



**Board of Directors Meeting  
501 Comfort Place, Conference Room B, Mishawaka  
October 15, 2014  
7:30 a.m.**

**BOARD BRIEFING BOOK  
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# CHAPTER ONE AGENDA

**BOARD OF DIRECTORS MEETING**  
Administrative and Foundation Offices  
501 Comfort Place, Room B, Mishawaka IN  
October 15, 2014  
7:30 a.m.

A G E N D A

1. Approval of August 20, 2014 Minutes (*action*) – Corey Cressy (2 minutes)
2. President's Report (*information*) - Mark Murray (20 minutes)
3. Finance Committee (*action*) – Wendell Walsh (10minutes)  
(a) August and September Financial Statements
4. Foundation Update (*information*) – Terry Rodino (10minutes)
5. Board Education – Quality Assurance Performance Improvement Update – Donna Tieman, RN, BA, CHPN, Director of Nursing (13 Minutes)
6. Nominating Committee Report – Corey Cressy (3 minutes)
7. Chairman's Report (*information*) – Corey Cressy ( 2 minutes)

Next meeting December 17, 2014 at 7:30 a.m.

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# CHAPTER TWO MINUTES

**Center for Hospice Care  
Board of Directors Meeting Minutes  
August 20, 2014**

<i>Members Present:</i>	Amy Kuhar Mauro, Anna Milligan, Carol Walker, Corey Cressy, Julie Englert, Sue Morgan, Terry Rodino, Tim Portolese, Tim Yoder, Wendell Walsh
<i>Absent:</i>	Becky Asleson, Carmi Murphy, Francis Ellert, Mary Newbold, Michael Method
<i>CHC Staff:</i>	Mark Murray, Amy Tribbett, Dave Haley, Donna Tieman, Karl Holderman, Mike Wargo, Becky Kizer

<b>Topic</b>	<b>Discussion</b>	<b>Action</b>
<b>1. Call to Order</b>	<ul style="list-style-type: none"> <li>The meeting was called to order at 7:30 a.m.</li> </ul>	
<b>2. Minutes</b>	<ul style="list-style-type: none"> <li>A motion was made to accept the minutes of the 06/18/14 meeting as presented. The motion was accepted unanimously.</li> </ul>	J. Englert motioned T. Yoder seconded
<b>3. President's Report</b>	<ul style="list-style-type: none"> <li>The increase in census trend has continued. July ADC was 380, which is a 13% increase from year-to-date a year ago.</li> <li>New nurse practitioner starts 08/21. The medical directors continue to be very busy dealing with the new CMS regulations. The nurse practitioner will be able to help with face-to-face visits and eventually do palliative care consults.</li> <li>The volunteer department started a new experiment by holding volunteer training on two Saturdays from 9-5. 24 people attended. During volunteer recognition in June a volunteer satisfaction survey sent out. 141 response rate. On a scale of 1-5 with 5 being strongly agree, the lowest score was 4.7 and highest was 4.9. The highest satisfaction scores were with their volunteer coordinator and that they would encourage others to be CHC volunteers.</li> <li>Thanks to 82 U.S. Senators, 202 House Representatives, and several health care organizations that sent letters to CMS to stop the Medicare D prior authorization requirement on all medications not covered in the hospice care plan, CMS revised their guidelines a couple weeks ago effective immediately. Hospice are now only required to submit prior authorizations on medications for pain, nausea, constipation and anxiety, which are the four categories the OIG was originally concerned about. We have until 10/01/14 to undo everything put in place in April to get ready for the change.</li> <li>We are due for a hospice survey at any time for Medicare certification and hospice licensure. CMS contracts with the Indiana State Department of Health to do the surveys. Their goal is to have one at least every six years, and our last hospice survey was six years ago this month. There is a new bill being introduced through Congress</li> </ul>	

Topic	Discussion	Action
	<p>requiring a hospice survey at least every three years nationwide, because there are a lot of inconsistencies in hospice care providers in and issues of fraud and abuse. Donna T. did a presentation at the July staff meeting on getting ready for the survey. It is a great learning experience, and we do our very best every day to meet guidelines and patient/staff expectations.</p> <ul style="list-style-type: none"> <li>• Our new media campaign is almost ready to go. The new TV campaign is targeted towards people already thinking about or have been told to start thinking about hospice and to call CHC. We will show a map of our service area in one spot because we still find people and referral sources thinking we only cover a county where we have a physical office presence. A lot of people, including hospital discharge planners, don't know we cover LaPorte County. For example, Medicare claims data shows they send a Michigan City patient home to a different hospice located in that county not knowing we could serve them. Also for the first time we will mention we have two Hospice Houses and are the only ones who offer this. So basically the message is call us soon, don't wait. We are also in the process of getting CHC's logo and tag line trademarked through the U.S. Patent Office. Since we began the media campaign three years ago, we have seen an increase in referrals from self/family double. We have discovered the average length of stay of referrals from patients/families that called us themselves rather than waiting for the healthcare profession to refer, had a longer hospice length of stay than from all other referral sources—an average of nine days longer.</li> <li>• Mishawaka Campus events – Since we opened the building a year ago, we have allowed outside events to be held here that had some type of connection to CHC. The Arts in Bloom Garden Walk was held 07/09. It allowed people to see our art counseling program and gallery. Area funeral home directors met here 07/22. It was an opportunity for us to thank them for putting out our memorial donation envelopes. The AARP After Five event was held here 08/12. The Elkhart Chamber of Commerce Business After Hours was held here yesterday. The St. Joseph County Chamber event was held here in May. On 08/21 a bereavement documentary film on “Transforming Loss” will be shown here. We expect nearly 100 people to attend. The special guest speaker is Gary Weinstein, who is featured in the documentary. He will be staying in the guest house. The Michiana Gerontology Consortium meeting will be held here this afternoon. The documentary “Last Will and Embezzlement” about Mickey Rooney will be held here 09/23 and Wendell W. will be on the discussion panel. The St. Joseph County Chamber Youth Leadership and their parents will be here 10/05. The Adult</li> </ul>	

Topic	Discussion	Action
	<p>Leadership group met here earlier this year. The adult Leadership group's project was our Camp Evergreen 21 years ago.</p> <ul style="list-style-type: none"> <li>•</li> </ul>	
<b>4. Finance Committee</b>	<ul style="list-style-type: none"> <li>• The Finance Committee met 08/15 and approved the June and July financial statements.</li> <li>• June – Operating revenue \$1.7 million, total revenue \$2 million, total expenses \$1.5 million, net gain \$525,000, without beneficial interest in Foundation net gain \$241,000.</li> <li>• July – Operating revenue \$1.7 million, total revenue \$1.4 million, total expenses \$1.5 million, net loss \$21,000, without beneficial interest in Foundation net gain \$251,000. The loss was attributed to losses in the stock market.</li> <li>• Balance sheet – July total assets \$35 million. Accounts receivable \$4.2 million compared to \$2.8 a year ago and continues to go down. Due to the CMS issues, we had to transfer \$4 million for pool two in the Hospice Foundation to CHC operations. Everything worked as planned to meet our needs. Next month we may start paying some of that back. This speaks to the board's foresight to establish the Foundation to be a rainy day fund for these times. It is a short term loan, because staff rolled up their sleeves and addressed some of bureaucratic requirements to get bills paid. In July we collected \$2.5 million of Medicare reimbursement, which is one of the highest months in A/R returns. August will also be high. The number of A/R days was at 100 days in June, and is now down to 80. Our goal 50 days.</li> <li>• A motion was made to accept the June and July financial statements as presented. The motion was accepted unanimously.</li> </ul>	<p>T. Rodino motioned T. Portolese seconded</p>
<b>5. Policies</b>	<ul style="list-style-type: none"> <li>• One new and two revised policies were presented for approval: Complementary Alternative Medicine (CAM) Procedures, Care of Staff and Relatives, and Fitness Area Policy (Mishawaka Campus).</li> <li>• A motion was made to approve the revised and new policies as presented. The motion was accepted unanimously.</li> </ul>	<p>C. Walker motioned W. Walsh seconded</p>
<b>6. QI Committee</b>	<ul style="list-style-type: none"> <li>• The QI Committee met yesterday to review the second quarter. We are still working on making documentation easier for nurses. IT continues to successfully tweak Cerner to meet our needs. We continue to show improvement in many areas in the quarterly reports. There are no patient care issues; it is documentation and new staff knowing where to chart things.</li> <li>• A new QAPI (Quality Assessment and Program Improvement) was started for Hospice House volunteer satisfaction. Some volunteers want to answer the phone, and some</li> </ul>	

