Dear Friends,

2018 marked a major milestone for The Elizabeth Hospice—40 years of caring for our community.

• 40 years of being a trusted companion to our patients and their families who are dealing with the challenges associated with a life-limiting illness;
• 40 years of providing comfort and counsel to children and adults who are grieving the death of their loved one;
• 40 years of ensuring that our services are available to all who are in need, regardless of their financial situation.

For more than four decades, we’ve remained committed to the mission of our founder, Elizabeth “Betty” Bulen, who established The Elizabeth Hospice as an organization of people devoted to serving the terminally ill and their families. We were saddened by Betty Bulen’s passing in December of 2017 but honored to continue her long tradition of caring.

Among our many accomplishments this past year was receiving the Gold Seal of Approval® by The Joint Commission, an independent organization that certifies and accredits healthcare institutions across the U.S. This award demonstrates a commitment to quality and a dedication to excellence.

On behalf of our Board of Directors and staff, I want to thank you for your generosity and support. Your investment in The Elizabeth Hospice enables us to provide an extensive array of services to children and adults living with a serious illness and grief support services to those who are feeling lost and alone. We could not do this important work without you.

With gratitude,

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 stories and photos in this Impact Report.
HOSPICE CARE

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

Mike and James

“When Mike’s neurologist suggested hospice care, I was terrified,” said Beth. “I thought hospice was for people at the end of their life—not someone like my husband. But Mike’s balance and swallowing became compromised and I was at my wit’s end. I was committed to caring for him in our home but realized I couldn’t do this alone.”

Mike was diagnosed with Multi-System Atrophy, a rare, neurological condition which affects the cerebellum, the brain’s balance and coordination center.

“The services provided by The Elizabeth Hospice are incredible. Mike has an entire care team—doctor, nurse, physical therapist, speech therapist, and social worker—dedicated to keeping him functioning to the highest level possible. Their support goes beyond providing medical care to attending to Mike’s emotional well-being, too,” said Beth.

Mike’s social worker, Lori, heard about Mike’s passion for chess. She asked if he would enjoy having a chess partner. Then Lori got busy finding the right one for Mike.

She found the perfect person in James. James had just completed the volunteer training program with The Elizabeth Hospice. He hadn’t played chess since he was a kid but was ready for the challenge.

Patients and volunteers often form mutually beneficial relationships. “It’s been great having Mike in my life,” said James. “He’s a sharp dude, even when he’s not communicating with words. Mike taught me much more than how to improve my chess game. He helped me see the value of slowing down and planning my next move—rather than acting impulsively.”

“I was committed to caring for Mike in our home but realized I couldn’t do this alone.”
GRIEF SUPPORT FOR ADULTS

Recognizing that everyone processes grief in their own way, we offer a range of techniques and tools. These include experiential therapy, 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.

“There is no pain like the pain of losing your sweetie,” said Tom. “You may think of yourself as a tough, independent person but when your heart is broken you need to reach out to others for help.”

Tom and Mary met when they were 13 years old. “It was love at first sight,” said Tom. “I was mesmerized by Mary’s beauty and knew she was the one for me. Although it was one year before I was able to convince her to go on a date, it was worth the wait. From that moment, until Mary took her last breath 58 years later, she was mine.”

During Mary’s final days of life, she received exceptional care from The Elizabeth Hospice. So when Tom’s daughter saw how much he was struggling after Mary’s passing, she contacted The Elizabeth Hospice for grief support. Tom joined the Spousal Loss Support Group where he was surrounded by others who understood his heartache and “what it felt like to be in a 60 ft. hole with a 56 ft. ladder.” It was there that Tom learned not to be afraid or ashamed to talk about the depth of his loss.

In addition to the support group, Tom attended one-on-one counseling sessions offered by the organization. “The grief counselors taught me how to talk from my heart about Mary,” said Tom. “I credit The Elizabeth Hospice for showing me how to open up and release my emotions. With their guidance, the counselors helped me heal my mind, my loneliness, my emptiness, my everything.”

“I credit The Elizabeth Hospice for teaching me how to open up and release my emotions.”
The word “camp” brings an enormous smile to Colin’s face and his eyes double in size. “Camp was magical,” said Colin. “There’s a spirit there and no outside distractions. You feel like you’re in a different world.”

Shortly after the unexpected death of their dad, Colin (age 16) and his sister Maddy (age 9), began their journey of healing and hope by participating in the Children’s Bereavement Program at The Elizabeth Hospice. They each attend a peer support group where they connect with their peers who also experienced the death of a loved one.

