

Center for Hospice  
*and Palliative Care*



Annual  
Report  
2008

Improving the Quality of Living

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

Thanks to your continued generous support, 2008 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 1,573 patients and their families, the most of any calendar year and a 6% increase over 2007. Our interdisciplinary teams of nurses, home health aides, social workers, and spiritual care counselors provided over 66,200 visits to patient homes. And "home" came in many different forms, like a residential house, Hospice House, and the more than 70 nursing homes, assisted living facilities, group homes, and hospitals where CHAPC provides services. CHAPC continues to be "Indiana's Most Chosen Hospice Program." Among the more than 4,600 hospice programs in the U.S., CHAPC ranks in the top 5% by annualized numbers of patients served. Since our first patient was admitted in January of 1980, we have cared for 17,217 patients -- 26% of these patients in just the last three years alone.

Bereavement services are offered to family members for up to 13 months following the time care services are no longer needed. Bereavement services take place at the region's only freestanding facility dedicated exclusively to grief counseling, the Life Transition Center in Mishawaka, and at our offices in Plymouth and Elkhart. 27% of all CHAPC bereavement participants are from the general public with no prior hospice family experience. Through individual and group counseling, telephone contacts and our direct mail program, we estimate about 1,900 people are receiving CHAPC bereavement services on any given day. Our weekend grief camp for children, Camp Evergreen, celebrated its 15th anniversary. A Camp Evergreen Reunion was held in July for all adult camp volunteers and child campers who had ever participated in Camp Evergreen throughout its history. The camp has been around so long we have recently had volunteer adult buddies who many years earlier had been Camp Evergreen campers themselves.

We couldn't do what we do without our CHAPC volunteers. Last year, our volunteers worked 20,748 hours, the equivalent of about ten full-time employees who never take vacations or call-in sick. If asked, our volunteers would go to the ends of the earth for our patients and families. While traveling throughout eight counties to help, they drove 102,439 miles, the equivalent of traveling around the world more

than four times. Thank you CHAPC volunteers!

CHAPC now has an international component to its care. We were proud to become a partner hospice with the Foundation for Hospices in Sub Saharan Africa (FHSSA). While most American hospice programs receive an individual African hospice program as a partner, FHSSA matched CHAPC with an entire country. Our partner is the Palliative Care Association of Uganda.

Patient family satisfaction is very important to us. We mail a survey to all surviving family members inquiring about their approval of our services and the care received by their loved one. With a strong 36% return rate, CHAPC ratings remained very high again last year. Two particular questions are important to us. According to the more than 400 returned Family Evaluation of Hospice Care questionnaires mailed during 2008, 98.21% of those responding said, "yes" to the question, "Generally speaking, did you have a positive experience with CHAPC?" And 98.10% said "yes" they "would recommend CHAPC to others."

Certainly a major highlight of 2008 was the opening of our new Elkhart business office and Hospice House. A ribbon cutting was held November 5, staff moved in on November 6, and we began accepting patients in the new Hospice House on November 24. Even with the dramatic slide in our economy, CHAPC still received cash donations of nearly \$2 million last year which includes payments on 2007 pledges for Elkhart Hospice House capital campaign. Our generous communities allowed us to keep our promise of never turning eligible patients away due to lack of insurance or ability to pay. We kept that promise last year. The value of charity care, free programming, write-offs, etc. last year was \$926,876.

Thank you for your support in 2008 and every year. You help sustain us in our mission of improving the quality of living.

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

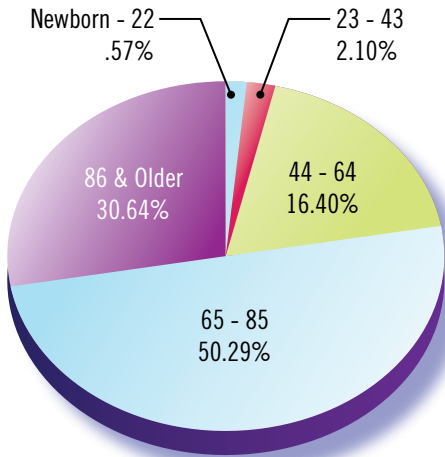
To be the premiere hospice and palliative care organization for all end-of-life issues.

