Making History

HOSPICE
OF NORTH IDAHO

2018 Annual Report
From Your Community Hospice

Making History

From Our Director: Kim Ransier

Reviewing 2018, I feel awed and inspired by the accomplishments of our community-owned hospice! Our passion to provide excellent hospice care has resulted in the development of Idaho's first hospice campus!

Our growth didn't stop there. We welcomed a nurse practitioner to our palliative care team. We also added a clinical nurse educator to lead our excellent bed-side care. Meanwhile, our clinical team continues to deliver award-winning care and our grief support services continue to meet an increasing need.

Together, we are making history!

Idaho's *First Hospice* Campus

Our community supports a hospice that is responsive to their needs. As our population grows, Hospice of North Idaho is focused on meeting the community's need for quality hospice care and end of life education.

Hospice of North Idaho built Idaho's first inpatient unit as well as Idaho's first hospice campus. On six-acres of campus Hospice provides inpatient care in 14 rooms at the Schneidmiller House, hosts community education and grief support in the Community Services Building, and houses over 115 staff members.

"We have held a long-term vision for our campus. We will remain in the forefront; ready to meet the needs of the communities we serve."

~Kim Ransier
Executive Director

1981 *Community's First Hospice*

1999 *Outgrew Inital Location*

2011 *Idaho's First Hospice Inpatient Unit*

2018 *Idaho's First Hospice Campus*

Community Welcome

The first floor of the new Community Services Building satisfies an overwhelming need for meeting and conference space. Three adjoining conference rooms accommodate up to 300 people in over 2,500 square feet. The Mountain West Community Rooms have become an asset to host community grief support, education and healthcare resourcing. Meanwhile, the board room and classroom provides space for small groups. The second floor of the building accommodates administrative and clinical staff.

Ask us about naming a community space, garden space, or a patient room on our six-acre campus!

Initial support for the community building came from Mountain West Bank, a long-time contributor to our Hospice mission

My *Hospice* Story

My Sister, Kathy

By Walter B.

Kathy already knew what she wanted in her last days. She was transferred from the hospital to the Schneidmiller House by the fire department (The family thanks them for their service!). We deeply appreciate the support given. Everyone responded to Kathy's needs. The kitchen staff and volunteers did a wonderful job! Thank you for making her last days comfortable.

What Dad & I Needed

By Kiana T.

My father was diagnosed with pancreatic cancer in 2016, and passed away within four months. I had just graduated college while my younger sister had just begun. It was a sudden shock to our lives. Hospice helped me come to terms with the devastating news, gave excellent care to my family and me, and helped us through our grieving. I now gather support for Hospice Wine Taste and volunteer at Camp Kaniksu, grief camp for kids.

53% AVERAGE *of those who died in Kootenai County over the last 4 years entrusted their care to Hospice of North Idaho*

Furthering Excellence

Our community deserves expert and experienced hospice care. To achieve that, our staff sharpen their skills though continual education.

Our nurses and aides continue to pursue additional certification in hospice and palliative care.

Education credits are earned through national hospice care webinars.

Unlimited, self-selected education courses available to staff through Hospice's online platform.

Continuing

Education

As our community's trusted nonprofit hospice, we ensure that our care reaches above the standard. Attending end-of-life conferences held by national experts helps us provide excellent care.

American Academy of Hospice and Palliative Medicine Board Review

Harvard Medical School Presents Center for Palliative Care Conference

National Association for Homecare and Hospice Financial Management

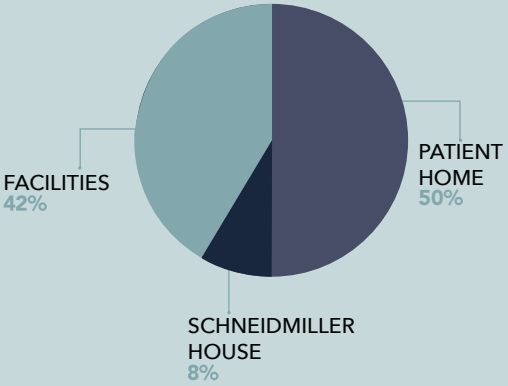
Providence Health Care End of Life Nursing Education Consortium

Washington State Hospice and Palliative Care Conference

Weatherbee Resources – Hospice Compliance Bootcamp

Why I am a *Hospice Nurse*

LOCATION OF **CARE**



"It is an honor to provide care to patients and families during this sacred and vulnerable time. I work with an amazing staff. I'm truly blessed."

~Colleen Strope LPN, CHPLN

"I have never felt more supported and secure in a work environment. Being a hospice nurse can be emotionally and physically taxing, and it's also the most rewarding. I go to work with a full heart and leave with a fulfilled heart!"

