



IMPACT REPORT

2016-2017



The Elizabeth Hospice

Leading. Human. Kind.

2017 FISCAL YEAR IN REVIEW

 **2,527**
Patients **received** hospice care
(464 average daily census)

118
Children and teens **attended**
Camp Erin® San Diego

245 Children 
participated in school-based
and after-school bereavement
support groups

775 Adults  **engaged** in
individual counseling sessions
or bereavement support groups

 **672**
Veterans were **honored**
at pinning ceremonies

 **277**
Volunteers **dedicated**
11,873 hours of their
time to our community



Dear Friends and Contributors,

The Elizabeth Hospice is honored to provide hospice care, palliative care and grief support services to the people of San Diego County and Southwest Riverside.

As the largest and most experienced nonprofit hospice and palliative care provider in the community, we offer an extensive array of services to children and adults living with a serious illness, along with comprehensive support for their loved ones. Since 1978, we've had the privilege to provide quality medical, emotional and spiritual support to more than 97,000 people in the communities we serve.

At the heart of our mission lies a single focus: to enhance the quality of life for those nearing the end of life's journey and for those who grieve.

- We help our patients live each day to the fullest – pain-free, and surrounded by love and compassion. Our team of physicians, nurses, social workers, home health aides, interfaith chaplains, and trained volunteers provide the highest quality, compassionate care for our patients and their families.
- We believe that no one should ever have to grieve alone. Our highly trained, compassionate professionals are experts in grief and loss. We help children and adults understand their feelings and thoughts, and guide them through the process of coping with the effects of a serious illness or accepting the loss of a loved one.

We could not do this important work without you. Your investment in The Elizabeth Hospice enables us to provide comfort and counsel to children and adults who are facing life's most difficult challenge, and restore hope to grieving children and adults who are feeling lost and alone. On behalf of our Board of Directors and staff, I want to thank you for your generosity and support.

With gratitude,

A handwritten signature in cursive script that reads "Jan Jones".

Jan Jones, RN, BSN

President and Chief Executive Officer

P.S. Many thanks to our patients and their families, our clients, and our volunteers who allowed us to share their photos and stories in this Impact Report.

OUR VISION

The Elizabeth Hospice
aspires to a world
in which every life
ends with compassion,
dignity and peace.



STU

“When it became apparent that I could no longer keep Stu safe at home, we made the decision to move him into a private residential facility,” said his wife, Barbara.

At age 69, Stu was diagnosed with progressive supranuclear palsy, an uncommon brain disorder that causes serious problems with walking, balance and eye movements. This illness has life-threatening complications, such as pneumonia and swallowing problems.

“After Stu’s health started to rapidly decline and his needs began to increase, we turned to The Elizabeth Hospice. His care team provides medical, social and spiritual support. Everyone is kind, gentle, efficient and caring. They take their jobs seriously and are attentive to his needs. I learned that hospice isn’t a last resort. It’s another healthcare option.”

“We are blessed to have found The Elizabeth Hospice. We are no longer fearful about the end of Stu’s life. We know he will be well cared for and that he won’t be in any pain. What a relief this is for me and our children.”

“I learned that hospice isn’t a last resort. It’s another healthcare option.”

HOSPICE CARE

Since 1978, The Elizabeth Hospice has been at the forefront of hospice care in San Diego County and Southwest Riverside. With skill, compassion and kindness, our services go beyond relieving pain, answering questions and providing resources. We become the patient’s trusted companion, and customize the care experience to meet the patient’s unique needs and wants.



RACHEL

Rachel first became aware of The Elizabeth Hospice when her daughter, Charlie, was two months old. Charlie was born with a rare metabolic disease that had a poor long-term prognosis. While Rachel and Tommy were excited about taking Charlie home from the hospital, they knew they would need continuing medical support for their baby. The Elizabeth Hospice care team was by their side, providing information, guidance and resources. She met with Paula, her grief counselor, at her home while Charlie was on hospice service. After the sudden death of Rachel's husband, she accepted the offer for continuing counseling services at one of the office locations.

"As a 31-year-old, I didn't know anything about death. With the unexpected passing of my husband – and the death of my little girl seven months later, I needed help navigating through my grief-filled world."

"My grief counselors, Paula and Liane, are my life raft. With warmth and compassion, they are helping me manage my way through the storm and find my way back to shore."

"I needed help
navigating
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grief-filled world."

ADULT GRIEF COUNSELING

Recognizing that everyone processes grief in their own way, we offer a range of techniques and tools. These include experiential therapy (expressive art and play), traditional talk therapy and support groups. We also specialize in treating people whose painful emotions are so long lasting that they have trouble recovering from the loss and resuming their own life.



ETHAN

When a fatal accident took the life of 34-year-old Lauren, her family was devastated. Overwhelmed with grief, Lara, Lauren's mother, did her best to help her adolescent son Ethan cope with the death of his sister. She sought help from counselors, therapists and other professionals but none of these individuals could halt Ethan's downward spiral. Then she learned about the Teen Support Group from The Elizabeth Hospice.

"After my sister died, my grades dropped," said Ethan. "I didn't want to hang out with my friends anymore. I was freaking out and didn't know what I was going to do. In my support group, kids said, 'My grades dropped. I'm freaking out.' It really helped to know I wasn't the only one feeling this way."

"Group is where I express the feelings I can't express in the real world. Group is a place to be the person I've become after my sister's death."

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GRIEF SUPPORT FOR CHILDREN AND TEENS

We have the most comprehensive program for grieving children and their families in San Diego County and Southwest Riverside. Our services – on-site grief support groups in schools, peer grief support groups, a summer grief camp, grief education for school professionals, and one-on-one counseling – are open to everyone in the community.



