



# TRELLIS

Supportive Care

Palliative • Hospice • Family Support

2018

# IMPACT

r e p o r t



Dear friends,

*When we think in terms of milestones*, 2018 will certainly be remembered as the year we changed our name from Hospice & Palliative CareCenter to Trellis Supportive Care. As we look to the future, our new identity will help patients and families connect with us for all the support they need and deserve.

In the pages of this Impact Report, we are sharing numbers that help tell the story of how Trellis Supportive Care is, indeed, a framework of support for so many in our community. The numbers reflect the lives of people from our community whom we have been able to touch with supportive care. And while the numbers are impressive, *when we think in terms of our impact*, the most important number is **one**. The one patient we see when we visit, the one family we sit knee-to-knee with for a thoughtful conversation, the one child who attends Camp Carousel, or the one volunteer who makes a meaningful connection.



Our impact is made stronger with the support of donors, volunteers, and the medical community who believe in our mission. Thank you for your ongoing support.

**Aaron Singleton,**  
Board Chair

**Linda Darden,**  
MHA, CPA  
President & CEO

COMPASSION HAS A NEW NAME.

HOSPICE &  
PALLIATIVE  
CARECENTER  
IS NOW...



TRELLIS  
Supportive Care

Palliative • Hospice • Family Support

TrellisSupport.org

## What's in a Name?

*Like a trellis, our team is here to provide a framework of support,* a shoulder to lean on, and personalized care that helps bring peace of mind.

From guidance and support when newly diagnosed with a serious illness, to the full support of hospice care, to the emotional support when you have lost a loved one, and so much more, Trellis Supportive Care is a trusted partner to ease these experiences in every way – not just physically, but emotionally and spiritually.

Though we were formerly known as Hospice & Palliative CareCenter, the imagery and the definition of trellis made it a beautiful choice for our new name.





“Mom wanted to be friends with all the people who came to the house. They had a way of making us feel so comfortable and connecting with us so naturally. Mom had an instant connection with her nurse - and with the whole team really. They let us know what to expect, and they genuinely cared for us. It was hard to lose her, but somehow they made it a positive experience.”

*Elizabeth Henderson, patient’s daughter*



In 2018, Trellis Supportive Care introduced:

**Cardiac Supportive Care**, tailored care for patients with advanced heart diseases. With care from our specially trained physicians and nurses, patients with heart disease and their caregivers can expect:

- personalized symptom management
- cardiac treatments at home
- reduced hospital admissions and ER visits

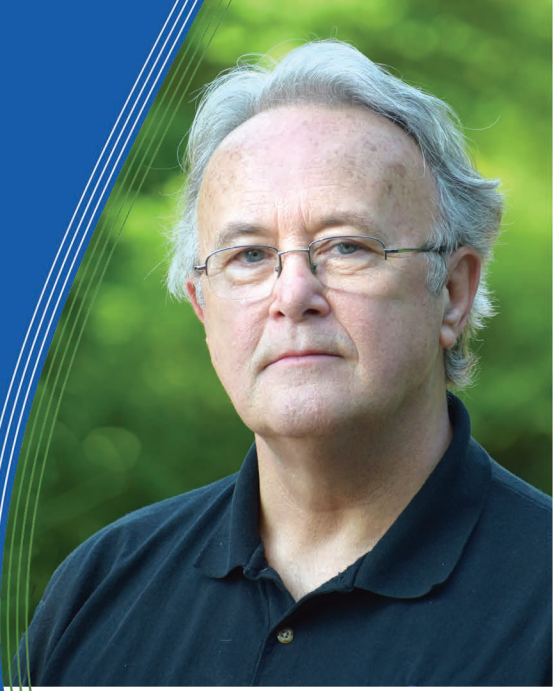
**Partners in Care**, a program focused on partnerships with the expert care teams within extended care facilities in order to provide coordinated, compassionate care.

In 2018

Over **2,800** patients and their families received care throughout the 13 counties we serve.

This represents over **140,000** days of caring.





“We experienced a level of comfort here that we wouldn’t have had anywhere else. I always felt like this is where he should have come. I just wish he had been here so much sooner.”