Topic	Discussion	Action
	<p>want to do patient care. We want to get volunteers in the right spots. There are also some HIPAA concerns unique to hospice. QAPI groups are also looking at the top three areas for improvement on the FEHC surveys (Family Evaluation of Hospice Care) – caregiver confidence, caring for family’s needs, and dealing with feelings of satisfaction. We are also looking at providing the right amount of spiritual and religious contact, and emotional support to families before and after the death.</p>	
<p><b>7. Foundation Update</b></p>	<ul style="list-style-type: none"> <li>• This is the third year we have seen a year-over-year increase in fundraising. Through July we have raised \$679,253. We have launched a new major fundraising campaign, which will be reviewed in today’s Board Education.</li> <li>• 29<sup>th</sup> Annual Walk for Hospice was held 08/10 from the Mishawaka Campus. 368 people participated and raised \$22,000.</li> <li>• We were also involved with the 16<sup>th</sup> Annual NAIFA Joseph E. Smith Memorial Golf Outing that was held 08/06. We have a booth at the event. We do a few things for them, but most of it they do on their own and they take care of the costs. This year they raised \$7,000 and over 16 years they have raised \$85,000 for CHC.</li> <li>• The St. Joseph Valley Street Rods held their annual Barnaby’s pizza coupon sale. This year they raised \$16,000—the largest gift so far. Over four years they have raised \$49,000 for CHC.</li> <li>• 6<sup>th</sup> Annual Bike Michiana for Hospice is 09/14 at St. Patrick’s County Park. Last year we had over 1,100 riders and we are expecting at least that many this year. We have a number of new sponsors this year. A lot of restaurants gather around this event, including the new Barbici’s.</li> <li>• Three students from Notre Dame interned this summer in Uganda. There were also four students and faculty from Holy Cross College. One of the three interns was a medical student and he spent time through the Notre Dame Common Good Initiative to do research. Another did research on stress felt by healthcare workers taking care of Ebola patients during last year’s outbreak in Uganda. Rose Kiwanuka set him up with people to meet that were healthcare workers involved in that. The third was returning for the second time to research the role of private foreign aid in healthcare. So people are actually going there and doing important research projects.</li> </ul>	
<p><b>8. Board Education</b></p>	<ul style="list-style-type: none"> <li>• Our new capital campaign is called “Cornerstones for Living: The Crossroads Campaign.” The quiet phase started 07/01. Our goal is to raise \$10 million for capital projects, endowments, and annual support.</li> <li>• Capital Projects – Raise \$5 million to build a 12-bed Hospice House, medical office</li> </ul>	



Topic	Discussion	Action
	<p>building, and complete the palliative care center. Karl H. researched population, ages, etc. in St. Joseph County to help determine the number of beds we would need. We have a commitment for the palliative care center from a donor who at this time wishes to remain anonymous for a \$500,000 matching grant. We are in the process of figuring out how to raise the other \$500,000. We want to go to the medical community and talk about palliative care, the center, and get them excited about it and invest in it. The medical office building is for the staff in the Roseland office—about 100 people. We are in the programming phase with the architects. We had some preliminary meetings last year. The new Hospice House would replace the one in Roseland. Then we would have the Roseland property that we could either do something else with or sell it.</p> <ul style="list-style-type: none"> <li>• Endowment – Raise \$2 million for clinical and bereavement programs. Clinical for pediatric palliative care and for fellowships in hospice and palliative medicine. Bereavement is for Camp Evergreen, the art counseling program, and the Life Transition Center. 17-18% of our bereavement clients and 90% of the art counseling clients have had no prior connection to us. We don't get paid for these services.</li> <li>• Annual Support – Raise \$3 million. Continue to raise money in the Annual Appeal, Friends of Hospice, Circle of Caring, memorial donations, Helping Hands Award, Walk, Bike, and other third party events.</li> <li>• We have identified prospects from our existing donor base from as large as \$1 million to \$50,000 from individuals, families, foundations, and companies.</li> <li>• Campaign Cabinet – Catherine Hiler will chair. Dennis Beville, Irv Rosenberg, and Mary Jane Stanley are on it so far, and we will be talking to three other people. We want people with a deep connection to us and help us identify the next stages in the campaign. The board can help by making introductions, share our story with friends, who we should be talking to in the community, host small receptions, etc. We are in the quiet phase now because we don't want to say we are having campaign and then people that have already raised money for us may say it is for the campaign. We want the opportunity to talk to them and ways they can contribute, naming opportunities, let us know people we should be talking with, etc. We will have a series of sessions with select groups of people. Right we now know of at least 8-11 campaigns going on in the community. We want to be able to deliver our story in the way we want it delivered.</li> <li>• When we talk to big donors, they may say we have enough money. They have access to our 990 and can see what we have in terms of assets. Having Dan Reagan on board has been very helpful to craft our messages. We do have reserves set aside. For</li> </ul>	

Topic	Discussion	Action
	<p>example, we had to move \$4 million to cover Medicare not sending us money in the time we expected. This could become a bigger issue as we grow. Having those reserves is very important to us. On the other side, we expect down the road that \$5 million dedicated to capital projects will not be enough for what we plan to do. Based upon current planned space needs, the new Hospice House will cost about \$2.5 million; the Center for Palliative Care \$1 million, which also includes dollars earmarked for initial staffing, marketing and start-up costs; and the new Medical Office Building \$3.1 million and completion of the campus grounds project \$650K. So the total is closer to \$7.25 million. We have a \$5.9 million loan at this time with 1<sup>st</sup> Source Bank for Phase I of the project and also have invested \$1.5 million from our Hospice Foundation assets over the course of the last three years. In addition, were we to endow all of the programs that we have thus far identified, the investment would far exceed the \$2 million we've established as a fundraising goal for this particular campaign. To do so, would require additional restricted long-term invested assets in excess of \$10 million. So if someone questions whether they should be donating to Cornerstones for Living: The Crossroads Campaign because we already seem to be doing very well, you can tell them this is an organization they should be proud to support, and that they are donating to an important community-based program we believe in and that the needs for the future are tremendous.</p>	
<p><b>9. Chairman's Report</b></p>	<ul style="list-style-type: none"> <li>The Nominating Committee will be meeting next week. Let Corey or Mark know of any names that might be a good fit for this board. Ideally we would like them to have some experience on a not-for-profit board. We want a diverse group of professionals from across our service area. Don't reach out to them and ask them if they would be willing to serve—just let us know their names. We are looking at adding three to four people.</li> </ul>	
<p><b>Adjournment</b></p>	<ul style="list-style-type: none"> <li>The meeting adjourned at 8:35 a.m.</li> </ul>	<p>Next meeting 10/15</p>

Prepared by Becky Kizer for approval by the Board of Directors on 10/15/14.

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Julie Englert, Secretary

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Becky Kizer, Recording Secretary

# CHAPTER THREE

# PRESIDENT'S REPORT

**Center for Hospice Care  
Hospice Foundation  
President / CEO Report  
October 15, 2014**  
*(Report posted to Secure Board Website October 9, 2014)*

**This meeting takes place in Conference Room B at the Mishawaka Campus at 7:30 AM.  
This report includes event information from August 21 – October 15, 2014.  
The Hospice Foundation Board meeting follows in the same room.**

**CENSUS**

CHC Census continues has continued its month over month increase at historic high record levels. August's record Average Daily Census (ADC) of 385 was surpassed by September's ADC of 392. September also saw another all-time-high one day census, and, for the first time CHC census hit the 401 milestone on September 17. Year to date, CHC has received 2,209 referrals, an 8% increase from the same time last year. August had 125 deaths and September 133 deaths. Year to date ADC is running 10% above budget and 14% above last year. Numbers of patients served is running 5% above the same time last year and original admissions are running 7% above last year. CHC is currently on target to serve 2,122 patients in calendar year 2014 which represents a 6.5% increase over last year's 1,993 and the first time in history CHC will have served over 2,000 patients in a calendar year.

<b>September 2014</b>	<b>Current Month</b>	<b>Year to Date</b>	<b>Prior Year to Date</b>	<b>YTD Change</b>
<b>Patients Served</b>	489	1,668	1,583	85
<b>Original Admissions</b>	136	1,363	1,272	91
<b>ADC Hospice</b>	370.80	348.30	301.46	46.84
<b>ADC Home Health</b>	21.67	17.03	19.19	(2.16)
<b>ADC CHC Total</b>	392.47	365.33	320.65	44.68

<b>August 2014</b>	<b>Current Month</b>	<b>Year to Date</b>	<b>Prior Year to Date</b>	<b>YTD Change</b>
<b>Patients Served</b>	492	1,532	1,459	73
<b>Original Admissions</b>	143	1,227	1,148	79
<b>ADC Hospice</b>	366.29	345.52	299.72	45.80
<b>ADC Home Health</b>	18.74	16.45	19.25	(2.80)
<b>ADC CHC Total</b>	385.03	361.97	318.97	43.00

Monthly Average Daily Census by Office and Hospice Houses

	2014 Jan	2014 Feb	2014 Mar	2014 Apr	2014 May	2014 June	2014 July	2014 Aug	2014 Sept	2014 Oct	2014 Nov	2013 Dec
S.B.:	196	202	212	211	214	217	213	225	224			201
Ply:	62	72	71	79	76	71	69	67	71			59
Elk:	53	51	60	68	75	77	87	83	89			58
SBH:	5	6	5	6	6	5	6	5	4			4
EKH:	4	4	6	4	5	5	5	5	4			2
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Total:	321	335	353	368	376	375	380	385	392			324

**HOSPICE HOUSES**

September 2014	Current Month	Year to Date	Prior Year to Date	YTD Change
SB House Pts Served	28	241	270	(29)
SB House ALOS	4.79	6.22	5.33	0.89
SB House Occupancy	63.81%	78.44%	75.30%	3.14%
Elk House Pts Served	25	223	184	39
Elk House ALOS	4.36	5.59	5.49	0.10
Elk House Occupancy	51.90%	65.20%	52.85%	12.35%
August 2014	Current Month	Year to Date	Prior Year to Date	YTD Change
SB House Pts Served	33	216	245	(29)
SB House ALOS	5.03	6.32	5.31	1.01
SB House Occupancy	76.50%	80.25%	76.43%	3.82%
Elk House Pts Served	29	203	164	39
Elk House ALOS	5.00	5.60	5.46	0.14
Elk House Occupancy	66.82%	66.84%	52.62%	14.22%

## PATIENTS IN FACILITIES

Of the 489 patients served in September, 162 resided in facilities. Of the 492 patients served in August, 162 resided in facilities. The average daily census of patients in skilled nursing homes, assisted living facilities, and group homes during September was 143; August was 132 and YTD through September 2014 was 126.

