

Serving the community since 1982

Hospice of Kankakee Valley | 2017 Annual Report



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Dear Friends of Hospice of Kankakee Valley,

If one could sum up the year 2017 into a word, it would definitely be celebration. Hospice of Kankakee Valley celebrated their 35th year as the “Heart of the Community” and took everyone back in time with an 80s themed gala to commemorate the occasion. We thank everyone who helped us celebrate our anniversary and we could not be more proud of how far the organization has come and how it continues to grow.

In addition to our anniversary, we celebrated everyone who has made this feat possible.

We celebrated:

- Our founders, Sadye Stoltenberg and Theresa Diepevein, because it was their vision and drive that worked together to bring hospice to our community.
- Our board members who, over the years, have so selflessly donated their time and talents to helping serve our mission. We celebrated our hospital partners, who have worked and continue to partner with us to develop ways to best serve our patients.
- Our volunteers who have given hours and hours of time, dedicated to helping our patients and staff.
- Our donors who gave selflessly to help ensure we would continue to thrive and be a presence in the community.
- Our staff that has grown from small but mighty to over 80 dedicated professionals.
- Finally, we celebrated our community. The families that have opened their homes to us and allowed us the privilege of caring for their loved ones during their most trying and vulnerable times are the ones who are truly responsible for the success of our organization. The trust they place in us is a true testament to the excellent care that we strive to provide to our patients and their families.

It is with sincere gratitude that we thank everyone in our community who has helped shape our organization into the great place it is today. The philosophy of hospice touches the lives of those in need at the end of their lives. This community has allowed that reach to spread greater than anyone ever imagined and for that we are so extremely grateful.

Connie Lemon
Executive Director

Dianne Schaafsma
2017 Board President



Hospice of Kankakee Valley's 35th Anniversary Gala

Back
to the
Eighties

Heart of the Community



Thank you for traveling back to 1982
with us to celebrate HKV's 35th year!



2017 PATIENTS SERVED



892

Total Hospice Patients

253

Total Palliative Care Patients

37

Total Transitions Patients

148

Average Daily Census

53,962

Total Patient Days



2017 STAFF VISITS

88

Total Employees

18,220

Direct Clinical Nursing

2,874

Social Service

15,214

Hospice Aide

2,483

Chaplain

743

Physician & Nurse Practitioner

2,087

Other Clinical Staff





Volunteers

Hospice of Kankakee Valley was originally organized as a volunteer hospice, and we continue to recognize and appreciate the important role our volunteers have on the hospice team. Each volunteer brings a unique combination of interests, experience and talents to the hospice program.

2017 VOLUNTEER HOURS

101  **Dedicated Volunteers**

4,559  **Total Hours**

22

VOLUNTEERS



OFFICE VOLUNTEERS

Help with clerical jobs in the HKV office.

14

TEAMS



PET COMPANIONS

Specially trained handlers and dogs who bring "Tails of Joy" into the homes of our patients.

12

VOLUNTEERS



11TH HOUR

Volunteers who are a presence at the bedside for our patients during the final hours of their life if no one else is available. It is our goal to never have our patients die alone.

58

VOLUNTEERS



TRANSITIONS

The Transitions program provides emotional support and assistance to individual and families who are coping with a serious illness.

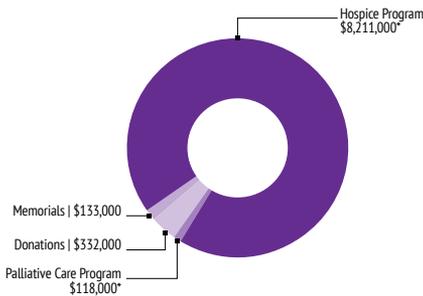
2,579 **Direct Care Hours**



260 **11th Hour**

Hospice and palliative care services are covered by Medicare, Medicaid and most insurance plans. Over 95% of our revenue is received from these programs. However, the entire cost of providing these valuable services is not always reimbursed. Contributions play a vital role in maintaining our commitment to providing hospice and palliative care to all individuals who request it — regardless of ability to pay. Many of our services are not funded by third-party payors, such as our bereavement program, complementary therapies, pet therapy and Transitions. As we expand our services and programs, we continue to serve the community with the highest quality of care, while maintaining a philosophy of fiscal responsibility.

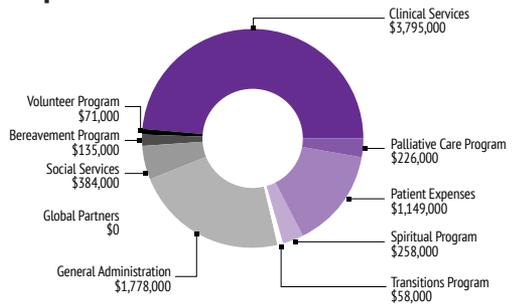
Revenue



Note: The above results are unaudited.

