Honored Community Care

HOSPICE
OF NORTH IDAHO

2017 Annual Report

Unique

36 Years Of Unparalleled Community Care

Our Mission

With open hearts and expertise, we serve the seriously ill and those touched by loss.

As the community's trusted hospice, we serve everyone in Kootenai, Shoshone, and Benewah counties regardless of their ability to pay.

Hospice of North Idaho provides the most expert and comprehensive hospice care in our area. Our volunteer board of directors and executive director guide our non-profit to fulfill our mission. Collectively, they lead over 115 staff including nursing and grief support teams who provided 46,220 days of care in 2017, and led 293 volunteers who reinforced care with 31,097 hours of participation.

"Having Hospice's services made a big difference for our family. Our gratitude goes out to everyone at Hospice of North Idaho."

— Kerry, Peggy T and family

Who We Are

Your community-owned hospice since 1981, proudly serving families in Kootenai, Shoshone and Benewah Counties.

Hospice of North Idaho's clinical team are the most experienced team of hospice and palliative care practitioners in the area. 52% of our expert, clinical staff have earned additional certifications with the Hospice and Palliative Credentialing Center.

With 45 nurses, over 20 aides, and 8 social workers, this team is educated, dedicated and motivated by all the right reasons: our mission.

The hospice perspective on living and dying is unique among other clinical settings. Hospice is about being a champion of life. Nurse Tanya Aman explains, "Our focus is not about death as much as it is about life. We focus our patients on their choices for living."

Hospice Nurse Vicki Woods explains, "Living well with the time you have is something that we should all do each day. I pass that along to the families I care for."

"Our focus is not about death as much as it is about life. We focus our patients on their choices for living."

— Tanya Aman, RN

Proven

TESTIMONIALS AND STORIES

Ryan Barton

Son

"From the moment my father arrived at Hospice of North Idaho [Schneidmiller House], the staff made sure he was attended to and that we were comfortable. They provided a private room and let us know what to expect from them. The nurses checked in on him regularly and this gave me confidence in their abilities. I felt they communicated well his condition and anything they were doing. We appreciated their honesty. Their care was exceptional, and not just because they came in regularly, but they cared about him and about us. It was very comforting.

I found their professional experience invaluable as we faced decisions about his care that I can't imagine trying to handle on my own. I'll never forget that night, the mix of emotions and fatigue and helplessness. But when I think about it, I am always impressed at the caring and quality of the staff."

Jim Mitchell

Son and Brother

"Your wonderful staff cared for my brother and father. My siblings and I are most appreciative of the welcoming and calming environment of Hospice [Schneidmiller] House, and the grace and sensitivity with which the staff conducts themselves."

— Jim Mitchell

Supportive

"We know that the pattern of grief is not predictable, it's not always fluid, and it never goes away, but there is comfort in knowing an organization is available to help prepare for (when applicable), and process loss."
-Kelli Jo McKee, Volunteer

GRIEF **SUPPORT**

- **1,250** Bereavement clients served in 2017
- **10%** clients under the age of 18

- **219** hours of adult support groups
- **306** hours of youth support groups

- **250** community members attending community events
- **1,695** Bereavement volunteer hours

Participate

Amy Garmon:

Schneidmiller House
Skilled Volunteer

"We are fortunate to have Hospice of North Idaho and the Schneidmiller Hospice House in our community."

What brought you to Hospice of North Idaho?

I met my husband, Mont, 25-years ago, and we raised our two boys in Coeur d'Alene. I was first introduced to fabulous hospice care when my grandma was dying. Then in June 2016, when my friend died at the Schneidmiller House, I knew I would be a Schneidmiller House volunteer. Soon after that, my creativity was recognized, and now I'm also the Chairperson of our annual Wine Taste Decorating Committee.

What do you enjoy most about your role?

Talking to the patients and the families, and helping them feel at home. I also make sure that there is someone to sit alongside them when they don't want to be alone.

What would you like to say to the community about Hospice?

Wow, I love Hospice, there is a lot! I think people don't call Hospice as soon as they should. Maybe because of fear. They don't understand that Hospice is for the living; both patients and family. Everyone is supported physically and emotionally at a time when things aren't always easy.

Until you have had someone involved with Hospice, you have no idea what true care is. The staff truly cares about each and every person. I feel honored to be able to take part in it!

I suggest everyone look into our services before they are needed. An internet search is pretty easy! I guarantee you will be glad you did; then when the time comes and you hear the word "Hospice," you will feel comfortable putting yourself or a loved one in their care.

Al Summers:

Respite and Companion
Skilled Volunteer

What brought you to Hospice of North Idaho?

