Live Fully

HOSPICE
OF NORTH IDAHO

Your Local Community
Hospice Since 1981

2019 Annual Report
For Your Community Hospice

We're Here For You

From Our Executive Director: Kim Ransier

Since 1981, Hospice of North Idaho has been here for you; each person and family in our community. We continue to provide award winning end of life patient centered care, a multitude of bereavement services including services for children, and touch points of care for our palliative care patients. As an integral part of our community, we listen to your needs and with our growing population, have made our strategic plan flexible, always with our mission at the heart of every decision.

Based on the need, we built an additional wing with 7 more patient rooms onto our inpatient unit, The Schneidmiller House, to accommodate more patients and families needing specialized care during their end of life journey. We have also heard from the caregivers in our community who need more education and hands on instruction on how to properly care for their loved one; 1 in 5 of us will be a caregiver sometime in our life. We will continue to meet the needs of our community, build trust in our stewardship of resources and listen to the needs of each of you.

For the past 38 years, we have been delivering compassionate, expert, end of life care, and we will continue to be here for you in all the years ahead.

From Our Past...

1981	1999	2011	2018	2019
COMMUNITY'S FIRST HOSPICE	OUTGREW INITIAL LOCATION	IDAHO'S FIRST HOSPICE IPU	IDAHO'S FIRST HOSPICE CAMPUS	SCHNEIDMILLER HOUSE IPU EXPANSION

SCHNEIDMILLER HOUSE
GROUNDBREAKING 2010

SCHNEIDMILLER HOUSE
CONSTRUCTION 2011

COMMUNITY SERVICES BUILDING
CONSTRUCTION 2018

SCHNEIDMILLER HOUSE EXPANSION
CONSTRUCTION 2019

To Our Mission Based Future...

CAREGIVER SUPPORT

Becoming a caregiver to a loved one can often be an overwhelming experience, especially for someone with little-to-no experience in the medical field. Through our new Caregiver Support Program, family caregivers receive training, education, and emotional support at every stage of their caregiving journey. This program meets caregivers where their needs lie, to fill in the gaps and create a sense of community among members. Whether a caregiver needs hands on skills training, information about Advance Care Planning, or just a place to vent about their experiences and frustrations, Hospice of North Idaho welcomes our community members, free of charge.

CAREERS

Clinical Hires in 2019:

Nurses	13
Social Workers	3
Hospice Aides	10
Spiritual Care	1

119

AVERAGE EMPLOYED

COMMUNITY PALLIATIVE CARE

In 2019, the Community Palliative Care program provided care to 471 individuals with a chronic or life limiting illness which was an increase of over 15% from 2018. Sixty percent of the community palliative patient population was served in our local facilities by our Palliative Care Nurse, Peggy Hodge. The team supports patients and family members to live fully and to not let their illness limit their quality of life. Twenty percent of Community Palliative Care patients move from palliative care to hospice services honoring their desire to remain home and prevent unnecessary hospital re-admissions.

The Community Palliative Care team focused on outreach efforts, visiting small local groups including The Geezer Forum and providing education to long-term care facilities. Additionally, the team participated in the "Honoring Choices initiative" through the North Idaho Coalition for Palliative Care. Honoring Choices is a state program whose goal is to train healthcare workers about ways their peers can approach conversations with patients and families about Advance Care Planning.

As we look to the future, Community Palliative Care is excited to add a licensed Clinical Social Worker to the team in 2020. Tracey White, LCSW can provide guidance and support within an individual's diagnosis. Her expertise lies in working with patients and families in Kootenai County to navigate Advance Care Planning, Care Coordination, and access to Mental Health/Medical Social Services.

