

2019 Annual Report



Heartlinks

Hospice & Palliative Care

heartlinkshospice.org | 3920 Outlook Rd. Sunnyside, WA 98944

This has been an *exciting year*
at Heartlinks Hospice & Palliative Care.

We have continued to grow in ways that are innovative and responsive to the needs of our community, which is due in large part to our grantors and funders in 2019. As one of our supporters, you know that we are committed to providing the highest quality of care to each of our patients and their families.

It is with a heavy heart that in February we announced that after a quarter of a century, John Allen, DO, announced his retirement from Heartlinks as Medical Director and from practicing medicine. Dr. Allen has over 40 years of practice in the field of medicine, and has helped build the Heartlinks program to provide care to over 400 patients and families last year, alone. Local doctor, Derek Weaver, DO, has joined the Heartlinks team as Medical Director. Dr. Weaver is dedicated to promoting health and well-being of body, mind, and spirit and his goal has been to build community by developing interpersonal relationships. Dr. Weaver brings both extensive experience with family medicine, as well as a compassionate bedside manner, and is a welcomed addition to the Heartlinks team!

Our palliative care program has seen significant growth in 2019, due to the addition of team member: John Rogers DNP, ARNP, FNP-C as our Palliative Care Practitioner. This has allowed us to broaden our continuum of care and provide for people in the comfort of their own home, no matter their health challenges or stage of life. We are privileged to care for patients earlier and create relationships while they have many more years to come.

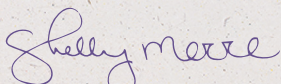
In 2019, 404 patients and their families across Benton County and Yakima County received unique, compassionate, and individualized care that only a hospice team can provide. For those not in need of hospice care, our other services combined reached an additional 550 patients and their families.

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 9,396 hours, while maintaining performance standards that have far surpassed state and national benchmarks.

We continue to remain sensitive to the challenging needs of our community, which is important as the United States population ages. By 2030, one in every five Americans will be of retirement age. Many of those adults are living with one or more chronic health conditions. This means that more people will require care in the comfort of their own home, as coping with multiple chronic conditions can be challenging.

Thank you for your continued support of Heartlinks Hospice & Palliative Care as we enrich the lives of patients and their families in need of end of life care.

Thank you for your kind support. With gratitude,


Shelby Moore, CFRE
Executive Director


Debra Roe-Johnson, RN, CHPN
Clinical Director


Mary Lee Robinson
Chair, Board of Directors

**2019
BOARD OF DIRECTORS**

Mary Lee Robinson
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Robinson License Agency

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Vice Chair
Gibbons Organic

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Stacy Kellogg
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People for People

Gary Street
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Sunnyside Valley
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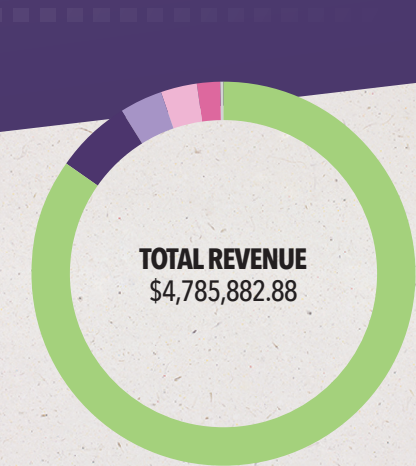
Shannon Hitchcock
Prosser Memorial Health

Jamin Mohler
Brookside Funeral Home

Brooke Rodriguez
Manley Crop/Basin Pacific

Financial Report 2019

Medicare, Medicaid, Veteran's Benefits, and some private insurance plans cover hospice and palliative care services and 89% 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.