Colin and Maddy were among the children and teens who attended The Elizabeth Hospice’s summer bereavement camp. This camp is open to all grieving children in the community and is offered free of charge.

“Camp definitely changed me,” said Colin, “At camp, you can say things without people adding their thoughts. You tell your story and let it sink in. Everyone feels your story and you feel their support.”

Maddy’s favorite part of camp was the plate-breaking workshop where kids write messages about their anger, worries and stressors on a plate and send it soaring to a rock wall. “I got rid of everything I don’t want in this world anymore,” said Maddy.

“The Elizabeth Hospice is giving Colin and Maddy something I can’t give them,” explained their mother, Wendy. “At group and camp, they are surrounded by kids who know what their type of sadness feels like. Every child should have the opportunity to learn skills and coping mechanisms for grieving that don’t come naturally.”

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

A top priority for The Elizabeth Hospice is to keep our patients’ world whole. We believe the unconditional love and companionship that pet owners receive from their pet play an important role in their well-being and quality of life. Recognizing that a life-threatening condition can make it difficult for our patients and their families to care for their animals, we offer Pawsitive Pet Connect as a free service.

“As Harry’s illness progressed, I wasn’t able to take April on long walks,” said Sharene. “So when Kathleen, our social worker on The Elizabeth Hospice care team, told me about the Pawsitive Pet Connect program, I was thrilled.”

Volunteers help by walking dogs, playing with cats, as well as delivering pet food, flea medication, cat litter, and pet toys. Volunteers also assist with transporting pets to veterinarian and grooming appointments.

Dog-lovers Suzanne and Scott heard about this program and decided this would be a great volunteer opportunity. “Helping people care for their pets is a small thing that can make a big difference,” said Suzanne.

Just ask April, a 4-year-old, Coton de Tulear, a white ball of fluff with a big personality. Suzanne and Scott came to Sharene and Harry’s house three mornings a week to spend time with April. Their adventures included walks around the neighborhood and trips to the park.

“April looked forward to her time with Suzanne and Scott. She knew their schedule and would wait by the front door. Once she heard them walking up our driveway, she’d start squealing with joy. Suzanne and Scott gave something to April that I wasn’t able to give her, and that meant the world to me.”

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Sharene and April
John’s commitment to giving back to others is rooted in his childhood. His mom and dad were kind and caring people who always helped those in need.

When John’s father was nearing the end of his life, he received care from a hospice provider in Phoenix, AZ. John and his brothers benefitted greatly from the guidance provided by the nurses and other care team members. “This was my first experience with hospice. I saw how important this type of care is for the patient and the patient’s family,” said John.

As owner and operator of Design Fabrication, Inc. in San Marcos, John felt it was important to be actively engaged in supporting the community where he lived and worked. He joined the San Marcos Chamber of Commerce and soon became the Chamber’s Chair.

He met the CEO of The Elizabeth Hospice at a Chamber meeting. John’s passion for hospice and desire to positively impact the community led him to join the Board of Directors.

“The Elizabeth Hospice is improving the quality of life for people who are at the end of life’s journey as well as family members and friends who grieve after the death,” said John.

John’s support goes beyond being a community ambassador. He’s a generous donor, too. “I’m proud to support The Elizabeth Hospice because they put heart into everything they do. They’re here to ensure that nobody has to go through this challenging time alone. I believe everyone can help the community by making a donation of either time or money.”

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INDIVIDUALS SERVED

HOSPICE PATIENTS BY DIAGNOSIS
- Cardiovascular: 30%
- Respiratory: 10%
- Other: 13%
- Neurological: 14%
- Cancer: 33%

HOSPICE PATIENTS BY AGE
- Infants: 8
- Children under age 10: 9
- Ages 11-20: 14
- Ages 21-50: 94
- Ages 51-70: 473
- Ages 71-80: 558
- Ages 81 and older: 2,009

FINANCIALS 2017-2018

INCOME
- Patient Services: $37,157,470
- Community Support & Events: $6,955,847
- Investment Income: $1,003,198
- Other: $348,137
- Total Income: $45,464,652

EXPENSES
- Direct Patient Care: $21,419,311
- Indirect Patient Care: $9,375,790
- Community Outreach: $1,749,803
- Management & General: $7,047,077
- Fundraising: $716,214
- Total Expenses: $40,308,195
**OUR MISSION**

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

**OUR VISION**

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

**BOARD OF DIRECTORS 2017-2018**

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The Elizabeth Hospice

Corporate Office
500 La Terraza Blvd., Suite 130, Escondido, CA 92025  |  800.797.2050  |  elizabethhospice.org

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