



Marji Ream

President and CEO

In 2019 Hospice of East Texas launched an advertising campaign touting our organization as “The Experts” in end-of-life care. Throughout East Texas, on billboards and in television ads we are proudly proclaiming our expertise. But what does being an “Expert” really mean?

To be an “Expert” calls for dedication. Our Staff are dedicated, skillful, accomplished and extremely competent. In all that they do, they hold our patients and their families at the heart of their work, and their consistent effort and excellence are what sets Hospice of East Texas apart from all the others.

To be an “Expert” calls for wisdom. Our Boards of Directors are wise, strong, thoughtful and intentional in their work to guide and govern our mission. They understand the issues challenging community-based hospices, and they are fiercely dedicated to helping Hospice of East Texas lead the field in end-of-life care in our communities.

To be an “Expert” also calls for compassion, a quality our selfless volunteers bring to their work every day in the many ways they serve our patients and support our staff.

The dedication, wisdom and compassion of these “Experts” have facilitated Hospice of East Texas’ navigation through the challenges of the healthcare landscape and will be our guide in the years to come. We are proud to be “the Experts.” We are proud to be a mission-driven, community-based hospice and to put people before profits as we serve the People and Communities of East Texas.

Annual Report Notes from the Chairmen



Scott Myers

*Hospice of East Texas
Board Chair*

We are so fortunate to have our CEO, Marji Ream, and her team including our volunteers and such forward thinking community leaders on both our operating and foundation boards – all faithful to our Mission.

A year ago, I shared with you the unprecedented challenges facing everyone in US Healthcare including hospice. And, I summarized what we are doing to adapt and overcome these challenges – just as we have responded numerous times over our history.

I am pleased to report to you that Marji and her team are making significant progress on each of our four strategic initiatives. Our patients served are up about 9% this past year. We continue to be blessed by the generosity of our donors.

These strategic initiatives will take several years to fully implement to ensure we serve East Texas for decades to come. The support of our community and our Foundation reserves provide us the time we need to implement these key strategies.

We remain faithful to the vision that Evelyn Lake and her friends in the Junior League had 37 years ago when they founded HOET. We will continue to provide compassionate hospice care that includes palliative, bereavement and unfunded care. And, we will continue to enhance our peaceful in-patient facility – HomePlace. We are looking forward to celebrating the 20th anniversary of HomePlace in 2020.

Thank you for your continued support. Because of you, I am confident we will continue to grow and serve East Texas for the next 37 years.



Robert Bailes

*Hospice of East Texas
Foundation Board Chair*

It has been a privilege to serve as Chairman of the Hospice of East Texas Foundation Board of Directors. Our organization has a wealth of talent represented in its staff, its officers, its board members, and its donors.

The presence of this talent is making it possible for Hospice of East Texas to continue to perform its mission of providing end-of-life care and its broad range of related services to the residents of East Texas, without regard to their ability to pay.

The Hospice of East Texas Foundation has been the beneficiary of a strong stock market as well as being the recipient of some significant bequests over the last year. The assets in our portfolio have allowed us to make distributions to Hospice of East Texas to help it deliver its services. That’s why the Hospice of East Texas Foundation exists: to support the extraordinary care of Hospice of East Texas.

Private philanthropy is critical to our ability to provide the ‘extras’ that make our care so extraordinary. The operating Board led by Scott Myers and the Foundation Board have been working together through a “development task force” to structure a forward-looking strategic plan to increase private philanthropy and grow the assets in the Foundation. The task force has been chaired by Barbara Bass and Sherry Dunn who have done a wonderful job.

I look forward to seeing Hospice of East Texas continue its mission for many years to come.

Extraordinary Care, Compassion and Commitment... from the EXPERTS

Throughout East Texas, the staff and volunteers of Hospice of East Texas provided the extraordinary care and compassion to patients and families that only EXPERTS can provide. As the region's largest and longest-serving hospice organization, we uphold our commitment to care that is unique in its quality, depth and breadth of service.

