



Annual Report

July 2021 – June 2022





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Community-based and non-profit, Hope Hospice is accredited by The Joint Commission, certified by Medicare and Medi-Cal, and is a member of the National Hospice and Palliative Care Organization and National Partnership for Hospice Innovation.

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CEO's Message

It was Thanksgiving Week when this report was being prepared, and I couldn't have asked for a more appropriate time. You see, Hope Hospice is thriving, and I am so thankful. Over the past three years of the pandemic, our organization felt, at times, unstable. This was not because our business was failing, but rather because we were facing many unprecedented challenges and having to find answers to new questions.

For our patients who were residing in nursing facilities and other group homes, visitation restrictions prevented us from providing them with the full scope of our services; supportive care from our chaplains and volunteers was by phone only, which is not ideal. While we continue to operate with utmost caution, the intense restrictions have ceded, and we once again can care for our patients from every angle.

Many people are not aware of the breadth of support available through our hospice program. The team includes:

- Physicians
- Nurses
- Social Workers
- Spiritual Care Counselors
- Home Health Aides
- Volunteers
- Dementia Care Specialists
- Nutritionists
- Grief Support Providers

These services, provided in the comfort of home, work together to help our patients and their families

make the most of each day together.

Hospice is a vastly underused Medicare benefit in the United States. A 2020 report from the National Hospice and Palliative Care Organization notes that over 50 percent of patients received hospice care for just 30 days or less. That's a far cry from the expected six months.

“We can't count the number of times our client families have said they wish they'd started hospice sooner.”

What's worse is that 27.9 percent were on hospice for just one to seven days. The program is intended to do so much more for patients and families. We can't count the number of times our client families have said they wish they'd started hospice sooner.

I mention these statistics only because it pains me to see families struggling to care for a loved one with a chronic, life-limiting illness. You don't have to do this alone!

In our experience, the decision of when to start hospice often comes down to the word *hope*—many people equate hospice with giving up hope that their loved one will get better.

We view hospice as a time to redefine hope. It becomes your desire to create a peaceful, comfortable environment in which your loved one can live their final months. As a family, you take charge of each remaining day and celebrate your loved one and the impact they had on you and the world around them.

When your family is in need of hospice or you have questions about end-of-life care, I hope we will be your first call. ➔

Jennifer Hansen
CEO, Hope Hospice



OUR PATIENTS *By the numbers*

794 Total patients served between July 1, 2021, and June 30, 2022

680 Were new admissions, a 10.5% increase versus FY 20–21

Where Our Patients Live

- 28% Livermore
- 18% Pleasanton
- 14% Other Contra Costa County
- 9% Other Alameda County
- 7% San Ramon
- 7% Walnut Creek
- 6% Concord
- 6% Dublin
- 5% Danville

Primary Conditions Upon Admission

- 31% Cancers and blood disorders
- 30% Brain, nervous system, mental disorders, dementia
- 29% Heart and lung diseases
- 6% Other
- 4% Digestive and urinary tract disorders

FUNDING *Where our support comes from and how it's used*

Hope Hospice seeks to exceed service-quality expectations, and we can only make that happen with support from donors to fund special programs and services beyond basic hospice care. Our appreciation program for veterans, extra efforts in grief support, senior-care classes for family caregivers, dementia education, and other services set us apart in a growing hospice industry. **We offer many of these benefits to local individuals even if their loved one is not on our hospice service.** The following pages explain ways that donations and grants have benefited the community in this reporting period.

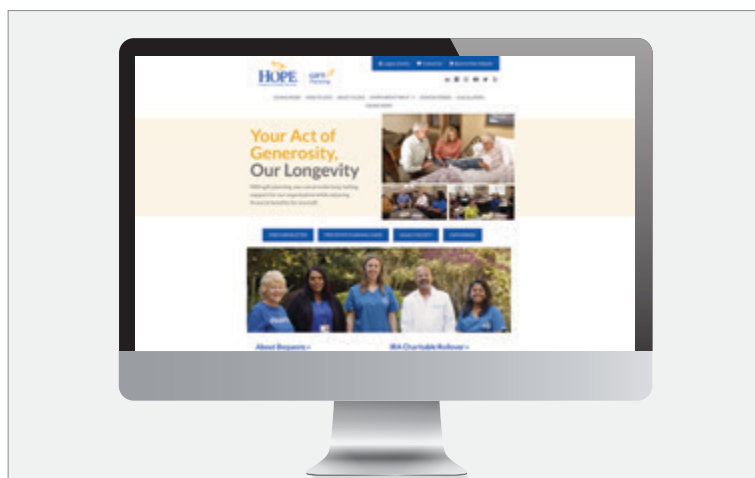


Event participation and sponsorships play a significant role. We were thrilled to have broken fundraising records at both the 2021 Hope 100 Golf Marathon and the 2022 Hike for Hope (pictured, top, opposite), each raising about \$180,000. The community support has been outstanding, and we are deeply grateful.

You cannot do a kindness too soon, for you never know how soon it will be too late.
Ralph Waldo Emerson

How do we fund our programs? With YOUR help!

- 47% General giving, including tribute and memorial gifts
- 35% Fundraising events, collectively
- 15% Grants from cities and organizations
- 3% Workplace giving programs



Our New Gift Planning Resource

Over the years, Hope has received estate gifts that have enabled us to expand our presence in the community. Getting your affairs in order and setting up an estate plan should not be a daunting endeavor. That's why we've launched this online resource to help guide you in determining what is best for you and your family. At HopeHospiceLegacy.org, users can access helpful downloadables, such as an *Estate Planning Guide*, to help frame future conversations with your legal representative. Learn about preplanned protections for your assets that can save your loved ones tax troubles down the road.



