

# 2007 Annual Report



Home Health Aide Terri with a patient.

## A Community of Caring – the Lovejoy Hospice Story

Lovejoy Hospice is named for a noble and brave woman, Jean Lovejoy, who died in 1981. Jean started the local chapter of a support group, "Make Today Count" for people with life-threatening illnesses...all the while with a diagnosis of terminal cancer herself. She opened a comfortable dialogue about dying with many people. She was an advocate of addressing life-limiting issues and the quality of life, in person and on radio and television.

In 1981, Lovejoy Hospice, a pioneer of hospice care in Oregon, saw its first patient, cared for by one volunteer nurse and one volunteer staff person. Today the Board of Directors is able to meet in our own beautiful Lovejoy Hospice building. In 2006, our average daily patient census was 58, and we received about 20-35 new patients per month. We now have 52 employees and 78 volunteers.

Lovejoy Hospice has grown larger since its humble all-volunteer beginning in 1981, and it has also evolved as an integrated living organism that breathes and pulses with the community it serves.

**Volunteers** began the organization and remain at its heart. They are the roots, they connect Lovejoy Hospice to the community, they save the organization many thousands of dollars yearly and they are donors and they attract donors.

**Employees** carry Lovejoy Hospice values, the heart of caring, and a dedication to excellence out to patients and families, day after day, year after year. From the executive director to all of the current skilled nursing team, social workers, bereavement counselors, home health aides, chaplains and office support staff – Lovejoy Hospice staff serve, interact with and care for people in the community with a true sense of duty and compassion.

**Donations** from individuals, families, bequests, local business sponsorships and other agencies make it possible for Lovejoy Hospice to fulfill its mission to serve. Though we receive reimbursement from insurance and Medicare, this does not cover the cost of offering hospice care to all who need it - which is our mandate in order to receive Medicare reimbursement. An investment in Lovejoy Hospice can help to ease the symptoms of a patient with life-limiting conditions, give hope to a surviving loved one, or support a grieving child.

**Community Partners**, organizations and agencies, interact with the Lovejoy team every day, conferring about patients, sharing care planning and connecting patients and families with resources in the community. Lovejoy Hospice exists within a community web of caring and commitment.

From the beginning, Lovejoy Hospice's attention to and honoring of *life* has been the key to compassionate and caring service for patients and families. But that special attention has also allowed the organization to adapt to change, to transform many obstacles and to endure and thrive as Southern Oregon's only community-based not-for-profit hospice service. Lovejoy Hospice continues to reflect the dreams and vision of its founders and its community.



Child attending the "Good Grief" family and children's bereavement program.

### Hospice Matters

My grandmother passed on in her late 90's. When she died she had congestive heart failure, had lost her eyesight and her hearing, and had experienced several small strokes. She lived a full life and she felt ready to go when the time came. She said her goodbyes to our family and her doctor recommended hospice care as an option. We jumped at the chance to have her be home with us. Hospice workers came out and helped us order the equipment we would need to keep her at home – a bed, oxygen and other necessities. They answered all of our questions, put us at ease and explained the whole process. I had never seen someone die and I was scared. The hospice people made it so easy – they gave our family education, told us what to expect, what to do and what grandmother's options were. She really liked that part. All of her life she had done things her way. Hospice care provided a process that was all about her wishes and her options. The care people were always there when we needed them or just a phone call away. I can't say enough good things about hospice care and what it did for my grandmother and my family.

~ Granddaughter of a Hospice Patient



### Lovejoy Hospice Mission

Lovejoy Hospice strives to:

- **Provide** the highest quality of care
- **Demonstrate** acceptance and offer emotional support
- **Advocate** for patients and families who are facing a life-limiting condition

The goals of Lovejoy Hospice are to keep the dignity, integrity and personal choices of the person intact; to allow him or her to be comfortable; and to participate meaningfully throughout their final days.

Lovejoy Hospice is a community-based not-for-profit 501(c)3 organization.

