

Center for Hospice
and Palliative Care



Annual
Report
2007

To the St. Joseph, Marshall, Elkhart, Fulton, Starke, LaPorte Kosciusko and LaGrange County Communities:

Thanks to your continued generous support, 2007 was another successful year for your local not-for-profit hospice and palliative care agency. The Center for Hospice and Palliative Care (CHAPC) cared for 1,484 patients and their families, the most of any calendar year and a 4% increase over 2006. Since our first patient was admitted in January of 1980, CHAPC has served 15,644 patients. 53% of the patients cared for over the last 27 years were admitted in just the last seven years alone. CHAPC continues to be "Indiana's Most Chosen Hospice Program." On a national comparative level, looking at annualized numbers of patients served, CHAPC is in the top 5% of all hospice programs in America.

Due to its role as a leading cause of death, end-stage heart disease was targeted as our first "specialty programming" area. The kick-off of CHAPC's "HeartWize" program was held on Valentine's Day 2007. With optimal management of their care through maintenance of medication compliance, surveillance of weights, extensive patient and caregiver education, and in-home dietary management, the goal of HeartWize is to improve the quality of the patient's life and decrease or eliminate emergency-room visits and hospitalizations.

To bring a strong and single focus to our fundraising and development efforts, and plan for our long-term future financial sustainability, CHAPC created a second and separate 501(c) 3 charitable corporation called, The Foundation for the Center for Hospice and Palliative Care, Inc. The foundation offices are located with CHAPC Administration in Mishawaka, where 16 staff moved in early 2007 to allow for more care staff to exist in the South Bend office.

In June, the CHAPC Board approved a \$3 million dollar capital campaign for an Elkhart Hospice House project. Construction began in late 2007 on a 12,000 sq. ft. facility with two separate wings, one for Hospice House (inpatient unit) and the other for home care staff offices, volunteer training, and bereavement services. By the end of 2007, 62% of the campaign dollar amount had been committed. This was in addition to donations of 11 acres of wooded land located off of Old US 20 (Toledo Road) near the interchange for the US 20 Bypass. We expect to open in the fall of 2008.

Patient family satisfaction ratings remain very high. According to the more than 300 returned Family Evaluation of Hospice Care surveys mailed during 2007, 99.43% of those responding said they had a "positive experience with CHAPC," and 99.40% said they "would recommend CHAPC to others."

In 2007, CHAPC's bereavement department developed 1,063 individual care plans for follow up to families served by Hospice, facilitated 72 family sessions, 1,326 individuals counseling sessions, 287 group sessions, made 5,533 supportive phone calls, and sent out 12,057 mailings to bereaved. Bereavement services take place at the region's only freestanding facility dedicated exclusively to grief counseling, the Life Transition Center in Mishawaka. Services are also offered at our offices in Plymouth and Elkhart. Open to anyone in our service area regardless of whether a family member had a previous hospice experience, we now estimate that 1,700 people are receiving CHAPC bereavement services on any given day.

Volunteers have always been an integral part of our programming, making a difference in patients' lives and assisting CHAPC like no others can. Last year, our volunteers put in 22,933 hours and drove 97,499 miles. On behalf of our board of directors and staff, thank you CHAPC volunteers.

Due in part to our Elkhart Hospice House capital campaign, donations to CHAPC hit record levels in 2007. Nearly \$2 million was received allowing us to continue our promise to the community that no person who is eligible for our services will be turned down due to a lack of insurance or an inability to pay.

All of us at CHAPC are honored to work toward our mission, "To improve the quality of living." We thank this very giving community for its continued and ongoing support. And we thank you for the role you played in making it possible.

Gratefully,



Mark M Murray
President / CEO

Catherine Hiler
Volunteer Board Chairman

About Us

Our Mission

To improve the quality of living.

Our Values

Compassion, Dignity, Innovation, Integrity, Quality, Service, Stewardship

Our Vision

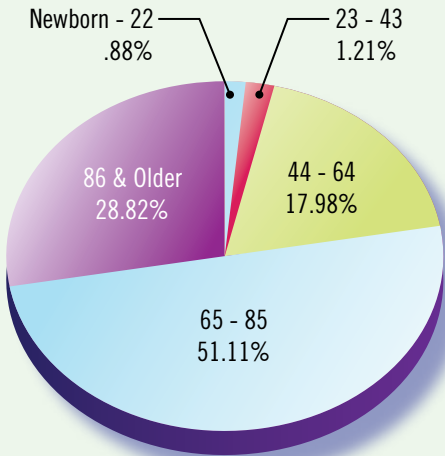
To be the premiere hospice and palliative care organization for all end-of-life issues.

