



The
HOSPICE
of East Texas

2021

G R A T I T U D E

R E P O R T



Marji Ream
President/CEO

Dr. Martin Luther King, Jr. stated, *"the ultimate measure of a man is not where he stands in moments of comfort and convenience, but where he stands at times of challenge and controversy."* 2021 was indeed a time of challenge, another year of uncertainty, sadness, weariness and loss caused by the ravages

of the pandemic. Our leaders and staff dealt with physical, emotional, spiritual, financial and regulatory challenges. Through it all our boards provided wisdom, counsel, support and inspiration, and we prevailed. THIS IS US!

We began the year with a February 1 "go-live" on a new electronic medical record system, an enormous undertaking for any organization. With "Snowmageddon", our staff rose to another challenge. Nurses, aides, cooks and housekeepers literally stayed around the clock for days at HomePlace to care for patients. The staff in Home Care, Pharmacy and Durable Medical Equipment secured backup equipment, batteries, medications, oxygen and supplies and distributed them to patients across our 23-county service area. A team of volunteer and staff road warriors braved the conditions to provide whatever was needed (secretly some of them just enjoyed the opportunity to test the prowess of their 4x4 vehicles and their navigation and personal driving skills!). THIS IS US!

Wisdom, patience, pragmatism and hard work prevailed as HOET navigated Covid challenges, and at all hours of the days and nights, our team was present for patients and families, even as our own staff struggled with the loss of family and friends. Through all of this, our clinical acumen, professionalism, passion, compassion and dogged determination were abundant and critical to the HOET mission. THIS IS US!

Remarkably and tellingly, Hospice of East Texas had one of the lowest people turn-over years in the recent past, a tribute to our care for and about each other. It is also a tribute to the outstanding leadership team, the steadfast knowledge of a Board that supports us so freely with their gifts of time, listening and expertise, and a community that continues to bestow Hospice of East Texas with philanthropic support and enthusiasm. THIS IS US!

We are poised to embrace the challenges and opportunities of 2022, to grow to meet the ever-changing needs of our communities and celebrate our 40-year legacy. THIS IS US! This is YOUR Hospice of East Texas.

MESSAGES OF GRATITUDE FROM THE BOARD CHAIRS



Bob Roseman
Hospice of East Texas
Board Chair

It is with a humble heart that I greet you. Hospice of East Texas was created by a consortium of great leaders 40 years ago, setting forth a mission to passionately provide end of life care for patients and their families. I am

humbled to serve in the wake of those founding leaders and among those who work to uphold that mission through the years. So many challenges have come along that have required adaptation and innovation to carry out our mission to provide the absolute best care for all who come to us, regardless of their ability to pay for such care I am humbled to witness the skill and stamina of the HOET staff even now, as we continue to face one of those great challenges – a pandemic that has now lasted two years!

President and CEO Marji Ream and Chief Operating Officer Christi Baggett lead HOET with grace and precision. The entire team at HOET is passionate about our mission. Even during this time of very high demands and difficult working conditions, HOET has experienced one of the lowest staff turnover rates in our history. This reflects the culture that permeates the organization.

Your faithful support of Hospice of East Texas is humbling as well. We are blessed by your support and take very seriously the responsibility to be good stewards of your contributions. Sharon Howell does an outstanding job leading the Hospice Foundation board in wisely investing assets and providing funding as needed.

As 2022 marks our 40th anniversary of service to the East Texas Community, please join me as we strive to equip Hospice of East Texas to carry on its mission for future generations! May God richly bless you and Hospice of East Texas!



Sharon Howell
Hospice of East Texas
Foundation Board Chair

Authenticity! This word best describes Hospice of East Texas and our mission to enhance the quality of life for individuals and families dealing with life-limiting illness while also assisting bereaved family members compassionately

and comprehensively through coordinated care and support. Our foundation board continually witnesses our staff, led by our incredible CEO, Marji Ream, provide consistent, tender and abundant care to families during their difficult hours of need. In February 2021, we witnessed our staff provide uninterrupted care in spite of SNOVID. We listen to "mission moments" from our families validating the continued commitment to end-of-life care. Our leadership team of Nancy Lamar, Chief Philanthropy Officer, and Kristen Seeber, Vice President of Development, continued to "raise the bar" in 2021 with our annual campaign theme "We are all just walking each other Home" and our Light Up a Life campaign. Our foundation is purposely driven to make the best collaborative financial decisions to support the future HOET operations.

