

Owned by the
COMMUNITIES WE SERVE
Defined by the
PEOPLE WHO CONTRIBUTE




HopeWest

ANNUAL
REPORT | 2016

We are dedicated
to profoundly changing
the way our community experiences
aging, serious illness and grief –
one family at a time.

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Christy Whitney Borchard
President & CEO

Dear Friends,

Thank you for being part of HopeWest's extraordinary journey.

Although aging, illness, death and even grief are a natural part of life, no one should ever experience them alone.

By offering compassion, comfort, healing, courage and hope, you help us help families and loved ones navigate this complex road.

Every day at HopeWest, we are fortunate to see the magic of our community coming together to support those in need – it's the people donating their time, wisdom, resources and spirit that makes us who we are and motivates us to set the standard for the extraordinary care we believe each individual deserves.

With your collaboration and cooperation, we continue to be the leading resource for people dealing with aging, serious illness and grief on the Western Slope.

Christy



HOSPICE

Hospice Care at HopeWest is different than any other hospice across the country. We focus on the entire family. Even before a patient has been admitted to hospice care, we offer choices and control to both the patient and family facing serious illness. During this cherished time, we recognize that as much as patients need support from loved ones and our staff, caregivers also need support from HopeWest.

We are committed to giving our patients the best possible care. We often hear that it takes a special person to work in hospice and we purposely employ those we know will ensure that social, spiritual and psychological needs of our patients are met.

We provide expert care led by physicians specialized, experienced and credentialed in hospice and palliative medicine who will visit patients wherever they are, no matter the time. Our goal is care—excellence with a customized plan to meet the needs of each patient we serve.

**YOUR
GENEROSITY
enabled HopeWest
to care for
MORE THAN 1,800
Patients in 2016.**



Dr. Elissa Tiller, Vice President of Medical Affairs,
reviewing hospice charts with Rosalie Renteria, CNA

99%
of patient families
would recommend
HopeWest to others.



HOSPICE CARE CENTER

Families enter the door of the HopeWest Hospice Care Center often feeling unsure and helpless. Our care team is ready to respond to the needs of patients who can no longer be at home and would rather not be hospitalized.

The Care Center provides a homelike, family-centered environment where symptoms are managed for the patient, where staffing is one nurse to four patients and where our team remains committed to the comfort of the family. Even the family pet is welcome!

**Through YOUR SUPPORT, HopeWest
was able to provide meaningful
CARE AND COMFORT
TO 611
patients & families in the
Hospice Care Center.**

98%
of families reported that
Physicians and Nurses
treated patients with
respect and courtesy.

HOPEWEST KIDS

The first day of school, a band concert, scoring a touchdown, getting married – these are all instances a child who has lost a loved one may experience with intense feelings of grief.

At HopeWest Kids, our goal is to find a way to help each and every child on their path to healing through teaching coping skills, increasing social connection and letting them know it's okay to talk about their loved one.

Without the support of HopeWest Kids, children won't know how to express or cope with their grief. This can lead to difficulty in school, lashing out, becoming destructive or lacking social skills.

HopeWest Kids is only possible through the support of our communities. Our programs offered across the Western Slope include family-centered grief groups, equine therapy, school grief groups, summer camps, art therapy and so much more.



**WITH YOUR HELP,
HopeWest Kids
was there for
MORE THAN 600
KIDS last year.**

Impact By The Numbers

More than **600** children and teens were helped by HopeWest Kids last year.