### Board of Directors

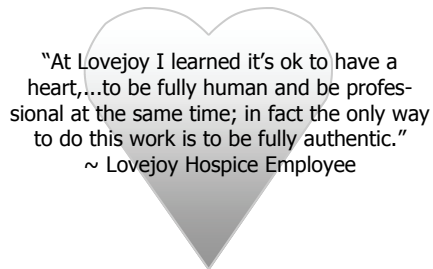
- Lyn D. Stanger
- Ken Behymer
- Judy Samuelson
- Angel Campoz
- Bruce Murray
- Deborah Sorenson
- Frank Kennedy
- Jackie Walden
- Jody Hammer
- Brett Schulte

### Lovejoy Hospice

939 SE 8th Street  
Grants Pass, OR 97526

541-474-1193

[www.lovejoyhospice.org](http://www.lovejoyhospice.org)



## Lovejoy Hospice Vision

From the Desk of Cheryl Valentine, Executive Director



For twenty six years, Lovejoy Hospice has provided service with *the Heart of Caring* to this community from O'Brien to Williams, Gold Hill to Glendale, to Rogue River, Cave Junction and Grants Pass, and to generations of families.

Caring for dying members of communities has occurred for millennia, in differing cultures all over the world, and has evolved over time. From Lovejoy Hospice's beginnings as a volunteer organization, we have evolved. We, however, continue to strive to meet the needs of people of all ages in our community who face life-limiting situations. And we must do so in the future within a changing health care economic environment.

**We**, the staff, management and Board of Directors, are focused on meeting economic challenges while maintaining our vision and passion. We envision our growth as **Building on Success** and **Making the Best Better**. One employee described Lovejoy as "growing... and walking tall." We worked for two months identifying specific values that define our commitment to *the Heart of Caring*. We narrowed our initial list of sixty values to the seven values below. So, when you see these words around, you can be assured they reflect who we are as individuals, and the Lovejoy Hospice commitment to serving the community as we **grow** forward. Share the vision.

<i>Excellence</i>	<i>Integrity</i>	<i>Stewardship</i>
<i>Community</i>	<i>Teamwork</i>	<i>Advocacy</i>
		<i>Respect</i>

## 2006 Highlights

- **Acquired \$16,000 in grants for hospice care projects.**
- **Began the new Pediatric Care planning group to increase access to hospice services for children and their families.**
- **Installed a new computer networking system.**
- **Acquired new laptops for field services staff to implement Phase II of the information technology plan.**
- **25th anniversary of the organization and the advent of a renewal that has included:**
  - **An all staff retreat and strategic planning session.**
  - **Expanded Community Outreach Education.**
  - **In depth examination of the mission and tag line by staff, volunteers and board resulting in designation of seven values that exemplify "the Heart of Caring".**

*Respect*

*Advocacy*

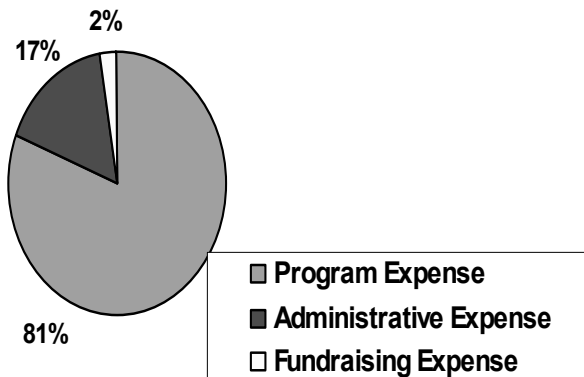
*Integrity*

*Community*

## Lovejoy Hospice Measures Up

- Certification by Medicare
- Accreditation by the Oregon Hospice Association.
- Certification by California Board of Nursing for Continuing Education for nurses.
- Oregon Hospice Association Dream Team Award for Home Health Aide Bob Taylor.
- Independent Financial Audit by Purkeypile & Johannsen assessed Lovejoy Hospice financial statements to fairly present the financial position of the organization.
- Lovejoy Hospice ranks among the top 10%, by national standards, for financial efficiency.

**Lovejoy Hospice 2006 Expense Distribution**



On the left is a chart showing how money is spent by Lovejoy Hospice.

The NCIB (National Charities Information Bureau) recommendations are that organizations spend at least 60% of annual expenses for program activities.

Lovejoy Hospice used 81% of revenue directly on Hospice programs. This is in the top 10% group of efficiency for Hospice organizations and shows a high level of efficiency.