*Ken Hauser, patient’s son*

At those times when our patients need around-the-clock care, our Kate B. Reynolds Hospice Home serves as a home-away-from-home. Each patient has a private room, and families have many welcoming spaces throughout to make themselves comfortable.

In 2018

More than **900** patients and their families received care at our Kate B. Reynolds Hospice Home.



“Your Palliative Care nurse practitioners and physicians are truly a set of eyes and ears in the home that give me the best sense of what is happening. You know how to help with symptoms and know exactly what to report. I have never had this level of experienced practitioner give such accurate and on-point descriptions of what is happening with my patients. I love working with your Palliative Care team.”

*Dr. Carl Robert Grey,  
Gerontologist,  
Wake Forest Baptist Health*



Our Palliative Care specialists will serve as consultants, focusing on symptom relief while working alongside your doctor. In 2018, nearly **300** patients received Palliative Care.

Palliative Care is a medical specialty where patients with advanced illnesses receive specialized care to help ease their symptoms. Care is often provided along with curative treatment for an added layer of support.

“When you need support, and you have a place to turn, it’s a blessing. I wanted to give back, so I’m now the “Cake Lady”. At least that’s what everyone calls me. It gives me joy to go around to the families, and the staff, and offer a little cake, a smile, and a chance to talk for a minute.”

*Gwen Richardson, Volunteer*

It’s been said, and it’s so true, that volunteers are at the heart of our organization. In 2018 our volunteers made a tremendous impact.

In 2018  
Approximately  
400 volunteers contributed  
over 29,000 hours supporting our  
patients, our administrative team,  
and helping with special events.  
Volunteers provided an estimated  
cost savings of over \$700,000.



Whether sitting with a patient, helping with administrative functions, or supporting our fundraising efforts, we are grateful for every minute our volunteers choose to be part of our team – part of our framework of support.





“By the time we met Rick, our massage therapist, my father’s cancer had spread to his bones and he was in a tremendous amount of pain. The simple act of moving him, and even touching him, became excruciating.

Rick helped my father to finally feel relief – and that was the most important thing. I could go back to being his daughter, and hold him in my arms and love him as he passed on.”

*Christy Spencer, patient’s daughter*



Complementary Therapies are used alongside conventional medical treatment as an added layer of support, nurturing the body, mind, and spirit. These practices do not replace the medical, social, or spiritual care, but rather work with the total care of the Trellis Supportive Care team to promote comfort and wholeness for both the patient and family.

In 2018

Over **500** patients received  
Gentle Touch Therapies  
or Music Therapy.

“The loss of a loved one is not something you get over. It’s something that becomes a part of you that you absorb and eventually learn to manage and live with. My counselors have been with me on my grief journey from the beginning. It’s been a safe, comfortable place to heal at my own pace. I don’t know where I would be without the support.”

Audrey Mickens, Grief Counseling Client



#### New in 2018:

- Expanded support for suicide loss, giving families opportunities to find healing through peer-to-peer connections
- Collaboration with the Sawtooth School for Visual Art offering a ‘Care for the Creative Self’ workshop series
- Hosting a community Pet Loss Support Group

#### In 2018

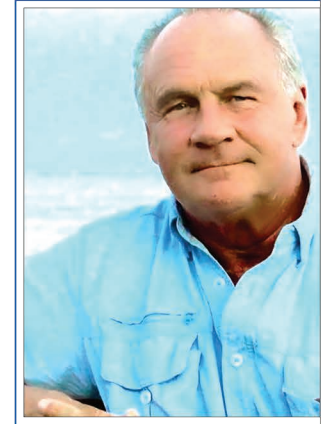
##### Grief Counselors provided:

- **3,500** individual grief sessions
- Counseling to **800** individuals of whom 130 were children



“My dad was a WWII Veteran. In his final days, Trellis provided extraordinary care, not only for the man he was, but also a veteran. My appreciation cannot be appropriately expressed. Trellis is not only committed to tailored care of veterans, but also to outreach. I’m proud to be a volunteer and veteran advocate.”

