

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



Making a meaningful impact

“My husband’s Hope Hospice care team was caring, kind, supportive ... without Hope, he would not have been able to be at home with loved ones. That is a gift Hope Hospice gave us that will never be forgotten.” – Note from a family member

Throughout the year, families tell us of the impact we have made for their loved ones and for themselves. For nearly 40 years our goal has been to help keep patients comfortable in their homes, so they can be with family and friends and enjoy the precious time they have left.

To meet the diverse needs of more families in the community, we have broadened our range of services. Now, in addition to hospice care, we offer home health care, advanced illness care, dementia care, grief support and community education.

Our home health care staff helps those who are recovering from surgery or living with a chronic illness, helping them to remain independent and avoid repeat hospitalizations. Others, who have been discharged from hospice or who do not yet qualify for hospice, benefit from our Advanced Illness Care program. With visits and caregiver relief from our volunteers and support from our social workers they stay connected to Hope and can easily receive needed services as their health conditions change.

Hope’s *Living with Dementia* program helps family members of our patients find new ways to care for, and connect with their loved ones. And to help community members cope with the challenges of caring for their loved ones, our Family Caregiver Education Series provides education, resources and support. Our Grief Support services help adults, teens and children through their grieving process with classes, support groups and workshops conducted by trained grief support specialists.

As a community-led, non-profit agency, it’s our privilege to be able to guide families through an unfamiliar journey; to help relieve pain and ease uncertainty. We are grateful for the generosity of our supporters who are helping us make a meaningful impact.

Thank you.

Jennifer Hansen, Chief Executive Officer

Welcome to new Hope Hospice CEO

*From Craig Eicher, President
Hope Hospice Board of Directors*



Earlier this year, Hope’s Chief Executive Officer Bob Boehm, announced his decision to retire by the end of

this year. Bob was named Hope’s CEO in 2015, after serving on the board of directors. During his tenure, he brought strong and visionary leadership to Hope and helped position the agency as a leader in hospice and home health services in our region.

“As I retire from Hope Hospice, I want to say that it’s been an honor to serve our community’s patients and families,” says Bob.

We are truly grateful for his service and delighted that he will continue with us as a consultant during our leadership transition.

I am pleased to announce that Hope Hospice’s Board of Directors has appointed Jennifer Hansen to succeed Bob as Hope’s new CEO. She has much knowledge and demonstrated success in the hospice and home health fields, and we are confident that she will ensure that we maintain our high level of compassionate, quality care.

Jennifer has more than 20 years of experience in nursing and healthcare business development in the Bay Area. Most recently, she served as general manager of Comfort Keepers, a Sodexo company located in Walnut Creek. There, she provided leadership, direction and had been responsible for managing daily operations and had complete oversight of a corporate-owned research and

(Continued on page 4)

Philanthropic Support FY 2017-2018

Hope Hospice is grateful for the support of individuals, groups, businesses and corporate sponsors who help us to make a positive impact in our 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

To view our detailed recognition of Hope Hospice Donors and Tribute Recognitions visit HopeHospice.com/donate. This list for calendar year 2018 will be updated online by the end of January, 2019 with print copies available in February.

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.

Our appreciation and thanks goes to the individuals and major sponsors who give their time and support to make these fundraising events a success.

Event sponsorship

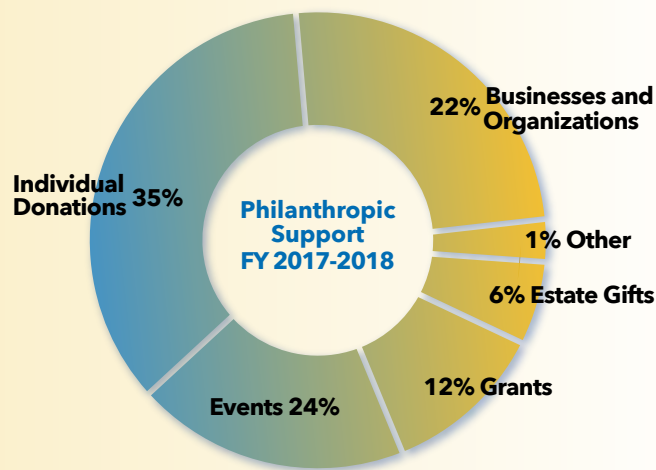
Hope 100 Golf Marathon

October 16, 2017

Golfers took on a unique challenge to golf 100 holes in one day and raise money for Hope Hospice. Their exceptional efforts and the generosity of our sponsors helped raised more than \$88,000 for Hope Hospice.



