



The Elizabeth Hospice



# year in review | 2020-2021



**2,667**

patients received  
hospice care



**756**

patients received  
palliative care



**411**

veterans were  
honored at pinning  
ceremonies



**146**

children participated  
in school-based and  
after-school bereavement  
support groups



**69**

children and teens  
attended summer  
grief camp



**170**

children and adults  
received crisis  
intervention support after  
community tragedies



**439**

stuffed bears and pillows  
were created as precious  
keepsakes for  
bereaved families



**371**

volunteers  
dedicated **9,302**  
hours of their time  
to our community



**736**

people engaged  
in individual counseling  
sessions and adult  
bereavement support  
groups

# from our President & Chief Executive Officer

Dear Friends,

As I reflect on the past year, my heart is filled with gratitude for the extraordinary compassion and commitment the people in San Diego County and Southwest Riverside County have shown towards those less fortunate. It is inspiring to see people come together, working as a team, to overcome the many challenges our community encountered.

Our team at The Elizabeth Hospice fine-tuned our care delivery in the rapidly changing Covid-19 environment. Practices and protocols were modified to meet the health guidelines established by the Centers for Disease Control and Prevention (CDC), World Health Organization (WHO) and local public health agencies. Through creativity and determination, we ensured that the personal touch that is the cornerstone of hospice remained intact. By being nimble and agile, we successfully navigated obstacles as they appeared. These obstacles included physical distancing, supply shortages of personal protective equipment, the need for regular testing, and so much more. We remained alert to the community's changing needs and focused on being a trusted community resource for hospice care, palliative care and grief support.

I am proud of our care teams, grief counselors and volunteers for their compassion and gentle touch in guiding people through one of life's most stressful times. They made it possible for children and adults grieving the death of their special person to receive individual and group counseling through a virtual platform, for veterans to be recognized for their military service during virtual ceremonies, for patients to relive cherished memories and experience new adventures through virtual reality, and for the community to honor their loved ones at drive-through celebrations.

On behalf of our Board of Directors and staff, I want to thank the community for its generosity and support this past year. Together we ensured that children and adults have access to an experienced resource they can rely on for guidance and support when confronted with an advanced, life-limiting illness and grief. We are deeply grateful for the honor of caring for those who need our services.



With gratitude,

A handwritten signature in black ink that reads "Sarah McSpadden". The signature is fluid and cursive, with a large loop at the end.

**Sarah McSpadden, RN, MSN, MHA**  
President & Chief Executive Officer



# our services

## Hospice Care

Hospice care is specialized care when an individual and their doctor determine that future efforts to cure an advanced life-limiting illness are no longer feasible or desirable. We offer an extensive array of services for children and adults, along with comprehensive support for your loved ones. Our focus is on helping people make the most of every moment of living by ensuring they are as comfortable and pain-free as possible.



“‘Quality of life’ is more important than ‘quantity of life.’ I had never been down this road before. Whenever I had concerns or was unsure about what to do for my dad who was battling cancer, I reached out to The Elizabeth Hospice. They were available 24/7 to answer my questions, provide equipment and care for his physical needs as well as the emotional needs of our whole family.”

—Linda, daughter of veteran Jerome

## Elizabeth Palliative Care

Elizabeth Palliative Care is designed to relieve patients from the symptoms, pain and stress of a serious or life-limiting condition for patients who are continuing to receive curative treatment. Our team of care navigators is specially trained in pain and symptom management. Their focus is on improving the quality of life and preserving the dignity of life for patients.

We continued to provide hospice care, palliative care and grief support to children and adults during the COVID-19 pandemic. Our care teams stayed connected to their patients, often serving as a bridge between families and their loved ones and helping reduce their patients' feelings of isolation and loneliness. Counseling sessions with those who were grieving the death of a loved one were conducted via videoconferencing and telephone for children and adults in our community.



**"Bob and I have been married for 53 years. When his health declined, I wanted to do everything possible to help him. Bob's doctor, who we respect and trust, recommended palliative care from The Elizabeth Hospice so we decided to explore this health care option. I needed support and it was easy to see that the Palliative Care Team could help. They keep me grounded and never make me feel that my questions are silly or unimportant. It's a great comfort to know these skilled, kindhearted people are here to guide me in caring for my husband."**

*- Janice, Bob's wife*

## Pediatric Hospice

Our Pediatric Team works in concert with a child's primary care physician and specialists to relieve symptoms and manage pain for children diagnosed with a life-limiting condition. Pediatric hospice care can be provided while the child is receiving curative treatment.