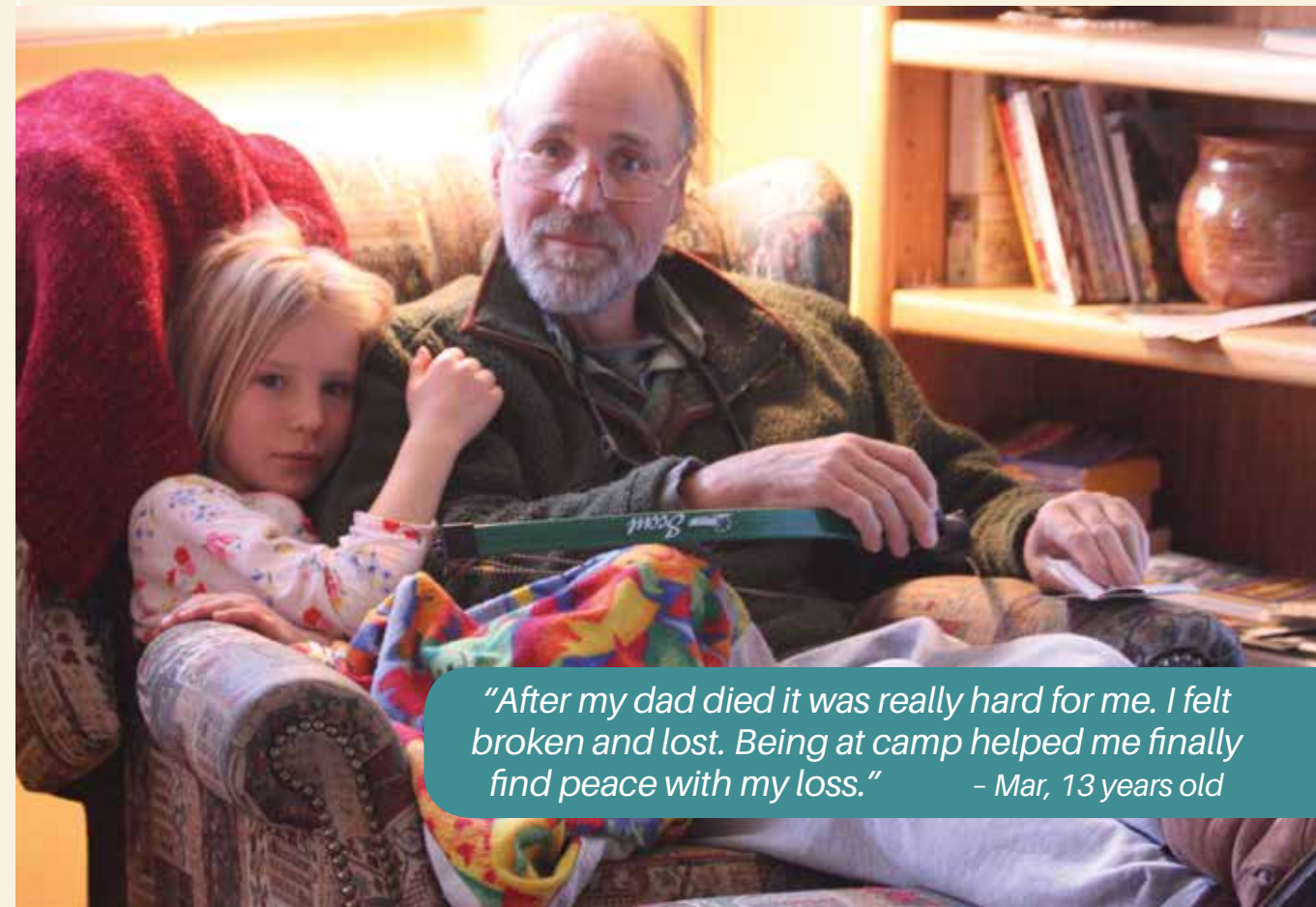
384 individual counseling sessions were held.

74 School grief groups were held during school hours.

41 Children and teens participated in equine therapy groups.

78 Children and teens participated in HopeWest camps or retreats.

215 HopeWest Kids participants experienced the loss of a parent.



"After my dad died it was really hard for me. I felt broken and lost. Being at camp helped me finally find peace with my loss." – Mar, 13 years old

VOLUNTEERS

Last year, **1,300** HopeWest
VOLUNTEERS dedicated
81,000 hours of their
time to **OUR COMMUNITIES.**

Gifts of time are as unique as those who contribute. Volunteers help people and change our world by:

- Being a companion to patients who don't have family/friends nearby
- Facilitating art and music therapy with patients
- Supporting kids coping with grief
- Providing spiritual care
- Welcoming visitors at the Hospice Care Center
- Beautifying our gardens
- Making fundraising events special
- Creating a one-of-a-kind shopping experience at Heirlooms for Hospice
- Sharing the joy of pets with patients

And so much more!



*"It feels good to contribute to the mission of HopeWest. As a volunteer, I know I serve a purpose for the whole organization."
- Bob Thome, HopeWest Heirlooms & Tanglewood Gardens Volunteer*

One person's generosity has
the power to inspire hope in others.
The Circle of Hope, our monthly giving
club, helps us be there every day for those
facing aging, serious illness and grief.

*Our donors
make a difference!*





GRIEF SUPPORT

HopeWest adult grief support services reach far beyond hospice families. Some seek us out, others are referred, but each and every person or family we support is looking for something similar – knowing they are not alone.