*Larry Laxton, Volunteer and Vietnam Veteran*



In 2018

Veteran coffees and special signature events provided opportunities to share information with, and honor, our region’s veterans.

got plans?<sup>®</sup>

### GotPlans?

Advance Care Planning is a process where you reflect upon and plan for the care you would want if you are unable to make decisions or speak for yourself.

***Making plans is as simple as 1, 2, 3. Decide, Discuss, Document.***

In 2018

- 450 individuals attended one of our 53 *Got Plans?* Workshops



Since our grassroots beginning in 1977, when our founders met for the first time, to gifts that built our Kate B. Reynolds Hospice Home, to the countless hours of volunteer service, to the ongoing financial support from our sponsors and donors, one thing remains true – we were built by the community, for the community.

Along with excellent hospice patient care, we are committed to offering an array of services that go “above and beyond” for our patients and the community. Our 2018 public events helped generate funds for these added services; and most importantly, allowed people to learn about our organization and connect with our mission – becoming friends for the future.



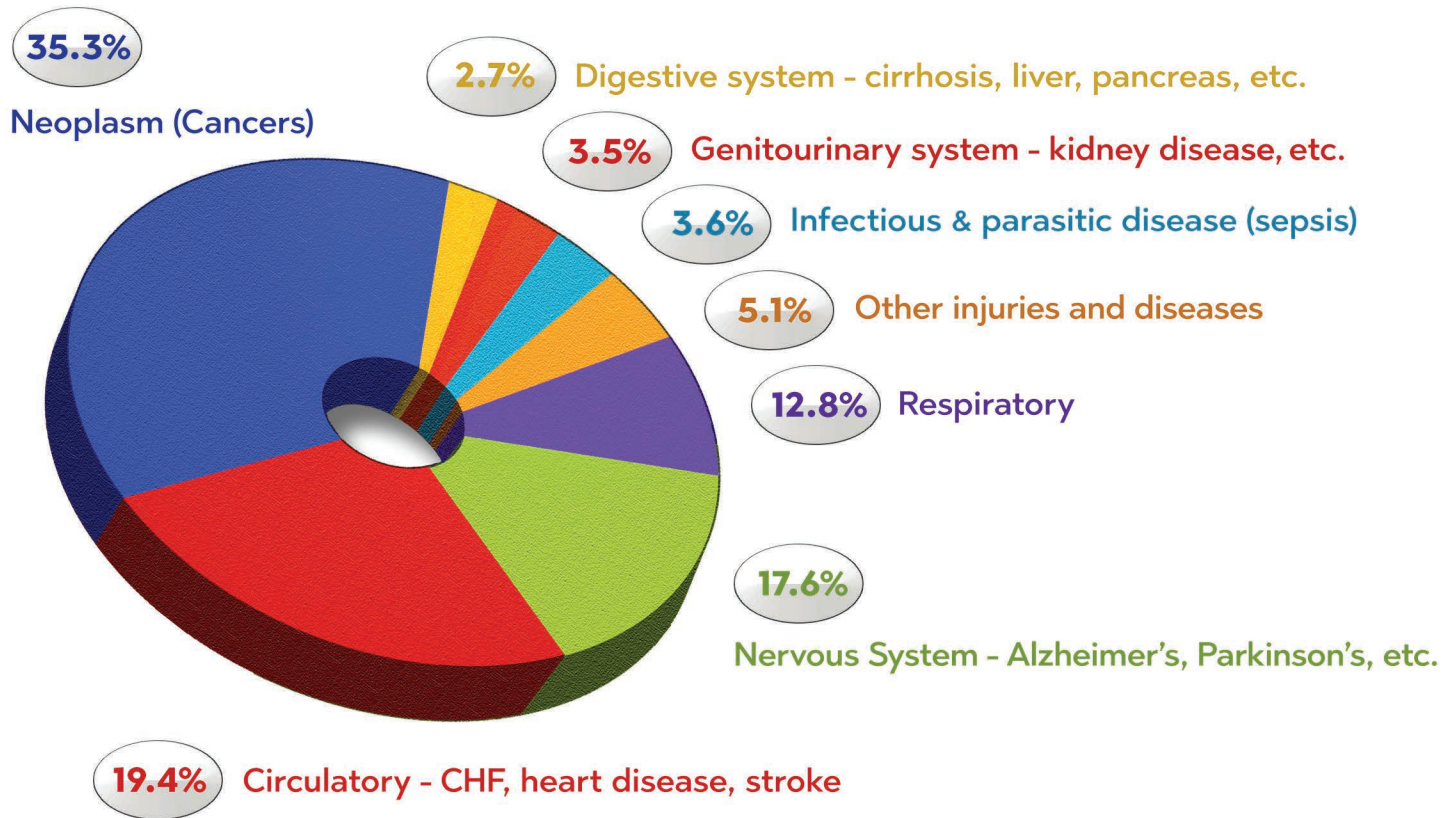
**Some of the events in 2018 included:**

