

Hope Hospice | Home Health

Annual Report

2016 | 17

For nearly 40 years we have helped keep patients comfortable and independent in their homes so they can enjoy what matters most to them.



Comfort, support and guidance



It warms our hearts when family members tell us we gave them and their loved ones comfort and guidance during a difficult time. That they knew we would always be there when they needed us. And, with all the hospice agencies to choose from, that they made the right choice when they picked Hope Hospice.

For nearly 40 years, Hope has served families in the Tri-Valley and surrounding areas. As our community grows and ages, so does the need for our help. This year, our patient admissions increased by 48 percent. To meet these needs, we are growing and broadening our scope of services.

In 2017, we added home health care services to help people remain independent in their homes for as long as possible. Those with serious or chronic illnesses, or who are in need of skilled care in their homes now have access to Hope's high-quality, personalized rehabilitative care.

At Hope, patients with late-stage dementia are among the growing number of people for whom we provide care. In fact, dementia-related diagnoses have surpassed cancer as our leading patient condition. We are addressing this important need through our *Living with Dementia* program. The program helps patients at all stages of dementia live with greater dignity, achieve a better quality of life and aids their caregivers.

Our care extends beyond the end of a patient's life. We are now making grief services more accessible to the community. A variety of new support groups and classes that offer flexibility are now available at multiple locations. These services remain available at no charge to individuals whether or not we provided care for their loved ones.

We continue to work hard to remain a trusted resource that patients and their loved ones can turn to for comfort, support and guidance. As a non-profit agency, your support and that of our amazing volunteers makes it possible to fulfill our mission. Your generosity and assistance have made an impactful difference in the lives of so many families this past year. For this, we thank you.

Bob Boehm, Chief Executive Officer

Caring for our patients and their loved ones

Patient Admissions



48%
INCREASE

In FY 2016-17, the number of hospice admissions at Hope increased by 48%.

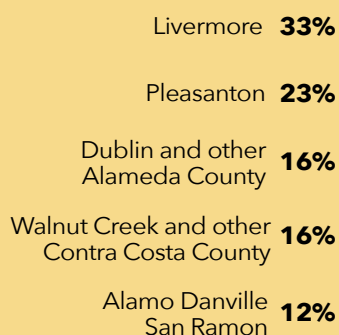
The number one reason for admission was dementia.



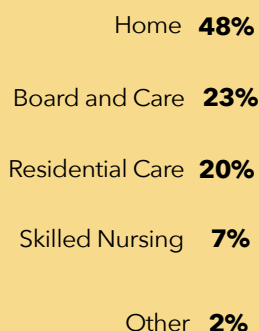
134
VOLUNTEERS

As our admissions grow and new programs are developed, the need for additional volunteers has never been greater.

