

2 Organizations

# 1 Mission

Improving the  
Quality of Living

Annual  
Report  
2012



Center for  
Hospice Care

choices to make the most of life



HOSPICE  
FOUNDATION

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

Thanks to the ongoing support from individuals, donors and many healthcare entities throughout our eight county service area, 2012 was another successful year for Center for Hospice Care (CHC). We cared for more patients last year than in any year in our history. It is our privilege and honor to have had 1,866 patients and their families choose CHC for their care during 2012. By annualized numbers of patients served, CHC continues to rank in the top 5% of the more than 5,500 hospice programs operating in the United States. Since our first patient was admitted in January of 1980, we have cared for 24,454 patients on an annually added basis. Nearly half of all the patients served by CHC over the course of 32 years were seen in the last seven years alone and nearly 25% in just the last three years. Mission-driven quality care, remarkable clinical skills capacity, and a focus on charity are the hallmarks of CHC and its Hospice Foundation. Today, with 215 professional staff and 350 devoted volunteers, we believe there is no other local organization more proficient or more experienced at providing high quality, patient and family-centered care at the end of life.

We are delighted with our locally unmatched clinical expertise. A third staff physician joined our expert team of medical specialists. Under the American Board of Medical Specialty, there are only 1,271 Board Certified Hospice and Palliative Medicine physicians in the nation. Three of them work fulltime and exclusively at CHC. They care for patients, perform palliative care consultations at local hospitals and nursing homes, make regular patient rounds at our two Hospice Houses, and provide community education presentations at a variety of forums.

Our new Mishawaka Campus saw significant progress last year. A groundbreaking ceremony attended by more than 100 guests was held in October. By the end of 2012, construction was steadily progressing. Phase I construction completion and occupancy of this multi-year, multi-phase project is July 2013. Details are available at [www.foundationforhospice.org](http://www.foundationforhospice.org).

At our Elkhart Campus, The Gardens of Remembrance and Renewal were dedicated in June with a donor event attended by 130 people. It included a brief synopsis of the campus's evolution which officially opened in late 2008. The arbor fountain, six benches, four flowering trees and 22 bricks given in honor or in remembrance of loved ones were dedicated at this time as well. A similar event is planned for summer 2013.

It was an award-winning year for our short documentary film, Okuyamba, which depicts the challenges of providing palliative care to dying patients throughout the country of Uganda. Through FHSSA, formerly known as the Foundation for Hospices of Sub-Saharan Africa, we have been partnered with the Palliative

Care Association of Uganda since 2008 and have worked to draw attention to the abundant needs of Uganda's dying peoples. Last year Okuyamba, produced through our Hospice Foundation, won four documentary film awards. It was also the recipient of the inaugural "Morforgen Art of Caring Award" at the National Hospice Foundation Gala in Washington, DC. Additionally, our film was an "Official Selection" in nine other national and international film festivals. Find out more at [www.okuyamba.org](http://www.okuyamba.org).

While most philanthropic experts were predicting no increases in charitable giving for 2012, when taking out bequests and one-time major gifts, our Hospice Foundation received an increase in cash donations of about 6%. Fewer donors gave to us, but for those who did, they gave more. We received 11,980 gifts from 7,446 unique donors. Total cash gift receipts for 2012 totaled \$1,027,116. One of the fundamental reasons for our fundraising is to provide services to patients and families who are uninsured or have no ability to pay for their care. We have never turned away eligible hospice patients who desired our care. The 2012 value of charity care, adjustments and write-offs was up 13% over 2011 and totaled a record \$1,159,253.

Our dedicated, trained community volunteers contribute to CHC in many ways. Last year they worked 16,744 hours. Traveling throughout our eight county service area to patient homes, nursing homes and other extended care facilities, as well as our own Hospice Houses, CHC volunteers drove 39,195 miles. Many volunteers worked exclusively out of one of our CHC offices assisting with an assortment of office and other duties. Volunteers saved the agency \$383,134 in expenses during 2012. A very big thank you to our hospice volunteers!

As always, we thank you for whatever role you played during 2012 in supporting CHC and its mission to Improve the Quality of Living in our communities.