"Jacob was born with a genetic neurological condition that has delayed his development and causes long-lasting irritability spells. One of his crying fits can last several days. When Jacob turned 2, I heard about The Elizabeth Hospice's pediatric care program. I thought hospice was only for people who were terminally ill. But I learned that this service is available for children with complex medical conditions and that pediatric hospice care could provide our son and family with extra help and support. Jacob's care team focuses on his needs and is always looking for ways to enhance his quality of life. These skilled compassionate professionals work together beautifully. This is the best family-centered care program that we could have found for our son."

—Rachel, Jacob's mom



# our services

## Grief Support

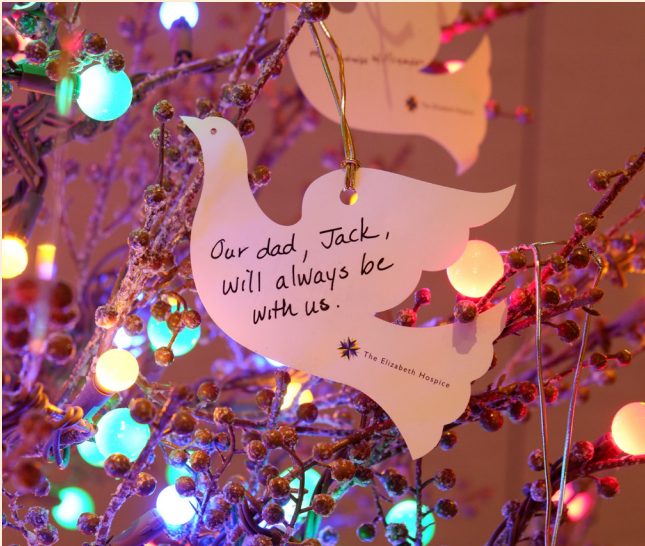
Coping with the loss of someone you love is one of life's major challenges. Our licensed counselors and trained volunteers guide people of all ages through grief and loss. We provide a safe, supportive and confidential environment for children and adults to address their feelings and learn healthy coping skills. Our services, which include individual counseling sessions and support groups, are open to everyone in the community, including those who do not have a patient affiliation with The Elizabeth Hospice.



**"When my dad died of cancer, I locked myself in my room and cried. I had a bunch of emotions and I felt all alone. I didn't talk to anyone about my dad's passing. My mom enrolled me in the Peer-Based Grief Support Group from The Elizabeth Hospice. At first, I just listened. After a few sessions, I shared my story. The weight of the world came off my shoulders. Talking to the other kids and facilitators relieved the pain that was inside of me. The anger, sadness and guilt have started to ease. I'm beginning to feel hopeful again."**

*—Aaron, Children's Bereavement Program participant*

## community events



### Light Up a Life

To ensure the safety and well-being of our guests, Light Up a Life 2020 was a drive-through event. Hundreds of attendees traveled along a pathway of luminaria at the Center for the Arts, Escondido, on November 17, while enjoying live music, adding an ornament to the holiday trees, hearing inspirational messages and snacking on delicious treats. It was an opportunity for community members to honor and celebrate the special people who have brightened their lives.



### Wings of Hope

Ella was one of the 400 people who attended Wings of Hope 2021 in the comfort and safety of her car. Everyone listened to live music, heard uplifting messages from our grief support team, enjoyed sweet treats, and received a butterfly with instructions for releasing it in their own outdoor space along with a sunflower to attract the butterfly. Wings of Hope is one of the many ways that The Elizabeth Hospice supports people in our community who are grieving the loss of their special person.



# ways to give

## You can make a difference in someone's life.

Your generosity makes it possible for The Elizabeth Hospice to better serve our community members when they are faced with the challenges associated with an advanced, life-limiting condition or when they are grieving the death of a loved one. Generous donations help fund care and programs not reimbursed by Medicare, Medi-Cal or insurance plans. Nobody in need of hospice care and grief support has ever been turned away for financial reasons.

## Sustaining Supporter

Create a monthly or quarterly automatic donation from your credit card, debit card or bank account. Any amount is appreciated.

## One Charitable Gift, A Lifetime of Benefits

A planned gift ensures that future generations have access to the many services of The Elizabeth Hospice. Some planned gifts provide tax savings while preserving assets for you and your family. A legal, financial or other qualified professional advisors can help you determine the best way to achieve your desired goals.

*To learn more, visit:*  
[legacy.elizabethhospice.org](http://legacy.elizabethhospice.org)

## Donate a Car

It's easy to turn your car, truck, motorcycle or boat into a donation to The Elizabeth Hospice. We accept most motorized vehicles. Call 855.500.7433 to speak with a representative who can answer all of your questions.