## FINANCES

Karl Holderman, CFO, reports the September Financials will be posted to the Board website on Friday morning, October 10th following Finance Committee approval. For information purposes, the non-approved August 2014 financials are below.

### August 2014 Financial Information

#### Center for Hospice Care

(Numbers below include CHC's beneficial interest in the Hospice Foundation including its loss / gain)

August Overall Revenue	\$ 1,779,521	Year to Date Overall Revenue	\$ 13,316,865
August Total Expense	\$ 1,479,243	Year to Date Total Expense	\$ 11,798,227
August Net Gain	\$ 622,777	Year to Date Net Gain	\$ 1,992,929

#### Hospice Foundation

August Development Income	\$ 79,016	Year to Date Development Income	\$ 781,600
Aug. Investment Gains (Loss)	\$ 422,857	Year to Date Investment Income	\$ 1,085,207
August Overall revenue	\$ 501,939	Year to Date Overall Revenue	\$ 1,920,194
Total August Expenses	\$ 177,158	Total Year to Date Expenses	\$ 1,486,416
August Overall Net	\$ 324,781	Year to Date Overall Net	\$ 433,778

#### Combined

August Overall Revenue	\$ 2,279,178	Year to Date Overall Revenue	\$ 15,277,572
August Overall Net Gain	\$ 622,777	Year to Date Overall Net Gain	\$ 1,992,929

At the end of August 2014, the overall combined net gain for CHC / HF was \$1,992,929 representing a 48% increase from August of 2013. CHC's Year to Date Net without the beneficial interest in the HF was \$1,559,151, representing a 138% increase from August 2013.

At the end of August 2014, the Foundation's Intermediate Investments totaled \$383,160. Long Term Investments totaled \$16,432,861.

CHC's assets on August 31, 2014, *including* its beneficial interest in the Hospice Foundation, totaled nearly \$35.6MM. At June 30, 2014 HF's assets alone totaled just over \$30.5MM and debt

related to the low interest line of credit associated with the Mishawaka Campus project totaled nearly \$5.9MM. Both organizations combined have assets now totaling nearly \$41.5MM

## **CHC VP/COO UPDATE**

Dave Haley, VP/COO, reports Larry Rice has been appointed to the position of Spiritual Care Coordinator, immediately following Pat Mitchell's retirement, on November 1, 2014. Larry is extremely well qualified. He has been a Spiritual Care Counselor with CHC for four years and knows our organization and its systems. Prior to coming to CHC, Larry was a Hospice Chaplain with Parkview Health Systems in Fort Wayne. He holds a Master of Arts in Theological Studies and a Master of Divinity in Counseling.

In August, we noticed a disturbing pattern of shortages in medications received via FedEx to our patient homes, which were shipped by our national pharmacy supplier Enclara. There were seven identified incidents. We have worked with FedEx Security Central Region and the Chicago office of federal Drug Enforcement Agency in reporting these incidents and assisting with the investigation of these medication shortages which included narcotics. In some instances the FedEx packaging had been obviously tampered with -- partially opened and resealed -- at the point of delivery to the patient home. Please note at no time was a CHC patient without needed medications. Replacements were quickly made. Generally a 14 day supply is delivered and missing medications amounts were usually very small and could have easily gone unnoticed. At no time was CHC or any of its staff regarded as being involved in any these shortages or package tampering. As a result of our actions, reporting and tenacity, we were informed the week of 9/22 by Enclara Health, LLC that they have now discovered they have a national problem which they are addressing. CHC was Enclara's first customer to notice shortages in patient medications received from their company. On a presumably unrelated note, also in August, Enclara purchased another national pharmacy provider Hospice Pharmacia. The combined companies service approximately 475 hospice providers and 84,000 hospice patients per day nationwide, through both a direct-to-patient mail order model, as well as a local pharmacy benefit manager (PBM) network model, which provides access to approximately 65,000 participating pharmacies across the country.

The portion of the Juday Creek immediately west of the South Bend facility in Roseland was recently diverted to a new channel by the Indiana Department of Natural Resources and other authorities. This was done as part of a master plan by the state to improve the quality of the water and fish habitat in Juday Creek. The new channel is deeper, will run slower, thereby lower the water temperature in the creek.

We have begun preliminary planning for the new medical office building and clinical managers who will be occupying the new building met with our architects, Helman-Sechrist and Mike Wargo to provide input and discuss programming needs and the future.

Dave Haley's Census Charts are contained as an attachment to this report.

## DIRECTOR OF NURSING UPDATE

Donna Tieman, RN, BA, CHPN reports the Nursing department is participating in two new Quality Assurance Performance Improvement (QAPI) projects to increase CHC Volunteer satisfaction and Caregiver confidence in managing end-of-life symptoms. Plans are under way to create YouTube videos posted to the CHC website that will provide easy access to caregivers who wish to review certain areas of caregiver education and hospice care. An education series on increasing nursing confidence in teaching end-of-life care began on October 1, 2014. These efforts will culminate in best practice education for our families and staff in order to maximize a positive end-of-life experience for everyone involved.

The Nursing department is once again partnering with the Medical Foundation to provide phlebotomy training to our nurses. The second phlebotomy class will be held on the South Bend campus on October 16, 2014. Eight CHC nurses are scheduled to attend. This class is free to our Agency.

The CHC annual flu clinic began on September 23, 2014. Two clinics per week will be conducted until all patient care staff has been immunized. The clinics take place in all offices. Non-patient care staff will have the opportunity to receive the flu vaccine at the Mishawaka campus the week of October 6, 2014.

## HOSPICE FOUNDATION VP / COO UPDATE

Mike Wargo, VP/COO, Hospice Foundation (HF), reports...

### Fund Raising Comparative Summary

Through September 2014, the Development Department recorded the following calendar year gift totals as compared with the same period during the prior four years:

	<b>Year to Date Total Revenue (Cumulative)</b>				
	<b><u>2010</u></b>	<b><u>2011</u></b>	<b><u>2012</u></b>	<b><u>2013</u></b>	<b><u>2014</u></b>
January	64,964.45	32,655.69	36,775.87	83,619.96	51,685.37
February	108,025.76	64,530.43	88,893.51	166,563.17	109,724.36
March	231,949.73	165,468.92	194,345.35	264,625.29	176,641.04
April	354,644.69	269,676.53	319,818.81	395,299.97	356,772.11
May	389,785.41	332,141.44	416,792.85	446,125.49	427,057.81
June	477,029.89	427,098.62	513,432.22	534,757.61	592,962.68
July	532,913.52	487,325.01	579,801.36	604,696.88	679,253.96
August	585,168.77	626,466.72	643,819.01	783,993.15	757,627.43
September	671,103.04	724,782.28	736,557.59	864,352.82	935,826.45
October	992,743.37	1,026,728.58	846,979.95	922,261.84	
November	1,043,750.46	1,091,575.65	895,164.28	969,395.17	
December	1,178,938.91	1,275,402.38	1,027,116.05	1,185,322.83	



### Year to Date Monthly Revenue

*(less capital campaign, bequests and one-time major gifts)*

	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
January	52,442.49	32,110.69	32,309.58	83,380.18	51,685.37
February	41,364.37	30,644.74	43,783.64	82,943.21	43,038.99
March	65,886.51	99,796.42	102,351.84	98,212.12	66,916.68
April	104,544.96	97,332.61	123,998.46	130,674.68	180,156.07
May	33,768.72	51,753.98	90,909.04	40,825.52	100,285.70
June	74,084.48	90,718.18	92,036.89	65,815.51	97,258.66
July	55,278.63	53,536.39	62,069.43	69,939.27	38,243.88
August	51,240.25	83,202.86	64,017.65	92,732.69	79,015.87
September	85,629.27	94,000.56	92,808.58	80,335.67	84,011.71
October	66,061.97	47,779.09	65,904.80	56,439.02	
November	49,247.09	48,284.08	46,674.33	47,133.33	
December	115,188.45	133,617.73	111,236.77	130,277.99	
<b>Total</b>	<b>794,737.19</b>	<b>862,777.33</b>	<b>928,101.01</b>	<b>978,709.19</b>	<b>740,612.93</b>

#### Cornerstones for Living: The Crossroads Campaign

The quiet phase of the campaign started on July 1. Through September 15 total cash, pledges and documented bequests stand at \$1,007,203.48. Catherine Hiler, Campaign Chair, reports that we are very close to completing recruiting for the Campaign Cabinet. As of this writing, the confirmed cabinet members include: Catherine (Chair), Nafe Alick, Dennis Beville, Tim Portolese, Irv Rosenberg and Mary Jane Stanley. The first meeting of the cabinet is scheduled to take place November 3 here at the Mishawaka Campus. Lead or major gift prospects are being evaluated, rated and assigned. Some prospects are ready for solicitation while many require cultivation. Our cultivation strategy at this time involves inviting individuals, foundations and corporations to tour the Mishawaka campus and meet with us. Five tours took place in August and September. Educating prospective donors about our current work and our plans encourages a dialogue that helps us begin to determine the donors' interest in a significant gift, or other gifts and sponsorships. A targeted focus on corporate foundations took place during both August and September.