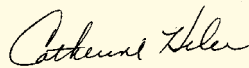
Gratefully,



Mark M Murray  
President / CEO



Terry Rodino  
Volunteer Board Chairman  
Center for Hospice Care



Catherine Hiler  
Volunteer Board Chairman  
Hospice Foundation

## About Us

### Our Mission

To improve the quality of living

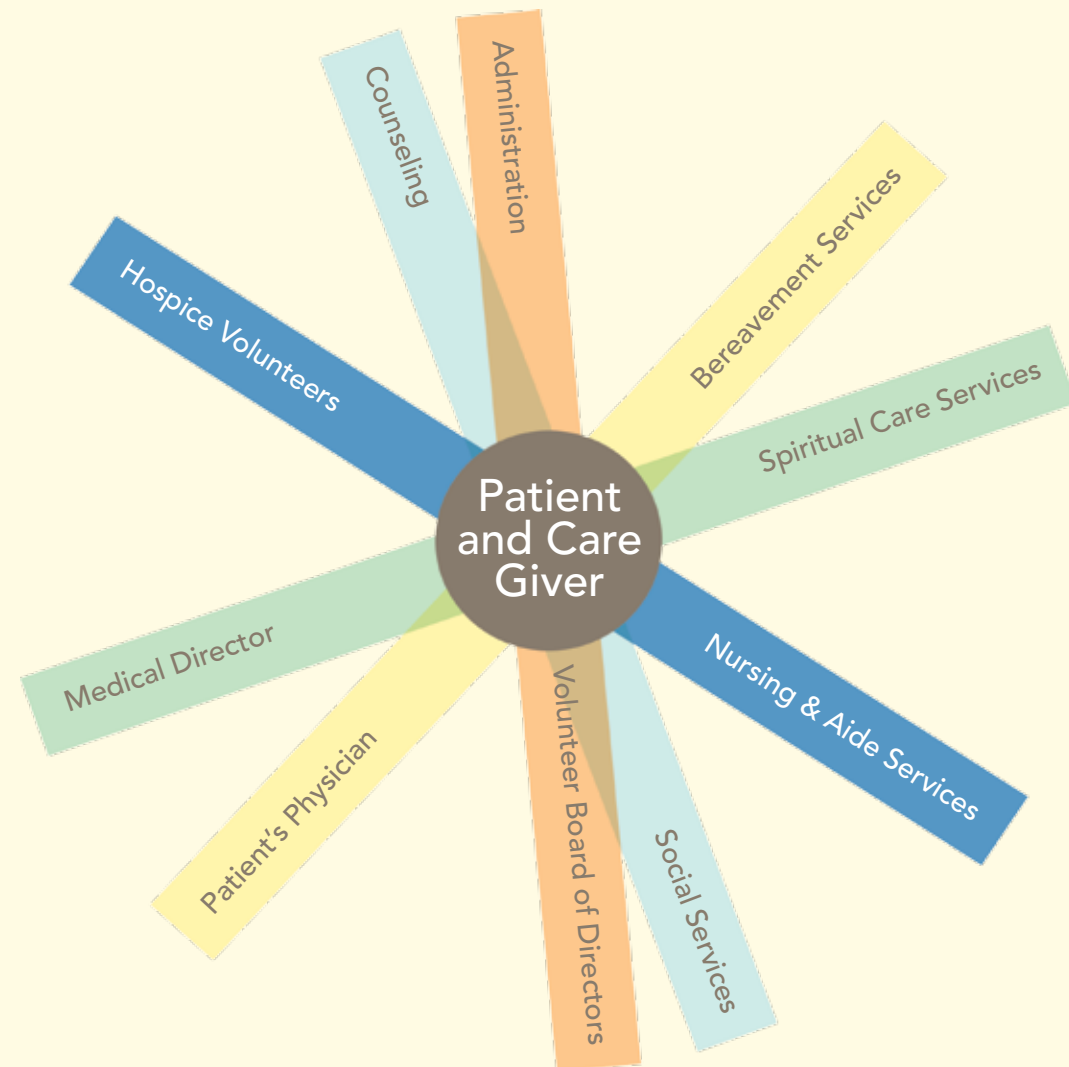
### Our Values

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

### Our Vision

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

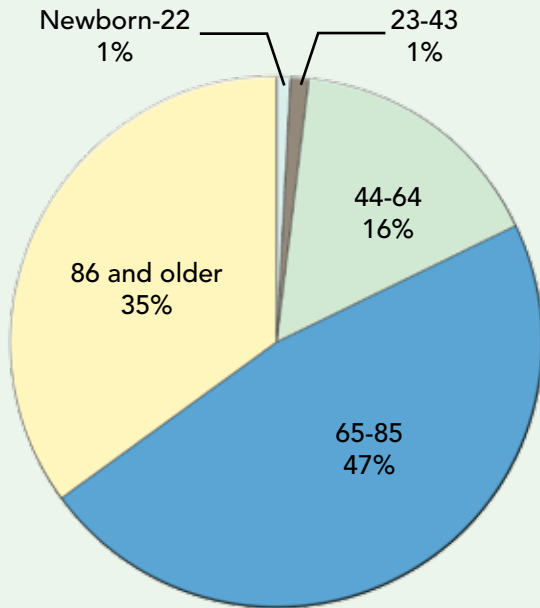
### Our Team



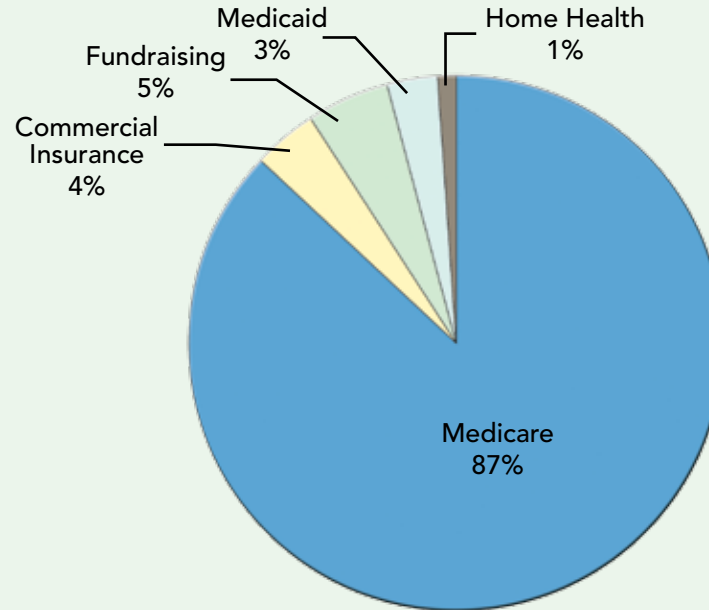
# Financial Summary for 2012

## Center for Hospice Care and Hospice Foundation Combined

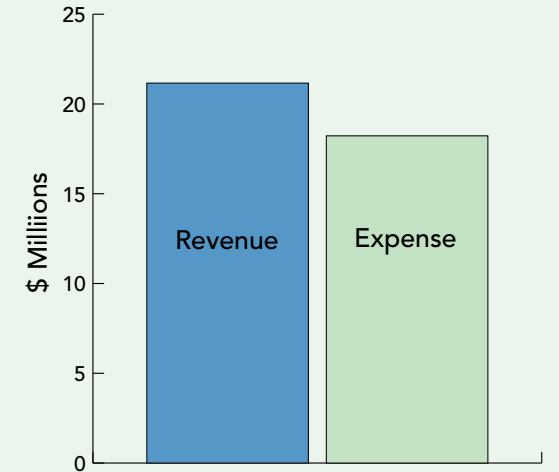
Patients by Age



Total Revenue by Type

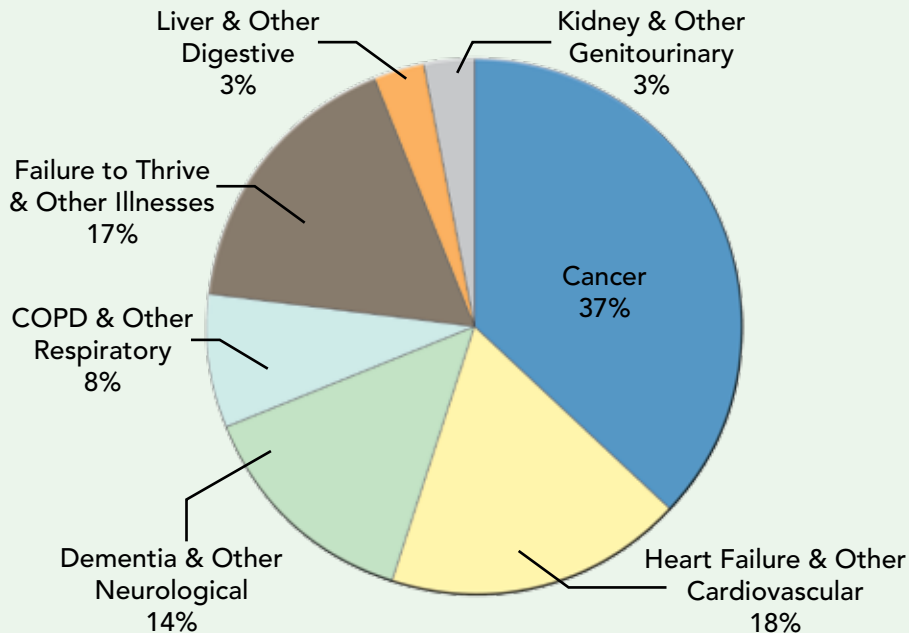


Total Revenue vs. Total Expenses

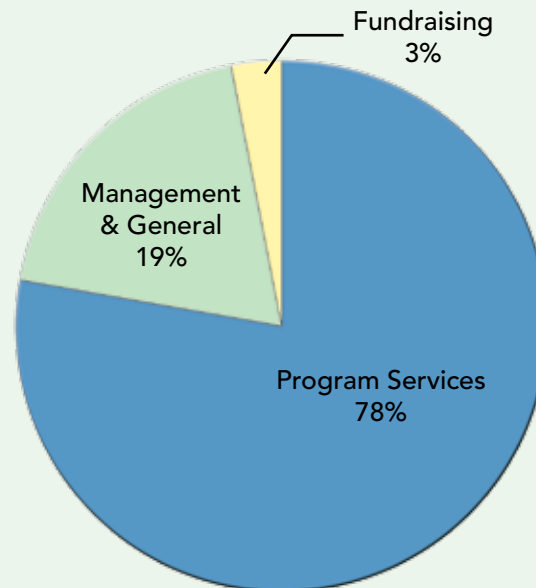


The graph above represents the combined revenue and expenses for both Center for Hospice Care and Hospice Foundation. It includes investment losses during 2012. It