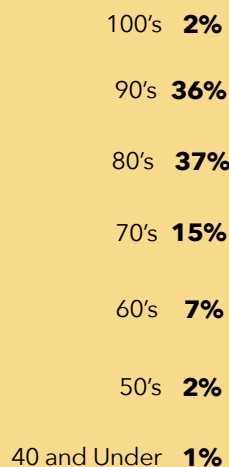
Where our patients live



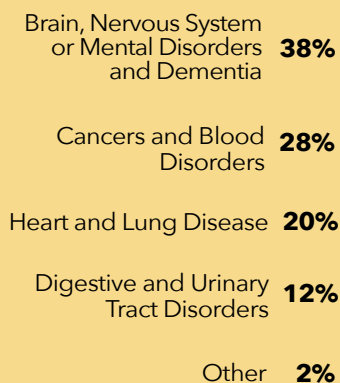
Where our patients receive care



What their ages are



Who receives hospice care



Philanthropic Support

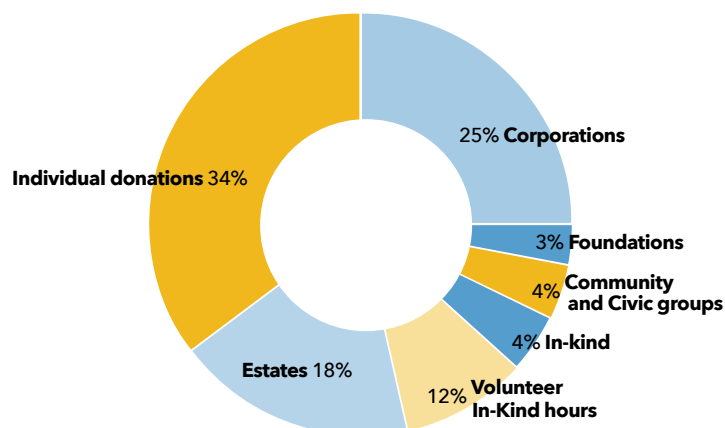
Hope Hospice and Home Health relies on the support of individuals, groups, businesses and corporate sponsors to carry out our mission and continue to provide high-quality, personalized care to patients and to their loved ones and to the wider community. Your generous donations help pay for the costs of care not covered by Medicare, Medi-Cal or insurance plans, and allows us to expand our programs and services to better serve our community.

Where contributions came from

In addition to contributions from individuals and foundations, our fundraising events and in-kind hours from our volunteers are an important part of our philanthropic support.

Visit HopeHospice.com/donate to view our detailed donor recognition including an Honor Roll Giving Circle list of our supporters over the last 18 months (July 1, 2016 through December 31, 2017).

Philanthropic Support FY 2016-17



Event sponsorship

Hope 100 Golf Marathon – Oct. 10, 2016

Andersen Construction Foundation, Assured Telematics, Bayside Interiors, Consolidated Engineering Laboratory, D & F Liquidators, Inc., Diageo, Graham Hitch Mortuary, Jerry Thompson & Sons, Inc., Maverick Network, Inc., Medline Industries Inc., Inc., S.C. Builders; Smith, Currie & Hancock LLP, The Swinerton Foundation, United Mechanical

The Hike for Hope – May 6, 2017

Angie Birdwell-Royers, Bank of San Francisco, Bradley Tanks, Inc., Chapel of the Chimes, California Business Technology, ClubSport of Pleasanton, Grade Tech Inc., Graham-Hitch Mortuary, Heritage Bank of Commerce, Heritage Estates, Hitachi Data Systems, John Muir Health, Kaiser Permanente, Leisure Sports Lady Hustle Fast Pitch Softball, MCE Corporation, Sutter Health - Palo Alto Medical Foundation, Pleasanton Emergency Medical Group, Premier Pharmaceutical, Pro-Tek Manufacturing, Inc, Saverio Mancieri, Sensiba San Filippo LLP, Spectrum Wealth, Stanford Health Care – ValleyCare, Stoneridge Creek, Summit Financial Group Lange Enterprises, Tri-Valley Bank, Tri-Valley Personal Home Care Services, Union Bank *Media Sponsors:* KKIQ Radio, Diablo Magazine

Volunteers

We are able to provide an extra level of care to our patients and families thanks to our volunteers. In addition to providing non-medical care and alternate therapies, they have a key role in our new *Living with Dementia* program and add an important dimension to our Grief Support program.

In FY 2016-17, Hope Hospice had 134 volunteers, some serving in multiple roles. Together they gave 4,520 hours. At California's value of \$28.46 for a donated hour, our volunteers donated a total of \$128,639 in in-kind dollars.

Your contributions at work

Your contributions help us provide quality hospice care to an increasing number of families each year, create new services, offer a broader range of care to those in the areas we serve, provide community education and help families through their grief. Here are just some of the ways your help benefitted your neighbors:

Hospice Care

Volunteer and financial contributions help bridge the economic gap between Medicare reimbursements and delivery of high-quality hospice care that our residents deserve. As a non-profit hospice agency, we offer our services to those eligible for hospice regardless of insurance, income status, nation of origin or religion.

Grief Support - new

Hope's Grief Services provides emotional support to families and friends of hospice patients for up to 13 months following the death of a loved one. In 2017, we expanded this service to include new support groups, classes and workshops to help us meet the needs of our diverse population during any phase of an individual's grief journey. We continue to develop programs that will help in new ways. These services are available at no charge to the entire community and include critical incident stress management debriefings to schools and the community.