After the death of his wife, John started participating in several of HopeWest's grief programs. He came from a very large, close family, but he soon realized after a little time passed, people move on with their lives.

"...no one seemed to call anymore except HopeWest, they care."

Grateful for the care and support from his HopeWest team, John said, "I couldn't recommend this more to others. I don't know where I would be without HopeWest."

Through community support groups, individual counseling and connecting in smaller groups,

**Hopewest was able to
EXTEND SUPPORT
TO 538 ADULTS
struggling with
the loss of a loved one.**

PALLIATIVE CARE

Unlike most hospice organizations, HopeWest has unique palliative care programs that ensure no patient who is suffering from a serious illness is turned away from care.

Living with Cancer provides patients with expert symptom management, the availability of medical care no matter the time of day and practical assistance to help children and spouses with the stress of the situation.

Our **Journeys program** continues care for those whose condition has stabilized and who have been discharged from hospice care.

Our **Transitions program** provides care for those who are seriously ill but do not have a six-month prognosis – required by Medicaid to be hospice eligible.

Our patient, Laurie stopped seeing physicians due to healthcare costs before she was referred to the Transitions program. When a nurse and social worker at HopeWest helped her qualify for Medicaid and disability benefits, it was possible for her to begin regular visits with a pulmonologist and primary physician. "This program saves lives," a grateful Laurie said. "It's not just medical care."



**Because of you,
426 PATIENTS
were helped with
PAIN & SYMPTOM
MANAGEMENT
through these
programs.**

The Communities We Serve



GRAND JUNCTION

The pavilion at the Care Center campus was completed late last year. This addition has already been put to good use for memorial and fundraising events, Light up a Life and it provides extra patio seating for Spoons!



MONTROSE

Gardens at the Montrose Center for Hope will take your breath away. Thank you to our amazing volunteers who spend hours keeping our gardens beautiful!



DELTA

Our Delta office employees traveled 201,895 miles caring for nearly 400 patients and families last year through our hospice, palliative care and grief support programs – some located in the most rural parts of Delta county. This distance would make it possible for someone to circle the earth more than 8 times! While our Delta employees didn't exactly travel the world, they did, in fact, make a difference in the world of the lives they touched.

PLATEAU VALLEY

The annual Spring Swing event was a success! Thank you to our employees, volunteers and donors for making this event so memorable. Funds raised from this event support hospice and palliative care in Plateau Valley and DeBeque.



MEEKER

Our palliative care program in Meeker served 18 patients last year, bringing an extra level of support for patients and families in need. Children and teens were able to access individual/family counseling, school based grief groups and summer grief camps through HopeWest Kids. The community rallies around our program and helps support our mission in many ways.





Sip, Shop and Dine to support HopeWest

Our unique retail outlets help support our mission through the generosity of the communities we serve. More than **\$287,300** was raised last year by these retail entities to help support HopeWest.

Thank you!

Heirlooms for Hospice consists of three upscale resale stores where merchandise changes daily with the help of generous donations and volunteers.

Charmed by Heirlooms features Chalk Paint® by Annie Sloan, classes to help you transform your furniture or kitchen cabinets into your own masterpiece, as well as beautiful pieces that have been given new life by our talented volunteer artisans.

Spoons bistro & bakery uses only the freshest ingredients, many of which are locally sourced. A meal at Spoons is delicious, plus you can dine on our spacious patio and even enjoy a glass of wine from Two Rivers Winery.

Artful Cup offers a historic home with beautiful gardens to enjoy while sipping on a fresh cup of coffee or tea. Both Spoons and Artful Cup offer the most unique gift items in town.



Financials

We are defined by the people who contribute to our success through philanthropy. Individuals who donate are the people who create everyday miracles throughout our community.

In 2016, **92%** of our total budget of **\$35,589,899** came from Medicare and Insurance. **8%** came from donations and supporting businesses.

Grants	\$254,500
Events	\$819,100
Memorial Donations	\$350,000
Other Donations	\$649,600
Heirlooms Stores	\$287,300
Wills and Estates	\$178,800
Circle of Hope Monthly Giving	\$57,000

*How your contributions
make a difference:*

\$537,300 supported **100%** of the HopeWest Kids budget

\$413,500 supported **73%** of the Palliative Care budget

\$1,359,500 supported our Hospice Programs

\$286,000 supported our Adult Grief Programs

*Thank you for all you
make possible!*



HopeWest

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