CYNTHIA

Cynthia became a patient care volunteer for The Elizabeth Hospice after retiring from her practice as an Integrative Medicine Physician.

“As a patient care volunteer, I have the honor and privilege to spend precious time with people who are approaching the end of their life journey. They welcome me into their lives and share their stories. I get so much more than I give. To a person, each one has changed my life for the better,” said Cynthia.

“I’ll never forget one special gentleman – a World War II Veteran. He told me that his life felt empty and his impaired vision prevented him from reading. He was thrilled when I offered to read him a book about WWII. I would read a section and he would tell me more about the battle and its importance. When we finished the book, we started another. And then another. What started out as a simple conversation evolved into a deep connection and a true friendship.”

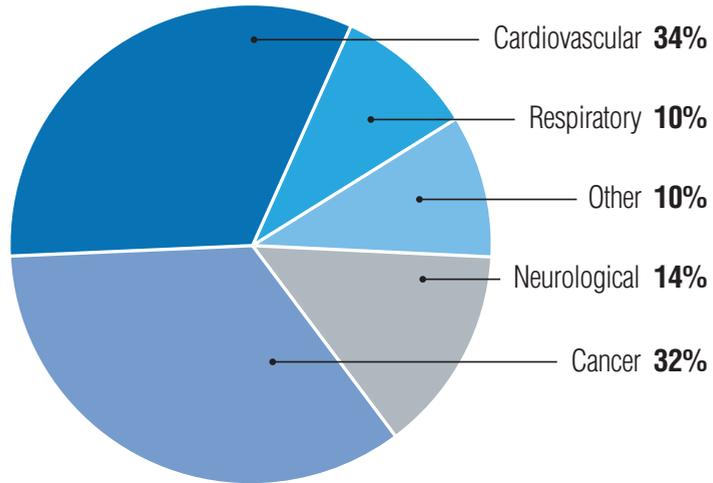
“I have the honor and privilege to spend precious time with people who are approaching the end of their life journey.”

VOLUNTEERS

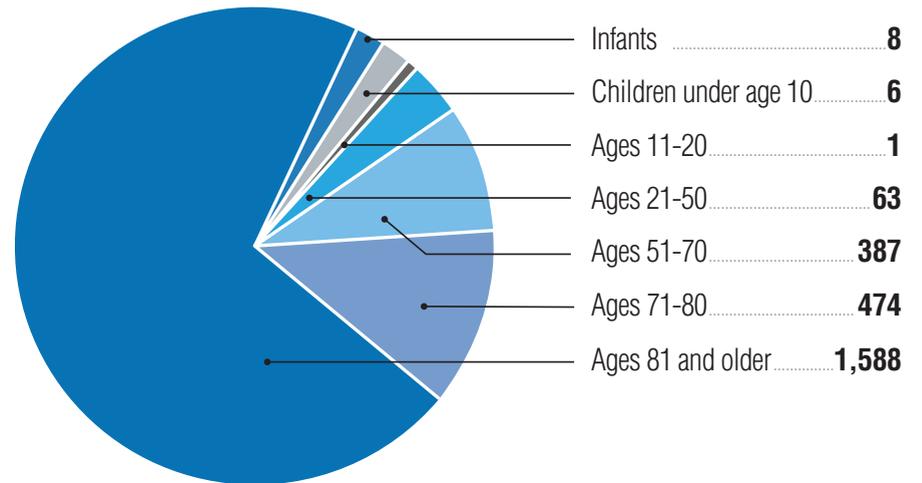
Volunteers serve an important role in our nonprofit organization. Whether engaging directly with our patients, providing support at events or advocating in the community as ambassadors of our work, they make a tremendous impact on the lives of everyone we serve.

INDIVIDUALS SERVED

HOSPICE PATIENTS BY DIAGNOSIS



HOSPICE PATIENTS BY AGE



FINANCIALS 2016-2017

INCOME

Patient Services	\$31,203,982
Community Support & Events	\$2,247,185
Investment Income	\$894,746
Other	\$124,372
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Total Income	\$34,470,285

EXPENSES

Direct Patient Care	\$17,993,535
Indirect Patient Care	\$7,385,723
Community Outreach	\$1,166,024
Management & General	\$5,358,556
Fundraising	\$517,780
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Total Expenses	\$32,421,618

Fiscal Year 2017 began on July 1, 2016 and ended on June 30, 2017.

PLANNED GIVING

You can create a legacy by including [The Elizabeth Hospice](#) in your will or estate. These planned gifts ensure that future generations will always have a community-centered resource for hospice care, palliative care and grief support.

Planned gifts can include:

- Bequests
- Charitable Trusts
- Charitable Gift Annuities
- Real Estate
- Retirement plan or insurance designations

ENDOWMENT

Contributing to our endowment fund or establishing a fund of your own is another great way to invest in the future of [The Elizabeth Hospice](#). Interest earned from these invested funds is used to support our programs and is an invaluable source of stability and longevity for our organization. Anyone can contribute to our endowment fund, no matter the size of your gift. Certain parameters apply when establishing your own named endowment fund.

For more information, please contact [Tylie Daniels](#), Planned Giving Officer, at **760.796.3708**.

BOARD OF DIRECTORS 2016-2017

BOARD OF DIRECTORS

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OUR MISSION

To enhance the
quality of life for those
nearing the end of
life's journey and
for those who grieve.



The Elizabeth Hospice

Leading. Human. Kind.

CORPORATE OFFICE

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The Elizabeth Hospice is a 501(c)(3) nonprofit. Federal Tax ID 95-3275679

SERVING SAN DIEGO COUNTY AND SOUTHWEST RIVERSIDE AS A NONPROFIT HEALTHCARE LEADER SINCE 1978