

2019 annual report



**HOSPICE
CARE** *of*
Southwest
Michigan



let us show you
how we care.



We are excited to share with you some agency highlights from 2019. Due to the COVID-19 Pandemic, we have chosen to communicate this information in a different format than usual. We appreciate all that our community has done to support our mission. *None of it would be possible without you. Thank you!*

HOSPICE SERVICES

- ▶ The agency experienced significant growth in its Hospice Program. The number of clients receiving hospice services **increased 10%** from the previous year.
- ▶ Volunteers continue to be a valuable resource and foundation for the agency. **244 individual volunteers** contributed to our mission in 2019.



- ▶ Our employee engagement is in the **96th percentile** nationally for healthcare agencies.
- ▶ A **new location** for the corporate office was purchased in Oshtemo Township.
- ▶ The remaining four rooms at Glenn Arbor Hospice residence were opened and occupied serving the need in Calhoun County.



- ▶ The agency ranked **above the national average** on quality of patient care and family experience of care based on the results of the CAHPS® Hospice Survey.
- ▶ The agency's website was redesigned and is more user friendly.
- ▶ Numerous facility updates were completed at the Rose Arbor and Glenn Arbor Hospice Residences to maintain their beauty and functionality.

"Hospice made the most difficult time of our lives bearable."

"I would like to thank hospice again from the bottom of my heart for all they did for mom and me."

"We were very happy with our hospice experience. The care and the knowledge that they shared helped us with this journey."

COMMUNITY SUPPORT

- ▶ **Over \$400,000** was provided in room and board assistance for clients at Rose Arbor and Glenn Arbor.
- ▶ Funding was approved for the WMU Med School Hospice and Palliative Medicine Fellowship for six years.



- ▶ Michigan Cancer Center through our collaboration with Bronson Healthcare's Advanced Illness Management Program.
- ▶ The agency partnered with Bronson Hospital and Dr. Tyler Gibb from the WMU School of Medicine to provide end-of-life care education to critical care nurses at Bronson Hospital.

GRIEF SUPPORT

- ▶ Community Grief Support Services were offered to over 400 individuals, an **11% increase** from 2018.
 - 200 children and teens received Grief Support through Journeys and Grief 101.
- ▶ For over 13 years, the agency has provided Grief 101 services to children and teens in Kalamazoo Public Schools in collaboration with Communities in Schools of Kalamazoo.
 - Grief 101 expanded to Battle Creek and Portage Public Schools. Overall, 112 children and teens received services, **an increase of 17%** from 2018.

"I can't thank you and your organization enough for offering individual and group counseling to family members who have lost a loved one."



- ▶ Grief counselors provided 1,489 contacts to families who had a loved one die in our program, **an increase of 31%** from previous year.

ADULT DAY SERVICES

- ▶ Adult Day Services average daily attendance grew from 36 to 40 guests from 2018, **an increase of 9%**.
- ▶ Adult Day Services celebrated a 10-year anniversary in July with a community open house.

"The group of people that took care of my husband was amazing."



"Your organization is very well run. Your caretakers always show respect and are there to help us. The most important thing to me is that I don't have to worry about my wife being mistreated in any way while I am at work!"

"I like the camaraderie!"

"The staff are all very helpful and friendly."





Thank You For Your Support

This list represents those who have generously donated to Hospice Care of Southwest Michigan and Adult Day Services at Oakland Centre through our annual **2019/20 Friends Campaign** since August 31, 2019. Without you our work could not be done.

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**we would love
to share**

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**WE WELCOME THE OPPORTUNITY TO
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the many ways Hospice Care of
Southwest Michigan can help
when someone is coping with
serious illness, with aging, or with
the loss of a loved one. Speakers
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please contact **Denise King at
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stay connected
with us all year long

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