

# 35 CELEBRATING



35 YEARS OF EXTRAORDINARY CARE, COMPASSION AND COMMITMENT



## 2017 Year in Review

Mission-Driven  
Community-Responsive

### Community Support

**4,335**  
monetary gifts

**\$2,176,324**  
funds raised

**231**  
volunteers

**17,776**  
volunteer hours

**\$447,095**  
dollars saved by  
utilizing volunteers

### A Celebratory Milestone Year

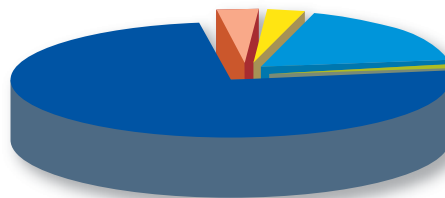
Hospice of East Texas marked its milestone thirty-fifth birthday in 2017 with a year of celebration and renewed commitment to the unique brand of extraordinary care, compassion and commitment that only a non-profit hospice will provide. Reflecting on our history and looking forward to the future, Hospice of East Texas remains committed to its founding principles: to serve every patient who needs end-of-life care, regardless of their financial circumstances or life situation and to provide care that is deep and wide, offering a variety of programs and services that meet the complex needs of patients and their families and serve our community at large.

<b>Total Patients Cared for in 2017</b> .....	<b>2,106</b>
<b>Patients per Day</b> (Home Care average daily census).....	<b>283</b>
<b>Patients per Day</b> (HomePlace average daily census).....	<b>21</b>
<b>Bereaved Family Members</b> .....	<b>4,073</b>
<b>Patients with a cancer diagnosis</b> .....	<b>36%</b>
<b>Patients with a non-cancer diagnosis</b> .....	<b>64%</b>
<b>Miles driven for patient care</b> .....	<b>1,914,710</b>

### Financial Health

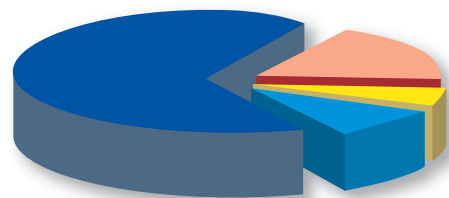
The Hospice of East Texas and The Hospice of East Texas Foundation are committed to being good stewards of our resources to maximize patient and family care.

Source of Funds 2017



■ Medicare.....	75.5%
■ Medicaid.....	3.4%
■ Other Insurance.....	2.9%
■ Memorials, Donations, Fundraising, Investment/Interest, Thrift Store, Soda Shop.....	18%
■ Other Operating.....	0.2%

Use of Funds 2017



■ Operations, Pt Care, Professional Svcs, Volunteer Svcs, Bereavement.....	61.3%
■ Patient Expense (Supplies, Med, Equip, Ambulance, Contract Hospital), Face to Face.....	16.4%
■ Building.....	4.7%
■ General & Administrative (HOET + HOETF), Investment Expenses, TPC.....	9.8%

Funds based on a percent of total revenue.

# 35

Hospice of East Texas celebrated its thirty-fifth birthday in 2017 by showcasing our extraordinary care, compassion and commitment and thanking the friends, donors and volunteers whose support makes our mission possible.



Each person serving as board chair of Hospice of East Texas and the Hospice of East Texas Foundation was honored with a brass plaque in the beautiful flag court on the Hospice campus in Tyler.



Almost 600 friends, donors and community leaders joined Hospice of East Texas at the Thirty-fifth birthday celebration on October 5, 2017.



Paula Bates, Rick Jett and Maudean West were each honored for the incredible gift of thirty five years of consecutive volunteer service to Hospice of East Texas.



East Texas Giving Day and Volunteer Appreciation events followed the birthday theme in 2017.



Staff and volunteers expressed what Hospice of East Texas meant to them in a social media campaign.

## Unique and Extraordinary Care

All the extras that make the nonprofit difference.

These programs set Hospice of East Texas above and apart from all the rest. Driven by our commitment to be mission-driven and community-responsive, they are made possible by the support of our generous friends and donors.

### HomePlace

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

### Palliative Care

The Texas Palliative Care consult service provided 1,571 specialized consults to patients with serious illnesses for which there is no cure, providing relief from symptoms, pain, and physical and emotional stress as well as help with decision-making for families.

### PATHWAYS

A nonclinical outreach program for those living with advanced or chronic illnesses, PATHWAYS helps families get information and access to community support before it is time for hospice care.

### 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.

### Pediatric Hospice Program

In 2017 Hospice of East Texas provided 16 terminally ill children and their families the gift of compassionate care, thanks to the region's only dedicated pediatric hospice team.

### Bereavement Care

Support for those who are grieving is offered free of charge to hospice families and to the entire community. The WINGS program provides specialized support to meet the needs of grieving children.

### Pet Peace of Mind

Working with rescue agencies, veterinarians and adoption groups, volunteers make sure patients do not have to worry about their pet's current or future needs.

### Unfunded Care

Hospice of East Texas is committed to serving all who seek our care, regardless of their financial circumstances. In 2017, \$794,891 in care was provided to those without a payor source. In the last five years, that commitment totaled more than \$4 million.