The foundation board members strive to make business decisions consistent with our HOET mission and recognize our numerous volunteers who show up daily to greet our families, visitors and staff with their beautiful smiles and cheerful hearts.

To serve as chair of the foundation board is my blessing and joy. Often in the parking lot, I encounter a grieving family member or visitor, but when I walk through the door our mission is clear as we join together to walk each other home. My gratitude to Bob Roseman for his leadership of the HOET operations board as we both strive to lift up our staff, our leadership team and our volunteers for Hospice of East Texas.



CARE, COMPASSION AND COMMITMENT

Throughout East Texas, the dedicated staff and volunteers of Hospice of East Texas provide extraordinary care and compassion to patients and to the families who love them. As the region's largest and longest-serving hospice organization, our commitment to care is unique in its quality, depth, and breadth of service. **THIS IS US. THIS IS YOUR HOSPICE OF EAST TEXAS.**

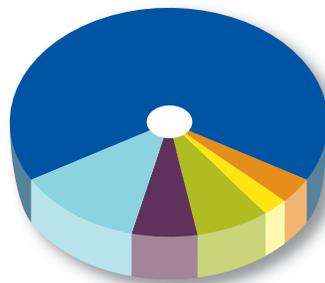
Total patients cared for in 2021.....	2,265
Patients per day (Home Care average daily census).....	222
Patients per day (HomePlace average daily census).....	16
Miles driven for patient care.....	1,552,233
Bereavement mailings to families after the death of their loved one.....	12,689
Bereavement phone calls to families after the death of their loved one.....	2,597
Patients who were veterans and recognized for their service.....	398
Total amount of unfunded care provided to those without a payor source.....	\$633,174

CONSOLIDATED FINANCIAL SNAPSHOT

(Hospice of East Texas, Hospice of East Texas Foundation, Texas Palliative Care combined)

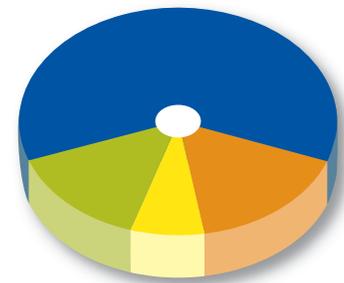
As nonprofits, Hospice of East Texas, Hospice of East Texas Foundation and Texas Palliative Care are committed to investing our revenue and philanthropic support to maximize patient and family care.

SOURCE OF FUNDS 2021



■ Medicare.....	66.8%
■ Medicaid.....	3.8%
■ Other Insurance.....	2.6%
■ Memorials, Donations, Fundraising, Thrift Store, Soda Shop	7.6%
■ Investment/Interest.....	6.5%
■ Other Operating.....	0.1%
■ COVID Government Assistance....	12.6%

USE OF FUNDS 2021



■ Operations, Pt Care, Professional Svcs, Volunteer Svcs, Bereavement.....	57.1%
■ Pt Expense (Supplies, Med, Equip, Ambulance, Contract Hospital), Face to Face.....	14.2%
■ Building.....	4.7%
■ General & Administrative (HOET + HOETF), Investment Expenses, TPC.....	11.9%

Funds based on a percent of total revenue.

COMMUNITY CONTRIBUTIONS

3,294
monetary
gifts

\$1,572,715
contributions
received

\$1,192,131
HOET Foundation
grant to HOET

\$134,004
Light Up A Life
total

\$44,700
East Texas
Giving Day
total



WHY OUR MISSION MATTERS



To the many MD's, RN's, CNA's, Custodial, Administrative, and Kitchen Staffs, Social Workers, Volunteers and anyone I may have forgotten to mention,

Thank you for your dedication to helping others in their final time of need. You are truly Angels here on earth. Thank you for the care and attention you have given to my sister Judy. It takes special people to do the kind of work you do.

May your holidays be blessed,

Jerry Daneman

To all the staff of HomePlace:

There aren't enough words to explain how grateful I am to each of you. I especially wanted to thank Tasia for taking such good care of Dad right up to his last breath; India, Zeta, & Renaa for making sure he was always comfortable; Dr. Ferguson and Katy for always telling us what to expect (and yet still doing so in a comforting way!);

and Cindy for going toe to toe with a crotchety old man!

You were all such a blessing to Dad and our family. I can't imagine having to face his final days without you and will be forever grateful for the care you provided.

