The Joint Commission's Gold Seal of Approval.®

Improving quality of life for seriously ill patients, palliative care manages pain and other debilitating symptoms whether patients expect a full recovery or continue to decline. It also assures that important conversations are held to determine patients' goals of care and how they can best be achieved.

While insurance provides coverage for Sincera's services, the costs for the program exceed the reimbursement we receive. It is only through the support of donors that we are able to provide this much-needed service to the community. ❖

## Volunteers Put the Heart in Hospice

Whether providing a break for weary caregivers, helping with personal care in the Hospice Centers, brightening the days of nursing home patients or making phone calls to someone who is grieving, Hospice volunteers are a loving presence in all parts of our agency.

Two-hundred individuals donated their time and talent last year. Their efforts in support of patient care were valued at more than \$253,000. Additionally, volunteers worked in our gardens, sewed comfort pillows and lap quilts, sang in our Threshold Choir, provided office support, walked therapy dog Juno and represented us at educational events in the community.

Our 40 teen volunteers also brought smiles to many faces by creating cards, decorating for various holidays, listening to (and learning from) patients' stories, performing music and helping out wherever youthful energy was needed.

### You Can Help, Too!

Adults or teens who are interested in becoming a Hospice volunteer can learn more at [hospicenwo.org](http://hospicenwo.org) or by calling 419.931.5534. ❖

## Healing Begins at Hospice

Funded entirely by the generosity of donors, Hospice of Northwest Ohio's bereavement services continue to be the most comprehensive in this area and are provided free of charge to anyone in the community. In 2017, 40% of those who turned to us for support following the death of a loved one had no previous experience with Hospice of Northwest Ohio.

Our credentialed bereavement counselors—supported by specially trained volunteers—assisted more than 1,500 people last year through one-on-one counseling, support groups and phone calls made to grieving caregivers. They also helped 200 of our Hospice families become better prepared for their loved one's passing through anticipatory grief counseling. ❖