

Center for Hospice  
*and Palliative Care*



Annual Report 2009

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

Thanks to your continued support, 2009 was a wonderful year for your local not-for-profit hospice and palliative care agency. The Center for Hospice and Palliative Care (CHAPC) served 1,752 patients and their families, the most of any calendar year and an 11% increase over 2008. Our patients lived in their own homes, and the more than 70 nursing homes, assisted living facilities, group homes and hospitals where CHAPC provides care. With the addition of our new Elkhart Hospice House and its first full year of operation, 531 patients had a Hospice House experience in 2009 representing a remarkable 106% increase from 2008. CHAPC continues to be "Indiana's Most Chosen Hospice Program." By annualized numbers of patients served among the more than 4,850 hospice programs in America, CHAPC now ranks in the top 5%. Since our first patient was admitted in January 1980, we have cared for 18,969 patients. 25% of these patients were seen in just the last three years alone.

Patient and family satisfaction with our care is essential. We mail a survey to surviving family members to gather opinions of our services. With a strong 37% return rate, CHAPC approval ratings once again remained high last year. Two particular questions are key indicators about how we performed. According to the more than 400 Family Evaluation of Hospice Care questionnaires received by CHAPC during 2009, 98% of respondents said they had a positive experience and 99% said they would recommend CHAPC to others.

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. 20% 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 2,200 people are receiving CHAPC bereavement services on any given day. Our weekend grief camp for children, Camp Evergreen, celebrated its 16th anniversary.

We couldn't do what we do without our loyal, dedicated and trained CHAPC volunteers. Last year, CHAPC volunteers worked 22,307 hours, the equivalent of almost eleven full-time employees. While traveling throughout our eight county service area, CHAPC volunteers drove a record 110,640 miles in 2009 - a distance now approaching halfway between the earth and the moon. We estimate CHAPC volunteers saved the agency just over a half million dollars in expenses. Thank you CHAPC volunteers!

During March, Roberta Spencer, Director of Support Services, and Karen Smith-Taljaard, Social Worker, left for Uganda for the first fact finding trip regarding our partnership with the Palliative Care Association of Uganda (PCAU) through the

Foundation for Hospices of Sub Saharan Africa. They met and traveled with the National Coordinator of PCAU, Rose Kiwanuka, that nation's first palliative care nurse. Rose then visited our hospice agency in October. During her visit, Rose spent time in each of our various functional areas, learning how an American hospice and palliative care organization delivers services to patients and families. She made presentations to staff and volunteers in our South Bend, Plymouth and Elkhart offices as well as to students at IU South Bend and the University of Notre Dame. In addition, Rose made formal presentations to members of our Board of Directors, the Helping Hands Society, as well as to the Downtown South Bend Rotary Club. Funds raised during her two-week visit here helped PCAU move into a much needed larger office in Kampala in early 2010.

Even with the worst economy in 75 years and unemployment hitting 19% in some areas, our donors did not let us down in 2009. All fundraising and development activities are now administered by our new Hospice Foundation and it received 12,732 gifts (up 8% from 2008) from 8,541 unique donors (up 4% from the previous year). Gifts to our Foundation for 2009 totaled: \$1,112,754. Our generous donors allowed us to keep our promise of never turning eligible patients away due to lack of insurance or ability to pay. In fact, the value of charity care, free programming, write-offs, etc. was \$1,063,184, which is 15% more than 2008. Thank you again for your support. You helped us face the challenges of tough economic times in 2009 and also allowed us to continue to honor the dream of our mission and improve the quality of living for those in our communities.

Gratefully,



Mark M Murray  
President / CEO

Drew Wilson  
Volunteer Board Chairman  
Center For Hospice



Cathrine Hiler  
Volunteer Board Chairman  
Hospice Foundation

# About Us

## Our Mission

To improve the quality of living.

## Our Values

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

## Our Vision

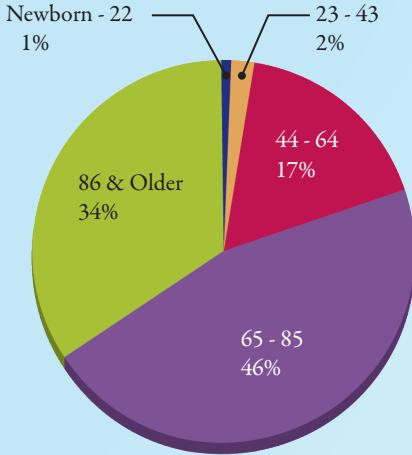
To be the premiere hospice and palliative care organization for all end-of-life issues.

