



2017 Annual Report



Heartlinks
Hospice & Palliative Care

40th Anniversary

40 *years* of pioneering hospice in the Yakima Valley

From our humble beginnings as Lower Valley Hospice, serving two patients and their families with a handful of volunteers in our first full year of service in 1987, we have grown to an organization with 45 employees, 100 volunteers, and two physicians. We have grown from providing just basic nursing and volunteer visits, to a wide menu of services for those under our care in our Palliative Care and Hospice programs. In 2017, we provided care to 368 Hospice, 57 Palliative Care, and 350 grief support patients and their families.

As Heartlinks, we are neighbors taking care of neighbors. Employees and volunteers work tirelessly to establish a personal and unique relationship with each person we serve. Dedicated volunteers provided a record-breaking total of 9,131 hours, while maintaining performance standards that have far surpassed state and national benchmarks.

We experienced a 35.3% increase over last year in charitable giving from memorials, grants, special gifts, and our charity thrift store, the Hospice Benefit Shop. This support enables Heartlinks to keep its promise to provide specialized care to all who need it, not just to those that can afford it. Charitable support has allowed Heartlinks to provide complimentary therapies, such as massage therapy, pet therapy, and grief support services.

Looking toward the future, join us as we make you the focus of care in hospice, palliative care, grief support services, community education, and beyond. Together, we will work to garner support so that we can continue to accept all patients regardless of ability to pay, engage in programming beyond the expected, and meet you wherever you call home, regardless of the severity of symptoms. Walk with us as we reflect on 2017, and your journey with Heartlinks.

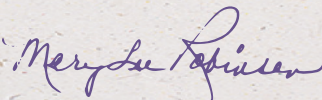
Thank you for your kind support. With gratitude,



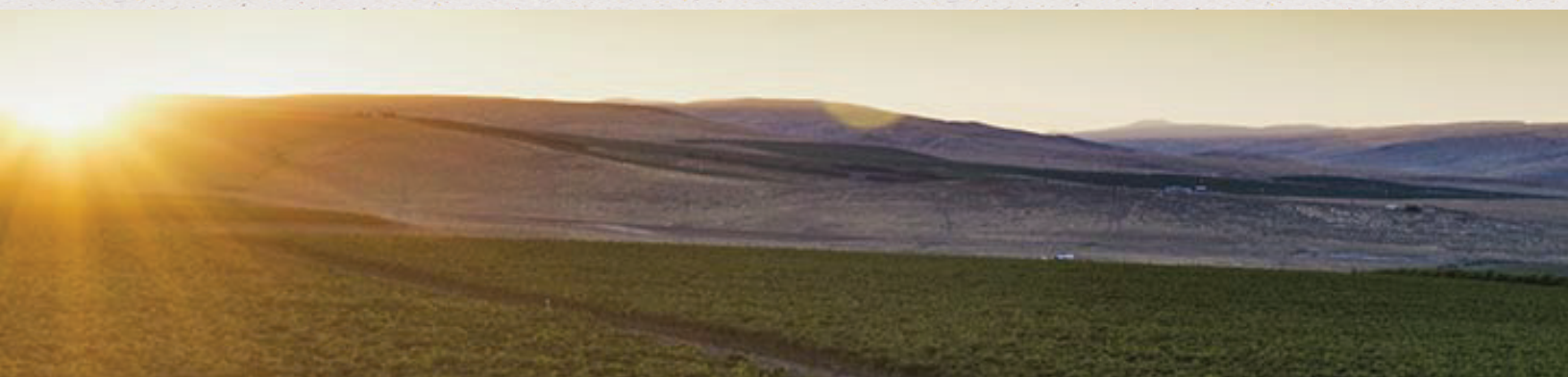
Ronald K. Jetter, M.Div.
Executive Director



Debra Roe-Johnson, RN, CHPN
Clinical Services



Mary Lee Robinson
President, Board of Directors



A message from our Bereavement Coordinator...

"Over the past year, Heartlinks Hospice & Palliative Care has been holding Grief Support groups. These groups are helpful for those on the journey of loss. When in the stages of grief and loss we can develop ways to take care of ourselves. After all, grief is the emotional suffering caused by the passing of a love one, a dear friend or a cherished pet, and is a healthy human response to these events in our lives.

This journey which all of us must travel creates denial or shock, bargaining or vulnerability, anger and frustration, depression or sadness, recovery, and readjustment. Bereavement is part of the healing and helps us to find a new way to say "Hello" to changes in our life... A new normal.