\$4,147,302.97	Hospice Program
\$307,299.18	Donations
\$181,479.87	Hospice Benefit Shop (HoBS)
\$144,919.01	Private Insurance
\$95,298.80	Palliative Care Program
\$4,488.05	Pediatric Palliative Care



\$1,166,222.93	Clinical Services
\$920,263.80	Patient Expenses
\$878,167.37	Non-Clinical Staff
\$652,026.42	Employer Costs
\$1,033,139.50	General Operations
\$170,011.97	Social Services
\$164,239.51	Clinical Mileage
\$51,874.87	Spiritual Program
\$46,317.29	Facility Related
\$18,169.20	Bereavement Program
\$3,242.75	Volunteer Program

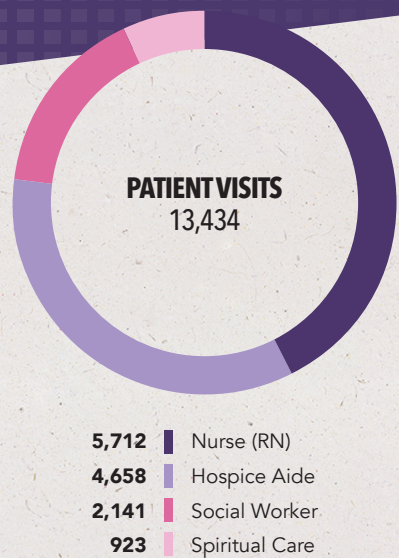


\$13,333.81	Patient Memorials
\$164,476.43	Special Events
\$181,479.87	Hospice Benefit Shop (HoBS)
\$47,361.80	Grants
\$80,013.14	Donations

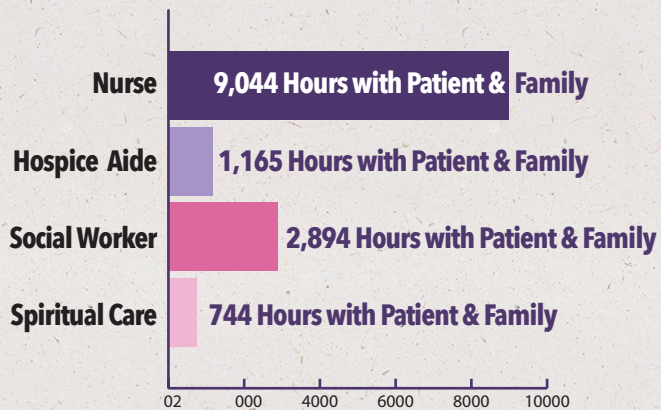


The mission of Heartlinks Hospice & Palliative Care is to enrich the quality of life for individuals and their families in need of comprehensive end-of-life care.

