

Why donate to Heartlinks Hospice & Palliative Care?

Because your donation gives one more day. One more day to laugh, talk, love, sing, share, live. As a donor to Heartlinks, 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.

Please contact **Shelby Moore**, Executive Director, for more information: 509-837-1676 | Shelby@heartlinkshospice.org



To our Heartlink Supporters

For Heartlinks Hospice & Palliative Care, 2018 was a spectacular year as we cared for a record number of hospice patients, expanded our palliative care services, and continued to grow the support of our friends in the community. We continued our mission to enrich the quality of life for patients and their families in need of comprehensive end-of-life care, and we did this with excellence and compassion.

On behalf of the staff and board of directors at Heartlinks, we would like to honor Ronald K. Jetter for over 11 years of exemplary service to Heartlinks Hospice & Palliative Care (formerly Lower Valley Hospice). Ron's service to Heartlinks has been positively impactful and we wish Ron much happiness in his retirement. The board of directors is excited to announce that Shelby Moore has been unanimously elected as the new executive director for Heartlinks. Shelby has been serving as the Heartlinks development director for three years, and brings finely tuned skills that will allow us to shine in our community and beyond.

Many of you have experienced the meaningful care that hospice provides to people and their families at the end of life. In 2018, 388 hospice patients and their families across Benton County and Yakima County received unique, compassionate, and individualized care that only a hospice team can provide. For those not in need of hospice care, our other services combined reached an additional 425 patients and their families.

We could not have provided these services - from hospice and palliative care to grief support - without the support of our donors, volunteers, team members, healthcare community, and community partners. We thrive because we receive the generous support from so many. Dedicated volunteers provided a record-breaking total of 9,194 hours, while maintaining performance standards that have far surpassed state and national benchmarks.

With a growing, expert staff and the expansion of services, the team from Heartlinks Hospice & Palliative Care surround patients with unsurpassed experience, expertise, and access to quality care.

Thank you for your kind support.
With gratitude,

Shelby Moore
Shelby Moore, MPA, CFRE
Executive Director

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

John W. Allen DO
John W. Allen, DO
Medical Director

Tammy Hollingsworth
Tammy Hollingsworth
Chair, Board of Directors

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We would like to thank the following grantors for their generous support in 2018:

Legends Casino Hotel:
Loving Hands Program

Yakima Valley Community Foundation:
Corazones Unidos (Spanish Outreach)

Walmart Foundation:
Corazones Unidos (Spanish Outreach)

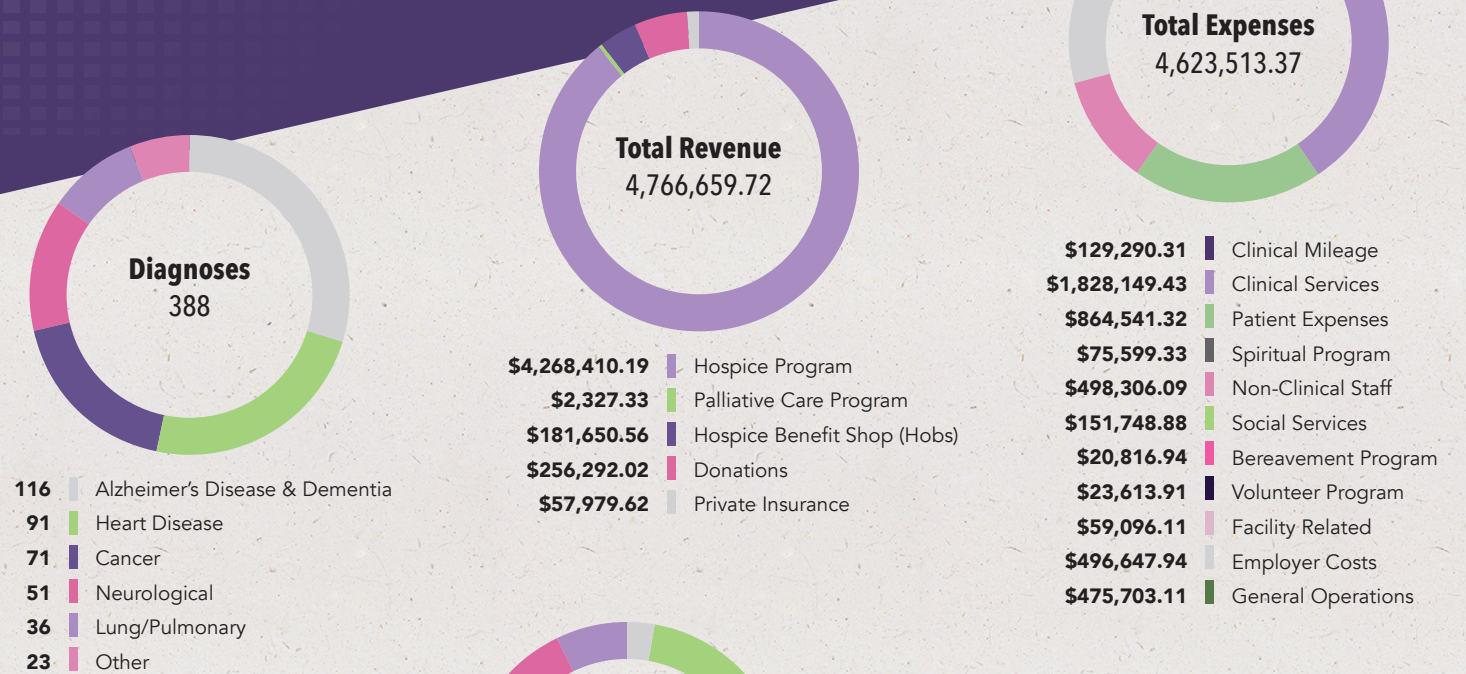
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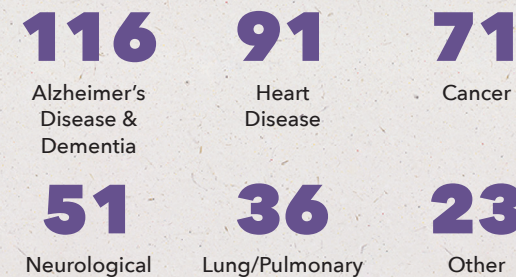
Women Helping Women Fund Tri-Cities:
Pediatric Palliative Care

Financial Report 2018

Medicare, Medicaid, Veteran's Benefits, and some private insurance plans cover hospice and palliative care services and over 90% of our revenue is received from these programs. However, the entire cost of providing these valuable services is not always reimbursed. Donations play a vital role in maintaining our commitment to providing care to all individuals in need, regardless of their ability to pay.



Diagnosis Types



	Yakima County	Benton County	Total
Patients Served	245	143	388
Patients Days	14,088	7,685	21,773



3920 Outlook Rd
Sunnyside, WA 98944



2018 Annual Report



Heartlinks
Hospice & Palliative Care