~ Tracy Foster RN, CHPN

Purposeful

Donations

Our mission grows stronger with each donation. Contributors include community-driven fundraising, planned gifts, campus visitors, patient families and revenue from both thrift stores. Every donation supports our Hospice mission so that every patient receives care and support. As our community owned nonprofit hospice, contributions ensure that financial circumstances should not be a barrier to receiving expert hospice care.

1,890
GIFTS

166
GIFTS OVER $500

1,497
DONORS

Hospice Mission

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

Palliative Care

Guidance and Preparation

Receiving a life-limiting diagnosis or transitioning home from out-patient care can be overwhelming. Months or years before hospice care is needed, clients call upon our Palliative Care Program for support. Our specialized team gives clients the resources to make their own, well-informed decisions. Clients who understand their disease process can stay on top of changes and increasing needs. Clients also establish their own goals for quality of life. Families say that our palliative care gave them more control along their journey.

Brooke Skurupey, NP and Peggy Hodge LPN, CHPLN manage our Palliative Care Program.

49,174
DAYS OF CARE
PALLIATIVE

394
CLIENTS

Leading Together

Eight-year board member Gene Tanzey brings nearly 40 years of entrepreneurial finance experience to Hospice of North Idaho. He feels strongly about the mission, the growth of Hospice and the balance of the board.

"I love that we read our mission statement aloud at every board and committee meeting," Gene says. "It focuses us on what we are doing and why." He upholds that, "As a nonprofit we can focus on the quality of our care, and really make an impact."

Gene is in full support of ensuring that our Hospice remains responsive to the community's growing need. He offered, "Developing this campus with a Community Services Building was well timed, especially with our growing population. Its impact on our community is huge."

In his experience, the primary goal of the board is to further the organization's success. "Commitment, diversity and versatility of the board is important. We need to give the executive director the means to move the system along."

"Hospice will always be a part of me."

~Gene Tanzey
Hospice Board Member

Finding *Support*

A record number of community members trust their grief care to Hospice of North Idaho. Grief support is open to anyone grieving the loss of a loved one. Because each loss is different, Hospice provides grief-specific support groups in the Community Services Building. Attendees meet others who truly understand. Those seeking one-on-one support find a safe place to express grief alongside our counselors. Groups are offered without charge because of generous community donations.

930
HOURS OF SUPPORT

567
TOTAL BEREAVEMENT CLIENTS

230
COMMUNITY MEMBERS ATTENDED TREE LIGHTING CEREMONIES

150
COMMUNITY MEMBERS RECEIVED GRIEF TRAINING FOR TOTAL OF
600
HOURS

"There are many ways to journey through grief. Because this journey can feel lonely, support will always be needed."

~ Kaylee Kron, LMSW Grief Counselor

Kids in *Grief*

A child's grief impacts the rest of their life. Because their grief expresses differently than adult grief, kids' grief can be difficult to recognize. Thankfully, kids and teens learn to journey alongside grief at Camp Kaniksu. Kids don't often share their grief at school, but at Camp, realize they are not alone. Camp Kaniksu is the only camp of its kind in North Idaho. Because of generous community donations, camp is offered at no-charge.

CAMP KANIKSU

60
CAMPERS

31
VOLUNTEERS

13%
BEREAVEMENT CLIENTS UNDER THE AGE OF 18

82
HOURS OF SUPPORT GROUPS SERVING ADULTS AND CHILDREN

My *Hospice* Story

Evelyn Gates

Evelyn Gates, a North Idaho resident, began making dresses for South African children about a year ago. She uses pillowcases, ribbon and trim donated to the Hospice Thrift Stores to make pillowcase dresses. "Without thrift store items, I don't think I would have made this many. I've made over 100 dresses so far, and each one is unique," said Evelyn. "This is the best re-use of materials we've seen in a long time," comments Assistant Store Manager Shanna Young. "We're happy that someone is using the store's materials to give back in this special way."

13% *of hospices nationwide are a free-standing nonprofit like Hospice of North Idaho*

Comprehensive Care

Hospice social workers enhance quality of life and promote well-being for patients and families. Social workers consider the whole person and have a multidimensional role as a clinician. Our team works with families regularly, ensuring comprehensive care.

Honored
Excellence

For the 4th year in a row, Hospice of North Idaho earned the National Hospice Honors Award. The prestigious award recognizes the quality that our patient families experienced, based on this third-party survey.

HOSPICE HONORS

Without fail, Hospice of North Idaho has earned The Joint Commission accreditation since 2011. The Joint Commission's accrediting standards require in-depth review of all aspects of our care and facility, reaching beyond Medicare requirements.

Since its inception 10 years ago, the North Idaho Business Journal reported Hospice of North Idaho as a "best" business. Ratings are open to all community members in our service area of Kootenai, Shoshone and Benewah counties.

