30 Years of Redefining Hope

HINDS HOSPICE ANNUAL REPORT • 2011

Hinds Hospice
Honoring the Journey
MISSION STATEMENT: “To uphold the dignity and ease the suffering of the terminally ill while supporting their loved ones, and those who are grieving.”

INTRODUCING SUE YIE, MD

Dr. Sue Yie has joined us as our Full-Time Medical Director. She completed her Internal Medicine Residency at Yale Medical School and a Geriatric Fellowship at John Hopkins Medical School. Sue is Board Certified in Palliative Care and Hospice from Harvard Medical School and is uniquely qualified in Eastern and Western Medicine. Sue sees our patients in their homes and provides a necessary level of attention and comfort.
Dear Friends,

Last year, I told you about the little sign in the kitchen of the first Hospice Home. It said “Expect a Miracle.” This year, 2011, marks our thirtieth year. A Miracle to acknowledge and behold. I stand in wonderment of all that has emerged because of your support. I can tell you we have experienced many peaks and valleys through the years. Yet it was those experiences that have shaped and grounded us into who we are today, not just what we do as providers of care. You, the community have taught us, shaped us, directed us, given us purpose and sustained us. Thank you for your faith and trust in our sacred mission.

30 Years - Accomplishments For The Communities Of Fresno, Madera, Merced

1981-1985 - My family home as the first Hospice Home
   Gratitude to Joseph Ray and family for having faith in my desire to care for the dying in a home environment
1985 - First home closed
1987 - Passage of Congregate Living Health Facility License for the Hospice Home
1989 - Formal agreement with UC San Francisco Fresno Campus to provide Physician Education in End of Life Care
1990 - Pediatric Hospice established
1990 - Circle of Friends - Bereavement program for children established
1991 - Establishment of Patient Services in a patient’s own home
1994 - Initial Hospice Education at Central California Women’s Facility, Chowchilla, CA
1994 - First Contracts with Skilled Nursing Facilities to provide Hospice Care
1994 - Service area extended into Madera County; merger with Hospice of Madera County under Directorship of Barbara Volker, MSN.
1995 - Service area extended into Merced County; merger with Hospice of Merced County (a Volunteer Hospice)
2001 - Angel Babies / Bebitos Angelitos Program birthed
2005 - Center for Grief and Healing established
2010 - “We Honor Veterans” program established
2008, 2009, 2010 - Hospice and Palliative Care in Developing Countries presented at UCSF Fresno Auditorium organized by Hinds Hospice
2011 - Inaugural Spirit of Compassion Award
2011 - Birth of The Ray of Hope Campaign for 2012 - dedicated to Joseph Ray
2011 - HAPPY ANNIVERSARY

Hope you are proud of what YOU created. Please continue to care so that we can continue to care for another 30 years. Thank you for the many blessings you and our patients have bestowed upon us.

Peace and Blessings upon you and those you love,
Greetings,

2011 highlighted a special year for Hinds Hospice as we celebrated 30 years of service to the communities of Fresno, Madera and Merced. Thanks to the vision of Nancy Hinds, Hinds Hospice has grown to an agency of over 180 employees and over 300 volunteers who tirelessly provide compassionate and skilled care at a time when help is most needed – when a loved one is reaching the end of life.

The very professional teams of Hinds Hospice now drive over 600,000 miles each year to provide care regardless of where the patient lives – urban or rural. We have cared for individuals in their homes, care settings, or even our own Hospice Home. And services are personalized to meet the unique needs of the patient and their family.

We are honored to do this work, yet we are challenged every day as neither Medicare nor private health plans reimburse the full cost associated with the care received. And some programs – like our Center for Grief and Healing and Angel Babies – rely solely on donations. Fortunately, our community has been generous with its support and its donations. We could not provide the comprehensive range of services without the tremendous giving of our supporters who give from their hearts.

The work of hospice is an expression of love and compassion. We exist so that people may pass in peace with dignity and that we may honor their journey. We thank each of you for helping us continue our mission.

Sincerely,

Susan Ryan
Chairman, Hinds Hospice Board of Directors
**STATEMENT OF FINANCIAL POSITION FOR FISCAL YEAR 2011**  
*(October 1, 2010 - September 30, 2011)*

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Current Assets</td>
<td>$1,803,645</td>
</tr>
<tr>
<td>Net Property and Equipment</td>
<td>162,798</td>
</tr>
<tr>
<td>Investments</td>
<td>1,566,622</td>
</tr>
<tr>
<td>Other Assets</td>
<td>77,338</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td><strong>$3,610,403</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Liabilities</td>
<td>$968,297</td>
</tr>
<tr>
<td>Long-Term Capital Lease Obligations</td>
<td>0</td>
</tr>
<tr>
<td>Unrestricted Net Assets</td>
<td>2,532,335</td>
</tr>
<tr>
<td>Temporarily Restricted Net Assets</td>
<td>109,771</td>
</tr>
<tr>
<td><strong>Total Liabilities and Net Assets</strong></td>
<td><strong>$3,610,403</strong></td>
</tr>
</tbody>
</table>

