



LIVING **OUR** MISSION

To enrich the quality of life for individuals and their families in need of comprehensive end-of-life care.



2016
ANNUAL REPORT

LEADERSHIP MESSAGE

In 2016, Heartlinks Hospice & Palliative Care provided end-of-life care and palliative care to 408 Benton and Yakima county patients and their families.

Heartlinks Hospice dedicated volunteers provided a record breaking total of 25,696 hours, the equivalent of 12 full-time employees, while maintaining performance standards that have far surpassed state and national benchmarks. We estimate that Heartlinks volunteers saved our agency \$579,451 in expense. In addition, stringent Medicare guidelines for participation were met, thereby securing 90.5% of our annual budget through this essential revenue stream.

Our community based palliative care program continues to grow as we strive to develop more resources for patients needing supportive care and pain and symptom management. We envision transferring the skills and expertise learned over almost four decades of hospice work to the growing population of patients living longer with advanced chronic illness.

We experienced an 8.9% increase over last year in charitable giving from memorials, grants and gifts, which totaled \$282,485.18. This support enables Heartlinks Hospice to keep its promise to provide expert guidance to all who need it, not just to those that can afford it.

Our successes in 2016 bring to mind Helen Keller's words, "Alone you can do so little; together we can do so much". At Heartlinks Hospice, we are deeply indebted to our family of patients, supporters, clinicians, staff, Guardian Angels, and volunteers who have made our work possible in the past, who continue to do so today, and who hold the vision of compassionate end-of-life care for our future.




Ronald K. Jetter, M.Div.
 Executive Director

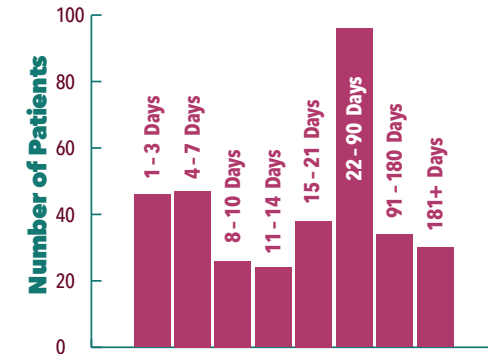

Debra Roe-Johnson, RN, CHPN
 Director of Clinical Services


Mary Lee Robinson
 President, Board of Directors

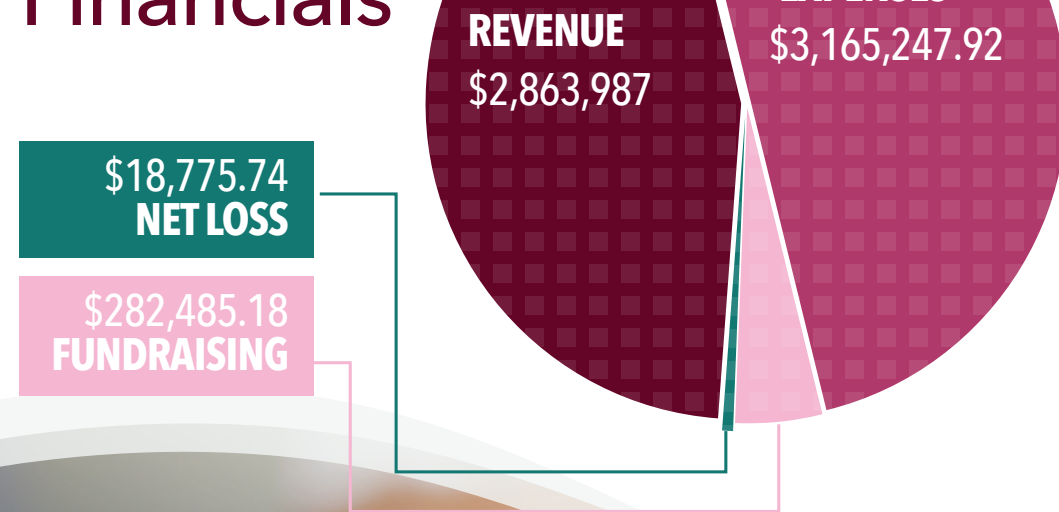
Diagnosis Type: **91** Alzheimer's Disease & Dementia, **33** Pulmonary Disease, **24** Stroke & Coma, **85** Heart Disease, **56** Cancer, **52** Other

Total Patients Served: **210** Yakima County, **131** Benton County
Total Patient Days: **9,817**, **8,305**

Patient Passing Period



2016 Financials



2016 BOARD OF DIRECTORS

President
Mary Lee Robinson
 Robinson Licensing Agency

Secretary
Pat Beeman
 Sunnyside United Methodist Church

Treasurer
Dorris Kresse
 U.S. Bank

Tammy Hollingsworth
 Sun Terrace Prosser

Jose Mora
 El Conquistador Mexican Restaurant

Phil Robillard
 Lower Valley Credit Union

Tamera Schille, MD
 Yakima Valley Farm Workers

Heartlinks Hospice
 has served

341
 Hospice Patients

90
 Palliative Carem Patients

53.1
 Average Days on Service

Other Facts

25,696
 Volunteer Hours

0
 Medicare Citations

394+
 Grief Support Clients



WHY DONATE TO HEARTLINKS HOSPICE?

Because your donation gives one more day. One more day to laugh, talk, love, sing, share, live. As a donor to Heartlinks Hospice, you can play a vital role in ensuring that those people in our community who have a terminal illness do not have to face death alone.

- ♥ You can help a husband and wife enjoy one more day together
- ♥ You can help a child share one more day of laughter with their family
- ♥ You can help a person experience their life's final wish
- ♥ You can help bring peace to a family suffering in life's final days

Your gift will provide funding for the needs of our patients and families that extend beyond the borders of the traditional hospice and palliative care benefit. By supporting Heartlinks Hospice, you are part of the solution; helping people navigate one of the most difficult chapters in life with dignity, compassion, and peace of mind.

Every dollar helps improve quality of life in our area for those that are passing along or the loved ones left behind.

For More Information Please Contact

Shelby Wheeler
Development Director
509-837-1676
Shelby@heartlinkshospice.org



HEARTLINKS HOSPICE & PALLIATIVE CARE

has been serving the community since 1978. The mission of Heartlinks Hospice is to enrich the quality of life for individuals and their families in need of comprehensive end-of-life care.

509 - 837 - 1676 | www.heartlinkshospice.org | www.facebook.com/heartlinkshospice/

3920 Outlook Road, Sunnyside, WA 98944