#### Major Gifts

Revisions to the grant agreement with the Judd Leighton Foundation were finalized in late September, including the elimination of the request for anonymity. The Leighton Foundation is providing a \$500,000 matching grant to fund the Center for Palliative Care (CPC). Prospective CPC donors are being identified, researched and prioritized as we progress toward solicitations for the \$500,000 match. Once donations and/or pledges totaling \$500,000 have been secured, the Leighton Foundation will begin making annual payments against their pledge for a period not to exceed five years.

Chris Taelman and Mike Wargo met with Greg Losasso, President/CEO of Elkhart General Hospital to discuss the hospital's \$50,000 campaign pledge.

### Planned Giving

Four estate gifts totaling \$93,648.79 were received during the month September: \$10,000.00, \$49,356.99, \$1,191.80 and \$33,100. In addition, we received documentation in September informing us that we will receive a bequest in the amount of \$165,432.89 within a few weeks.

### Annual Giving

Our “Friends of Hospice” appeal continues to grow toward its target of 400 donors and \$50,000. The totals currently stand at 320 donors and \$38,613.80. Last year’s appeal raised \$46,070.34 from 377 donors. The campaign will run through Thanksgiving. It was promoted in the summer issue of *Crossroads* and the Hospice Foundation e-newsletter. A dedicated e-blast is scheduled for October as well as a mailing to donors who have given to the appeal in one of the last three years but not yet this year.

### Special Events & Projects

The 6<sup>th</sup> Annual Bike Michiana for Hospice was held September 14 at St. Patrick’s County Park. We had 1,108 registered riders and have raised \$89,702 to date (donations for the event continue to come in and we are waiting for final gift-in-kind reconciliations from multiple sponsors). The event received multiple days of coverage in the South Bend Tribune. WNDU covered the event, which included an interview with Mike Wargo about the event and what it helps fund. Event co-chair, JV Peacock, made a number of appearances on sponsoring radio stations as well as WSBT-TV.

“Okuyamba Fest,” our World Hospice and Palliative Care Day event, will be held on Thursday, October 23<sup>rd</sup> at the Mishawaka Campus. We are pleased to announce that TV host, producer and philanthropist Brandi Milloy will be our keynote speaker. Brandi spent two weeks in Uganda as a volunteer with PCAU, helping set up and implement their social media strategy. She was also a vital part of the Road to Hope Hollywood fundraising event in April.

We are also pleased to announce that Lou Behre will be the recipient of the 2015 Helping Hands Award. Many thanks go to Catherine Hiler for helping secure his acceptance of the award. Next year’s dinner will be held on Wednesday, May 6<sup>th</sup> at the Hilton Garden Inn.

### Third-Party Fundraising

The St Joe Valley Street Rods group visited the Mishawaka Campus on August 18<sup>th</sup> to present a check for \$16,000 in support of Center for Hospice Care. The group has been selling Barnaby’s pizza coupons at \$10.00 each on our behalf. Since they began in 2010, their efforts have raised a total of \$48,250.

### Communications

The summer issue of *Crossroads* was sent to approximately 34,000 homes and businesses the end of August/first of September. The fall issue is in development and will be completed after this year’s Okuyamba Fest.

Our annual donor survey will be updated and sent both via mail and email to our Circle of Caring members this month. We will share the survey results at the next board meeting.

The creative development for the *Cornerstones for Living: The Crossroads Campaign* continues; the next round of collateral material development is underway and will include materials for the capital and endowment portions of the campaign as well as memorial items.

#### Global Partners in Care / PCAU

We continue to receive requests to host screenings of *Okuyamba*. Recent requests include a pediatric psychosocial and palliative care specialist with the Elizabeth Glaser AIDS Foundation in Lusaka, Zambia. The film was recently shown to a Global Studies of Religions class at Mother McAuley High School in Chicago as well as at Partners in Health in Boston, MA.

A partnership update for 2013-2014 will be available at this year's "Okuyamba Fest." It will detail Roberta Spencer's activities in Uganda, Rose Kiwanuka's visit in March/April, CPCC student and internship updates.

#### Road to Hope Program / Documentary

We are working with PCAU to develop a job description and secure funding for a fulltime Road to Hope program coordinator. This person will be based in Uganda and will be a PCAU employee. This person would serve as a liaison to each of the schools in which children have been placed, visit the children on a quarterly basis, oversee the budget and payments to schools, develop group activities and work with palliative care organizations to identify students who are appropriate for the program. He/she would also serve as a contact person for sponsored children, providing their sponsors with regular updates. Having this position in place is critical before taking on any additional children in the program due to the incredible amount of time and effort required to ensure the children are properly monitored, particularly given that many of them are located in very remote parts of the country.

Editing of the *Road to Hope* film continues with the first public sneak peak at a segment of the film to take place at Okuyamba Fest on October 23<sup>rd</sup>.

#### Mishawaka Campus

Build-out and adjacent landscaping of the new Center for Palliative Care at the former Edgewater Florist building are complete. The final exterior improvements, including construction of a privacy wall and fence, barrier landscaping and parking lot resurfacing will commence October 23<sup>rd</sup> and is expected to be complete by the end of fall.

Work is nearing completion on the campus grounds project immediately adjacent to the main building. Once completed, attention will be directed to improvements to the main campus entrance at the corner of Comfort Place and Cedar Street. Monument signage and additional landscaping will be installed.

## COMMUNICATIONS, MARKETING, VOLUNTEERS AND ACCESS

Amy Tribbett, Director of Marketing and Access reports the Marketing, Access, Volunteer Update for August and September is as follows:

### Outreach and Liaison News in August & September

Number of Pre-Assessments	14
Number of Hospital Visits	68
Number of ECF Visits	132
Number of ALs or CCRC	96
Number of Physician Practices	12

### Lunches/Breakfasts and Speaking Engagements

- Lunch – - Chet Rogers MD (Bourbon) Physician did attend. He is very pleased with our services.
- Lunch – Health Clinic (Knox) Dr. Bartush and Dr. Lochner
- Lunch – Dr. Basher Cardiology (Knox and La Porte)
- Lunch – Coordinated a tri-county Lunch (Fulton, Starke, Marshall) which included all types of services for Children and Adults. Woodlawn, SJRMC and Community Hospital of Bremen were present. Other attendees included Real Services, Veterans Services, Council on Aging from all three counties, Marshall-Starke Development Center, several private duty/Home Care agencies, several mental health agencies/counselors, and two nursing homes.
- Elkhart Clinic Oncology Breakfast. Drs. Jin and Haque.

### Community Outreach and Other Referral Source Meetings:

- Met with IU Starke to discuss possible GIP contract
- Met with Dr Aldridge to discuss increasing business in Fulton Co.
- Attended Circle of Care Meeting in Michigan City. Will be assisting in the development of a Community Resource magazine for La Porte Co.
- Three We Honor Veteran's pinning ceremonies have confirmed volunteer veterans and are moving forward in event planning. The volunteer veteran and primary IDT RN will be the presenters of the pin and certificates.
- CHC will have a display/presence at the upcoming Teepa Snow (dementia expert) sessions at the Kroc Center. There are 500 expected attendees, both professional and caregivers.
- Dee presented the PPS to Memorial's Nursing Governance Board on 9/3/14. It was well received by 75-100 attendees. Michael White, RN will now follow up with Nursing Directors for final incorporation decision.
- SJRMC personnel visit to SB Hospice House scheduled. SJRMC attendees will be Carol Walker, Lou Pace, and 2 nursing unit managers, who report directly to Carol. Ann Cowe will conduct a brief tour of HH and then will discuss issues with transfers from SJRMC to SBHH.
- Activities Director at Holy Cross House is delighted that we will be providing a Veterans pinning ceremony. Date and planning meeting will follow. No new Administrator yet.