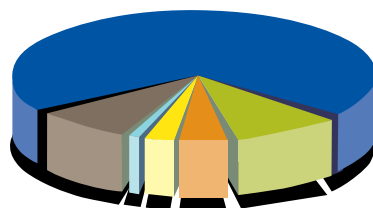
Total patients cared for in 2019:	2,278
Patients per day (Home Care average daily census)	229
Patients per Day (HomePlace average daily census)	20
Percent of patients with a cancer diagnosis	38%
Percent of patients with a non-cancer diagnosis	62%
Miles driven for patient care	1,647,262

Consolidated Financial Snapshot

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

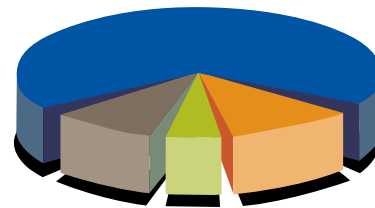
As nonprofits, Hospice of East Texas, Hospice of East Texas Foundation and Texas Palliative Care are committed to investing our revenue and philanthropic support to maximize patient and family care.

Source of Funds 2019



- Medicare.....69.2%
- Memorials, Donations, Fundraising, Thrift Store, Soda Shop.....13.4%
- Investment/Interest.....10.4%
- Medicaid.....4.4%
- Other Insurance.....2.3%
- Other Operating.....0.3%

Use of Funds 2019



- Operations, Pt Care, Professional Svcs, Volunteer Svcs, Bereavement.....60%
- Patient Expense (Supplies, Med, Equip, Ambulance, Contract Hospital), Face to Face.....14.9%
- General & Administrative (HOET + HOETF), Investment Expenses, TPC.....11.1%
- Building.....5.2%

Funds based on a percent of total revenue.

Community Contributions

3,646 monetary gifts	\$2,223,636 contributions received	\$134,854 net income from Hospice Thrift Stores	241 volunteers	17,816 volunteer hours	\$446,926 dollars saved by utilizing volunteers
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The Extras of Nonprofit Hospice Care



We Honor Veterans

Staff and volunteers made contact with 452 patients who were veterans of our country's armed service, thanking them for their service, connecting them with resources and honoring them with certificates, flags and pins in recognition of their service.

Dementia Care Program

With funding provided by the Bobbie and Mel Lovelady Fund at The Hospice of East Texas Foundation, specially trained Hospice staff and volunteers used their skill and compassion to connect with dementia patients at the end of life.



HomePlace

Hospice of East Texas' in-patient facility, HomePlace, is the only facility of its kind in East Texas.



Pediatric Hospice Care

Pediatric hospice care is extremely complex and costly to provide, requiring specialized staff. Hospice of East Texas is the only hospice in East Texas with a pediatric program that ensures high-quality and compassionate care for our youngest patients. In 2019, HOET cared for 12 pediatric patients and their families.

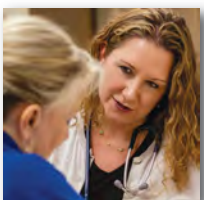


Unfunded Care

Hospice of East Texas is committed to serving all who need our care, regardless of their financial circumstances. In 2019, \$962,323 in unfunded care was provided to those without a payor source. In the last five years, that commitment totaled more than \$7 million.

WINGS

Through individual contacts, support groups and "Camp 3G: Grieve, Grow and Go Forward," The Hospice of East Texas met the unique needs of grieving children. WINGS programs are offered to the entire community, free of charge, thanks to support from area foundations and individuals.



Texas Palliative Care

Palliative medicine focuses on improving the quality of life for patients with a serious illness. Texas Palliative Care is a wholly-owned subsidiary of Hospice of East Texas. Its doctors and nurse practitioners provide expert care not only to patients of Hospice of East Texas but to others with a serious illness who are not receiving hospice services. In 2019, Texas Palliative Care provided 1,631 specialized consults.

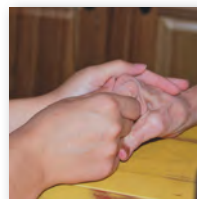
Pathways

PATHWAYS provides education and support for those living with advanced or chronic illness in advance of the need for hospice care.



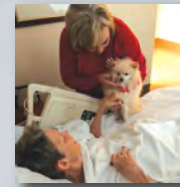
Pet Peace of Mind

Pet Peace of Minds helps patients and their families care for the non-human members of their families.