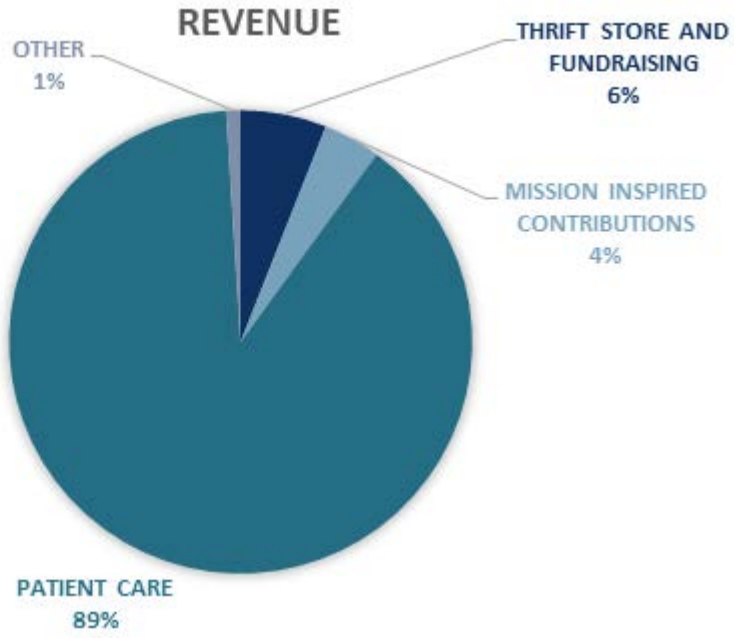
EDUCATION

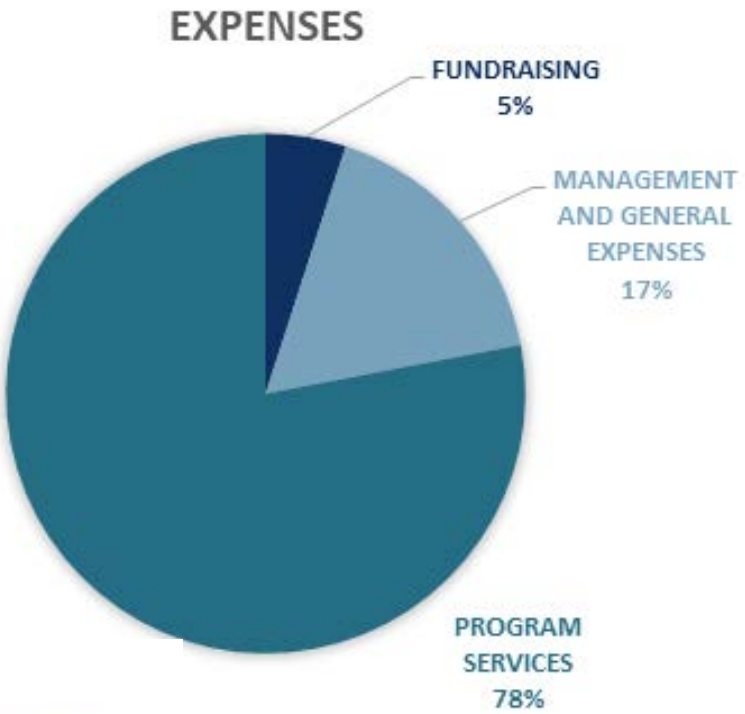
CLINICIANS CERTIFIED IN HOSPICE AND PALLIATIVE CARE