- Attended Alzheimer's and Dementia Service of Northern Indiana anniversary celebration – Mike Lintner, CHC Volunteer, wearing his CHC shirt, sang for entertainment.
- Rev. Braden, First Presbyterian Church of Mishawaka called CHC and requested a general informational presentation on hospice services for 9/25/14. Amy Tribbett is also presenting information on advance directives, will, DPOA etc. on a different date. Both presentations are parts of a series on end of life topics at the church.
- Pilgrim Manor – Inservice on Documenting Decline presented.
- Presentation “Consider the Conversation” IUSB Elkhart Campus Death and Dying summer session. This has been a great way to educate young people about the importance of advance directives and hospice.
- “Aging Gracefully” final installment in four part series in Middlebury. We were the primary presenter for the first installment, “Consider the Conversation” which went very well. Being a sponsor of this event was a great opportunity for us especially making contacts within the Middlebury Ministerial Association.
- Veterans Club – Woodland Manor – held the 3rd quarter Veterans Club at this ECF.
- Attended Health Fair at Warsaw Retired Tigers apartment complex. CHC was the only hospice asked to attend. They are setting up another “Consider the Conversation” to encourage their residents to do their advance directives and talk to patients about it.
- Rochester – Met with Social Worker for Hickory Creek LTC facility.
- Hamilton Grove, New Carlisle, presented “Documenting Patient Decline” inservice for day and evening nurses.
- Miller's Merry Manor, New Carlisle, presented Documenting Patient Decline in-service for day and evening nurses.
- North Woods Village: had RN Facility Protocol meeting
- Veterans Club at Greenleaf Assisted Living. Made contact with Activity Director, Administrator, and Admissions. The Veterans Club went very well.
- West Bend Nursing & Rehabilitation-New nursing leadership in this facility have enabled a renewed ability for CHC Liaison access. Nursing inservices have been planned for “Documenting Patient Decline.
- Met with Admissions/Marketing Director at Mason Health Care.
- Met with SJRMC Case Managers.
- Presented Grief Forum at Elkhart Office.
- Beardsley House ALF – Elkhart – held the 3rd quarter Veterans Club at the facility.
- Riverside Village ECF – Elkhart – held the 3rd quarter Veterans Club at building.
- Courtyard Healthcare ECF – Goshen – held the 3rd quarter Veterans Club.
- Greenleaf Health Care and ALF – Elkhart – met with Admissions /Marketing Director.
- Dr. Lydia Mertz, Medical Director – Courtyard Healthcare Center Goshen.
- Attended Open House at Eastlake Terrace AL. They were recently purchased by Brookdale and held Open House once the merger was complete.
- Attended Chamber Wake up Goshen event where Randy Christophel CEO at IU Goshen was guest speaker with Dr. James Gingerich from Maple City Healthcare.
- Held quarterly Veterans Club at Miller's Merry Manor in Wakarusa.
- Held quarterly Veterans Club at Eastlake Terraces AL Elkhart.
- Greenleaf ECF/AL Elkhart - Met with Admissions Director/Community Liaison.
- Grief Seminar – Goshen College Ryan's Place – CHC had booth as one of the major sponsors of the event.
- Holy Cross Village – met with Executive Director of Campus Operations who accepted the offer to hold a campus-wide Veteran pinning in November. He estimates between 50 and 75

veterans reside on his campus. He welcomes publicity via TV and newspaper coverage of this event. He is also interested in mutual collaboration with CHC for a separate event, to be held at HCV, where public would be invited for a special presentation (i.e.: movie, speaker, etc.) that would provide mutual opportunity to market our respective services. Jack has also given approval to explore the possibility of starting a veteran club at HCV. All three of these events will be designed in collaboration with the Life Enrichment Coordinator at HCV.

#### Marketing & Access News through September 26, 2014

##### Volunteer Department:

In August and September, Volunteer Recruitment Coordinator, Kristiana Donahue, fielded 44 new inquiries for becoming a CHC volunteer. She completed 23 interviews. Recruiting efforts included, but were not limited to:

- Walk Michiana for Hospice
- The American Legion in Nappanee
- Transforming Loss programming
- Bethel College
- Area libraries
- The Leader (Plymouth newspaper) Volunteers Needed article
- Bike Michiana for Hospice Volunteer Opportunity information set up at event
- Volunteer Information Session (article) Elkhart Truth Article about Volunteer Info Session on 10/16/14

19 new applicants have signed up to complete Level 1 training online. For the first time CHC is offering online volunteer training.

##### Marketing:

Two new television commercials, “Making the Right Choice,” and, “When is the Right Time?” began airing the week of September 23. Two new radio spots, comprised of the television commercial audio, also debuted. Center for Hospice Care has created one print ad, two billboards and the most robust digital campaign in its history. The billboards are still in production. New collateral is in production as well – giving a new look to all of our existing programming and services brochures. We will show the new television spots at the Board meeting.

Through “We Believe,” the staff payroll deduction program to benefit patients, CHC patient Matthew and his family and friends enjoyed a day of Cubs Baseball at Wrigley Field. Matthew had never been to a Cubs game and this was an important item on his bucket list before he dies. The air conditioned private suite for 15 included an all you can eat Chicago style buffet and beer, wine, pop and water. This suite normally sells for \$2,700, and the Cubs sold it to CHC for only \$750. This trip was totally funded by CHC employees through its “We Believe Fund.” Matthew and his family and friends had a memorable time spending Labor Day with the Chicago Cubs. Many pictures were taken and you will see and learn more about this special occasion in an upcoming issue of our *Choices* newsletter.

A CHC Culture of WOW was presented to staff at the September all staff meeting. This project is included in the current CHC 5 year Strategic Plan. It focuses on employees discovering ways to

create innovative, remarkable, and memorable “tell your friends about it” experiences to delight the senses for our patients, our families, each other, our volunteers, etc. We initiated WOW boxes, where staff and families can write positive comments about CHC staff personnel. Those comments get shared at the administrative level and then to the employee’s immediate supervisor. The strategic point of all this is invite staff to come up with ways to create memorable experiences on The First Day of Patient Care, The First Day of Patient Care when Children and Present, the First Day of Employment with CHC, the First Day of Volunteering with CHC, the First Contact from a New Referral Source.

Conference Rooms A, B, and C at the Mishawaka Campus continued to be busy with two of three AARP “After 5” events, the Transforming Loss Grief Forum, the bereavement department’s first Lunch and a Movie -- “Under the Tuscan Sun” – followed by a panel discussion, and the showing of the documentary “Last Will and Embezzlement” featuring Mickey Rooney followed by a panel discussion of local experts from the TCU Trust Department (the sponsor), Adult Protective Services of St. Joseph County, Northern Indiana Alzheimer’s and Dementia Services, a local pastor and funeral director, and a local attorney, our own Wendell Walsh from May, Oberfell, and Lorber.

## **NATIONAL HOSPICE EXECUTIVE ROUNDTABLE MEETS**

I attended the National Hospice Executive Roundtable (NHERT) meeting at the NHERT member programs in Kansas City and Topeka, KS, October 5 – 8. The NHERT is a collection of eleven hospice CEOs from leading non -profit hospice agencies throughout the United States who meet in-person three times per year to develop and share industry best practices. This meeting also included the lead Human Resources person from each program. CHC Director of Human Resources joined her counterparts from the other NHERT programs and they had an opportunity to meet as a group. At previous NHERT meetings we have included our lead physicians, clinical leaders, and CFOs and marketing staff. Various departments meet by telephone on a semi-regular basis to share information. This most recent meeting included tours of the hospice inpatient units and PACE programs operated by our host NHERT member in Lawrence, KS. The NHERT meetings are facilitated by nationally recognized healthcare consultant Peter Benjamin from Miami, FL. Topics this time included HR issues and opportunities, policy trends/key issues with regard to: The Affordable Care Act; Dual eligible programming; “Carve Out” programs; and Medicaid expansion.

## **CHC STAFF PRESENT SESSION AT AMERICAN INSTITUTE OF ARCHITECTS CONVENTION**

On October 3, Mike Wargo, Jeff Helman, Catherine Smith, MAI, CCIM, Associate AIA and I were presenters at the AIA Indiana + Kentucky Annual Convention held at the Grand Wayne Center in Ft. Wayne. Jeff Helman is a principal with Helman-Sechrist Architecture who designed our Elkhart office and Mishawaka Campus. Catherine Smith is an architect, real estate appraiser and longtime hospice volunteer in Kentucky. She and I met as board members of the National Hospice Foundation (NHF) and she has a great interest in getting architects involved in hospice. After discussing our local CHC projects over the years at NHF Board meetings, she invited me to present with her at the AIA conference earlier this year and I asked Mike and Jeff to join us. The presentation was entitled, “Magical Thinking: Designing End of Life Care.” This presentation promised to identify and explore topical and salient end-of-life care issues that impact built and

non-built environments. The history of the modern day hospice movement and the specific background of CHC and its facilities needs were presented. Also discussed were the issues and challenges associated with the design, development, and master planning of a modern hospice campus, including: assemblage; development incentives; a public-private partnership; the programmatic requirements of the special-use, evolving building types of hospice care facilities and bereavement centers.

## **IMPACT LEGISLATION PASSED BY CONGRESS**

Hospice provisions added to the Improving Medicare Post-Acute Care Transformation Act of 2014 (IMPACT Act) will create increased transparency within the hospice community.

On September 18 the U.S. House of Representatives and Senate passed the Improving Medicare Post-Acute Care Transformation Act of 2014 (IMPACT Act), legislation which includes hospice integrity provisions that are backed by the hospice community. The Hospice Action Network (HAN) where I serve as a member of the board of directors supported this legislation and the additional oversight it will bring to end-of-life care providers. HAN is the legislative advocacy affiliate of the National Hospice and Palliative Care Organization. The IMPACT Act was signed into law by President Obama on October 6th.