I moved here in 1970 to work at Bunker Hill. My wife and I have four daughters. I retired from Hecla Mining Company, managing their Mexico operations for 10 years. After retirement, I began volunteering for different organizations in Coeur d'Alene. I tried Hospice, and it fit! I've been a respite and companionship volunteer for 15 years now.

What do you enjoy most about your role?

Making friends with people. Here, you can just build pure friendships. We talk about whatever the client wants, and I give them my full attention. Once, I was a companion to a person for year and a half, but generally it's around six months.

What would you like to say to the community about Hospice?

I think we provide a valuable service during a time of intense need. Hospice brings the expertise and accommodation to make the last days less stressful for the whole family.

How you can support the Hospice Mission:

Donate gently used items, buy from our thrift stores, or volunteer!

293 Volunteers furthered the Hospice Mission with **31,097** total volunteer hours

Award Winning

Recognized Service

Since 2011, Hospice of North Idaho has earned Joint Commission accreditation without fail. The Joint Commission is one of the nation's oldest and largest accrediting organizations. Their accrediting standards reach beyond Medicare's requirements.

For the third year in a row, Hospice of North Idaho was awarded the national Hospice Honors Award for its excellent care. Hospice Honors is a national program recognizing hospices providing the highest level of quality as measured by caregivers.

HOSPICE
HONORS

"Providing care beyond Medicare requirements, we focus on our patient and family's needs. Our community expects quality care, and we come through."

— Kim Ransier, Executive Director

Engaged

Caring for our community includes providing quality education about death and dying. Our community relies on us to support them with information. We discuss end of life journeys and how to provide safe caregiving. We encourage our community to be informed, prepared, and empowered to share their wishes for maintaining a quality life.

Hosting public events such as the documentary viewing of *Being Mortal,* allows communities to gather, receive information, and engage local experts with their questions.

Provided education reaching 13,212 people at 52 community events.

Provided volunteers with 774 hours of education and training.

Supported the mission of ***24 local nonprofits*** through their signature events/fundraisers.

Attended ***255 unique community events*** promoting our hospice mission.

Trusted

Allen Miller

Board of Directors, Skilled Volunteer

About 10 years ago, Ralph Nelson asked me to join the Hospice of North Idaho Board and replace him on the Finance Committee. Initially I wondered, "why me," because I didn't think I had any unique skills to offer. However, because of the many services it provides to the community, I felt that it would be an honor to help in some small way, and help ensure those community services continue.

Looking back, it has been challenging, fun, fulfilling, and a rewarding experience. Hospice of North Idaho is unique. It is truly a community organization. This Hospice has the best of the best. They truly live by their mission and our community members are the ones who benefit from their dedication.

"The Hospice philosophy was termed after 'hospitality.' Since our inception, we offer hospitality in the form of clinical care, social service care, spiritual care, and education."

— Cindy Reed, Vice President and Director of the Schneidmiller House

"To have nurses on duty who provided care for Mom and remembered our family, brought everything full circle."

— Ann & Elizabeth

Ann & Elizabeth

Daughters

"Our beloved mother spent eleven days at the [Schneidmiller] House. We, two sisters and our bereaved father witnessed the compassionate, competent, round-the-clock care. Four months later, when our father suddenly became ill, it was comforting beyond words to turn to the Hospice [Schneidmiller] House. To have nurses on duty who provided care for Mom and remembered our family, brought everything full circle. It is our desire that everyone should know, in their time of need, this exemplary service, this special place."

Inclusive

Jennifer Hackenbruch

Spiritual Care Coordinator

Hospice is a time to pursue a quality life and a peaceful ending. Patients choosing spiritual care choose an approach that is unique to them. Because each person is unique in the matters of the heart and soul. Our spiritual care team offers a variety of support. Spiritual Care Coordinator Rev. Jennifer Hackenbruch relays, "My goal is to be inclusive and provide the support that each person feels they need." Rev. Jennifer and her team of trained volunteers meet everyone where they are on their spiritual journey, and whatever that means to them. "We will call upon the faith community that our patients want, if that is requested, always ensuring that their wishes come first."

It's easy to build relationships when we accept diversity. "One of my clients loved cooking. What brought her peace was talking about cooking and feeling the connection that it held for her. For her, cooking was how she brought love into the world, and it was a spiritual process."

"Our community encompasses all people; we're here for everyone."
— Kim Ransier, Executive Director

Service

Gladys Cody

19 year, Skilled Volunteer

What kinds of treasures are found at our Coeur d'Alene and Post Falls thrift stores? Build your record collection or find the perfect book, and find our most valuable treasures; our volunteers.