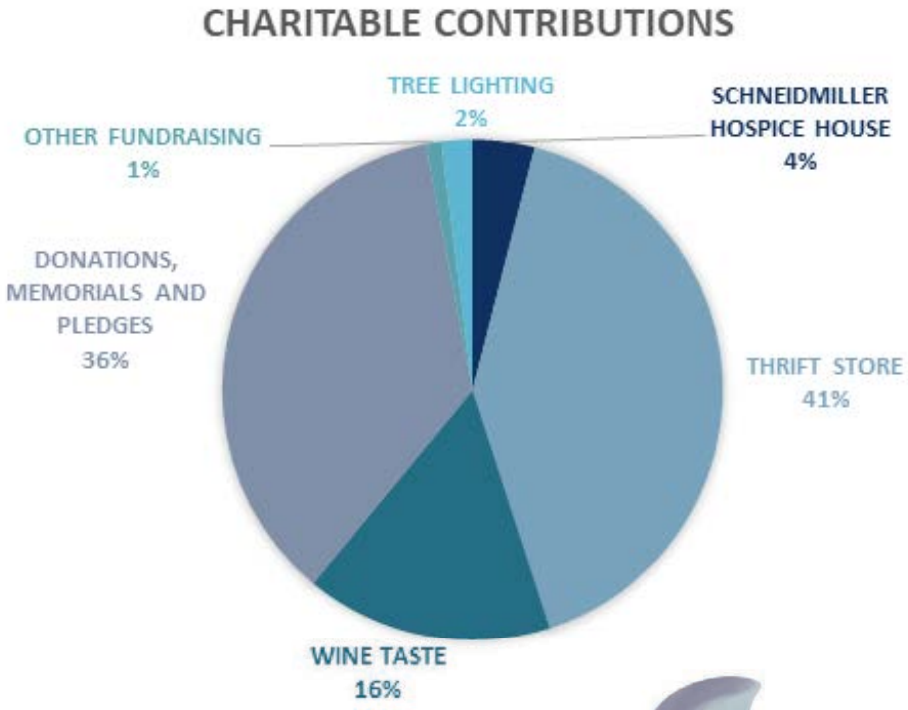
IMPLEMENTED A STANDARDIZATION OF CARE MODEL, "THE COMPASS MODEL"

WEBINARS ATTENDED

Financials


REVENUE
OTHER
1%
THRIFT STORE AND
FUNDRAISING
6%
MISSION INSPIRED
CONTRIBUTIONS
4%
PATIENT CARE
89%


EXPENSES
FUNDRAISING
5%
MANAGEMENT
AND GENERAL
EXPENSES
17%
PROGRAM
SERVICES
78%


CHARITABLE CONTRIBUTIONS
TREE LIGHTING
2%
SCHNEIDMILLER
HOSPICE HOUSE
4%
OTHER FUNDRAISING
1%
DONATIONS,
MEMORIALS AND
PLEDGES
36%
THRIFT STORE
41%
WINE TASTE
16%

Volunteer Services

"Discovering how you can make an impact by doing what you love."

VOLUNTEER HOURS

THRIFT STORE

8,938

ADMINISTRATIVE

1,773

PATIENT SUPPORT

5,671

GENERAL MISSION SUPPORT

1,519

259

VOLUNTEERS

17,901

MISSION SUPPORT HOURS

Getting to Know...

Board Member: Georgianne Jessen

How long have you been a Board member with Hospice of North Idaho?
I joined the Hospice of North Idaho Board in November of 2013. I was recruited to be on the HONI Board as they desired a person with a background in health care. When my husband and I retired in North Idaho in 2002, my goal was to give back and serve our community. My entire professional career has been in the not for profit sector of health care, so I felt the perfect fit for me was not-for-profit organizations with a Mission close to my heart and an organization that could utilize my skill set; Hospice of North Idaho fit.

What is your career background?
I started my career in Health Care as an RN in a Burn Unit in 1971 in Tulsa, Oklahoma. I worked in various capacities as a nurse, administrator, and then ending my career at Hillcrest Hospital as Chief Operating Officer in 1992. That same year I joined Providence St. Joseph Medical Center in Burbank, California, and I retired in 2002 as the Chief Executive Officer.

How does our organization's mission empower you?

Hospice of North Idaho's Mission, “With open hearts and expertise, we serve the seriously ill and those touched by loss” is compelling and empowers serving; it is the driver for the organizations Board, Leadership, Staff and Volunteers. As I engaged as a Board member, it became very apparent to me the strength in caring shown by all who touch those we serve. We have accomplished our strategic goals: One campus location on Prairie Avenue, an Administrative Community Building to meet the needs of our organization as well as our community's needs. With the addition of a new wing at the Schneidmiller House, we have advanced our in-patient and respite care capacity for those we serve.

What are your aspirations?