- The Hope Run bringing people together to memorialize loved ones
- The Kentucky Derby Party engaging our community’s young leaders to connect with our mission
  - The Living Your Best Life Speaker Series inspiring us to live our best life



# Trellis Supportive Care serves patients with all life-limiting illnesses.

Percentages of patients served by disease category:



Clinical teams from our offices in Walnut Cove, Mocksville, Winston-Salem, and Salisbury provide care to patients, and their families, throughout our 13-county service area.

Number of clinical employees by category:



NURSES



HOSPICE AIDES



SOCIAL WORKERS



CHAPLAINS



PHYSICIANS



NURSE PRACTITIONERS



BEREAVEMENT COUNSELORS





# Financial Data

As a nonprofit organization, our mission is not to build shareholder wealth, but rather to use 100% of our resources to enhance quality of life for the patients and families we serve. We are so much more than just a hospice care provider. Our services include comprehensive grief counseling programs for the entire community, in-depth support of advance care planning, complementary therapies, and a host of other services that we are proud to offer. We are thankful to our advocates who helped shape the organization we have become.

	2018	2017
<b>Revenues</b>		
Net Revenue from Patients Served	\$24,062,000	\$19,950,000
Contributions and Financial Support	4,043,000	1,929,000
Other Revenue	565,000	4,675,000
<b>Total Revenue and Support</b>	<b><u>\$28,670,000</u></b>	<b><u>\$26,554,000</u></b>
<b>Expenses</b>		
Professional Care of Patients	\$21,235,000	\$18,977,000
Community Services	1,005,000	781,000
Fundraising & Development	720,000	711,000
General & Administrative	5,139,000	5,542,000
<b>Total Expenses</b>	<b><u>\$28,099,000</u></b>	<b><u>\$26,011,000</u></b>
<b>Increase In Net Assets</b>	<b><u>\$571,000</u></b>	<b><u>\$543,000</u></b>

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Peter Juran, Secretary  
Mike Gwyn, Treasurer  
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David Matthews  
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Tanner Robinson  
Scott Templeton  
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## Trellis Supportive Care Foundation 2019 Board Members

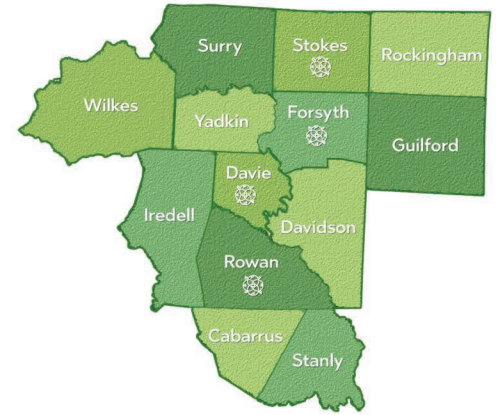
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Christie Williams  
Amanda Wright  
Yasser Youssef  
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Serving 13 counties from four offices  
and the Kate B. Reynolds Hospice Home

Winston-Salem  
(336) 768-3972

Mocksville  
(336) 753-0212

Salisbury  
(704) 637-7645



Walnut Cove  
(336) 591-1124



Palliative • Hospice • Family Support

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