

# *Annual Report*

JULY 2022 - JUNE 2023



*Compassion and quality when it matters most.*



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CEO's Message

Since our founding in 1980, our priority has been to provide compassionate end-of-life care of the highest quality...

The Hope Hospice team provides a level of service that exceeds Medicare's hospice requirements, and our community considers us the provider of choice...

Family reviews applaud our thoroughness, responsiveness, and attentiveness to their loved ones' needs...

Over time, we have shouldered Medicare's decreasing reimbursement rates for the hospice services we provide thanks to the generosity of people who support our mission...

In November 2023, I announced some exciting news for Hope Hospice. We are merging with By the Bay Health and Mission Hospice and Home Care...

nonprofit hospice organizations headquartered in Marin County and San Mateo County, respectively. Coming together will provide resources needed to navigate the increasingly complex hospice industry...

Meanwhile, I hope you enjoy this look back at another impactful year,

our 43rd in service to the Tri-Valley. We held three successful fundraising events, and the photos on page 5 share fun memories of those connections with our supporters.

office and patient care procedures that aims to foster safety and quality best practices. And we launched new palliative care services for the pre-hospice population living with chronic serious illnesses.

As always, thank you for your support. Please celebrate with us as we start our new chapter. Our leadership considered several possible arrangements to achieve the needed growth, but we waited until we found a partnership in which our mission would be upheld.

We enter 2024 with opportunity on the horizon and our legacy intact.



Jennifer Hansen
CEO, Hope Hospice

Our Patients BY THE NUMBERS

772 Total patients served between July 1, 2022, and June 30, 2023

700 Admissions, a 2.9 percent increase versus FY 21-22

Primary Conditions Upon Admission

31% Cancers and blood disorders

30% Brain, nervous system, mental disorders, dementia

27% Heart and lung diseases

7% Other

5% Digestive and urinary tract disorders

Where Our Patients Live

- 24% Livermore
18% Pleasanton
18% Other Contra Costa County
13% Other Alameda County
7% Danville
6% San Ramon
5% Concord
5% Walnut Creek
4% Dublin



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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# Funding

WHERE OUR SUPPORT COMES FROM

Hope Hospice aims to exceed service-quality expectations, and we make that happen in partnership with donors who support our special programs that go 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 from our competitors. We offer many of these services at no charge to local individuals even if their loved one is not on our hospice service. Check out pages 6 and 7 for insight on the impact that donations and grants make in the community.

*Community contributions are essential to the success of our supportive programs. Here's where our program funding comes from.*

-  36% General giving, including tribute and memorial gifts
-  30% Fundraising events, collectively
-  33% Grants from cities and organizations
-  1% Workplace giving programs

## >>> Events <<<

The 2022 **Hope 100 Golf Marathon** drew a strong showing of returning players to Castlewood Country Club in Pleasanton on September 19, along with a few newbies who joined the roster. Together, the group of 31 registrants raised \$138,336.

We kicked off 2023 with the first annual **Hope Hospice Crab Feed** on February 25. We sold out all 300 seats at the Shannon Center in Dublin and raised \$42,426 through ticket sales, a silent auction, and a live auction of decadent desserts.

Unprecedented winter and spring storms put our May 6 **Hike for Hope** in jeopardy. Storm damage kept Del Valle Regional Park closed to the public for several preceding months, and it was looking like we'd have to relocate or reschedule. Fortunately, park management gave us a last-minute green light. Nearly 900 hikers showed up despite drizzly weather, helping us raise \$163,722.



2022 Hope 100 Golf Marathon



2023 Hike for Hope



2023 Crab Feed



# Program Impact

DONATIONS AND GRANTS  
PUT TO WORK IN THE COMMUNITY

## Family Caregiver Support

Many family caregivers find themselves in the role unexpectedly, and they feel overwhelmed, unprepared, and unsure of what to do. Hope Hospice is a community resource for such individuals, offering free resources to educate them on best practices in caregiving and to feel supported.