Sponsors: Risk Placement Services, Bayside Interiors, Inc., Graham Hitch Mortuary, XL Catlin, SC Builders and Smith Currie



Toll Brothers Golf Benefit for Hope Hospice

May 10, 2018

We are grateful to the Toll Brothers Northern California Division for their generosity and hard work in putting together this event that raised \$102,188.

Hike for Hope

May 19, 2018

Hikers and sponsors alike supported Hope Hospice through this annual fundraiser which raised \$99,000 in cash and in-kind donations.

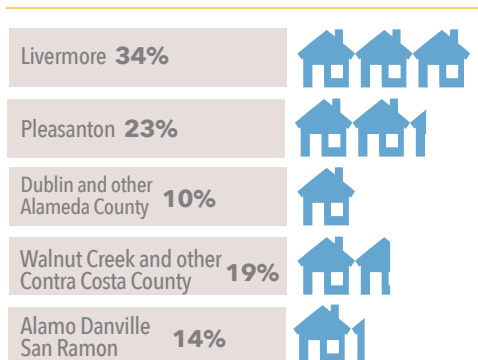
Sponsors: \$5,000+ Hitachi Vantara and Graham Hitch/Jess E. Spencer Mortuary

Volunteers

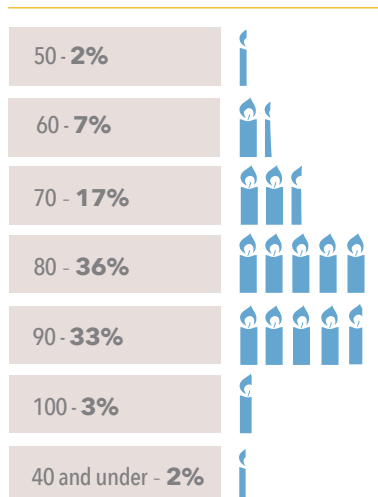
We are able to provide an extra level of care to our patients and families thanks to our volunteers. In addition to providing non-medical care and alternate therapies, they have a key role in our new Dementia Care program, Grief Support, fundraising events, in the office and on our board.

In FY 2017-18, Hope Hospice had 158 volunteers, some serving in multiple roles. Together they gave 4,860 hours. At California's value of \$28.46 for a donated hour, our volunteers donated \$138,316 in in-kind dollars.

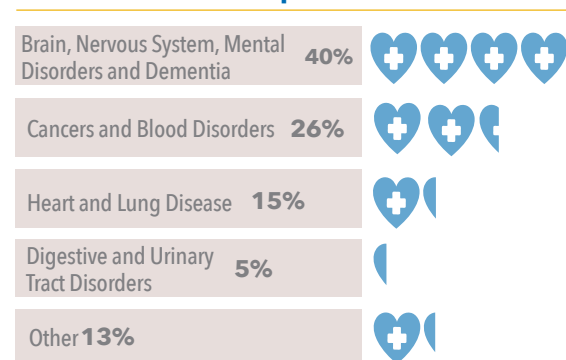
Where our home health and hospice patients live



What our hospice patients ages are



What conditions our patients have



Your generous support impacts our community

It takes many hands and hearts to help us carry out our mission. 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, compassionate 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.

Nutrition Counseling

A registered dietitian is available as a resource to hospice team members as well as patients and their families. They can provide assistance in several ways to help with nutritional issues that occur with terminally-ill patients.

Caregiver Relief

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

Dementia Care

At Hope, dementia-related diagnoses have surpassed cancer as our leading patient condition. We are addressing this growing need through our *Living with Dementia* program. This program was developed by Hope Hospice's certified dementia care specialists who are providing support and training to our volunteers and family caregivers. We are also providing training to our clinical staff to help provide the best care to our patients. Together, our goal is to more effectively meet the needs of patients with dementia and provide support and relief to family caregivers.



Hope's canine comfort volunteers and their dogs bring friendship and warmth to our patients.