With a heart for volunteering, Gladys pours her talent to the Hospice Thrift Stores. Gladys Cody has been a thrift store volunteer for 19 years. She retired from a career in banking, served as a Coeur d'Alene Chamber of Commerce Commodore, and assists with the annual Awesome Auction. Gladys attests, "Volunteering for Hospice is rewarding because what we do helps others have a quality of life at the end of their life. Besides, we're all like a hospice family, here. We look forward to coming to work each day."

VOLUNTEER **STATISTICS**

293
VOLUNTEERS

31,097
TOTAL HOURS OF MISSION SUPPORT

6,302
HOURS OF PATIENT SUPPORT

778
HOURS OF ADMINISTRATIVE SUPPORT

22,331
HOURS OF THRIFT STORE SUPPORT

1,686
HOURS OF GENERAL MISSION SUPPORT

Thankful

"NEVER SAY NEVER" 32ND ANNUAL HOSPICE WINE TASTE GENERATED OVER $143,000

Wine Taste offers a unique experience each year with fine wine, fine food, live auction, and heartfelt exchanges of personal Hospice stories. Each February, community members give full support to their trusted source for expert, end of life care.

Support at Wine Taste is a testament of our shared values for quality palliative care, end of life care, and grief support for all ages. Event sponsors including Kootenai Health, Young Construction Group, Mountain West Bank, and StandOut Promotions lifted this event to its full potential.

Generous bidders raised paddles to support our patients' medical needs, soup and cookies for families visiting the Schneidmiller House, and grief camp for children and teens. A choice selection of 16 live auction packages drew support for the Hospice mission in all three counties. Guests ordering wine by the bottle or case contributed all proceeds to support area families in Hospice care.

HOSPICE OF NORTH IDAHO
Wine Taste

2017 BY THE NUMBERS

165 DONORS

19 VOLUNTEERS

300 GUESTS

PADDLE RAISE **$15,000**

LIVE AUCTION **$35,000**

PROCEEDS FROM WINE PURCHASES **$1,200**

$143,000 RAISED

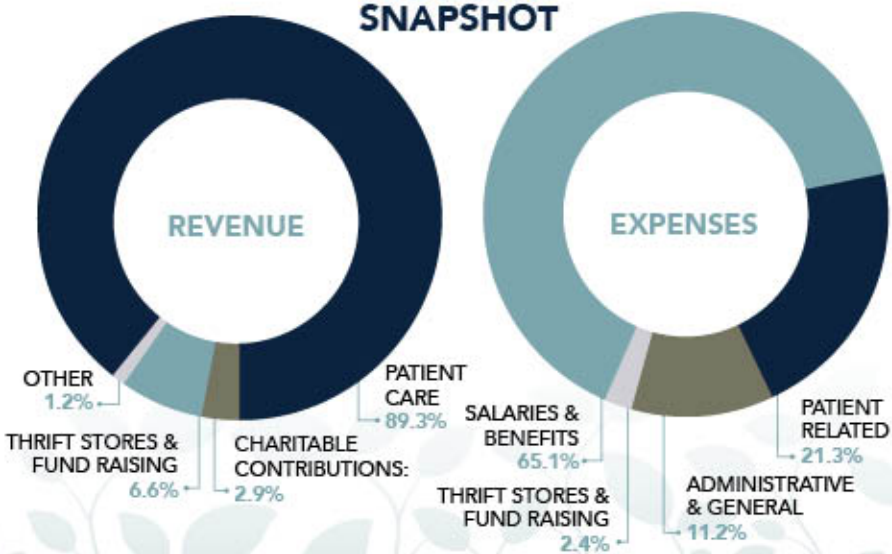
Responsive

Advancing with everchanging standards of care is a part of our legacy of success. Our staff of over 115 maintain high standards of care and are supported with access to the nation's best hospice and palliative care education. Hospice offered 37 classes and 38 continuing education credits in 2017.

We are proud to meet our community's expectations and wishes for quality care through our nursing teams, our social services, and grief support services. Our care is strengthened by 123 skilled volunteers. They provided 6,302 hours of patient support including companionship and respite care.

13 STAFF
ATTENDED NATIONAL, INTERDISCIPLINARY CONFERENCES.

FINANCIAL SNAPSHOT



Dedicated

Kathleen Potter, RN, CHPN

Director of Nurses

Just out of nursing school at Golden West College, Kathleen Potter was given the opportunity to care for a woman on the medical-surgical floor. Kathleen's patient, Sandra, was incurable. Sandra and Kathleen were the same age and each had four children. Kathleen was the one who arranged the nurses to sing a Christmas carol to Sandra before she went home on hospice care, to die peacefully with her family surrounding her. From this experience, Kathleen knew she would be a Hospice nurse. Kathleen now oversees our nursing staff as the Director of Nurses. "This is what I'm meant to do. It's been my passion for 19 years." Kathleen explains, "Each person that touches our heart leaves a piece of them with us. It's a gift and an honor to be present during this sacred time."