The IMPACT Act requires more frequent surveys of hospice providers – a measure the hospice community and NHPCO has championed for more than a decade. The bill mandates that all Medicare certified hospices be surveyed every three years for at least the next ten years. A survey is an inspection, often taking a week or more that includes patient visits and clinical chart and policy review, which is performed by the Indiana State Department of Health surveyors contracted by the Centers for Medicare and Medicaid (CMS) to insure we are meeting the Conditions of Participation and rules and regulations for Medicare Hospice Benefit certification and State Licensure. A 2007 federal Health and Human Services (HHS) Office of the Inspector General (OIG) report found that current survey measures for Medicare-certified hospices was not providing sufficient oversight. Until Monday, October 6, CHC had not had a hospice survey in over six years. At the time of this writing CHC was going through a state and federal Medicare hospice survey by the Indiana State Department of Health. The survey was expected to last through Friday, October 10.

Additionally, the new legislation will facilitate medical reviews for select hospice programs with a soon to be determined percentage/number of patients receiving care for more than 180 days. The specific patient load that would trigger this medical review is yet to be set by CMS. Such a medical review of what are known as “long stay” patients will help ensure that hospices are appropriately caring for individuals with life-limiting illnesses that are often harder to prognosticate than in the earlier days of hospice provision when most patients had a cancer diagnoses. The legislation also includes a provision that would align hospice reimbursement and the hospice aggregate financial cap to a common inflationary index.



## **CHC NOMINATING COMMITTEE UPDATE**

The CHC Nominating Committee has been meeting since July to identify, meet, interview, and slate potential new Board Members for calendar year 2015. Board Chair Corey Cressy will have a brief update at the conclusion of our next CHC Board of Directors meeting.

## **ATTACHMENTS TO THIS PRESIDENT'S REPORT IMMEDIATELY FOLLOWING THIS SECTION OF THE .PDF**

Dave Haley's Census Reports.

DJ Construction flyer featuring CHC as #13 in their top 60 projects in history as part of their "60 for 60" celebration for 60 years in business. DJ is honoring its top 60 clients throughout 2014.

Copy of front page of South Bend Tribune from September 15 featuring Bike Michiana for Hospice.

Article on upcoming Volunteer Training from the September 30 Elkhart Truth.

Press Release on CHC hosting International Survivors of Suicide Loss Day event.

Promotional poster regarding above event.

2015 CHC Board of Director Meeting dates.

## **HARD COPY BOARD ITEMS TO BE DISTRIBUTED AT THE MEETING**

Financial information for August and September 2014.

CHC branded cell phone stand/screen cleaner.

## **NEXT REGULAR BOARD MEETING**

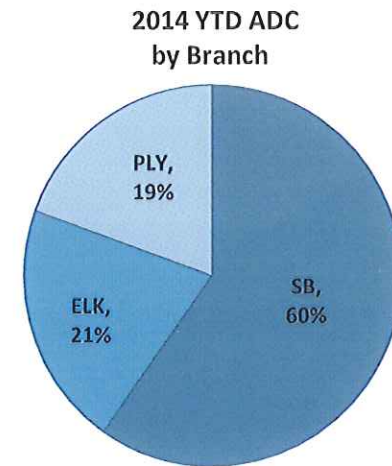
Our next regular Board Meeting will be **Wednesday, December 17, 2014 at 7:30 AM** in Conference Room A, first floor at the Mishawaka Campus, 501 Comfort Place, Mishawaka, IN 46545. In the meantime, if you have any questions, concerns, suggestions or comments, please contact me directly at 574-243-3117 or email [mmurray@centerforhospice.org](mailto:mmurray@centerforhospice.org) .

###

**Center for Hospice Care**  
**2014 YTD Average Daily Census (ADC)**

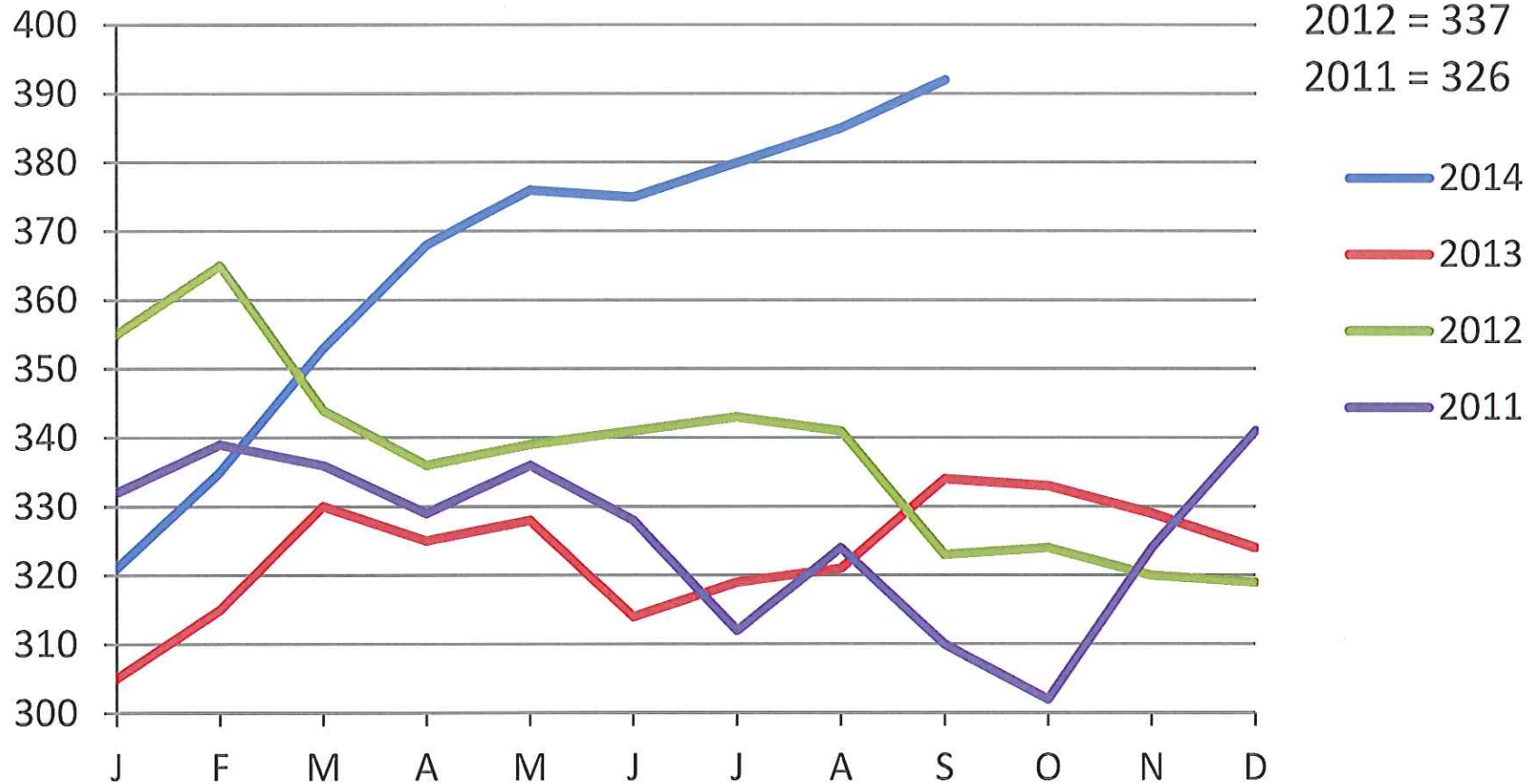
(includes Hospice House and Home Health)

	<u>All</u>	<u>South Bend</u>	<u>Elkhart</u>	<u>Plymouth</u>
J	321	202	57	62
F	335	209	55	72
M	353	217	65	71
A	368	216	73	79
M	376	220	80	76
J	375	222	82	71
J	380	219	92	69
A	385	231	88	67
S	392	229	92	72
O				
N				
D				
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2014 YTD Totals	3285	1965	684	639
2014 YTD ADC	365	218	76	71
2013 YTD ADC	321	193	69	59
YTD Change 2013 to 2014	44	25	7	12
YTD % Change 2013 to 2014	13.7%	13.1%	10.1%	20.3%