should be noted that the combined 2012 operational revenue outpaced operational expenses and the combined entities showed a positive net gain from operations alone.

Patients by Diagnosis



Total Expenses by Type



### Results of 2012's Independent Audit

CHC and the Hospice Foundation engaged David Culp & Co. LLP to perform the 2012 annual audit for the purpose of forming an opinion on the consolidated financial statements taken as a whole. The 2012 Report of Independent Auditors states, "The consolidating information has been subject to the auditing procedures applied in the audit of the consolidated financial statements and, in our opinion, is fairly stated in all material respects in relation to the consolidated financial statements taken as a whole."

**DAVID CULP & CO. LLP**  
Certified Public Accountants



## 2012 Board of Directors

Chairman	Terry Rodino
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Treasurer	Amy Kuhar Mauro
Secretary	Rita Streffling
Immediate Past Chairman	Catherine Hiler
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## 2012 Agency Leadership

Administrative Team	Mark M Murray, President/CEO David A. Haley, Vice President/COO Mike Wargo, Vice President/COO, Hospice Foundation Karl Holderman, CFO Donna Tieman, RN, CHPN , Director of Nursing Amy Tribbett, Director of Marketing and Access
Medical Team	Gregory C. Gifford, MD, JD, ABEM: Board Certified in Emergency Medicine/Hospice and Palliative Medicine, Medical Director Jon B. Kubley, MD, ABFM: Board Certified in Family Medicine/ Hospice and Palliative Medicine, Medical Director Amberly Burger, MD, ABIM: Board Certified in Internal Medicine/ Hospice and Palliative Medicine, Medical Director

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Chamber of Commerce of St. Joseph County		Mr. and Mrs. John P. Hiler
Mr. and Mrs. David B. Chapman		

## 2012 Donors Who Gave \$1,000 or More

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(574) 243-3709

# 2 Organizations 1 Mission



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