My aspirations while serving on the Board have been to provide guidance, and always fulfilling the fiduciary responsibility of all Board members to help the organization grow, meet community needs, and stay true to the Mission. I have had the great opportunity and privilege to serve with other strong Board members and the organizations leadership. Kim Ransier, Executive Director, along with her team keeps the focus on the quality of care delivered while meeting and exceeding all regulatory and fiduciary responsibilities guiding our complex organization. Our “Open Hearts” drive the Mission.

What motives you?

What motivates me is the success and growth of people, organizations and Boards. Serving HONI has met all these goals. The added bonus is keeping a positive outlook and seeing so many smiles in the lives touched by HONI.

What are your hobbies?

I enjoy time with my husband, Chris, and we both enjoy the four seasons in Idaho and especially the boating season (much different than my Oklahoma lake time)!

What is your favorite thing about North Idaho?

I believe the first phase of my retirement has been service on Boards which has kept me busy and engaged in our community. The people of North Idaho are special and they help when a need is expressed; this is a very special characteristic for this place we call home. We cannot provide the services we do at HONI without all these special people who help meet our community needs.

Our Stories

A Heart of Gold

Written by Megan Ryan, Outreach Coordinator

"An animals eyes have the power to speak a great language," and if animals could speak, they would tell extraordinary things. Karen Babbitt lived her life in Worley, ID. She grew up there, raised her family, had a career and was a caretaker of all animals. She was well known in the area where she lived for taking in and rescuing animals of all sizes. People would call her about animals that needed rescuing. She would "help at the drop of a hat," states her sister Kathy. Her sister recalls that over the years Karen took care of many animals including llamas, alpacas, dogs, cats, birds and even a beloved miniature donkey named Geppetto. Geppetto was well known in the area, loved attention, being spoiled and was even in multiple parades. He was in her care for over 30 years and the two had an extraordinary bond.

Her sister recalls, Karen being diagnosed with breast cancer that spread to her bones, after she experienced multiple falls and surgeries. She then was admitted to our Schneidmiller House in January.

After Karen was admitted to the Schneidmiller House, the patient's friend Cheri, contacted the Schneidmiller House staff and presented her idea about Karen's beloved donkey coming for a visit. "Many times, our closest family members are of the four-legged kind. Our relationship with our animals have a place deep within our hearts. We honor those relationships and include them in our Plan of Care for each patient, even if it means bringing a donkey into The Schneidmiller House," stated Kim Ransier, Executive Director.

Geppetto arrived for a one time visit to see Karen on January 16th, prepped with a makeshift diaper and walked down the hall to Karen's room. Karen was greeted by surprise. She and her donkey had a loving moment while Karen laid in her bed. Family and friends gathered as the two shared a few moments and Karen recalled memories of her beloved animals. "The look they exchanged was a deep understanding of each other; they shared a connection. I think Geppetto knew that his human needed him, and they both wanted to say goodbye," stated Megan Ryan, Outreach Coordinator who took pictures of their visit.

Geppetto was well behaved, laid on the floor by Karen's side and at one point got up and rested his head on her knees. He seemed to know it would be their last visit together. This memorable visit was very "buzz worthy" with staff and the Hospice of North Idaho Facebook community. The initial post reached over 26,000 views and received over 600 reactions, with more than 230 shares and many heartfelt comments. "We encouraged this sweet donkey to visit so Karen could be loved up by her best friend. Later when I visited Karen, she was so excited and shared that her and her donkey's pictures went "viral" and that friends were calling her family to let them know they had been viewed many times in faraway states. "We are so famous now!" Karen was thrilled. This brought additional joy to those precious moments," stated Cindy Reed, Schneidmiller House Director.

When Karen passed away on February 7th, 2020, she left behind memories of love and care for so many. Her animals are cared for by a close family friend. As for Geppetto, he was well taken care of after Karen's passing, but on Karen's birthday, May 7th, 2020, he passed away. The goal for our care is meeting patients where they are, comforting them on their journey and encouraging each person to make choices most important to them, and for Karen, that was possible.