**FISCAL YEAR 2011 REVENUE, SUPPORT, AND EXPENSES**  
*(October 1, 2010 - September 30, 2011)*

<table>
<thead>
<tr>
<th>Revenue and Support</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Revenues, Net</td>
<td>82.70%</td>
</tr>
<tr>
<td><em>(Medicare, MediCal, Insurance)</em></td>
<td></td>
</tr>
<tr>
<td>Donations &amp; Memorials</td>
<td>6.15%</td>
</tr>
<tr>
<td>Fundraising</td>
<td>8.06%</td>
</tr>
<tr>
<td>Other</td>
<td>3.09%</td>
</tr>
<tr>
<td><strong>Total Revenue and Support</strong></td>
<td><strong>$10,083,709</strong></td>
</tr>
</tbody>
</table>

**Expenses**                                      | Amount       |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Care</td>
<td>91.19%</td>
</tr>
<tr>
<td>General &amp; Administrative</td>
<td>2.98%</td>
</tr>
<tr>
<td>Fundraising</td>
<td>5.83%</td>
</tr>
<tr>
<td>Number of patients served</td>
<td>1,281</td>
</tr>
<tr>
<td>Days of patient care</td>
<td>47,361</td>
</tr>
<tr>
<td>Miles driven in support of patient care</td>
<td>638,832</td>
</tr>
<tr>
<td>% Administrative expense</td>
<td>8.81%</td>
</tr>
<tr>
<td>Charity care 427 days</td>
<td>$81,789</td>
</tr>
<tr>
<td>Volunteer hours</td>
<td>14,700</td>
</tr>
<tr>
<td><strong>Unreimbursed care</strong></td>
<td><strong>$1,774,000</strong></td>
</tr>
</tbody>
</table>

*Hinds Hospice is a 501 (c) (3) charitable organization and operates on partial reimbursement from private health plans, and relies heavily on donations from its communities served and its thrift stores to meet existing needs.*
FUNDRAISING EVENTS

7TH ANNUAL ANGEL BABIES WALK/RUN
1,500 families came

GALA – 30 YEARS

6TH ANNUAL ANGEL BABIES GOLF TOURNAMENT

MEMORIAL BRICKS PROGRAM
4x8 bricks providing a memory path paved with love at the Hospice Home
FIRST SPIRIT OF COMPASSION AWARD

Edna Garabedian (recipient of the Spirit of Compassion Award) with Dignity Memorial Sponsors

The Spirit of Compassion Award recognizes the importance of compassionate care during an end-of-life journey. The award was inspired by our volunteers, staff, and family care-givers we assist. We know end-of-life care creates an emotional rollercoaster and imposes significant burdens on family and friends. Therefore, we pay tribute to those who make a difference by offering hands-on care, moral support, financial assistance, respite relief, errand running, etc.
PATIENT CARE SERVICES
Providing specialized hospice care that promotes comfort and quality of life for patients who are seriously ill wherever they are living; in their own home, Assisted Living, or a Nursing Facility. We serve Fresno, Madera and Merced Counties.

2011 – Served 1,281 patients which equaled 47,361 days of care

“A sincere thank you to your entire staff. You will always be in our hearts and prayers in this special work you do. Thank you for being there for not only my husband, but my entire family in our time of need.”

– GRATEFUL WIFE OF PATIENT

HOSPICE HOME
For patients with medically complex situations, the Hospice Home in Fresno provides a welcoming environment to receive loving, around-the-clock care.

“When he became so restless and had such pain, I couldn’t help him. When he was transferred to the Hospice Home, such a burden of fear was lifted from me. He was made comfortable and we shared time we needed together. The staff was wonderful – so kind and knowledgeable. The doctor came every day. Thank you – I will never forget your kindness and help.”

– GRATEFUL WIFE OF PATIENT
PEDIATRIC PROGRAM – “THE GIFT OF HOME”

For children with life-limiting conditions, we offer the gift of home. A specially trained team provides for the unique needs and symptom management of the infant or child. Hinds Hospice has a respectful relationship with Children’s Hospital of Central California and Children’s Homecare to support the needs of the family.

“I could not have done it alone. The nurses became part friend and part family. They made sure everybody was comfortable and safe. They went over and beyond my expectation. When we talk about our experience with hospice people say, ‘Wow, we didn’t think hospice was like that.’ We feel really blessed to have had Hinds Hospice.”