Dementia Care - new

Our new *Living with Dementia* program addresses a growing need in our community. Developed by Hope's certified dementia care specialists, the program provides support and training to Hope's respite volunteers and family caregivers. The goal is to help them more effectively meet the needs of patients with dementia and provide support and relief to family caregivers.

Hope Home Health - new

We now offer a wider range of care options to community members with the addition of home health care services. Our goal is to help people remain independent at home for as long as possible and avoid repeated hospitalizations. The home health team provides a full range of care to aid in a



patient's recovery process. This includes those living with serious or chronic ailments or who are recovering from surgery or injuries. Hope Hospice and Home Health is the only community-led, non-profit agency of this type in Alameda and Contra Costa counties.

Advanced Illness Care

This pre- and post-hospice program provides social worker and volunteer services for those who have been referred to hospice, but do not yet meet the clinical criteria for those services. The program can also help individuals who have been discharged from hospice services.

Caregiver Relief

This important service provides short-term professional caregiver relief to families with limited financial resources.

Veteran Blankets

Hope Hospice is a proud participant of *We Honor Veterans*, a program of the National Hospice and Palliative Care Organization

in collaboration with the US Department of Veterans Affairs. Our volunteers create plush lap blankets adorned with patriotic symbols for our Veteran patients.

Alternate Therapies

Our patients have benefitted from alternate therapy methods to complement their hospice care. These services are provided by Hope volunteers trained in such methods as massage, Reiki, aromatherapy, canine comfort and comfort through art and music.

Community Education

Hope Hospice offers community outreach programs through memorial events and community education programs including The Five Wishes, a living will workshop; and Family Caregiver Education Series.

Medical Education/Clinical Outreach

Hope Hospice nurses and staff provide in-service training for staff at residential care facilities and in-service education for nurses to ensure optimal care for frail seniors in our community.

Teddy Bears

Every year, retired flight attendants from Pan Am World Wings International, Oakland Chapter, donate new stuffed animals for Hope patients who need some extra TLC.

Family Caregiver Education Series - new

Our popular Family Caregiver Education Series, is a collection of monthly two-hour classes for individuals caring for a loved one. Responding to an overwhelming interest in classes focusing on Alzheimer's Disease, we developed additional classes on dementia-related topics. These classes help caregivers manage activities of daily living, promote meaningful connections between the caregiver and person with dementia and help prevent caregiver burnout.

What our families say

We continually strive to provide the highest quality of care and service to our patients and their families. Feedback we receive from them helps to let us know we're on the right track. Here is what some of our families say: (quotes from satisfaction surveys)

"A very big thank you to each and every one who was involved in taking care of my husband. We couldn't ask for more. They were always there, when he needed them; and for his family, too. Absolutely amazing how they informed us of every step of his final journey. Thank you all."

"We received awesome care, support, and compassion from every team member involved. Thank you all."

"I can't be more pleased and at peace with this decision. Every nurse, the volunteers, the home health aides, especially the nurses, were so caring and so compassionate. My mom had the best care. I'm so at peace with my decision to place her with Hope Hospice."



"These ladies helped my mom die with dignity and absolute peace and comfort. Of course! My Mom's entire team was absolutely incredible. Our family calls them angels on earth with angel's hearts and hospice."

All of the hospice personnel were excellent. They provided great information to me and assisted me with placing my mother in a board and care home. The staff nurses were all caring and wonderful. I would definitely recommend Hope Hospice to my friends.

Dublin Hope Hospice were so caring, was there for my husband always, and were gentle and understanding. They took the time to explain what was being done and treated my husband with respect and compassion. They were all very helpful and spoke to me, too, with compassion and truly doing what they do to make the process as easy as it can be. Thank you.

"The staff of Hope Hospice was totally amazing. We felt so blessed that my mom was able to pass in her home (which was her wish) and with dignity."

Leadership

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