

EXCELLENCE



Awarded 5 Stars by Medicare's Family Caregiver Survey

FOR

Everyone

2024 GRATITUDE REPORT

The
HOSPICE
of East Texas



Marji Ream
President/CEO

Your steadfast support ensured that 2,092 hospice patients, and their families, were cared for in 2024. Our theme this year – or maybe better said, our mantra –

has been “Excellence for Everyone.” We are proud to have received a **5-star rating** once again in 2024 by the Centers for Medicare and Medicaid Services (CMS). The CMS publishes CAHPS Hospice Star Ratings on its’ Compare Care website, which allows consumers to review and compare the quality of services available to them. I applaud our staff and leadership teams for this outstanding award for excellence.

You also made possible above-and-beyond care for all 2,092 hospice patients, regardless of their insurance coverage or ability to pay for services. We are grateful for both of *these impactful and meaningful accomplishments that were possible because you helped*. Your financial gifts, volunteer hours and prayers touched untold lives.

This publication is called The Gratitude Report because gratitude is the consistent and enduring response to the services we are able to provide *together*.

In addition to hospice services, our wholly-owned company Texas Palliative Care (TPC) also grew substantially in 2024. TPC serves as a healthcare partner guiding complex decisions and helping patients define quality of life. Your support helped to provide 6,714 palliative care consultations/visits.

Thank you for your investment in excellence for everyone.



Garnett Brookshire
Board Chair

I am filled with profound gratitude as I reflect on the remarkable work this Hospice of East Texas team has accomplished over the past year. This organization continues to serve as a beacon of compassion and care for our community, offering comfort and dignity to all those who seek its services.

First and foremost, HOET’s dedicated staff and volunteers deserve eternal recognition for their tireless commitment to providing exceptional care, emotional support, and peace to our patients and their families. They are truly the foundation of HOET’s success. Whether it’s our nurses, social workers, chaplains, or administrative team, each person’s efforts are invaluable and contribute to the holistic care that defines our hospice services.

I am equally grateful to our donors and partners. Your generosity, whether through financial contributions, in-kind donations, or volunteer hours, directly impacts the quality of care we are able to offer. You help HOET provide not just medical assistance, but a sense of comfort and normalcy during one of life’s most challenging times. It’s because of your unwavering support that we can continue to expand our programs and reach more families who need us.

Special gratitude also goes out to our board members for their vision, guidance, and leadership. Their expertise and commitment ensure that HOET remains aligned with its mission and continues to make a meaningful difference in the lives of those we serve.

As we move forward, I am inspired by the collective efforts of everyone involved in Hospice of East Texas. Together, we are making an enduring impact on the lives of those at the end of their journeys, and for that, I am deeply grateful.



Eddie Howard
Foundation Board Chair

Commitment and care are the two words that, for me, characterize this past year at the Hospice of East Texas Foundation.

At our first meeting of 2024, a generous matching gift was announced, and the Foundation Board was made aware that additional funds were needed to meet the match. Without hesitation a Board Director asked if, as a group, the Foundation Board would like to pool their money to complete the gift. A motion was made and passed unanimously. Within a couple of weeks, we had all that was needed.

There are frequent demonstrations of deep commitment to do whatever is needed for The Hospice of East Texas.

Hope Blooms – a special brunch and boutique shopping event – was held in the spring. Proceeds from the event went to the Matt Clapp Fund for unfunded care at HomePlace. It was successful not only in terms of fundraising but also in sharing our message with the community.

Personally, I am immensely grateful for the steadfast, caring support of so many people who make this organization truly special. Thank you for living out the hope-filled mission through your generosity.

Your Loving Generosity in 2024...

...provided help and hope to patients and families served by The Hospice of East Texas. For over forty years, our community has supported excellence in end-of-life care. Our commitment – **together** – to that care is unique in its quality, depth, and breadth of service.

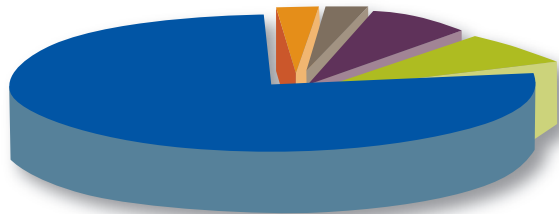
Total patients cared for in 2024.....	2,092
Patients per day (Home Care average daily census)	240
Patients per day (HomePlace average daily census)	18
Miles driven for patient care.....	1,540,189
Total amount of unfunded care provided to those without a payor source.....	\$480,531

CONSOLIDATED FINANCIAL SNAPSHOT

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

The 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 2024



■ Medicare	81.6%
■ Medicaid.....	3.1%
■ Other Insurance.....	3.0%
■ Memorials, Donations, Fundraising, Thrift Store, Soda Shop	6.0%
■ Investment/Interest	6.2%
■ Other Operating.....	0.1%

Use of Funds 2024



■ Operations, Pt Care, Professional Svcs, Volunteer Svcs, Bereavement	64.3%
■ Pt Expense (Supplies, Med, Equip, Ambulance, Contract Hospital), Face to Face	16.1%
■ Building.....	6.7%
■ General & Administrative (HOET + HOETF), Investment Expenses, TPC	12.9%
■ Other	3.0%

Funds based on a percent of total revenue.

