



Elkhart Hospice House Garden of Remembrance and Renewal

2 Organizations
1 Mission
Improving the Quality of Living



Annual Report 2014

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

2014 will be remembered as a year of milestones in patient care for Center for Hospice Care (CHC). It was the first year CHC cared for more than 2,000 patients in a single calendar year and more than 400 patients on a single day. At 2,123 patients cared for, CHC achieved a 7% annual increase in the number of patients served for the second consecutive year. CHC continues to rank in the top 4-5% of the more than 5,500 hospice programs operating in the U.S. Since our first patient was admitted in January of 1980, we have cared for 28,570 patients on an annually added basis. Half of all the patients served by CHC in its history were seen in the just the last eight years and one in five during the last three years alone. Today, with 222 professional staff and over 500 devoted community 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.

With the unprecedented growth in our patient census, any reasonable person could rationally expect potential clinical staffing issues, probable issues of not being able to meet patient / family needs, a possible need for corners to be cut and rules bent, and the real risk that patient care could suffer. This would not be the case at CHC and we have the validated third-party verification to prove it. During five days in October two public health nurse surveyors from the Indiana State Department of Health inspected CHC for continued Indiana hospice state licensure and federal recertification for participation in the Medicare Hospice Benefit program. They did this by looking for anything out of regulatory compliance along with any patient care problems. Scrutinizing all offices, both Hospice Houses, making patient visits in residential and nursing home settings, reviewing clinical records, examining policies, and interviewing staff, no stone was left unturned in their diligent effort to find something wrong. After a very long week,

the Exit Interview was brief. The surveyors stated there really wasn't a reason for the meeting because they had nothing to talk about. CHC received a finding of No Deficiencies and a "perfect survey." CHC received the St. Joseph County Chamber of Commerce's 2014 Economic Impact Award at the chamber's annual "Salute to Business" luncheon. The Economic Impact Award recognizes a company's strategic vision and its sustainable capital investment in the St. Joseph County economy. CHC was selected for this award primarily due to the Phase I development of our Mishawaka Campus along the St. Joseph River. Recent previous winners of this award include Allied Physicians of Michiana, Michiana Hematology-Oncology, and Saint Joseph Regional Medical Center.

Our new Agreement with Mayo Clinic to provide clinical education in Hospice and Palliative Medicine was realized in March when our first Fellow completed training with CHC. Across the nation, Mayo has only two Fellows in Hospice and Palliative Medicine. One went to their owned facility in Arizona and the other came to CHC. We are proud to say, "When Mayo Clinic wants their physician Fellows trained in hospice and palliative medicine, they send them to CHC in Mishawaka, IN."

On November 1, "SC 43350 – Introduction to Hospice and Palliative Care" was presented in the Jordan Hall of Science at the University of Notre Dame for the third time. A record 125 undergraduate students were in attendance. This one-credit pass/fail course is held all day on a Saturday and is designed to provide pre-professional students with an introductory understanding of palliative and hospice care. CHC administrators, physicians, nurses, social workers, spiritual care staff, and bereavement counselors comprise the faculty for the course along with one non-CHC employed oncologist.

Medicare hospice regulations require that volunteers participate in direct patient care and hospice

programming. This must be recorded, a dollar amount applied, and reported as a savings to the hospice on an annual basis. In 2014 volunteer hours increased 3% and totaled 17,864. Savings to CHC through volunteer efforts totaled \$423,816 – up 5% from 2013. Traveling throughout our eight county service area to patient homes, nursing homes and other extended care facilities, CHC volunteers drove 46,594 miles -- a 9% increase from 2013. CHC is grateful for our hospice volunteers!


For Hospice Foundation in 2014, cash gifts were up 35% from the prior year and totaled \$1,605,646. The 2014 value of CHC charity care, write-offs, adjustments, community services, and other CHC support, etc. was up 27% from 2013 and totaled \$1,612,828. CHC thanks all of our generous donors who help us keep our 34-year promise of never turning away any eligible hospice patient for lack of insurance or an ability to pay for their care.

As always, we thank you for your role in supporting CHC and its mission during 2014. Together, we continue to Improve the Quality of Living in our communities.