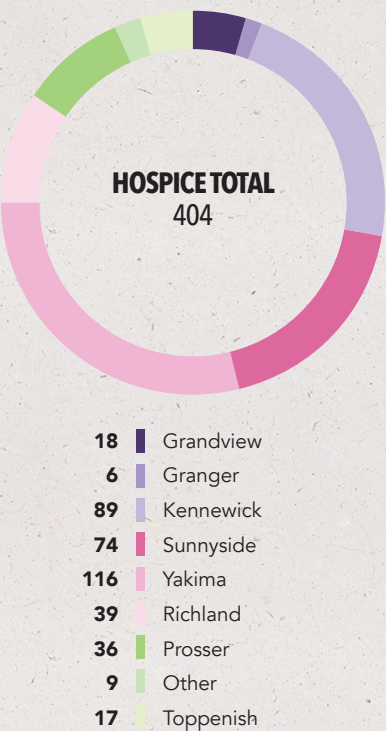
By the Numbers | 2019



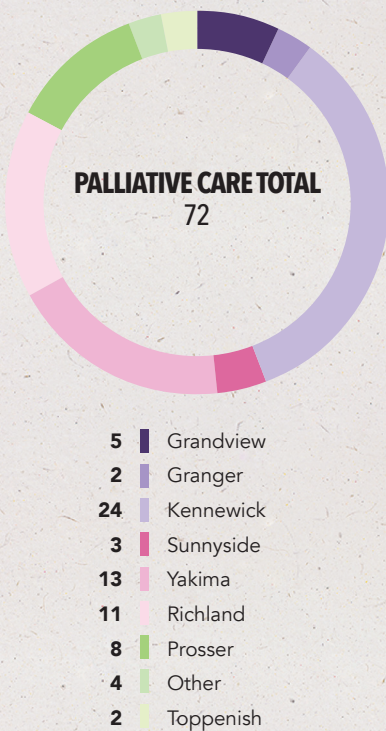
Hours Spent with Each Discipline



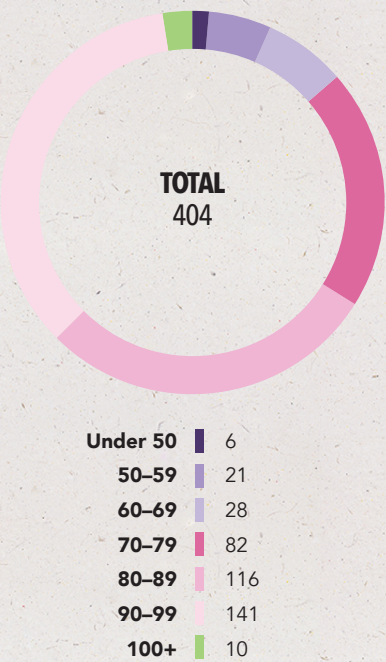
Location (Hospice)



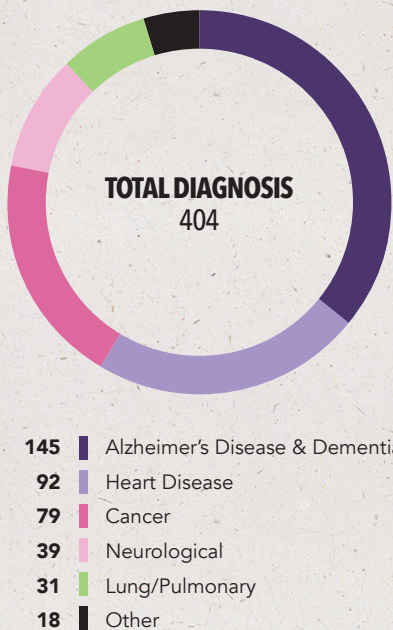
Location (Palliative Care)



Age (Hospice)



	Total Patients Served	Total Patients Days
Yakima County	237	15,613
Benton County	167	11,441
Total	404	27,054

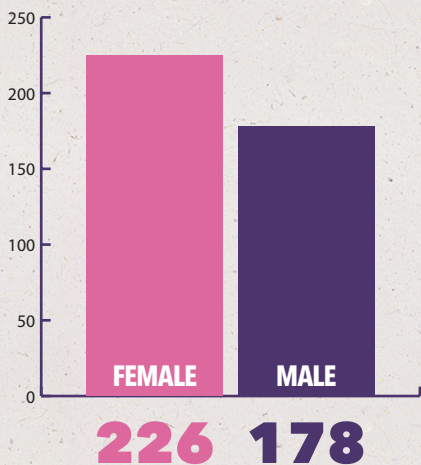


27,054 Patients Days	368 Grief Support Clients
404 Total Hospice Patients	72 Palliative Care Patients
83 Average Days on Service	56.8 Average Daily Census

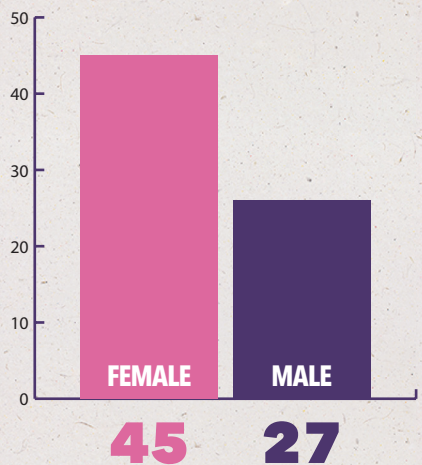
Total Patient Care Volunteer Hours	Total Hobs Volunteer Hours
2,092	7,304

Volunteers contributed 9,396 hours in 2019
A cost savings of over \$238,940

Hospice



Palliative Care



Grantors and Foundations

We would like to thank those that organized fundraisers on our behalf and the following grantors for their generous support in 2019:

14th Annual Horse Heaven Trail Drive:
Compassion Care

Legends Casino Hotel:
Loving Hands Program

Northwest Farm Credit Services:
Replacement Nursing Equipment

Pink Shamrock Foundation:
Compassion Care

Prosser United Good Neighbors:
Compassion Care

Sort 4 the Cause:
Palliative Care

Three Rivers Community Foundation:
Pediatric Palliative Care

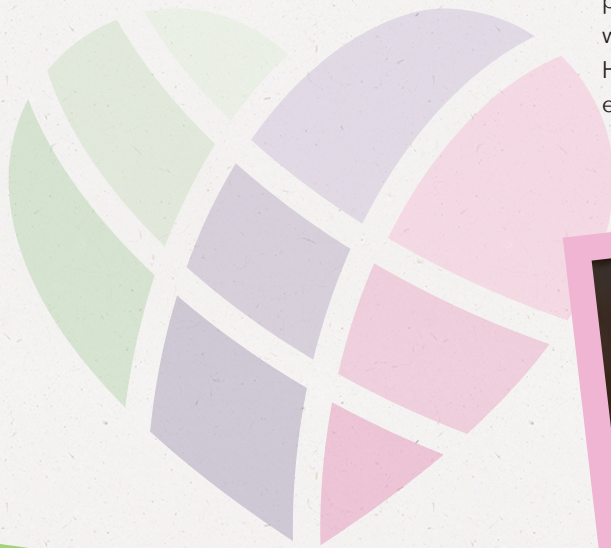
Walmart Foundation (Grandview):
Palliative Care

Walmart Foundation (Sunnyside):
Compassion Care

Women Helping Women Fund Tri-Cities:
Pediatric Palliative Care

Winemakers Loft Food Truck Rally:
Compassion Care

Yakima Valley Community Foundation:
Palliative Care



Save the Date
for our Hospice Gala:
February 6, 2021

Pre-Barrel Bash, presented by the Winemakers
Loft - virtual event: April 18, 2020

A very special thank you to Bill's Custom Bottling & Filtering for being our "Title Sponsor" of this event. This event would not have been possible without the generous support of:

Bill's Custom Bottling & Filtering
Christensen, Inc.

Coyote Canyon Winery
Ginkgo Forest Winery

Martinez & Martinez Winery
McKinley Springs Winery

Thank you to
our sponsors:

Hospice Gala:
February 1, 2020

A very special thank you to Prosser Memorial Health for being our "Title Sponsor" of the night. This event would also not have been possible without the support of:

Jay Kelley of Thrivent Financial

Manley Crop Insurance

Benton REA

Wise Hospice Options

Bellevue Healthcare

Hometown Rentals

Conover Insurance

Bale Breaker Brewing Company

Coyote Canyon Winery

Castle Catering

Treveri Cellars

Yakima Chief Hops

Shipleigh & Pease

Columbia Bank

Horse Heaven Grain

Good Samaritan Health Care Center

U.S. Cellular

Grateful Families Program

This year, we have welcomed the addition of a new fundraising program, called the "Grateful Families Program". This program was started by a group of families who wanted to recognize the Heartlinks caregivers whose kindness and compassion were especially meaningful to them, during their time with us.

Our Grateful Families program provides an opportunity to say "thank you" for the care that you and your loved ones may have received. A donation of any kind - whether that is sharing your story, volunteering, or providing a gift - will help enhance and continue the outstanding level of care our community has come to expect from us, and ensure it remains accessible to all.

There are many ways to
engage in the Heartlinks
Grateful Families Program:

- **Consider sharing your story:** The staff and volunteers go above and beyond to invest in each patient. It is our goal to help you cement your loved one's legacy by embracing their life story and presenting it to others. Please, share you or your loved one's story with us at <https://forms.gle/qsijmSysYziiDizB9> or write and mail us your story on the envelope provided.
- **Consider getting involved:** By volunteering your time and skills, you have the opportunity to serve patients and families during a tender time in their lives. There is a variety of opportunities to serve. Learn more, by calling our Volunteer Coordinator, at 509-837-1676.
- **Consider making a gift:** Your generosity will allow Heartlinks services to continue to comfort families and our community during unimaginable times and will give patients and their families the opportunity to live their last days with grace and dignity.



Your loved ones are not forgotten by our team, and we want to sincerely thank you for the opportunity to serve you and your family. At our weekly team meetings, we have the opportunity to light a candle as we remember each patient that we care for.

Please contact me anytime at **509-837-1676** or by email at shelby@heartlinkshospice.org with any questions about the Grateful Families Program.



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