## Our Team



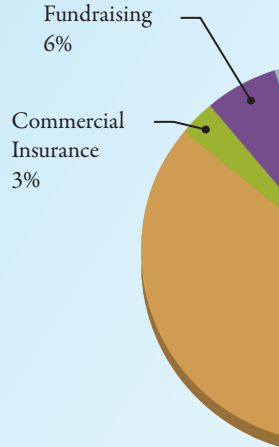
# Financial Summary for 2009

## Patients by Age

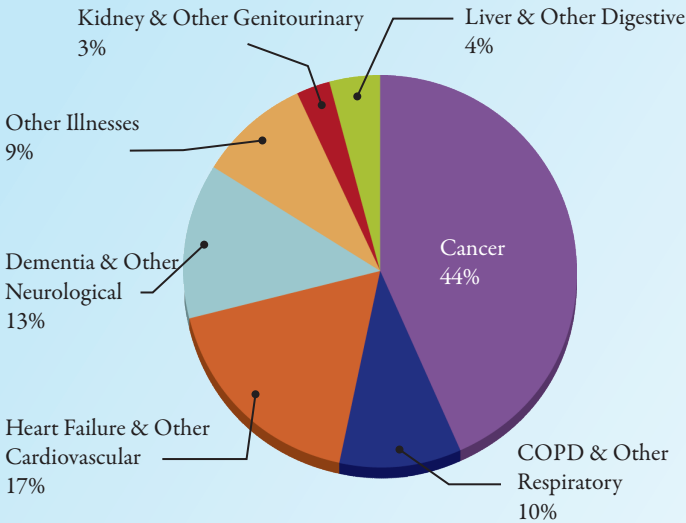


- Average age of CHAPC patient at admission was 77
- CHAPC served 19 patients over the age of 100 (at the time of their admission to CHAPC)

## Total Revenue by Type



## Patients by Diagnosis

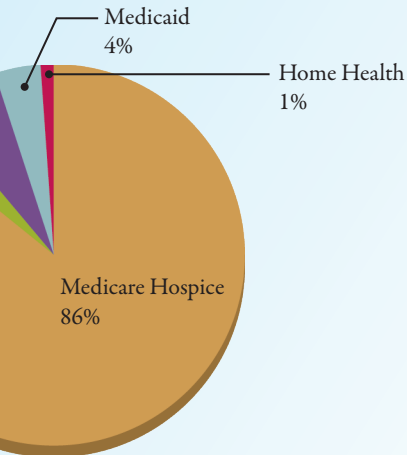


## Total Expenses by Category

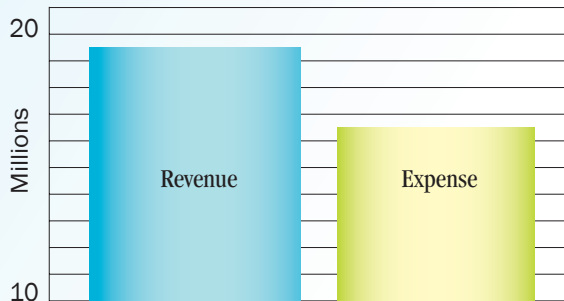


- CHAPC patients had 215 different diagnosis codes in 2009 (210 in 2008)

## Type

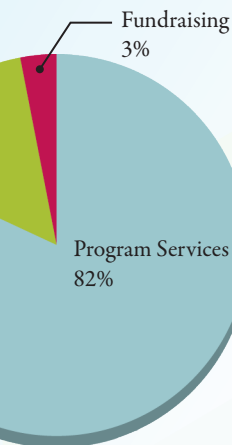


## Total Revenue vs. Total Expenses



The graph above includes investment gains during 2009 which recovered some of the heavy 2008 investment losses. However, 2009 operational revenue outpaced operational expenses and CHAPC showed a positive net gain from operations.

## Type



## Result of 2009's Independent Audit

2009 was the third year in which CHAPC engaged Crowe Horwath to perform the annual audit. This was also the third year for the 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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## 2009 Agency Leadership

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Medical Team	Gregory Carden Gifford, MD, JD, Bd. Cert. ABEM/HPM Jon B. Kubley, M.D., Bd. Cert. ABFP/HPM Thomas M. Kolakovich, MD

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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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For more information, call or visit us online

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[centerforhospice.org](http://centerforhospice.org)