## Our Team



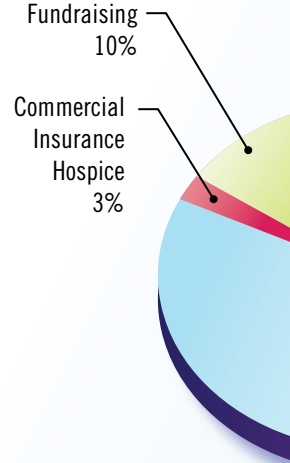
# Financial Summary for 2008

## Patients by Age

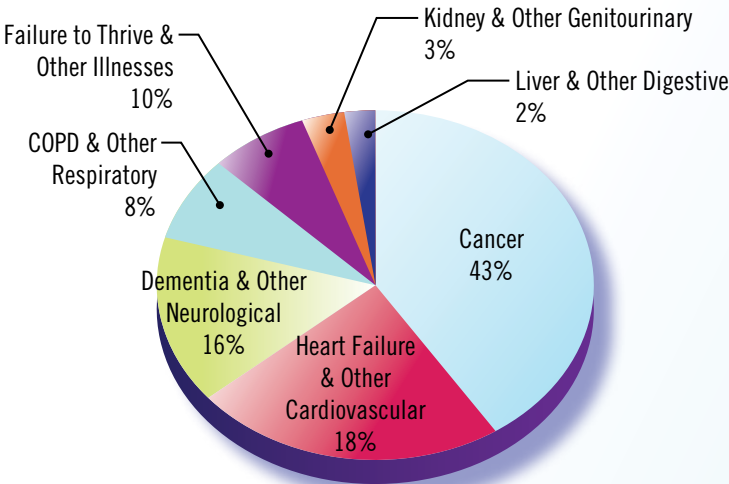


- Average age of CHAPC patient at admission was 77
- CHAPC served 19 patients over the age of 100 (at the time of their admission to CHAPC)

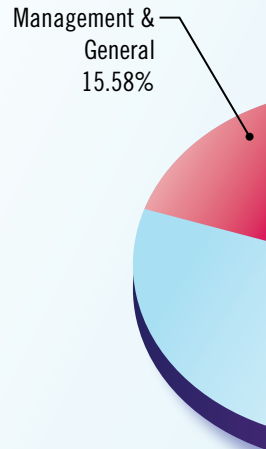
## Total Revenue by T



## Patients by Diagnosis

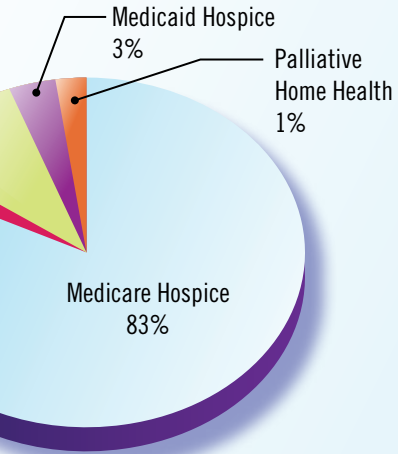


## Total Expenses by T

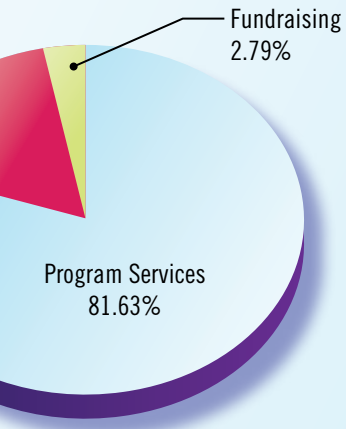


- CHAPC patients had 210 different diagnosis codes in 2008 (184 in 2007)

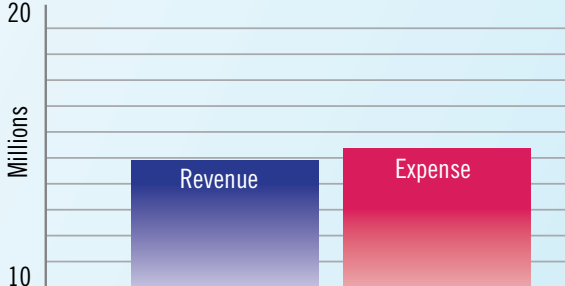
## Type



## Type



## Total Revenue vs. Total Expenses



The graph above includes investment losses during 2008 due to the severe economic downturn. However, 2008 operational revenue outpaced operational expenses and CHAPC showed a positive net gain from operations.

## Result of 2008's Independent Audit

2008 was the second year in which CHAPC engaged Crowe Horwath to perform the annual audit. This was also the second year for the new risk assessment audit standards (SAS 104-110). As a result of these audit standards, the audit requires a more in-depth look at 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.



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Center for Hospice  
*and Palliative Care*



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

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(574) 935-4511 • Fax: (574) 935-4589

22579 Old US 20 East • Elkhart, IN 46516  
(574) 264-3321 • Fax: (574) 264-5892

**Life Transition Center**

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

**Administrative/Foundation Offices**

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For more information, call or visit us online

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