*Data drawn from IRS reports made by hospice organizations available at [www.Guidestar.org](http://www.Guidestar.org).*

### With Appreciation

It would not be possible for Lovejoy Hospice to fulfill its mission of service without the support of our community. We can not list every name of every donor, but please know that we truly appreciate every single contribution, as do the families and patients who benefit from our services.

**Major sponsors and supporters in 2006:**

**The Carpenter Foundation**  
**Cow Creek Umpqua Indian Foundation**  
**PGE Foundation**  
**Safeway – Downtown Grants Pass**  
**Wheeler Toyota**  
**Pacific Living Center**  
**Hospice Education Institute**  
**Calvary Lutheran Church**  
**Bethany Presbyterian Church**  
**Beverly Shafer House**  
**Albertsons Grants Pass**  
**Ann E. Cogswell Estate**

### Coming Events

April 19	Awards Celebration
May 11	Mother's Day Memorial Workshop
Jun 15	Father's Day Memorial Workshop
Jul 16	Funeral Planning
Aug 13	Estate Planning
Sept	Volunteer Training
Oct	Advanced Directives, Caregiver 101
Nov 7	Holiday Blues—Coping with Grief
	Dec
	Light Up A Life—Community
	Memorial for Loved Ones



Patient with Lovejoy Hospice Volunteer

*Teamwork*

*Excellence*

*Stewardship*



## Growing Hospice Care

In 2006 Medicare reimbursement increased by 3.5%.

### But our costs went up as follows

- Medical equipment went up 31.8%.
- Patient transportation costs went up by 65.3%.
- Patient supplies cost over 25% more.
- Office supplies are 13.9% more.
- Telecommunications cost 7% more.
- Maintenance costs are 74.9% more.
- Utilities cost 32% more.
- Drugs are 8.2% more.

**Though we receive reimbursement from Medicare and other insurance providers, it does not cover the cost of offering hospice care to all who need it, which is our mandate in order to receive Medicare reimbursement.**

We hope to increase access to hospice care for more patients and families, and for children and grieving teens in the coming years.

If you would like to help, please send your donation to

**Lovejoy Hospice  
939 SE 8th Street,  
Grants Pass, OR 97526**

For our long time special friends, who would like to leave a legacy and ensure lasting support for hospice care in our community, we have many options.

Please give us a call to see how we can help you.

Ask for the

Development Coordinator 474-1193

**“Dear Lovejoy Hospice....You were there for us in so many ways, helping, teaching, caring and understanding the myriad of emotions, reactions and needs. Thank you for your graceful way of walking with us during the last three weeks of our dad’s life. You helped us to make all the difference—it was a beautiful process—full of love and ending in peace.”**

**~ Hospice Family**

## Lovejoy Hospice Programs

### **2006 Services Overview**

• Patient visits	6137
• Patients served in 2006	312
• Average number of patients per day	58
• Adult Bereavement contacts	3950
• Volunteers	78
• Volunteer hours	6,345
• Money saved by volunteer work	\$116,355.
• Employees	52

### **Programs**

- **Hospice services** include: Nursing visits and collaboration with a patient’s personal physician  
24-hour nursing advice on symptom management  
Selected medical equipment & medications  
Social Worker services  
Spiritual Counselor if desired  
Home Health Aide and light housekeeping if desired  
Volunteer services & dietary counseling availability
- **Bereavement services** include:  
Adult grief support groups, Child and Family groups  
Bereavement support for survivors and loved ones  
Information and referrals, Bereavement library
- **Education services** include:

#### Community Education

Caregiver 101  
On-going topics such as “Wills” or “Holiday Blues”  
Presentations as requested to local groups

#### Professional Education

Presentations / consulting as requested  
Nursing Continuing Education  
Individual physician consults

## **Lovejoy Hospice Giving Opportunities**

Prominent Recognition at Lovejoy Hospice Reflection Park (upcoming project)

Recognition on Donor Wall at Lovejoy Hospice (upcoming project), PR photo option as approved by donor

Naming opportunities for rooms, programs, awards, buildings, services sponsorship

Recognition stone at Lovejoy Hospice Reflection Park, Lovejoy Hospice Donor Thank You Luncheons

Invitation to Awards Ceremony, Special Mementos

Pledge or installment opportunities

Recognition in Donor listing in the Annual Report  
Invitation to dedication events

**Thank you**