"Kathleen is an excellent leader. She is honest, real, humble, and accepting of others."

~Maggie McComb, RN, BSN, CHPN

36 Years of Care

2017 IN REVIEW

31,097
TOTAL HOURS OF MISSION SUPPORT

293
VOLUNTEERS

10%
BEREAVEMENT CLIENTS UNDER THE AGE OF 18

1,250
TOTAL BEREAVEMENT CLIENTS SERVED IN 2017

46,220
DAYS OF CARE IN 2017

1,033
PEOPLE RECEIVED 24HR CARE

93%
DAYS OF CARE IN THE PLACE THEY CALL HOME

100
VETERANS SERVED

24
ASSISTED LOCAL NON-PROFIT MISSION EVENTS & FUND RAISERS

255
UNIQUE COMMUNITY EVENTS PROMOTING OUR HOSPICE MISSION

13.5%
PATIENTS UNDER 65 YEARS OLD

Advanced

Originating in 1981 with a volunteer board and volunteer staff, Hospice of North Idaho has grown into the community's trusted hospice. In our region, Hospice of North Idaho is the longest-standing hospice. It is the only local hospice completely owned by the community.

The difference our Hospice makes is in its experienced care. For 36 years we have proven thousands of times that our families trust our staff to walk alongside them, *prepared to take each new step with them.*

We attract professional staff, volunteers, and board members with a clear mission. Our team is dedicated to improving the quality of care that each family experiences. We choose to make the hospice experience beautiful, meaningful and gentle for our patients and families. Our high standard of quality is unmatched.

Our community stands behind quality care and encourages mission support. Planned giving, annuity gifts, campus naming opportunities and family donations cover our unreimbursed care making it possible to rise to our community's expectation.

Non-Discrimination Information
Hospice of North Idaho complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, religion, disability, or sex.

Language Assistance Services
English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-808-9008 (TTY: 1-509-328-3738).

"In the last ten years, we've built Idaho's first in-patient hospice care facility and began building Idaho's first hospice campus. This is all made possible by substantial contributions from the community, effective leadership, and strategic planning."

— Allen Miller, Board of Directors

Board Members

Georgianne Jessen
Board Chairperson

Barbara Mueller
Board Vice Chairperson

George Balling

Michael Bibin

Michael Grabenstein

Dwight Hoeck

Sheri Isch

Allen Miller

Kevin Mulvey, MD

Gene Tanzey

Alan Wasserman

Chris Wolfe

Leadership Administrative Team

Kim Ransier
Executive Director

Cindy Reed, RN, CHPN
Vice President

Sarah McCracken
Treasurer, Director of Finance

Christy Miller
Secretary, Executive Admin. Asst.

Sara Pickens
HR Specialist

Aaron Grangaard
Director of Facilities

Denna Grangaard
Director of Communication

Sandy Johnson
Director of Outreach

Clinical Team

Cindy Reed, RN, CHPN
Schneidmiller House Director

Robert Ancker, MD
Medical Director

Lisa Breisacher, NP
Nurse Practitioner

Shawna Cauley, RN, CHPN
Director of Quality Assurance

Rev. Jennifer Hackenbruch
Spiritual Care Coordinator

Kaylee Kron, LMSW
Bereavement Coordinator

Mary Neel, LMSW
Director of Volunteers

Kathleen Potter, RN, CHPN
Director of Nurses

Kelly Rey, LCSW
Director of Social Services

Español (Spanish): ATENCIÓN: Hospice of North Idaho cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-368-1019, (TTY: 7-1-1).

中文(Chinese): 注意：Hospice of North Idaho 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-368-1019, (TTY: 7-1-1)。

PARTICIPATE.

Find your niche with our skilled team of volunteers.

ENGAGE.

Talk to an expert. Start the conversation. Receive resources. Invite us.

DONATE.

Help us provide expert hospice care to our neighbors in Kootenai, Shoshone, & Benewah Counties.

In Pursuit of a **Good Ending**

HOSPICE OF NORTH IDAHO

MANNIE GLADYS SCHNEIDMILLER House

HOSPICE OF NORTH IDAHO THRIFT STORE

HOSPICEOFNORTHIDAHO.ORG
208.772.7994 | 2290 W PRAIRIE AVE COEUR D'ALENE, ID 83815