Our monthly **Family Caregiver Education Series** provides a wealth of resources to help such individuals navigate a sensitive time and to feel empowered to care for their loved ones. Topics include caregiving options, next steps following a dementia diagnosis, and a Medicare overview. We offer the series as live, interactive webinars; recordings are posted to our website.

Nearly half of our patients are living with some degree of dementia. Our **Living With Dementia** program helps family members cope with the unique challenges that come with caring for a loved one living with dementia. Classes teach about how brain changes affect their loved ones' abilities and behaviors, and support groups offer connection to others with a shared experience.

**145** Hours of support groups for dementia caregivers

**80** Hours of classes about dementia care

**600** Hours of consultations to address specific care challenges

**485** People watched webinars in the Family Caregiver Education Series



## 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 **412 hours** of education on topics including:

- ✓ Advance directives
- ✓ Agitation/terminal restlessness
- ✓ Dementia care
- ✓ Fall prevention
- ✓ Hospice education
- ✓ Infection control
- ✓ Nutrition for seniors
- ✓ Pain control
- ✓ Skin care

The team also assists with new admissions by meeting with families to answer questions about the hospice process, and they host exhibit booths at senior fairs to connect with the public.

## Palliative Care

A grant from the Senior Foundation Eastbay funded our mid-year launch of a Palliative Care program to help meet the needs of people living with serious illnesses who don't yet qualify for the hospice benefit under Medicare or private insurance. Palliative services are similar to those of hospice, but with a few important distinctions in terms of eligibility criteria, services provided, and cost. Learn more at [HopeHospice.com/palliative](http://HopeHospice.com/palliative).

**13** Admissions to palliative care between December 2022 and June 2023

## Volunteer Program

When Hope launched services in April 1980, we operated with an all-volunteer medical team as well as 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. Donations provide funding for training materials and tools to keep the team organized. In this reporting period, over 60 individuals provided support to patients and Hope staff:

**884** Hours of patient-facing support

**1,491** Hours of administrative and event-related assistance

*A few things our volunteers do...*

- ✓ Art therapy
- ✓ Bedside vigil
- ✓ Board of Directors
- ✓ Companionship visits
- ✓ Cosmetology
- ✓ Event assistance
- ✓ Massage or reiki
- ✓ Music therapy
- ✓ Pet therapy
- ✓ Photography
- ✓ Reading at the bedside
- ✓ Veteran to Veteran



## Bereavement

Our Grief Support program is one of the services that has been in place since our founding in 1980, and it's something the community has turned to in time of need regardless of whether participants had a loved one on our hospice service.

The team provides one-on-one support, four quarterly support groups organized by type of loss, and check-in calls and letters. The year wraps up with a Service of Remembrance, an online program with personal reflections and music that accompanies a candlelight ceremony and memorial slideshow featuring photos of loved ones who passed in the preceding 18 months.

**942** Hours of bereavement care helped local families

**75** Individuals attended support groups

**140** People attended 1:1 sessions with our grief counselors



At the Vine Cinema in Livermore, 116 people attended our screening of *Everybody's Oma*, a touching documentary about one family's dementia journey with their beloved grandmother. In a post-event Zoom meeting, our in-house dementia experts led a conversation about the highs and lows of the featured family's experience. Would you like to join the next one? Email us at [info@hopehospice.com](mailto:info@hopehospice.com).

## What Our Clients Say

*Hope Hospice receives letters from many of our former client families thanking their care teams for the support and compassion during a difficult time. Here are some excerpts.*

Thank you for the support you provided during my father's hospice. I can't imagine going through this experience alone. It was difficult, but the Hope team made it bearable.

I'm very impressed and grateful for the grief counseling. It is really helping me see the light at the end of the tunnel.

All the nurses were awesome. They cared for my husband as if he were their dearest friend. My children and I don't know how we would have managed without these amazing women.

Hope Hospice is a gift from heaven. Having that help with my mom at the end of her life was such a comfort.