As sojourners, we need to realize that what we feel and think is okay, we are not going crazy even if we think we are...remember you are not alone. Being with those on the same journey helps us to acquire strength and courage to move on.



A young woman shared how scared she was, how paralyzed she felt when her husband died unexpectedly. They owned their own business, the mortgage had to be paid, and their children had to be care for. It was overwhelming. After reflection, she decided to take it one small step at a time, and at the end of each day she recorded the three small things she had accomplished. Small steps of self care provided her the courage to move ahead.

A middle age single adult, whose dream of working overseas was destroyed because of health problems. This Grief journey created disappointment, anger, sadness and disbelief. To move forward this adult began to develop their artist skills; this three dimensional picture is a sample of self care and moving forward.

Although these people have been in grief ...they have found a new way to say "Hello" to the new normal in their lives. Through your donations, you are supporting those on their grief journey. Because of this, we thank you. "

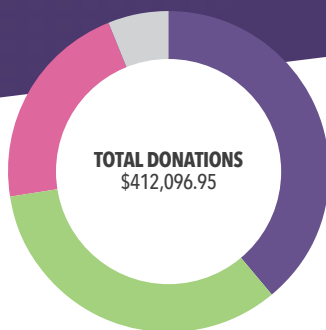


Financial Report 2017

Medicare, Medicaid, Veteran's Benefits cover hospice and palliative care services, and some private insurance plans. Over 90% of our revenue is received from these programs. However, the entire cost of providing these valuable services is not always reimbursed.

Contributions play a vital role in maintaining our commitment to providing hospice and palliative care to all individuals in need, regardless of their ability to pay.

Many of our other complimentary services are not funded by third-party payors, such as massage therapy, pet therapy, and bereavement services.



- \$22,890.00 Patient Memorials
- \$128,878.73 Special Events
- \$148,599.00 Hospice Benefit Shop
- \$81,729.22 Donations

Diagnosis Types

103
Alzheimer's Disease & Dementia

99
Heart Disease

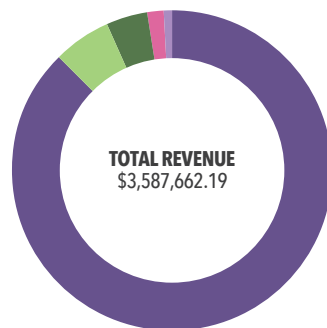
33
Pulmonary Disease

44
Neurological

90
Cancer

32
Other

- Donations | \$210,607.95
- Hospice Benefit Shop | \$148,599.00
- Memorials | \$22,890.00
- Palliative Care Program | \$61,776.00
- Hospice Program | \$3,143,789.24



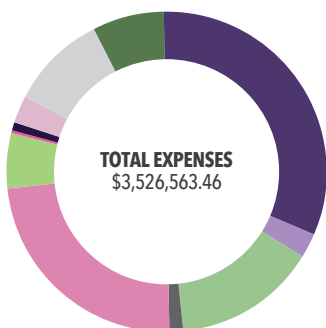
9,131
Volunteer Hours

368
Hospice Patients

56
Palliative Care Patients

394+
Grief Support Clients

56.1
Average Day Census



- \$1,116,136.40 Clinical Services
- \$81,200.00 Palliative Care
- \$507,290.00 Patient Expenses
- \$54,634.53 Spiritual Program
- \$829,465 Non-Clinical Staff
- \$194,221.27 Social Services
- \$18,450.35 Bereavement Program
- \$24,450.35 Volunteer Program
- \$98,500.00 Facility Related
- \$346,614.72 Employer Costs
- \$255,600.00 General Operations

Total Patients Served

223 Yakima County

145 Benton County

Total Patient Days

10,883

9,597



Ways Your Gift Makes an Impact



\$10

will provide a grieving child the opportunity to design a comfort blanket, anticipating the death of someone they love.

\$40

will allow us to provide complementary therapies at the bedside. These include massage therapy, pet therapy, and reiki. These therapies reduce anxiety, help with pain management, and are especially effective with children.

\$100

will provide one day of medical and social services for patient's families.

\$500

will provide in-home services at no cost to families with little or no insurance. The average cost of services is \$100 per day, your \$500 will help pay for a week of services.

\$25

will help stock our clinical staff with gloves, stereoscopes, medical tape, hand sanitizer, thermometer, etc.

\$55

covers the cost of one Comfort Kit for each family. These pre-packaged medications, coded for appropriate use, can be used by the caregiver to manage breakthrough pain until the hospice nurse arrives.