FULL CIRCLE

Written by Cynthia Schneider and Sonja Dove, LMSW

Hospice of North Idaho is an organization in which reciprocal relationships are the norm. A constant flow of giving and receiving is an integral component that sustains the framework of services provided by HONI, along with an incredulous amount of heart. The relationship between Art Schneider and HONI would prove no different.

Those that knew him would describe Art Schneider as a hard-working man, who loved his wife Cynthia beyond measure and often demonstrated it by ensuring she had coffee every morning. They shared a life together here in North Idaho for just over 38 years. Art held multiple jobs over the course of his lifetime including his dedication to the armed forces, worked in construction, followed by service in a local wrecking yard, and filling his final employment with HONI.

In January 2004 Art's wife, Cynthia, was recruited to work at HONI by the director of finance who told her, "It's like coming to a great big hug when you come to work here." Cynthia accepted her position in the finance department. Less than a week into her employment Cynthia followed suit and recruited Art, who was retired. Art began to volunteer his handyman services to change a few light bulbs to help minimize HONI expenses along with any other honey-do's that could be thought of. Art's former training in the Army as communications personnel proved useful to assist with down telephone lines at the HONI thrift stores. By May 2004, what started as an act of volunteerism to help out, quickly turned into full time employment. Art became a full time maintenance personnel, caring for HONI and their staff by maintaining the buildings and picking up donations for the thrift stores. Art not only served the HONI mission through his skills and abilities, but by developing close relationships with all those he worked with.

Cynthia recalls that on one occasion, Art was so excited about the groundbreaking of the Schneidmiller House in 2011, that he drove from their home to witness and take pictures of the momentous occasion. Art personally understood the significance of the house. During a time when hospice services didn't exist, he observed his own father care for his mother in their home at end of life. Art could only imagine how different it would have been for his father with a place like the Schneidmiller House, and often expressed his gratitude for the services HONI provided to its community members and their families experiencing end of life circumstances.

Moving forward to 2016, Art began to experience health complications and was hospitalized for eight days followed by six weeks of recuperation at home. During this time, Art received multiple serious diagnoses including deep vein thrombosis (DVT), chronic obstructive pulmonary disease (COPD), and later Parkinson's. Despite his medical challenges, Art continued to serve the mission of HONI until August 2017 when he experienced a fall causing a broken leg, which ultimately led to his resignation with HONI.

It was now time for HONI to care for Art, the way he had cared for them all these years. In September 2018, Art signed onto receive hospice services with HONI. Art asked Cynthia to promise his hospice services would take place in their home. Cynthia shares that she was able to keep her promise to Art with the help of HONI's "amazing people." With the care of HONI and their staff, Art was able to experience a good quality of life for another year. Art looked forward to each visit with his HONI team and enjoyed the time he spent with them. Through this time, staff assisted Art with spending time with his beloved, reminiscing over favorite memories of their travels, attending his granddaughter's graduation, and making the most of his final moments. Art said his final goodbye Friday, November 8, 2019. Care didn't stop there. Countless HONI employees visited their home to provide care and support prior to and upon Art's death. Cynthia states, "I don't know how people go through that without this place. The people here are amazing!"

Following the loss of her beloved, Cynthia took some time to rest, but has returned to her role in the finance department at HONI. Cynthia honors her husband's legacy daily by continuing to serve the mission of HONI that Art so profoundly believed in and admired.

Shone With Light

-A thank you card from a patient's daughter

I am forwarding my most sincere appreciation for the extraordinary care my father, Ed, received under Hospice. Starting in October 2019, my dad was supported by Donna (RN), Stephanie (SW) and Katie (CNA). Their work was beyond any measure of exceptional care, their diligence, compassion and stalwart work allowed dad's last months to be peaceful and without discomfort. Donna provided steady, loving and pleasant care. She became a pivotal member of our family!