Our Team

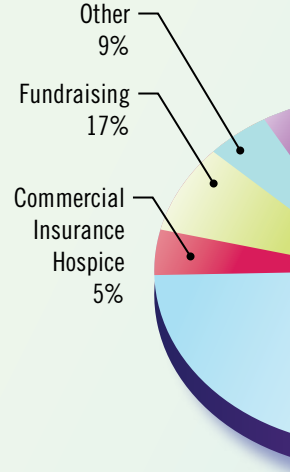


Financial Summary for 2007

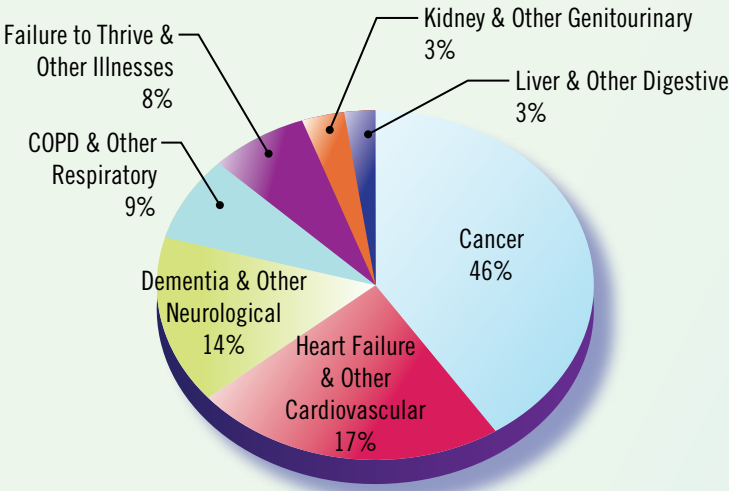
Patients by Age



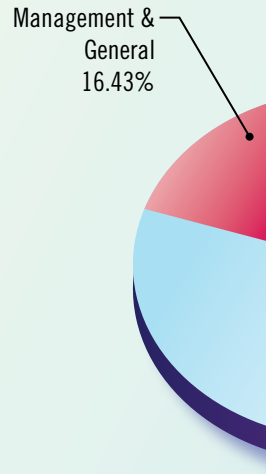
Total Revenue by T



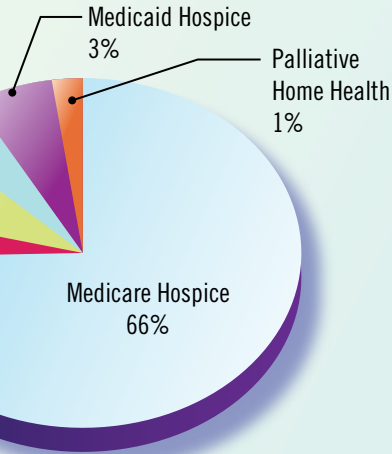
Patients by Diagnosis



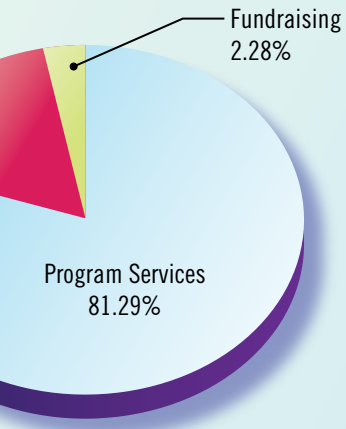
Total Expenses by T



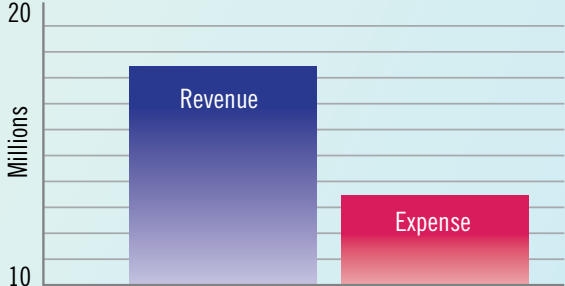
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Type



Total Revenue vs. Total Expenses



Result of 2007's Independent Audit

In 2007 CHAPC engaged Crowe Chizek and Company LLC to perform the annual audit. It was not only the first year for a new accounting firm, but also for the new risk assessment audit standards (SAS 104 – 110). As a result of implementing the risk assessment standards, this year's audit required a more in-depth look at our financial accounting policies and procedures as well as our reported financial position, changes in net assets and cash flows. Based on the results of the auditing procedures incorporated, CHAPC received an unqualified opinion.



2007 Board of Directors

Chairman	Catherine Hiler
Chairman-Elect	Drew Wilson
Treasurer	Fred Thon
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Administrative Team	Mark M Murray, President/CEO David A. Haley, Vice President/COO Karl Holderman, CFO Roberta Reynolds Spencer, Director of Support Services
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2007 Donors who gave \$1000 or more

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2007 Donors who gave \$1000 or more

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Mr. Robert D. Zimmerman
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2007 Elkhart Hospice House Capital Campaign Donors who gave or pledged \$1000 or more

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Kristin and William Fenech
Connie and Craig Fulmer
The Tom Jellison Family
Karon and Al Ludwig
Mr. and Mrs. Frank K. Martin
Jan and Dan Morrison
Mr. Mark M Murray
Mr. and Mrs. Robert E. Richardson
Kelly L. and Karen K. Rose
Streffling Foundation, Inc.
Phyllis and Dewey Welch

Center for Hospice
and Palliative Care



The Center for Hospice and Palliative Care serves
Elkhart, Fulton, Kosciusko, LaGrange, La Porte, Marshall,
St. Joseph and Starke Counties in northern Indiana.

The Center for Hospice and Palliative Care, Inc.

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112 South Center Street, Suite C • Plymouth, IN 46563
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2901 East Bristol Street, Suite C • Elkhart, IN 46514
(574) 264-3321 • (866) 264-3321 • Fax: (574) 264-5892

Life Transition Center

215 Red Coach Drive • Mishawaka, Indiana 46545
(574) 255-1064 • Fax: (574) 255-1452

Administrative/Foundation Offices

4220 Edison Lakes Parkway, Suite 210 • Mishawaka, Indiana 46545
(574) 243-3100 • (800) 413-9083 Fax: (574) 273-2755

For more information, call or visit us online

centerforhospice.org