Community Contributions

2,758
Monetary
Gifts

\$2,276,810
Contributions
Received

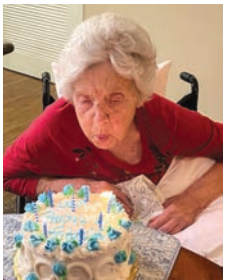
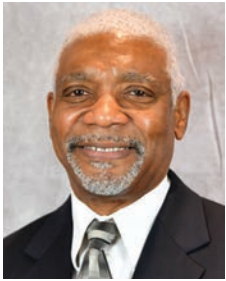
\$129,695
Hope Blooms
Event Proceeds

\$107,737
Light Up A Life
Total

\$900,000
HOET Foundation
Grant to HOET

Thank YOU!

MEANINGFUL CONNECTIONS



THE GIFT PROJECT

A Community Service of
THE HOSPICE OF EAST TEXAS



Thanks to a grant from an anonymous family foundation, The GIFT (Giving Instructions For Tomorrow) Project was established. The GIFT Project is a workshop led by a Hospice of East Texas Chaplain and Nurse to guide, prepare and support families in having important conversations with each other. They are interactive sessions that help people identify what matters to them the most then take steps to document and communicate their wishes to others.

Accomplishments in 2024

- Established and trained a team of leaders
- Created and produced workshop materials
- Held nine presentations about the workshops
- Completed ten GIFT Project Workshops



Life together in 2024...

LOVING ATTENTION

- **347** patients who were veterans and recognized for their service
- **144** dedicated volunteers serving our mission
- **16,955** total volunteer hours
- **\$483,910** saved by utilizing volunteers
- **\$90,591** net income from The Hospice of East Texas Resale Shops, serving our communities in Henderson and Nacogdoches

CARING SUPPORT

- **13,926** bereavement mailings and **2,090** phone calls to families after the death of their loved one
- **763** personal touchpoints for grieving children and teens
- **375** personal touchpoints for grieving adults
- **19** support groups/seminars/workshops for those grieving a loss
- **2** special remembrance ceremonies

QUALITY

- Since 2004, Hospice of East Texas has been accredited by CHAP (Community Health Accreditation Partner), demonstrating that Hospice of East Texas meets the industry's highest nationally recognized standards for quality care and commitment to continuous improvement.
- In July of 2024, The Hospice of East Texas received the Hospice Caregiver Satisfaction Award from SHP (Strategic Healthcare Programs), recognizing The Hospice of East Texas' superior performance – scoring above the national average for each hospice quality measure from the caregiver's point of view.

Hospice of East Texas

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Vice-Chair

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- Dr. Julie Philley
- Bob Roseman
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- Patty Steelman
- Franklin Swann
- Ellen Trant
- Jay Ward
- Dr. Laura Ferguson,
Ex Officio
- Rick Jett, *Ex Officio*

Hospice of East Texas Foundation 2024 BOARD OF DIRECTORS

Eddie Howard
Chair

Kris Gusa
Chair-Elect

Randy Childress
Secretary

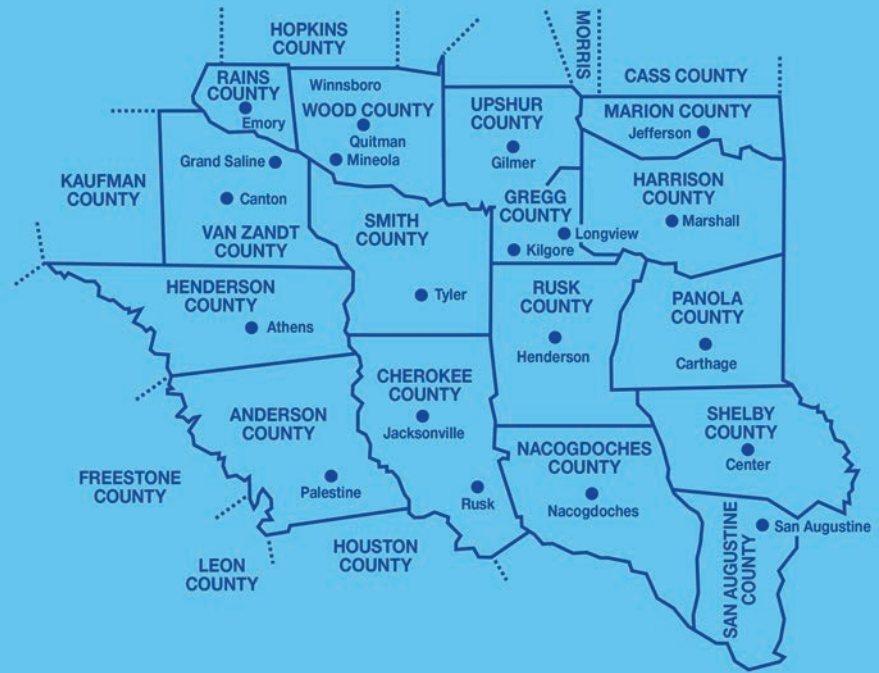
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- Natalie Lynch
- Jim Mazzu
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- Ted Walters
- Joseph Woelkers
- Rick Allen, *Ex Officio*
- Rick Jett, *Ex Officio*
- Marjorie Ream, *Ex Officio*

Our Mission

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

Serving East Texas



Hospice of East Texas



WE HONOR VETERANS
Hospice Professionals on a Mission to Serve



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