With much love,

Melinda Smith
(daughter of Wayne Toliver)

Hospice Staff,

No words can express the gratitude we have for you and the care you provided our dad. Although his stay was short we could tell he was comfortable and at peace. We appreciate the card, letter and call we received to express condolences and to check on how we were coping with our loss.



Very much appreciated all of your help and empathy. I have a very big Thank You for Debra Dial and Chaplain Tim. I also want to mention the weekend on-call staff who helped.

Dad, Sherman Lee Nichols, will be buried @ National Veterans' Cemetery on 1/4/22.

Thank you very much
Shirley Johnson
daughter

Entire Staff at Hospice

Our family can't begin to thank you enough for helping Dad and the family through a difficult time. All of you were so helpful, kind and gracious. You are truly God sent. Thank you - Thank you!

Marilyn Griffin Bailem

Hospice of East Texas

2021 BOARD OF DIRECTORS

Bob Roseman
Chair

Garnett Brookshire
Vice-Chair

Nancy Abernathy
Secretary

Sherry Dunn
Treasurer

- | | |
|-----------------------|---------------------------------|
| Mike Allen | Johnna Fullen |
| Kathy Babin | Julie Greene |
| Robert Bailes | Rick Jett (<i>ex officio</i>) |
| M. Thomas Beets | Ranjit Kodali |
| Bob Bondurant | Kathryn Lake |
| Vicki Briggs | Tracy Lisner |
| Shelley Brophy | Mel Lovelady |
| Rev. Ralph Caraway | Aaron Martinez |
| Shannon Dacus | Scott Myers |
| Twinkle Duncan | Jason Proctor |
| Kelly Eltife | Ellen Trant |
| Dr. Laura Ferguson | Jay Ward |
| (<i>ex officio</i>) | Joseph Woelkers |

Hospice of East Texas Foundation
2021 BOARD OF DIRECTORS

Sharon Howell
Chair

James Ray
Chair-Elect

Randy Childress
Secretary

Andrew Adams
Treasurer

- | | |
|----------------------------------|---------------------------------|
| Rick Allen (<i>ex officio</i>) | Rick Jett (<i>ex officio</i>) |
| Lindsey Bradley | Jeb Jones |
| Mike Coker | Natalie Lynch |
| Dawn Franks | Jim Mazzu |
| Kris Gusa | Scott Myers |
| Jennifer Harris | Rick Rayford |
| Eddie Howard | Peggy Smith |

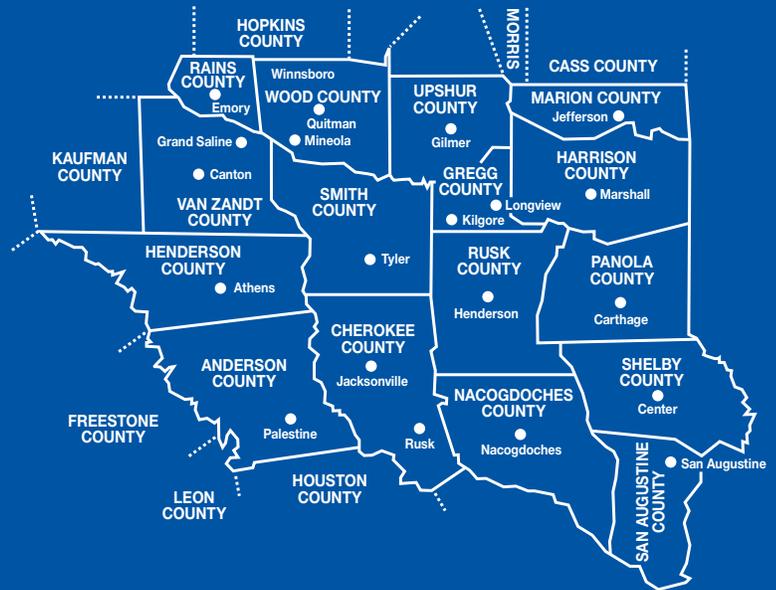
OUR MISSION

Hospice of East Texas seeks to enhance the quality of life for individuals and families dealing with life-limiting illness and to assist bereaved family members by providing compassionate, comprehensive, coordinated care and support.

OUR VISION

We are the blueprint for exceptional end-of-life care, inspired by commitment to our patients, our people, our purpose.

SERVING EAST TEXAS



HOSPICE OF EAST TEXAS

