

# ANNUAL REPORT



Heartlinks



# THE PRIVILEGE OF CARING.



Dear Friends of Heartlinks,

This past year has been remarkable. We had the privilege of caring for 578 patients and their families - 457 in hospice and 121 in palliative care - resulting in 27,000 patient days of exceptional care and comfort. Our grief support programs have expanded to Prosser, Yakima, Grandview, two Sunnyside locations, and two Tri-Cities locations, offering solace and support to those in need.

Our Hospice Benefit Shops (Hobs) in Prosser and Zillah achieved record sales of more than \$400,000, thanks to our community's support and the hard work of our volunteers and staff. Volunteers contributed 5,860 hours, saving us \$196,250!

A highlight of 2023 was our successful push for increased reimbursement for pediatric palliative care, ensuring our youngest patients receive the specialized care they need. We're excited about opening the Heartlinks Adult Family Home, with our first residents expected in October 2024, underscoring our commitment to comprehensive care.

We welcomed two exceptional clinical managers: Emily Mobley, RN, in October 2022 and Cassandra Asmussen, RN, CHPN, in July 2023. Both bring experience and passion, driving improvements in our services.

In 2024, we are expanding partnerships and community outreach. We're committed to educating our community through presentations at local senior centers, skilled nursing facilities, assisted living homes, clinics, churches, and other groups. We're also launching a caregiver support group and seeking community members to help.

As we grow to meet our community's needs, our need for support also increases. No patient is ever turned away due to their ability to pay, and we rely on our Compassion Care program to cover costs that insurance doesn't. Your involvement and support make a significant difference.

I'm honored to be part of Heartlinks, working with over 60 dedicated individuals passionate about providing compassionate care. Your support has been invaluable. Thank you for being part of our journey. With heartfelt appreciation,

Shelby Moore, MPA, CFRE  
Executive Director

## 2023 BOARD OF DIRECTORS

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# FINANCIAL REPORT.

Medicare, Medicaid, and Veteran's Benefits, along with select private insurance plans, provide financial support for hospice and palliative care services. However, the reimbursement for delivering these invaluable services continues to decline, posing a challenge in covering their complete cost.

Donations play a vital role in maintaining our commitment to providing care to all individuals in need, regardless of their financial capacity.



**Total: \$6,222,254**

\*Includes Memorial Gifts



**Total: \$6,667,876**

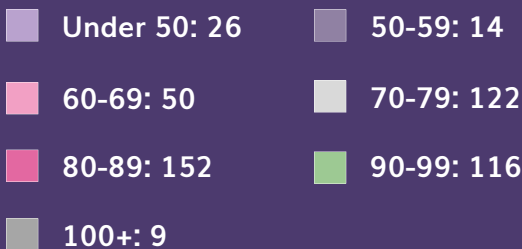
## Service by County

**Benton**  
236

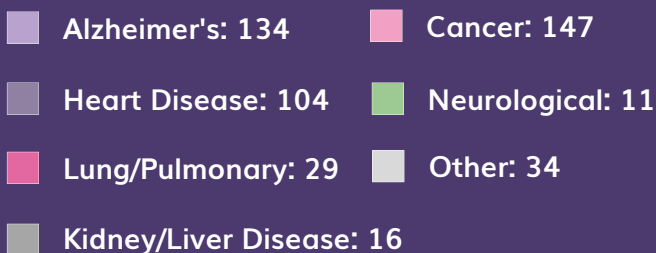
**Yakima**  
239

# HEARTLINKS IS HERE FOR YOU.

## Patient Age Report



## Diagnosis Report



### Hospice Care

When facing a terminal illness, people want the power to decide where they spend their final moments, how their symptoms are managed, and who they are surrounded by. Heartlinks supports patients, their families, and friends holistically by focusing on what's most important: being together, sharing memories, and finding peace.

### Adult and Pediatric Palliative Care

This supportive medical service is designed to provide relief from the symptoms and stress of a serious illness while you continue to seek treatment. It's available at any stage of an illness and can be provided alongside curative treatment. For pediatric care, Heartlinks works alongside a child's primary doctor and specialists who listen to your needs and collaborate to provide comprehensive care.

### Grief Support

One-on-one counseling or group sessions with grief support specialists are available to anyone in the greater Benton, Franklin, and Yakima County areas, regardless of whether or not your loved one was served by Heartlinks.

Please remember that we are always here for you.  
Connect with Heartlinks by calling (509) 837-1676.







