

2024

annual
report



Message from April

Dear Friends,

The past year at Hospice of Spokane has been a season of change. Our CEO of 20 years, Gina Drummond, retired at the end of 2024, and we welcomed a new Medical Director, Dr. Lynn Bergman, in September of last year. We are seeing new competition for hospice services in Spokane, and we continue to fulfill our mission by serving those in our community with a terminal diagnosis. Our focus on Hospice of Spokane's mission is important to the many families we serve, and we strive for the best quality of care at end of life that we can provide.



Hospice of Spokane's commitment to our clients, their families, our staff, and our community continues in this new season. In fact, it is this commitment that connects us together as we experience change in leadership, new competition, and an ever-changing healthcare environment. We appreciate all the ways you support Hospice of Spokane and our mission.

A handwritten signature in black ink that reads "April Hansen".

April Hansen
Chief Executive Officer

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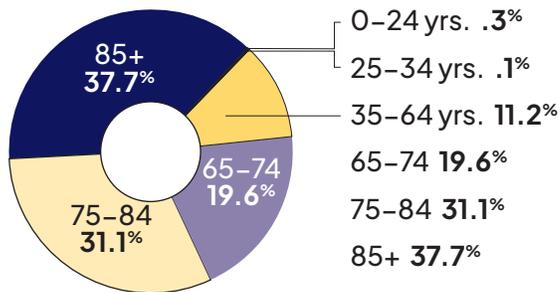
Emeritus

Johnny Cox, PhD

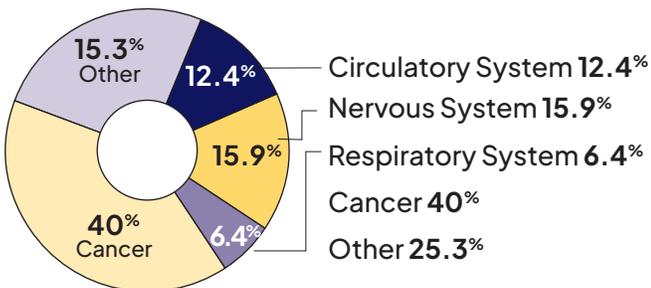
*“Thank you for
all that you do.
Hospice is the only
part of my mom’s
passing that I can
look back on with
love and caring
memories.”*

-Patient’s Daughter

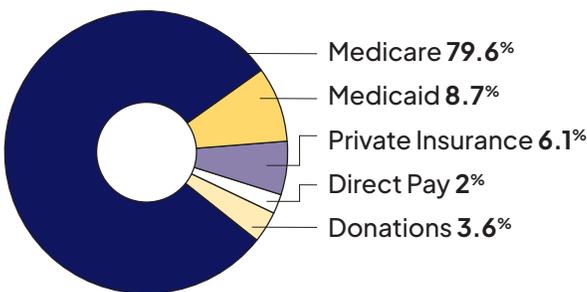
PATIENTS SERVED BY AGE



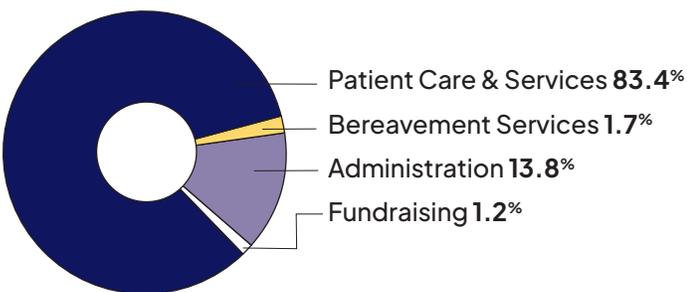
PATIENTS SERVED BY DIAGNOSIS



REVENUE BY CATEGORY



EXPENSES BY CATEGORY



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



Hospice House, 367 E 7th Avenue, Spokane

DATA POINTS 2024

Patients Served: **2006**
 Average Daily Census: **254**
 Days of Care: **93,124**
 Average Length of Stay: **54.3 days**
 Median Length of Stay: **16 days**

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

We serve patients in whatever setting they call home.

We served a total of **509** patients at our hospice house.

Our team drove **663,947** miles to serve patients.

We served **242** Veterans and paid special tribute to them with a certificate honoring their service.

We had **165** volunteers who generously donated 8,921 hours and drive 62,044 donated miles to serve our patients and their families.

Our Chaplains provided **1,579** visits to patients and their loved ones of all faiths and spiritual backgrounds.

Our Bereavement Counselors provided grief counseling and support to **1,872** family members and close friends of those who had been served by Hospice of Spokane in 2024.

Our Nurses provided a total of **21,752** visits to patients, ensuring the patients' needs were addressed and provided education and training to family/friends/caregivers.

Our Home Nurse Aides provided **17,527** visits to patients to assist with their care.

Our Social Workers had **8,928** visits to patients, providing emotional, social, and care planning to the patient and their loved ones.



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