– MOTHER OF LUIGI, 16 YEAR OLD.

WE HONOR VETERANS – “THE PRICE OF FREEDOM IS NOT FREE”

Hinds Hospice and VA Central California Healthcare have a partnership to provide the best end-of-life care to our Veterans. Our staff has participated in specialized training for care of the combat veteran and ways to meet the needs of those with PTSD. The Program was initiated by the National Hospice and Palliative Care Organization and Hinds Hospice was the second hospice in the nation to join.

2011 – 230 Veterans Served
CENTER FOR GRIEF AND HEALING
Serving Hinds Hospice families and the community at large, our professional staff provides grief counseling workshops, support groups, phone calls and mailings for those experiencing the loss of a loved one. Counseling for individuals diagnosed with a life-limiting illness and their loved ones is also available.

- 3,168 specific bereavement mailings
- 2,150 bereavement phone calls
- 195 people participated in support groups
- 397 clients received one-on-one counseling

Support groups are offered to:
- Pregnancy/infant loss
- Loss of a Child
- Loss of Partner/Spouse
- Loss of Parent or Sibling
- Teens Group
- Circle of Friends 3 – 10 years of age
- Senior loss of Spouse/Partner
- Loss of a Loved One – general grief support

“I loved the group. Knowing I wasn’t alone that others were going through what I was helped. It made me feel a bit more like talking to others that knew what I was saying. Helped a lot.”

ANGEL BABIES PROGRAM
“BEBITOS ANGELITOS”
As one of only a handful of perinatal hospices, our Angel Babies program assists families whose unborn child has been diagnosed with a life-limiting illness or who have suffered the loss of their baby in pregnancy or infancy. Pediatric Hospice care is available for babies who are able to be discharged from the hospital.

- 233 Angel Baby mailings
- 1729 Angel Baby phone calls of support
- 411 parents served
- 147 hospital visits

“There is no footprint too small that it cannot leave an imprint on the world.”
PHYSICIAN AND MEDICAL PROFESSIONAL EDUCATION
Hinds Hospice provides specialized training to Residents of UC San Francisco Family Practice and Pediatric programs. Opportunities are offered to the UC Davis Family Practice Residents in Merced.

“Thank you for an emotional, inspirational and empowering visit to Hinds Hospice. The day really opened my eyes to the field of Palliative Care. Seeing the good work that the doctor, nurses and staff do at Hinds inspires me to be better doctor and better person.”
– MEDICAL STUDENT

PRISON OUTREACH
Our prison outreach to Central California Women’s Facility in Chowchilla, CA, trains inmates as volunteers to provide care and support to fellow inmates who are dying.

GLOBAL OUTREACH
Hinds Hospice has a sister Hospice in Uganda. Masaka Palliative Care /AIDS Program is led by Dr. Carla Simmons, a Medical Missionary of Mary.

THRIFT STORES
Our five Thrift Stores continue to provide discounted clothing and household items to those in need in our community. The Thrift Stores greatly help finance our Patient Care services. 2011 contribution = $100,082.

VOLUNTEERS
For families, trained patient volunteers provide respite time for caregivers, and comfort to patients where they live. Their training, talents and skills are matched to fit the families’ unique needs. Hospice Home volunteers answer the door to visitors and handle incoming phone calls for staff, patients, and their families. Light upkeep duties include: folding laundry, replenishing cookies and coffee, and talking with patients visiting family and friends. Hinds Hospice Thrift Stores and Special Events provide volunteer opportunities throughout the year.
Our heartfelt thanks to our generous donors of $500 or more during our 2011 fiscal year (October 1, 2010 - September 30, 2011)

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North Merced Rotary Club  
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Michele Orlando  
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The Fresno Heart & Surgical Hospital
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The SBS Group
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Community Foundation of Merced County
Susan G. Komen for the Cure, Central Valley Affiliate
The Bertha and John Garabedian Charitable Foundation
The Leukemia & Lymphoma Society

ACKNOWLEDGEMENTS
Exceptional Parents Unlimited who generously give rooms for all our bereavement support groups
Good Shepherd Lutheran Church for providing their beautiful church for our monthly Memorial Services
JRA Landscape, Allan’s Pool Service, and Mini Mops for taking care of the Hospice Home all these years
Hinds Hospice also operates thrift stores to help defray uncompensated costs. Donations and volunteers are always welcome at any location.

Chowchilla (559) 665-1756
Clovis (559) 226-2515
Kerman (559) 846-7350
Madera (559) 662-1997
Sanger (559) 875-8500

United Way of Fresno County
United Way of Merced County

Member of the International Hospice and Palliative Care Organization

Member of the National Hospice and Palliative Care Organization

Member of the California Hospice and Palliative Care Association

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www.hindshospice.org

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