

2022 Annual Report



A Year of Transition

This past year was a time of difficult decisions. Closing the North House and ultimately deciding to sell it in 2023 was the most difficult. Staffing challenges, increased operational costs and increasing medicare scrutiny made for the necessary decision to close the house but it was hard on all of us. No one wanted to see this happen. I am reminded, however, of a quote from our Board Member Emeritus, Dr. Johnny Cox, who has often said, *"Don't let a ministry within the organization compromise the mission."*

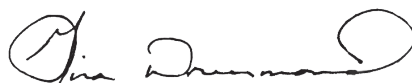


We have never set out to corner the market on "where" patients die. We have always been about the "how." Making sure patients have the dignity, respect, and compassion at end of life will always be our priority, in whatever setting they call home. Making sure their family has the support they need is equally important and always will be. Staying focused on our mission has never been more important as we continue to face the challenges that the pandemic posed, as well as its aftermath.

One of our volunteers, Linda Gaffney, shared the following message after being notified that we would be selling the North House:

"Reading this message of loss, I'm reminded of the lessons learned through volunteer training: we gently let go. It's a sad time, but we bring to it the same intentions and skills, compassion and care that we bring to the end of any life. We treasure what is passing even as it slips away and becomes part of something else. Hospice House North was vital and valuable, and if we can "commend it into other hands" with the same touch of grace that allows people to complete their journey in life, that's how we'll remember it."

Well said, Linda.



Gina Drummond, RN, MSN
Chief Executive Director

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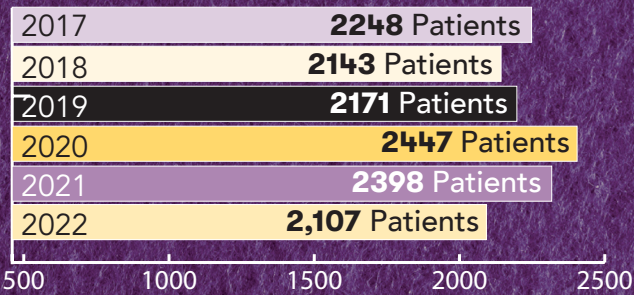
Johnny Cox, PhD

Our Mission

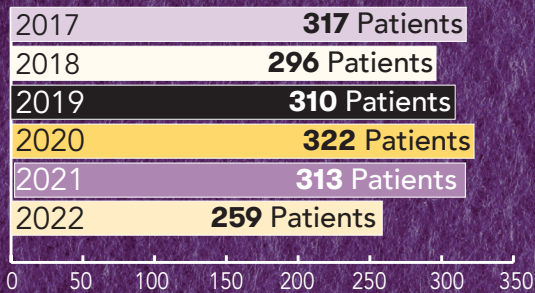
Hospice of Spokane embraces its role as a model for excellence in end-of-life care. We are a nonprofit, nondenominational, community-based organization that:

- Affirms life and intends to neither hasten nor prolong death
- Honors the dignity of the terminally ill
- Strives to alleviate suffering – physical, emotional, social and spiritual
- Provides comprehensive hospice care and services
- Educates the community about hospice services and end-of-life issues
- Offers bereavement counseling services and support
- Embraces all cultures

PATIENTS SERVED



AVERAGE DAILY CENSUS



By the Numbers

Our team drove **549,388** miles to serve patients.

We served a combined total of **618** patients at our two hospice houses.

We served **303** Veterans and paid special tribute to them with a certificate honoring their service.

We had **168** volunteers who generously donated **9,912** hours and drove **53,944** donated miles to serve our patients and their families.

Our Chaplains provided **2,095** visits to patients and their loved ones of all faiths and spiritual backgrounds.

Our Bereavement Counselors provided grief counseling and support to **3,784** family members and close friends of those who had been served by Hospice of Spokane over the past **13** months.

"A world of gratitude to each member of the team that served our family in the excellent care of our loved one. I didn't realize how difficult it would be and could not have managed without your help. Thank you from the bottom of our hearts."

– Family member

"At the end, you relieved me of the burden of the caregiver, so that in her last hours and minutes, my love and I could just be sweethearts and say goodbye for now."

– Patient's spouse

"When the alarm goes off, I know that I will be used that day. This work challenges me to be better on many different levels, not just a better practitioner, but a better overall human being. Every client and family member with whom I interact teaches me something about myself and/or the world in which I live. And a job that does that is a job worth honoring."

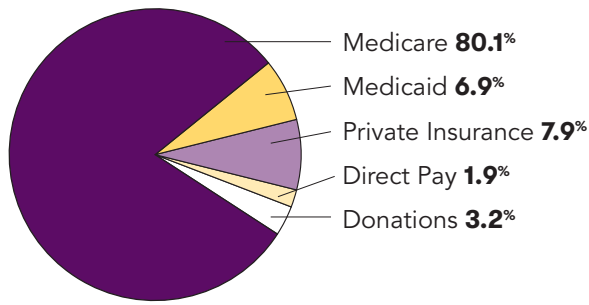
– Kelli Stangel, RN, BSN, CHPN
Hospice House Manager

Our Philosophy

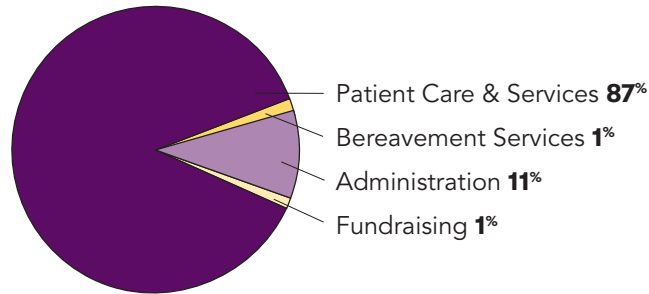
The final stages of life are as important as all other stages, deserving presence, respect and dignity, as well as freedom of choice. We provide care which emphasizes:

- Principles of death with dignity and grace
- Palliative care (comfort care)
- Individual's control over life
- Alleviation of fears of dying alone
- Support for family and loved ones before, during and following death

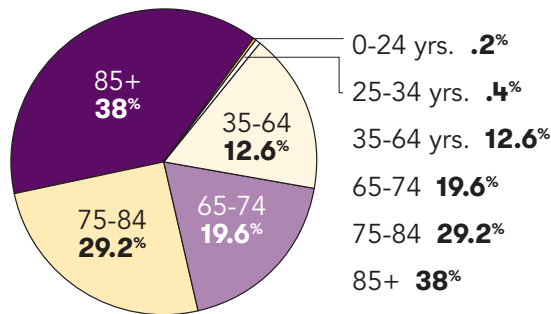
REVENUE BY CATEGORY



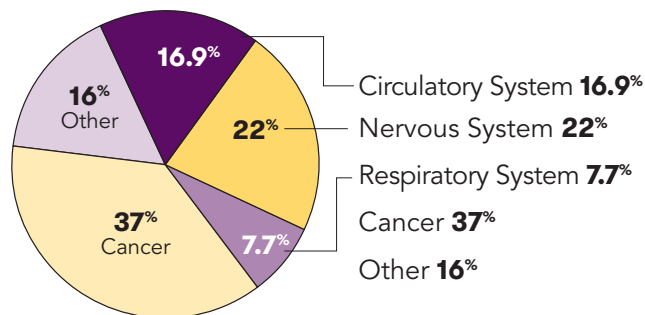
EXPENSES BY CATEGORY



PATIENTS SERVED BY AGE



PATIENTS SERVED BY DIAGNOSIS



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