My dad's stay at the Schneidmiller House was also remarkable! Without exception, nurses, CNA staff, housekeeping, chaplains and Dr. Ancker provided care that reflected how committed they are to both work and patient care. The names are numerous but each individual "shone" with the light of their chosen profession.

I am enormously thankful for each of them; Dr. Ancker, Cindy, Melody, Ashley, Emily, Suzanne, Lindsey, Stacie, Kristi, Tracy, Tara, Vanessa, Marilyn, Candace, Colleen, Rachel, Candi, Shannon, Lydia, Lisa, Brook, Jennie and Lexie. My greatest thanks!

-Julie Green

Hospice Wine Taste

34th Annual - Hospice Community Service Building

200
DONORS

22
VOLUNTEERS

202
GUESTS

23
BEVERAGE DISTRIBUTORS AND CATERERS

$51,100
PADDLE RAISE

$41,150
LIVE AUCTION

$14,000
GAMES AND SILENT AUCTION

$184,000
TOTAL RAISED

Camp Kaniksu

CAMP FOR GRIEVING KIDS AND TEENS

28
CAMPERS

27
GRIEF SUPPORT HOURS PER CAMPER

1,350
GRIEF SUPPORT HOURS TOTAL

21
COMMUNITY VOLUNTEERS

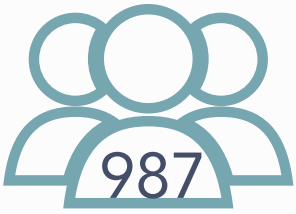
38 Years of Care

2019 in Review

HOSPICE PATIENTS SERVED

PATIENTS UNDER 71 YEARS OLD

PALLIATIVE PATIENTS SERVED



TOTAL BEREAVEMENT CLIENTS SERVED

RESPITE DAYS OF CARE AT THE SCHNEIDMILLER HOUSE

GRIEF CLIENTS SELF REFERRED FROM THE COMMUNITY

VETERANS SERVED

GUEST VISITORS AT THE SCHNEIDMILLER HOUSE

HOSTED COMMUNITY MEETINGS

Current 2020

Board and Leadership

Board Members

Sheri Isch
Board Chairperson
Chris Wolfe
Vice Chairperson
George Balling
Michael J. Bibin, CPA
Karen Cabell, DO, MBA
Michael Grabenstein
Dwight A. Hoeck
Georgianne Jessen
Barbara Mueller
Kevin Mulvey, MD
Shari Sugimura
Alan Wasserman

Administrative Leadership Team

Kim Ransier
President, Executive Director
Cindy Reed, RN, CHPN
Vice President, Schneidmiller House Director
Jennifer Davis, CPA
Treasurer, Director of Finance
Christy Miller
Secretary, Executive Admin. Asst.
Aaron Grangaard
Director of Facilities
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
Kaylee Kron, LMSW, GC-C
Community Support Services Manager
Chelsea Mcluskie, BSN, RN
Director of Nursing
Maggie McComb, RN, BSN, CHPN
Education Coordinator
Kelly Rey, LCSW, AHPSW-C
Director of Social Services

PARTICIPATE.

Find your niche with our skilled team of volunteers.

DONATE.

Help us provide expert care to our neighbors in Kootenai, Shoshone and Benewah counties.

ENGAGE.

Provide patients with the comfort and expert care they deserve.

HOSPICE HONORS

THE JOINT COMMISSION · NATIONAL QUALITY APPROVAL

VOTED BEST OF 2016 HOME HEALTHCARE BUSINESS JOURNAL

VOTED BEST OF 2017 THRIFT STORE BUSINESS JOURNAL

VOTED BEST OF 2018 HOSPICE BUSINESS JOURNAL

BEST OF 2019 HOSPICE BUSINESS JOURNAL

Together we will *Journey* in this life

HOSPICE OF NORTH IDAHO

Community PALLIATIVE CARE

MANNIE GLADYS SCHNEIDMILLER House

HOSPICE OF NORTH IDAHO THRIFT STORE

www.hospiceofnorthidaho.org

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