Highlights of 2019

LOVING ATTENTION



104 visits by **15** Hearts N Harmony pet volunteers

4,900 meals donated for families in HomePlace by **64** churches, community groups and families

2,235 snacks and desserts donated for families in HomePlace

167 cans of coffee donated to provide coffee in HomePlace 24/7

111 quilts and lap blankets lovingly handmade and donated for Home Care and HomePlace patients

CARING SUPPORT

15,558 bereavement mailings and **3,887** phone calls to families after the death of their loved one

28 support groups, seminars and workshops for those grieving a loss

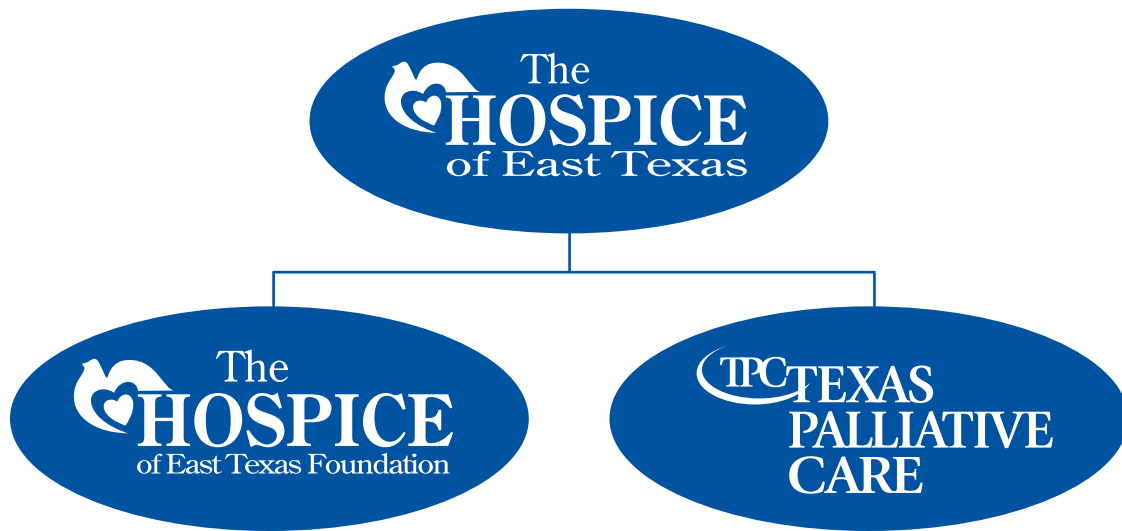
2 camps for grieving children

QUALITY

In 2019, the Community Health Accreditation Program (CHAP) conducted a four day survey of Hospice of East Texas. Re-accreditation as a result of the survey means that Hospice of East Texas meets the industry's highest national standards for quality care and commitment to continuous improvement.

Hospice of East Texas received the Hospice CAHPS Award of Distinction from Fazzi in 2019 in recognition of Hospice of East Texas' superior performance in overall satisfaction results as expressed by patients and families.

Our Family of Organizations



Hospice of East Texas 2019 Board of Directors

Scott Myers
Chairman

Bob Roseman
Vice-Chairman

Sherry Dunn
Secretary

Eddie Howard
Treasurer

Hospice of East Texas Foundation 2019 Board of Directors

Robert Bailes
Chairman

Rick Rayford
Chairman-Elect

Craig Adams
Secretary

Mel Lovelady
Treasurer

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Kathy Babin
Bob Bondurant
Gillian Brasfield
Garnett Brookshire
Tom Brown
Rev. Ralph Caraway
Twinkle Duncan
Jonna Fitzgerald
Johnna Fullen
Rev. Reginald Garrett

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Kathryn Lake
Tracy Lisner
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Bob Dyer
Dawn Franks
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Rabbi Neal Katz
Mel Lovelady
Jim Mazzu
Scott Myers
James Ray
Marjorie Ream (Ex-Officio)
Peggy Smith

HOSPICE OF EAST TEXAS IS A MEMBER OF



TEXAS & NEW MEXICO
HOSPICE ORGANIZATION



National Hospice and Palliative Care
Organization