More than 1,300 people signed up for the 2022 Hike for Hope, which was held May 14 at Del Valle Regional Park in Livermore. Participants chose from two hiking routes, then gathered at base camp for a celebratory barbecue, sponsored by MCE Corp. Visit TheHikeForHope.com for 2023 details.



With the Director of Philanthropy

Are family members notified when I make a tribute/memorial donation? Our online giving form and paper remit envelopes have an option to check if you want your gift made known to the family of your honoree. The person indicated will be notified by a letter about your thoughtful gift without disclosing the amount.

Can I set up a monthly/recurring donation to Hope Hospice? Sure! You can set up recurring donations at HopeHospice.com/donate, or contact our office for personal assistance. You can pick a specific date and frequency of your donation as well as pause or stop the donation at any time.

Can I satisfy my IRA's required minimum distribution by donating to charity? Yes, it is called a Qualified Charitable Distribution. A QCD is a direct transfer of funds from your IRA custodian, payable to a qualified charity, as long as certain rules are met.

I'd like to leave a bequest to Hope, but it sounds like a lot of work. Leaving a bequest to anyone of your choosing in your trust or will is easier than you think. A great start would be to take advantage of the free tools on our gift planning website, HopeHospiceLegacy.org.

How can I find out if my employer will match my donation? On our online donation form, located at HopeHospice.com/donate, look for the company matching tool. Type in your company's name to see if your employer will match your donations. If they participate, the tool will provide you with the required form.



Marc Rovetti, CFRE
If you have questions about giving to Hope Hospice or how your dollars are used, contact our Philanthropy Department at (925) 829-8770.

PROGRAM IMPACT

Your dollars at work in the community

Family Caregiver Education

Many family caregivers find themselves in the role unexpectedly, and they feel overwhelmed, unprepared, and unsure of what to do. Our monthly Family Caregiver Education Series provides a wealth of resources and tips to help such individuals navigate a sensitive time and to feel empowered to care for their loved ones. With the pandemic still causing safety concerns, we continue to offer the series as live, interactive webinars; recordings of each class are made available through our website within a couple days of the live presentation. The 17 classes in this reporting period included "Dementia Basics," "Caregiving Options," and a Medicare overview.

505
People tuned in to our 17 webinars



Dementia Support

Nearly half of our patients are living with some degree of dementia. Caring for a loved one who is experiencing cognitive decline is emotionally heavy, and Hope aims to offer as much support as possible.

Our Living With Dementia program helps family members cope with the unique challenges that come with caring for a loved one living with dementia. In this reporting period, the team facilitated:

102 Hours of support groups for dementia caregivers

60 Hours of classes about dementia care

190 Hours of private consultations to address specific care challenges

Dementia facts: Dementia itself is not a disease. It is broad term that describes a group of symptoms involving a decline in cognitive functions and behavioral abilities. Dementia can be caused by over 100 diseases/conditions.

Clinical Outreach

Hope's Outreach Team provides critical communication support between our organization and medical/residential facilities in our service area. Care homes, nursing facilities, nursing schools, and the like benefit from our team's vast knowledge of hospice and specialty topics of interest to those who care for the elderly. In this reporting period, the team provided **367 hours** of education on topics including:

- Agitation/terminal restlessness
- Advance healthcare directives
- Body mechanics
- Dementia care
- Fall prevention
- Hospice education
- Infection control
- Medication administration
- Nutrition for seniors
- Pain in the elderly
- Respiratory concerns
- Skin care of the elderly

The Outreach Team also assists our intake staff with new admissions by meeting with families to answer questions about the hospice process.

Bereavement Services

The Grief Support Department supported a record number of individuals during this fiscal year.

731 Hours of support groups and solo sessions helped 146 people



Volunteers



Thais Carlucci (left) heads up our Military Blanket Program, which provides veteran patients with a cozy lap blanket in a design reflective of their service branch.

When Hope was first founded in April 1980, we operated with an all-volunteer team that consisted of a doctor, a chaplain, six registered nurses, and 15 community members to provide patients with companionship and bedside vigil. We've come a long way as an organization since then, but volunteers remain at the heart of what we do. Over four-plus decades, we've had thousands of neighbors sign on to help. Some stay for a season, while others find the work so rewarding that their tenure stretches over decades. In this reporting period, over 60 individuals provided support to patients and Hope staff:

732 Hours of patient-facing support

748 Hours of administrative and event-related assistance



Jan Provan and her dogs, Jackie and Cobalt, participate in our Pet Therapy program.



What Our Families Say

I would like to thank all of the people who helped my loved one during his time with Hope Hospice. The thoughtful care he received from the team assigned to him is so appreciated. I was also helped immeasurably by the kindness show to me.

—Bonnie

“

I have nothing but good things to say about the care my mom received. Our nurse was extremely knowledgeable, friendly, caring, and honest. She's a rock star! Thank you for the fantastic care. If you need hospice, this is the place to use.

—B.F.

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Our family is truly grateful for all the love and care you provided for our loved one in her time of need and in her final days and moments here with us. Your love and thoughtfulness will never be forgotten.

—Yvie