"We are the community's trusted hospice because of our nearly 40 years of consistent quality, proven expertise and meeting our patients where they call 'home'."

~Kim Ransier, Executive Director

Those who provided care to their loved one evaluated the quality of their experience based on the Hospice Consumer Assessment of Healthcare Providers & Systems (CAHPS) Survey. CAHPS surveys are an integral part of improving healthcare in the U.S. Caregivers gave their perspectives regarding: the help they received with their loved one's symptoms, communication with the hospice team, an overall rating of care and answered a question about willingness to recommend the hospice.

Hospice *Wine Taste*

Hospice's 33rd Annual Wine Taste drew one of the largest, and certainly the most enthusiastic, crowds. Over 160 donors provided gifts, over 30 volunteers participated and more than 300 people attended. Contributions totaled $159,000 ensuring that every patient and grieving family could receive quality hospice care.

"Hospice has touched the lives of our family and many of our employees' families, making this relationship even more special. We are proud to be part of the team."

~John Young
Young Construction Group President
and Presenting Sponsor 2018

HOSPICE OF NORTH IDAHO *Wine Taste* 2018 BY THE NUMBERS

161 DONORS

33 VOLUNTEERS

309 GUESTS

21 BEVERAGE DISTRIBUTORS AND CATERERS

PADDLE RAISE
$22,800

LIVE AUCTION
$39,100

PROCEEDS FROM WINE PURCHASES
$1,200

$159,000 RAISED

Dedicated *Volunteers*

"Our high impact volunteers support the Hospice mission by doing what they love. They truly are team members alongside our staff."

~Sally Hinders,
Volunteer Services Coordinator

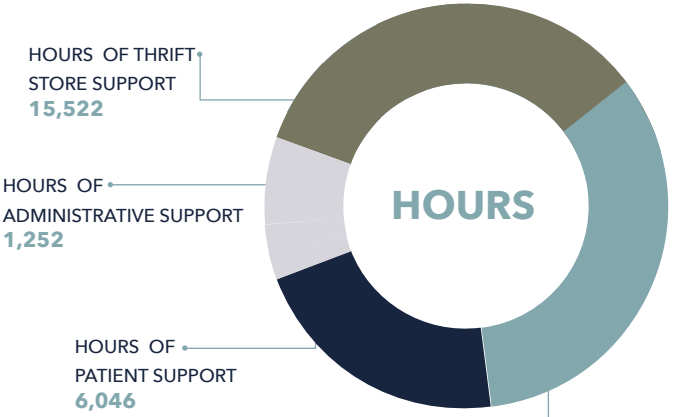
PATIENT CARE VOLUNTEERING

Caregiving - Bereavement
Spiritual Care - Pet Therapy
Veteran Recognition

ADMINISTRATIVE VOLUNTEERING

Fundraising & Events
Office & Communication Support
Schneidmiller House - Thrift Store
Gardening & Grounds