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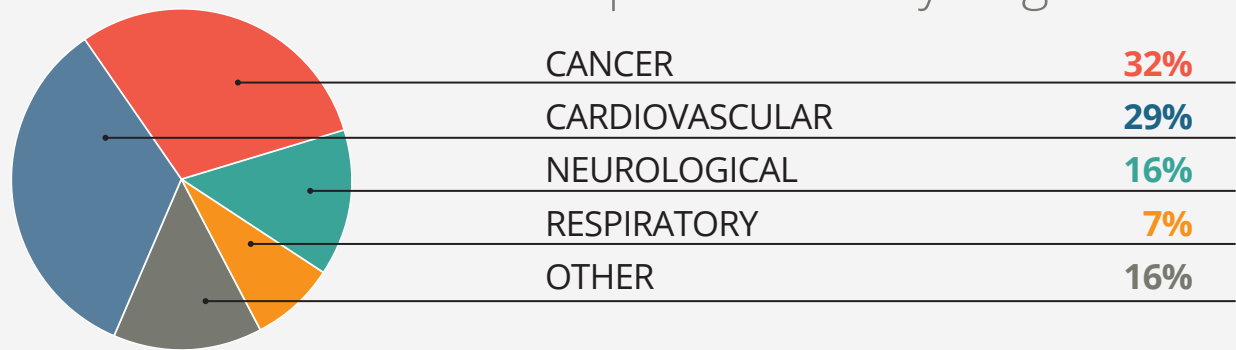
*For more information, contact:*

Chief Philanthropy Officer  
The Elizabeth Hospice  
500 La Terraza Blvd., Suite 130  
Escondido, CA 92025

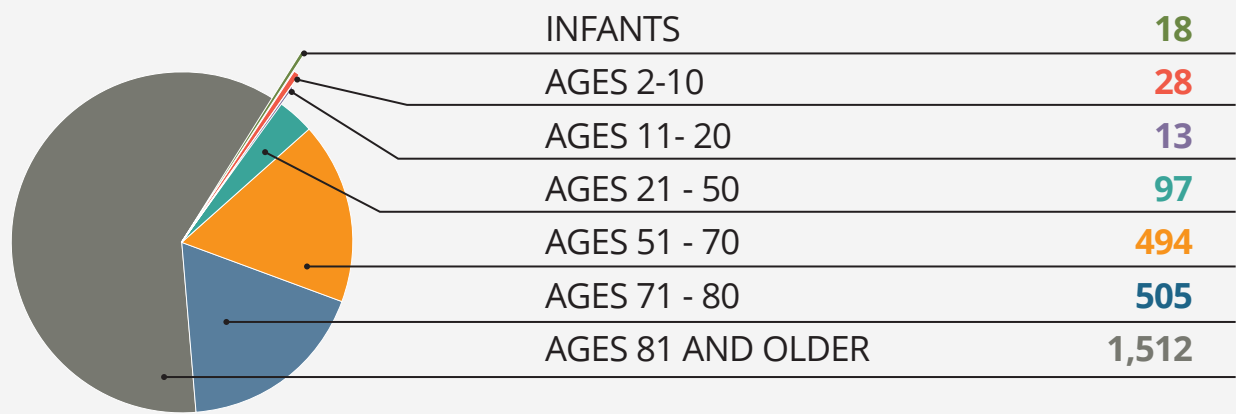
*To donate online, visit:*  
[elizabethhospice.org/donate](http://elizabethhospice.org/donate)

# individuals served

Hospice Patients by Diagnosis



Hospice Patients by Age



Non-Patients\*

BEREAVEMENT SERVICES	519
VETERAN SERVICES	424

\*Lower than normal participation due to the COVID-19 pandemic.

# financial overview | 2020-2021

## Income

Patient Services	\$40,435,175
Community Support & Events	\$1,273,208
Investment Income	\$6,321,328
Other	\$2,069,060
<b>TOTAL INCOME</b>	<b>\$50,098,771</b>

## Expenses

Direct Patient Care	\$21,814,747
Indirect Patient Care	\$8,419,059
Community Outreach	\$926,906
Management & General	\$6,213,015
Fundraising	\$1,020,423
<b>TOTAL EXPENSES</b>	<b>\$38,394,150</b>

July 1, 2020 through June 30, 2021



## 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.



The Elizabeth Hospice has earned the Gold Seal of Approval from The Joint Commission, an independent organization that certifies and accredits healthcare institutions across the U.S. This certification demonstrates our commitment to quality comfort care and dedication to excellence.

## board of directors 2020-2021

Mark Neu, Board Chair

Sarah McSpadden, RN, MSN,  
President & Chief Executive Officer

Theodore Davis

Doug Dawson

Michelle Hays

Dan Laframboise

Denise Logue

Michael McDuffie, PhD

Tammy Morita

George Olmstead

Lori Rappaport, PhD

Cynthia Robertson, MD



**The Elizabeth Hospice**

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