Hope Home Health

Hope's skilled home health team provides a full range of home health care services to those who are living with serious or chronic ailments or who are recovering from surgery or injuries. Our goal is to help people remain independent at home for as long as possible and avoid repeated hospitalizations. Hope Hospice and Home Health is the only non-profit agency of this type in Alameda and Contra Costa counties.

Advanced Illness Care

Patients who don't yet qualify for hospice benefits, or who have been discharged from hospice, are eligible for Hope's Advanced Illness Care (AIC) program. This free program delivers assistance and peace of mind to patients and families through our social workers who are available to answer

questions, provide emotional support and identify community resources; and through Hope's volunteers who can continue to visit patients and provide caregiver relief.

Grief Support

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. Our program includes a variety of 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. Grief support services are available free of charge to the entire community including specialized support services such as Critical Incident Stress Management debriefings to the Pleasanton Unified School District and other community organizations.

Community Education

We provide community outreach programs through memorial events and education programs including our *Family Caregiver Education Series* that offers 14 classes designed to provide training, education, support and resources for those caring for loved ones with chronic or disabling conditions. In response to an overwhelming interest in Alzheimer's Disease, many of these classes focus on dementia-related topics. Another popular program we offer is *The Five Wishes*, a living will workshop.

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.

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.

We Honor Veterans

Hope Hospice is a proud participant of *We Honor Veterans*, a program of the National Hospice and Palliative Care Organization in collaboration with the U.S. Department of Veteran Affairs. This program helps our hospice team meet the special needs of our Veteran patients.

(Continued from page 1, Hope welcomes CEO)

development location. In addition, Jennifer worked for Kindred Health Care, where she provided patient care and led her team in business development. Prior to that, she worked for HCR/Manor Care, managing a sales team to develop business growth for skilled nursing and post-hospitalization care.

Joining Hope Hospice and

Home Health as our CEO is like returning home for Jennifer. She previously worked at Hope in a leadership position between 2014 and 2017. During that time, she and her team focused on building relationships with our partners, and enhanced responsiveness to patient and family needs. She is fully committed to serving our community and fulfilling our

mission to provide comfort, support and guidance to those who need our help.

On behalf of the board and staff, I want to thank Bob for his many years of guidance and leadership. At the same time, we warmly welcome Jennifer back to Hope as she leads our organization into a bright future.

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)

"My night nurse that spent time with us was compassionate, articulate and went beyond expectation in helping us navigate this very challenging time. We are forever grateful for our nurse's dedication and care. All team members were marvelous!"



"We were extremely comforted by the expertise and compassion of the members of the Hope Hospice team. Someone in our large family mentions often that he or she is so grateful we were able to have our husband, dad, grandfather home, here with us until his last breath thanks to Hope Hospice. We are most grateful to you."

"I am extremely grateful of the speed with which my nurse responded to my call when my wife was in extreme distress. She arrived quickly and began administering medications to relieve her distress and to get her calm and restful. Our nurse knew exactly what to do and handled the situation as a true professional. I wish to thank her for that, and how she organized the team of nurses to get more supplies and medications. All the nurses involved were compassionate in caring for my wife. I want to express my thanks and gratitude to all the nurses involved in looking over my wife in her final hours."

Leadership

Board of Directors

Captain Craig Eicher, President
Patrick Brown, Vice-President
William Harvey, Treasurer
Melanie Ridley, Secretary
Kathleen Berriatua, MSN, FNP-C, CNS
Christina T. Hopson, DO
Kathleen Lawrence, MBA
Sav Mancieri
James Wark

Executive Team

Bob Boehm, *Outgoing CEO*
Jennifer Hansen, *Incoming CEO*
Doug House, MBA
Chief Financial Officer/Chief Operations Officer
Kathy Nouri, RN, BSN, MPH
Chief of Quality and Compliance
Raul Perez, RN, BSN, PHN
Chief of Patient Care
Jatinder Pal Singh Marwaha, MD, FACP, HMDC
Medical Director, Hospice
Yusuf Ruhullah, MD
Medical Director, Home Health Associate Medical Director, Hospice
Epi DeLeon, MD
Associate Medical Director
Kuljeet Multani, MD, HMDC
Associate Medical Director

Patty Hefner, *Editor*
Director of Communications