\$250

will provide new equipment to a home health aide, in order to complete charting within the home and spend more time with the patient and their family.

\$1,000

will supply airfare or mileage to bring home relatives for one last goodbye.

\$30

will provide one session of grief counseling for a bereaved child or adult.

\$60

will provide the durable medical equipment a terminally ill patient needs to stay at home (hospital bed, commode, etc.).

\$400

will provide a Palliative Care patient

\$5,000

will provide a full month of care to a patient and their family that have no financial resources.

For more information,
Contact: Shelby Wheeler
Development Director
509-837-1676

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, you are 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.

1969

Elizabeth Kubler-Ross publishes a book based on more than 500 interviews with dying patients, identifying the five stages through which many terminally ill patients progress.

APRIL 18, 1978

Lower Valley Hospice was founded; Mike Cunningham, MSW was the president at the time.

NOV 30, 1978

Mrs. Harryette E. Mack, a patient at Valley Memorial Hospital, became the first donor.

FEB 1, 1979

Local company, Boyd-Olafson donates space at 818 East Edison in Sunnyside to Lower Valley Hospice

DEC 24, 1979

Hired first hospice director, Kathy Dyhr

AUG 1980

Hospice Auction started

OCT 1977

Discussion started on Lower Valley Hospice.

APRIL 24, 1978

Lower Valley Hospice was incorporated

DEC 1978

Hired first two employees, Jan Brown, part-time for \$3 an hour to coordinate volunteers and Polly Ingvalson, RN to direct nursing services.

JULY 13, 1979

Richard A. Kirk, MD became the very first medical director for Lower Valley Hospice.

JULY 23, 1980

Granted Tax Exemption

OCT 02, 2005

John Allen, DO named Washington Osteopathic Medical Association Physician of the Year and named Medical Director of Lower Valley Hospice and Palliative Care.

OCT 25, 2006

Became a NHPCO "Quality Partner"

DEC 31, 2012

Served our first patient on the Adult Palliative Care Program.

JULY 17, 2014

Started participating in the "We Honor Veterans" program.

AUG 01, 2016

Zero Citation Survey from Medicare

AUG 25, 2006

Became certified to do Pediatric Hospice and Palliative Care

AUG 17, 2008

Ron Jetter started as Executive Director

APRIL 30, 2013

Adopted new name, "Heartlinks Hospice & Palliative Care"

SEP 06, 2015

Bettie Filicetti, former Executive Director and Hospice Co-Founder, passed away in Arizona.

2017 BOARD OF DIRECTORS

Chair

Tammy Hollingsworth

People for People

Treasurer

Dorris Kresse

U.S. Bank

Vice-Chair

Mary Lee Robinson

Robinson License Agency

Jr., MBA, MHS, Fache

Brain Gibbons

Chief Executive Officer at Astria Sunnyside Hospital

MD, Secretary

Tamera Schille

Yakima Valley Farm Workers Clinic

Community Member

Phil Robillard

Former Credit Union Executive

Heartlinks History

FEB25,1986

Hospice office moved to the former Community Hospital South facility.

AUG09,1988

Certified for Medicare

FEB28,1998

Hobs was born

OCT27,2004

Changed name to "Lower Valley Hospice and Palliative Care"

MARCH18,1986

First Grief Support Group hosted by Geoff Piper

AUG05,1988

David J. Swofford, D.O. became Medical Director for Lower Valley Hospice.

FEB27,1990

Jan Brown, MSW named Health Care Person of the Year by Chamber of Commerce

NOV10,1998

Moved to current location: 3920 Outlook Road

AUG15,2005

Debra Roe-Johnson started as Clinical Director

JULY05,2017

New brand was launched



APRIL24,2018

Heartlinks celebrates their
40th Anniversary

You're Invited!

5-7PM | Varietal Brewing Company
416 E. Edison Ave. Sunnyside, WA 98944
RSVP: shelby@heartlinkshospice.org

SEEKING VOLUNTEERS

Committee Volunteers:

Fund Development Committee (call-in or in-person),
Special Event Committee

Patient / family Volunteers:

Spend time with our patients and their families.

Office Volunteers:

Office volunteers are much needed "extra hands" that play a key role in meeting deadlines for mailings and daily operations of the office.

Event volunteers:

Event volunteers assist with fundraisers and other community events.

HoBS (Hospice Benefit Store) Volunteers:

Our second hand store located in Prosser. The store is operated solely by volunteers. We are in need of assistance with sorting, pricing, and clerking.

For more information, please
email info@heartlinkshospice.org
or call 509-837-1676.

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