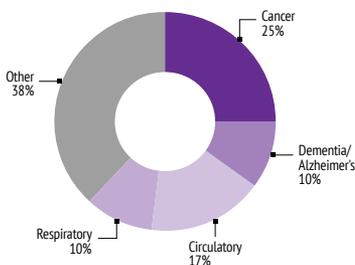
*95% of revenue is received by Medicare, Medicaid and most insurance plans.

Expenses

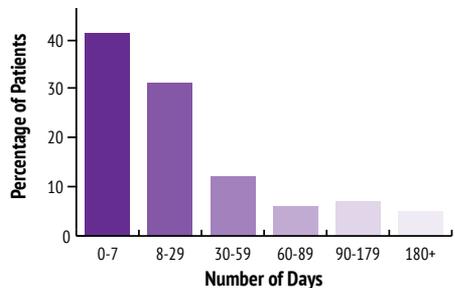


Note: The above results are unaudited.

Diagnosis



Patient Length of Stay





Grief Support

HKV offers an extensive grief support program offered by highly skilled and specially trained therapists to assist those who have suffered a loss on their journey through the grief process. The grief support programs are open to families of hospice patients as well as other grieving members of the community. In addition to our regular bereavement services, we also offer special grief support groups throughout the year to help families commemorate their loved ones.

2017 HOSPICE GRIEF SUPPORT



BEREAVEMENT:
 3168 PHONE CALLS
 215 DOCUMENTATION
 135 VISITS



BEREAVEMENT EVENTS:
 - CANDLELIGHT MEMORIAL
 - TREE OF LIFE & MEMORIAL GARDEN RECOGNITION CEREMONY
 - STORIES OF THE SEASON

COMMUNITY:
 38 PHONE CALLS
 15 DOCUMENTATION
 89 VISITS



GRIEF SUPPORT GROUPS:
 - CREATING THROUGH LOSS
 - FINDING YOUR NEW NORMAL

ANTICIPATORY:
 4 PHONE CALLS
 7 VISITS



SUPPORT GROUPS: 30 ATTENDEES
 22 HOSPICE
 8 COMMUNITY

Complementary Therapies



ART



MASSAGE



MUSIC



PET



RESPIRATORY



BEGINNING IN 2018

More Grief Support Group Offerings

In addition to the popular “Finding Your New Normal” and “Creating through Loss,” the bereavement team has been working to offer new groups this year, including the introduction of Art Therapy. Art Therapist, Dawn Wolf, will be leading the group “Healing the Heart through Art” and “Tending Your Grief Garden.” Chaplain, Dan Horton will also be leading a group called “The Spiritual Aspects of Grief.”

These groups are open to the families of our patients and the community, all free of charge. They will run consistently throughout the year to ensure ease of access to those who need it.

Good Grief: Family Camp

Children grieve too... Grieving children often feel alone because they may not know anyone their age who has experienced the death of a family member or friend. Grief comes in “waves” for children. Support can help your child whether it has been just weeks, several months, or even years since the loss.

Good Grief Family Camp offers children and teens a full day of both support and fun. Your child will learn valuable tools to help them grieve in a healthy way, while connecting with other children who have also lost a loved one.

We are extremely excited to be bringing this camp to the community to help children and their families who are grieving a loss. This camp is headed by Andrea Owens, HKV’s board certified music therapist, who has also had great success with her grief support group, “Creating through Loss.” The goal of this project is to help families learn coping mechanisms to deal with grief while still having fun.

We are blessed to offer this opportunity to our community, free of charge, thanks to the gracious donations we receive throughout the year.



In 2017, we welcomed Dawn Wolfe to our staff of bereavement professionals. Dawn has dual masters in art therapy and professional counseling and she has joined the team to work as both a bereavement counselor and offer art therapy to HKV patients.



Hospice is a philosophy of caring for individuals with serious illnesses who no longer benefit from curative treatments. When that time comes, hospice is there every step of the way with the patient and family as they focus on comfort at the end of life. Hospice of Kankakee Valley believes that there is still much to hope for and wish for in our patients and families lives. Our goal is to help and support patients and families during this transitional time and to hold compassion and dignity above all else.



Palliative care is a chance for people dealing with life-limiting illness to have relief from the symptoms, pain and stress of dealing with the illness and to have an extra layer of support. Unlike hospice, palliative care can be provided alongside curative treatment. The goal of palliative care is to provide symptom management, advance care planning, spiritual and emotional support if needed and overall quality of life.



The Transitions program provides emotional support and assistance to individuals and families who are coping with serious illness like Congestive Heart Failure, Chronic Obstructive Pulmonary Disease, Alzheimer's Disease, Liver Disease, and others.

Transitions provides clients and families:

- Companionship
- Support
- Light household help
- Help with errands
- Respite for caregivers