Gratefully,



Mark M Murray
President / CEO
Center for Hospice Care / Hospice Foundation



Corey Cressy
Volunteer Board Chair
Center for Hospice Care



Terry Rodino
Volunteer Board Chair
Hospice Foundation

About Us

Our Mission

To improve the quality of living

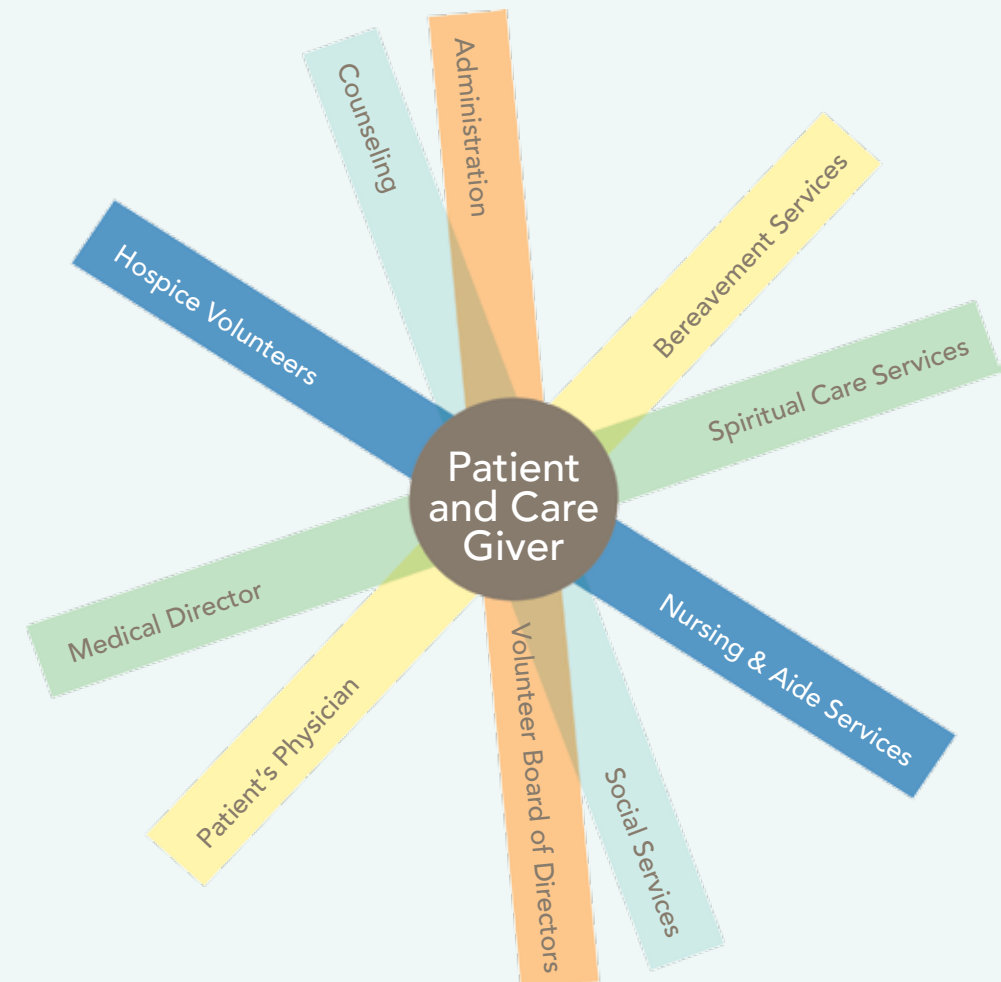
Our Core Values

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

Our Vision

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

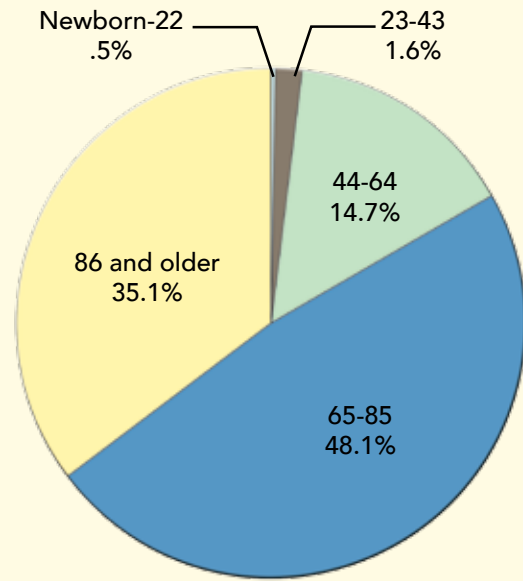
Our Team



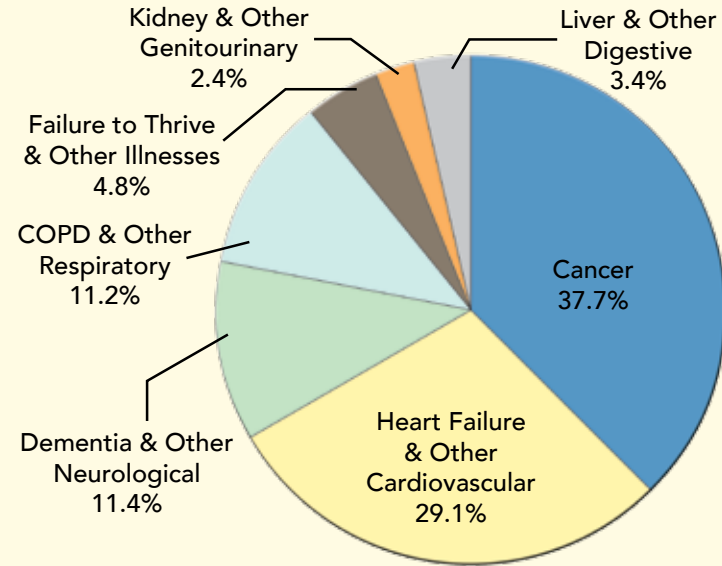
Financial Summary for 2014

Center for Hospice Care and Hospice Foundation Combined

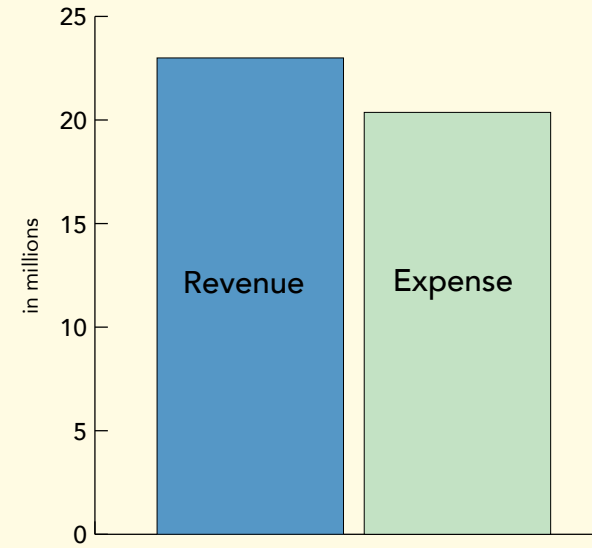
Patients by Age



Patients by Diagnosis

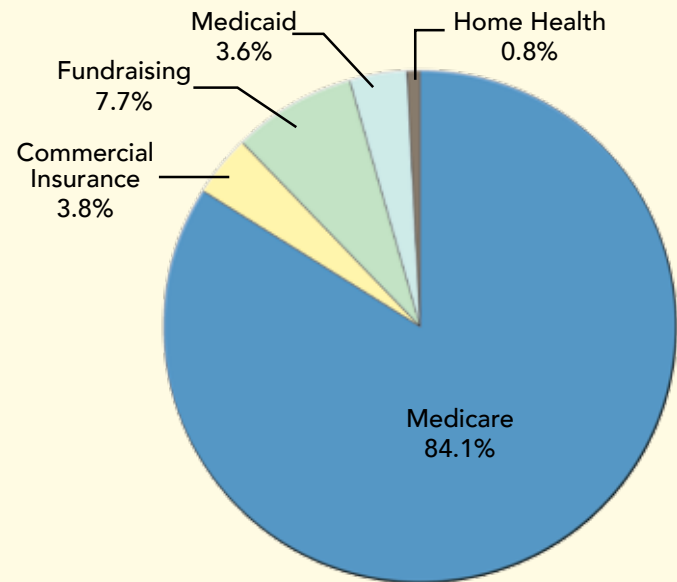


Total Revenue vs. Total Expenses

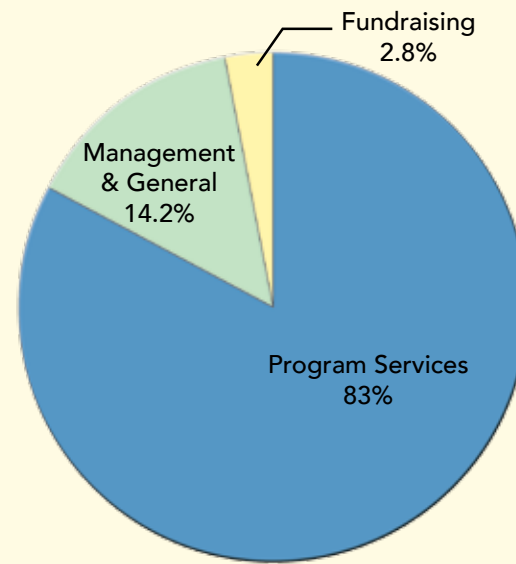


The graph to the left represents the combined revenue and expenses for both Center for Hospice Care and Hospice Foundation. It includes investment gains during 2014. It should be noted that the combined 2014 operational revenue outpaced operational expenses and the combined entities showed a positive net gain from operations alone.

Total Revenue by Type



Total Expenses by Type



Results of 2014's Independent Audit

CHC and the Hospice Foundation engaged David Culp & Co. LLP to perform the 2014 annual audit for the purpose of forming an opinion on the consolidated financial statements taken as a whole. The 2014 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



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2014 Donors Who Gave \$1,000 or More

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112 South Center Street
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Administration, Hospice Foundation
& Life Transition Center

501 Comfort Place
Mishawaka, IN 46545

*Serving Elkhart, Fulton, Kosciusko, LaGrange, LaPorte, Marshall, St. Joseph
and Starke Counties in northern Indiana*

2 Organizations
1 Mission



CFHCare.org



foundationforhospice.org