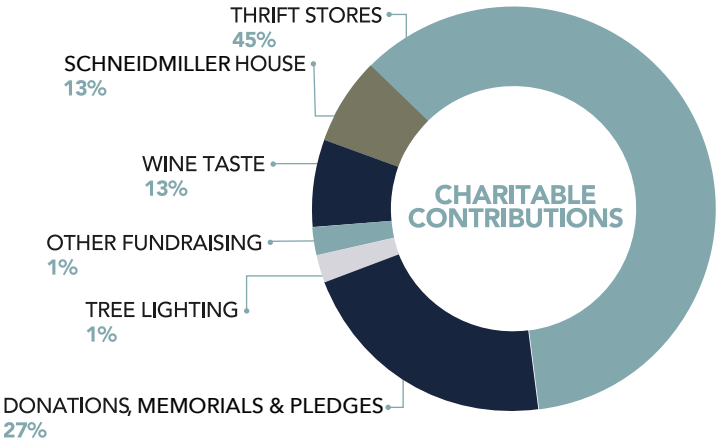
Volunteer
Statistics

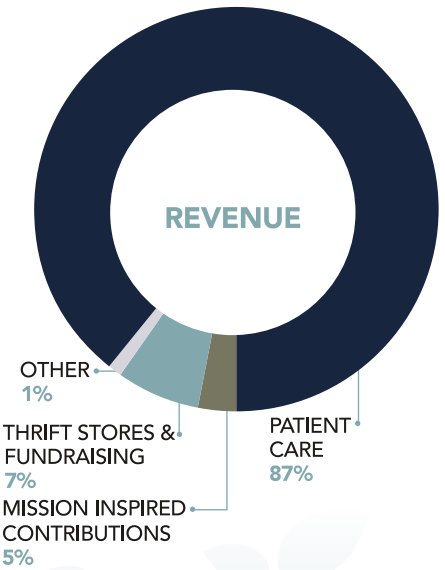


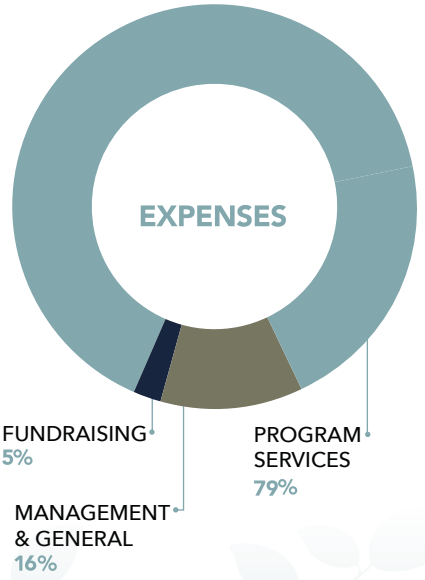
24,587
HOURS OF
MISSION SUPPORT

314
VOLUNTEERS

Financials


CHARITABLE CONTRIBUTIONS
THRIFT STORES 45%
SCHNEIDMILLER HOUSE 13%
WINE TASTE 13%
OTHER FUNDRAISING 1%
TREE LIGHTING 1%
DONATIONS, MEMORIALS & PLEDGES 27%


REVENUE
OTHER 1%
THRIFT STORES & FUNDRAISING 7%
MISSION INSPIRED CONTRIBUTIONS 5%
PATIENT CARE 87%


EXPENSES
FUNDRAISING 5%
MANAGEMENT & GENERAL 16%
PROGRAM SERVICES 79%

37 Years of Care

2018 in Review

45,929
HOSPICE DAYS OF CARE

49,174
PALLIATIVE DAYS OF CARE

21%
PATIENTS UNDER 71 YEARS OLD

567
TOTAL BEREAVEMENT CLIENTS

13%
BEREAVEMENT CLIENTS UNDER THE AGE OF 18

305
RESPITE DAYS AT THE SCHNEIDMILLER HOUSE

VETERANS SERVED

14,864
GUEST VISITORS AT THE SCHNEIDMILLER HOUSE

120
HOSTED COMMUNITY MEETINGS

Living Fully

In first grade, Colton's tumbles on the playground became concerningly frequent. Colton was soon diagnosed with a rare, fatal form of muscular dystrophy. His 22 years of life were lived to the fullest alongside his parents TJ and Rikke, three brothers and companion dog, Smitty. Fearless, the family accepted that death was a part of life. Colton helped plan his own memorial, selected the cemetery where he would be buried, and even had his own end-of-life wishes. Colton wished to go to the Schneidmiller House for his final weeks. He held family movie nights and played music with Smitty alongside him.

His mother Rikke said, "Now supporting Hospice is my number-1 focus." Rikke decorates Hospice trees for the Kootenai Health Foundation Festival of Trees and volunteers at the annual Hospice Wine Taste fundraiser.

"Dr. Ancker was just wonderful. He really connected with my sons. He answered each question and gave them time to process the answers."

~ Rikke Willingham

Current Board & Leadership

Board Members

Georgianne Jessen
Board Chairperson

Sheri Isch
Vice Chairperson

George Balling

Michael J. Bibin, CPA

Karen Cabell, DO, MBA

Michael Grabenstein

Dwight A. Hoeck

Barbara Mueller

Kevin Mulvey, MD

Gene Tanzey

Alan Wasserman

Chris Wolfe

Administrative Leadership Team

Kim Ransier
Executive Director

Cindy Reed, RN, CHPN
Vice President

Jennifer Davis, CPA
Treasurer, Director of Finance

Christy Miller
Secretary, Executive Admin Asst.

Aaron Grangaard
Director of Facilities

Denna Grangaard
Director of Communication

Sara Pickens
Director of Human Resources

Clinical Leadership Team

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, GC-C
Bereavement Coordinator

Kathleen Potter, RN, CHPN
Director of Nurses

Cindy Reed, RN, CHPN
Schneidmiller House Director

Kelly Rey, LCSW
Director of Social Services

Brooke Skurupey, NP
Nurse Practitioner

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 Spanish, Chinese, Russian, Vietnamese, Tagalog - Filipino, Arabic, Ukrainian, Cambodian, Japanese, French, Romanian, German, Portuguese, Korean, or Nepali language assistance services, free of charge, are available to you. 1-800-368-1019, (TTY: 7-1-1).
Espanol (Spanish): ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-368-1019, (TTY: 7-1-1).
(Chinese) 注意：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.

Together we will **Journey** in this life

HOSPICE OF NORTH IDAHO

MANNIE GLADYS SCHNEIDMILLER House

HOSPICE OF NORTH IDAHO THRIFT STORE

HOSPICEOFNORTHIDAHO.ORG
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