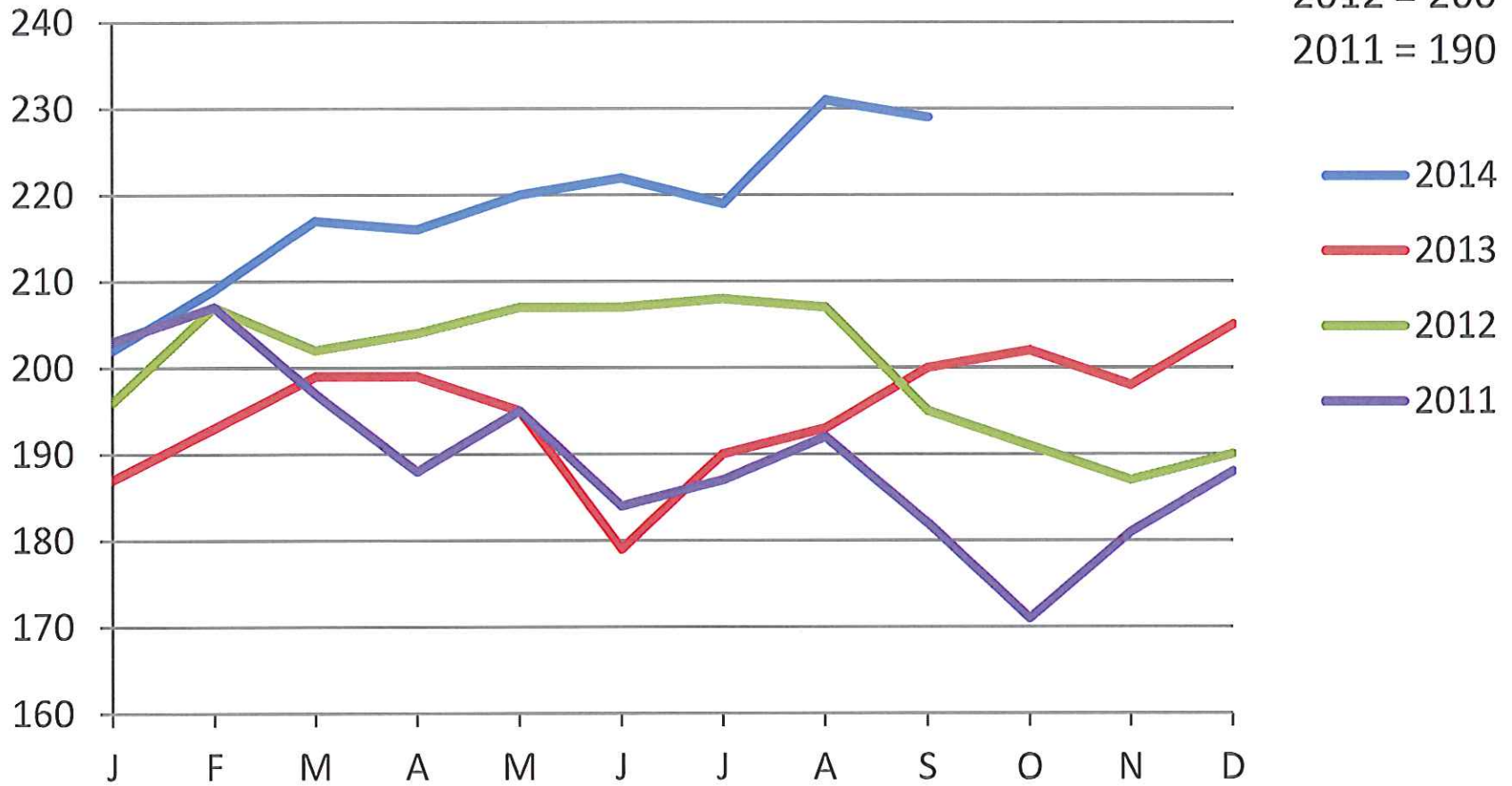
# Center for Hospice Care Total Average Daily Census (ADC)