Hospice Benefit Shop

# FRESH NEW LOOK.



Exciting changes have come to Heartlinks' Hospice Benefit Shop (Hobs) in Prosser! Thanks to the incredible support from our community, the shop now sports a vibrant new look. Grants from Historic Prosser Washington and Prosser United Good Neighbors allowed us to purchase paint, supplies, and a brand-new sign to refresh the façade of our beloved thrift shop on 5th Street.

In late April, volunteers from Grandview's Walmart Supply Chain Distribution Center #7021 rolled up their sleeves to paint the south and west exterior walls in a beautiful Historic Downtown Prosser color. Just days later, the talented artist Larelle Michener added a stunning ribbon mural with the phrase, "A boutique thrift shop to benefit Heartlinks." The finishing touch - a new sign - was installed on June 9th.

Every purchase made at our Prosser and Zillah thrift shops directly supports the Heartlinks Compassionate Care Fund. This fund ensures we can provide essential hospice, palliative, and grief care services to anyone in need, regardless of their financial situation.

Hobs has been a community fixture since 1998, founded by Jan Nilsson in honor of her mother-in-law, Anne O. Witcraft. In 2021, we expanded our reach by opening a second shop in Zillah. The revenue from both shops is vital in helping us serve children and adults in Benton and Yakima Counties with compassionate care.

**HOBBS** Hospice Benefit Shop

*Donate, Shop and Volunteer!*

**612 5th Street, Prosser**

M-F 9:30 a.m. to 4:30 p.m.

Saturday 9:30 a.m. to 1:30 p.m.

**907 Vintage Valley Parkway, Zillah**

M-F 9:30 a.m. to 4:30 p.m.

[HeartlinksHospice.org/Hobs](https://HeartlinksHospice.org/Hobs)



# YOU ARE INVITED!



Dust off your boots and mark your calendar for a legendary evening at the 45th Annual Heartlinks Hospice Gala! Step into your Western best for a night filled with exquisite wine, top-shelf whiskey, delicious barbeque, and exciting silent and live auctions.

**Saturday, October 19**  
**Doors open at 5 p.m.**

**Sauve & Son Farms**  
**1588 Belma Road, Mabton**

Interested in event sponsorship opportunities? Contact Shelby Sawyer at 509-737-7997 or [ssawyer@heartlinkshospice.org](mailto:ssawyer@heartlinkshospice.org)

**Thank You to Our Diamond Sponsor:**



To RSVP and learn more about becoming a corporate sponsor, visit [HeartlinksHospice.org/45thGala](https://HeartlinksHospice.org/45thGala).

## More than 70% of people don't have a will.

## Heartlinks is here to help!



Heartlinks honors life's journey by offering comfort and support when it's needed most. Similarly, creating a will is a profound act of care for those we cherish. This is why we've partnered with FreeWill, a user-friendly online tool that makes it easy for you to create a legally valid will, at no cost. It only takes about 20 minutes to complete. So what are you waiting for? Scan the QR code to get started!

# SCAN ME





# FOLLOW YOUR HEART.



## GRIEF SUPPORT

Grief and bereavement are normal experiences following the loss of someone close. Grief is the highly personal response to loss; bereavement is the extended period of adjustment. Grief may appear as an emotional and/or physical distress requiring assistance and support. Visit [HeartlinksHospice.org/grief-support](https://heartlinkshospice.org/grief-support) to connect with one of our Grief Support Groups.



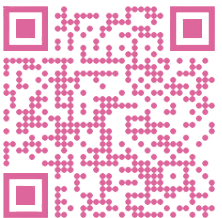
## VOLUNTEER

Heartlinks relies on volunteers in many unique and important ways. Each volunteer brings something special to help fulfill our mission of providing quality hospice care to patients and their families. Whether you are volunteering for office support, patient and family support or volunteering at our resale shop in Prosser or Zillah, you are making a difference in the lives of our patients and families. Fill out a Volunteer Application at [HeartlinksHospice.org/volunteers](https://heartlinkshospice.org/volunteers).



## MAKE A REFERRAL

Heartlinks is proud to care for patients and their families throughout Yakima and Benton Counties. To get started, simply make a referral. Anybody can do it, including friends and family. Visit [HeartlinksHospice.org/make-a-referral](https://heartlinkshospice.org/make-a-referral) or call 509-866-6426 to speak with an intake specialist.



## THANK YOU FOR GIVING

Thank you for giving to our mission. You are helping enrich the quality of lives and recognize their worth by providing the funding Heartlinks needs to offer comfort, care and support on life's journey. Please consider making another gift this year by scanning the QR code.

The mission of Heartlinks is to enrich the quality of one's life and recognize its worth by providing comfort, care, and support on life's journey.

[heartlinkshospice.org](https://heartlinkshospice.org) | 204 W. 2nd Street, Grandview, WA 98930



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