ADC  
YTD 2014 = 365  
2013 = 323  
2012 = 337  
2011 = 326



# South Bend Average Daily Census

ADC  
 YTD 2014 = 218  
 2013 = 195  
 2012 = 200  
 2011 = 190



# Elkhart

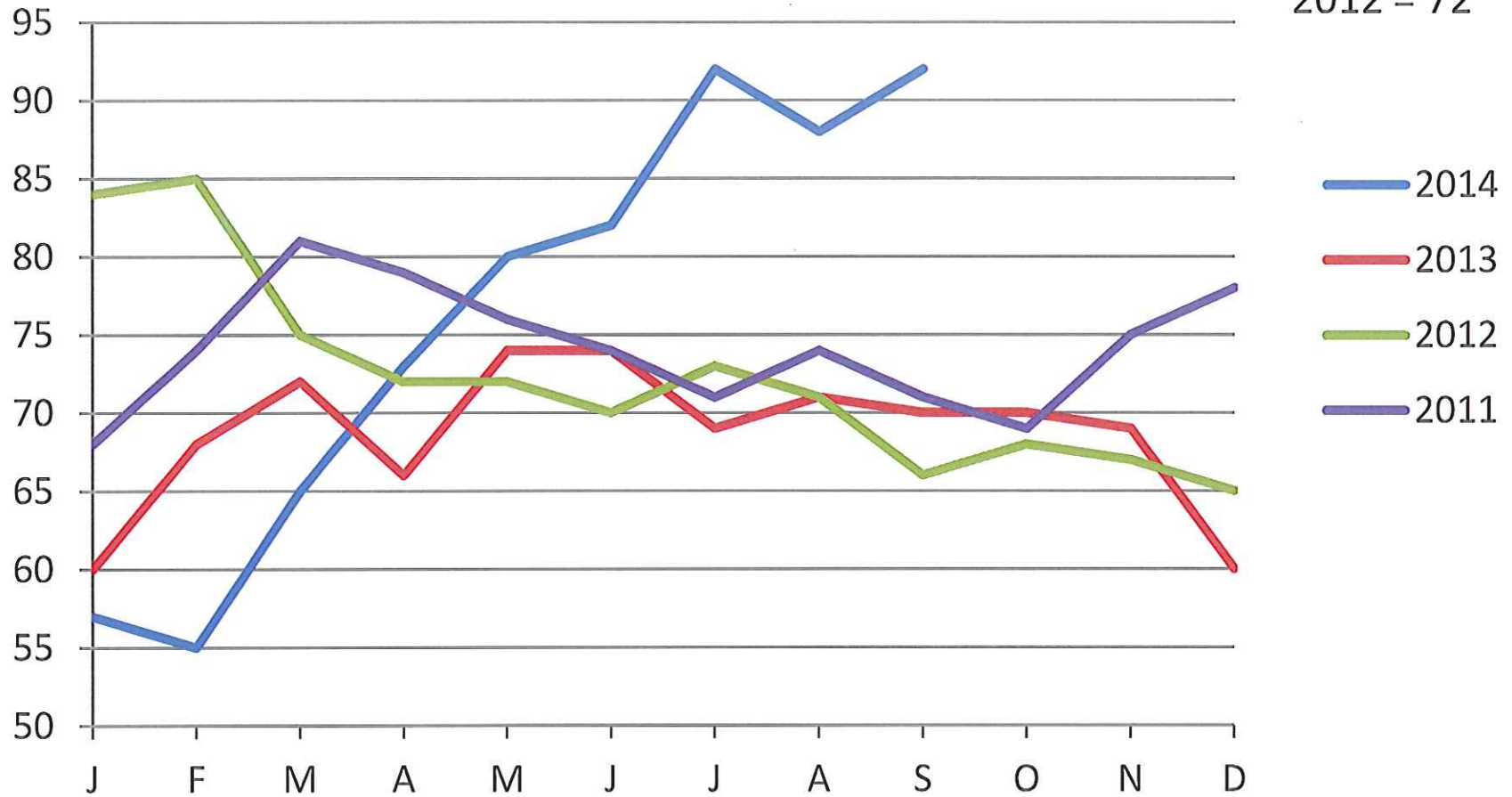
## Average Daily Census

ADC

YTD 2014 = 76

2013 = 69

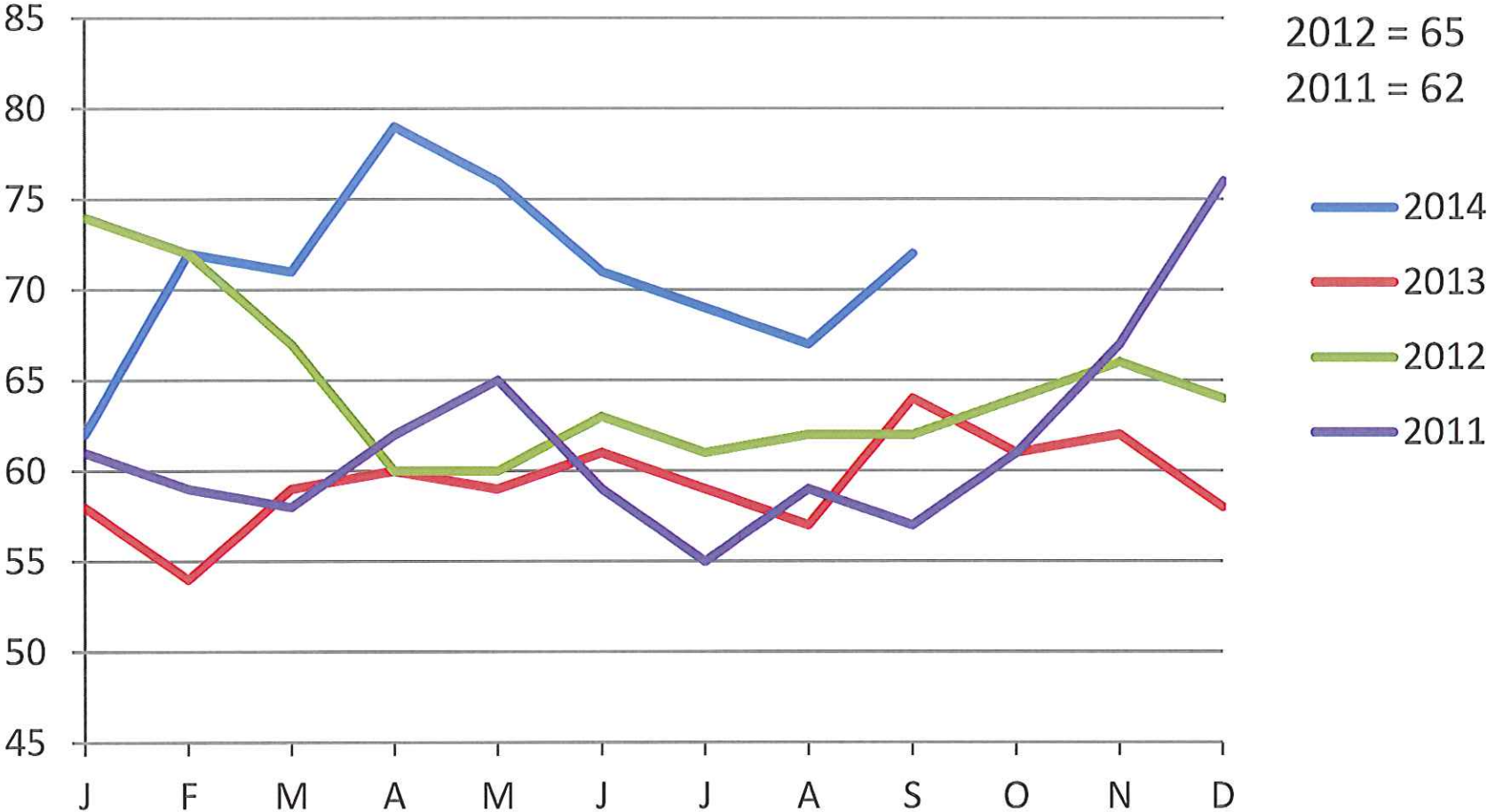
2012 = 72



# Plymouth Average Daily Census

ADC

YTD 2014 = 71  
 2013 = 59  
 2012 = 65  
 2011 = 62





## Center for Hospice Care to offer volunteer information session

Laura Schlabach

Posted on Sept. 29, 2014 at 6:39 p.m.



MISHAWAKA — Center for Hospice Care will present a volunteer information session from 9 to 10 a.m. Oct. 16 at Center for Hospice Care, 501 Comfort Place. Participants will learn what it means to be a Center for Hospice Care volunteer.

Coffee and refreshments will be provided. The event is free and registration is required. To register, call Kristiana Donahue at 286-1198.



(Alex Proimos/Flickr)

## Biking for hospice



Mark Zalewski, of Scram Neutral Support, helps Esaw Harris put air in his tire at St Patrick's Park during the sixth annual Bike Michiana for Hospice ride Sunday. For more photos, go to [southbendtribune.com](http://southbendtribune.com).

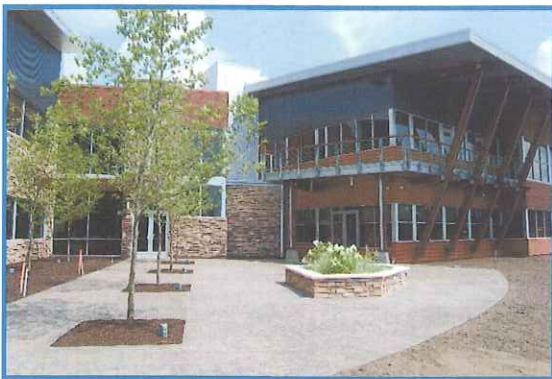
Page 31  
SBT Photo/MRS. HARTMAN



## #13 Center for Hospice Care

# 60 FOR 60

DJ Construction Company  
3414 Elkhart Road  
Goshen, IN 46526  
574.533.1645  
[www.DJConstruction.com](http://www.DJConstruction.com)



### History:

- In 2012-13, the Center for Hospice Care partnered with DJ Construction on Phase 1 of the Mishawaka campus. Located on Mishawaka's Riverwalk, the new building houses Administration, Hospice Foundation & Life Transition Center.
- The two-story building's exterior compliments its pastoral surroundings, and the welcoming interior includes an expansive two-story entrance, offices, a café-style gathering space, an art room, and three large conference rooms with removable partitions. The facility overlooks the St. Joe River. A large outdoor patio area leads from the café and provides ample space for visiting and hosting gatherings.
- While the new, 24,630 sq. ft. building was under construction, DJ also remodeled a residential home located on the same campus that is being used as a guest house.
- This past year, DJ renovated the former Edgewater Florist building, transforming it into a new Palliative Care Center also located on the five-acre campus. This remodeled, 3,120 sq. ft. building contains two exam rooms, office space, and a counseling room to assist those in transitional care who are not yet ready for Hospice services.

"The Mishawaka campus of the Center for Hospice Care is home to one of the most striking buildings on our résumé. We were excited then and are still appreciative now for the opportunity we were given to partner early with Helman-Sechrist in order to make their creative design a reality.

"In working with Mark Murray, Mike Wargo, and their staffs, I was able to learn more about the services Center for Hospice Care extends to people confronting end of life situations. The compassion they provide and the dignity they offer to each individual are qualities every family can find great comfort in."

—Bob Schrock, CEO  
DJ Construction







# 2014 International Survivors of Suicide Loss Day



# Reaching Out Can Change Your Life

**Saturday,  
November 22, 2014**

10:00 AM–1:00 PM (FREE)

Center for Hospice Care  
501 Comfort Place  
Mishawaka, IN (near Central Park)

**Registration Required: Please call Julie at 574-277-4100 to make your reservation.**

For information on the program, contact Tracy Schneider at 574-247-6047 ext. 120 or email her @ [tschneider@uhs-in.org](mailto:tschneider@uhs-in.org).



SUICIDE PREVENTION CENTER  
education & support services



AMERICAN FOUNDATION FOR  
Suicide Prevention

**You are not alone.** Join with a community of suicide loss survivors as we share stories of healing and hope.

## The Program

- |          |   |
|----------|---|
| 10:00 AM | Welcoming with food and refreshments  |
| 10:15 AM | Screening of <i>The Journey</i>   |
| 10:45 AM | Small group discussions, bringing together people who have experienced a similar loss |
| 11:15 AM | Presentations by local suicide loss survivors and lunch                               |
| 1:00 PM  | Closing   |

## *The Journey*

Each gathering will feature a screening of *The Journey*, AFSP's new documentary that tells the stories of a diverse group of suicide loss survivors. It's a powerful film that shows how each survivor is weathering the loss of a loved one, and how they are finding their way back to a life rich in meaning—and even joy.

Learn More at [SurvivorDay.org](http://SurvivorDay.org)

Published On: Wed, Oct 8th, 2014

PRWeb | By [Newstipedia Admin](#)

## Center for Hospice Care & Suicide Prevention Center to host International Survivors of Suicide Loss Day



“ Every 14 mins someone dies by self-murder in a US. International Survivors of Suicide Loss Day is Nov 22, 2014. ”

Mishawaka, Indiana (PRWEB) Oct 08, 2014

On Saturday, Nov 22, 2014, thousands of survivors of self-murder detriment will accumulate together during internal eventuality sites in cities and towns around a universe on this annual day of healing. In Michiana, Suicide Prevention Center and Center for Hospice Care have assimilated army to emanate a day generally for self-murder detriment survivors.

If we are recently bereaved, come for support, unsentimental superintendence and information. If we are serve along in your tour of healing, greatfully come to offer a merciful ear, and to offer soundness that it is probable to tarry a tragedy of self-murder loss.

The day, commencement during 10:00 a.m. and finale during 1:00 p.m., facilities a screening of The Journey, American Foundation for Suicide Prevention's new documentary that tells a stories of a different organisation of self-murder detriment survivors. It's a absolute film that shows how any survivor is weathering a detriment of a desired one, and how they are anticipating their approach behind to a life abounding in meaning.

After a screening there will be tiny organisation discussions and presentations by internal self-murder detriment survivors. Lunch and refreshments will be served. To find out some-more about a day, go to <http://www.afsp.org/survivorday>.

This eventuality is free, though registration is required. Please call Julie during 574-277-4100 to register.

Center for Hospice Care is a premier not-for-profit, community-based group improving a peculiarity of vital by hospice, home health, grief counseling, and village education. With offices in South Bend, Mishawaka, Plymouth and Elkhart, Center for Hospice Care serves St. Joseph, Marshall, Elkhart, Fulton, Kosciusko, LaGrange, La Porte and Starke Counties.

## **2015 BOARD OF DIRECTORS MEETINGS**

Administrative and Foundation offices  
501 Comfort Place, Mishawaka IN 46545  
Wednesdays, 7:30 a.m.

<u>Date</u>	<u>Topic of Focus</u>
February 18	Year in Review New members' first meeting
April 15	Review of Audit
June 17	Annual Professional Advisory Group report Review of Personnel Policies Manual (every other year) Review of Bylaws (as needed; at least every three years)
August 19	Foundation Update Strategic Plan update
October 21	Quality Assurance Performance Improvement updates
December 16	Budget for 2016 Election of new members and officers Board Self-Evaluation (every other year)