



TRELLIS
Supportive Care

Palliative • Hospice • Family Support

2017

IMPACT
report



We are Committed to our Roots as a Community Non-Profit Hospice Provider.

At the time of this writing, Hospice & Palliative CareCenter (HPCC) has changed its name to Trellis Supportive Care. HPCC has been providing a framework of supportive care services to families in our community since 1979. Although we have benefitted from long-time relationships with healthcare professionals, and are trusted by generations of families and community members, there is still a myth among many that all hospices are the same. This was the basis for our decision to change to a unique, yet recognizable and memorable name.

The impact of this name change remains to be seen, but what is certain is our commitment to our patients, families, and healthcare colleagues to provide compassionate care, peace of mind, and guidance and comfort to those in need.

Thank you for your continued support.

Aaron Singleton,
Board Chair

our Purpose

The foundation of our existence - and our purpose - is to bring comfort, personalized care, peace of mind, and compassion to patients and families during times of healthcare planning, serious illness, and grief. We believe every moment should be cherished regardless of how long a person has to live.

Focusing on our patients' emotional, physical, and spiritual wellbeing, as well as supporting the family every step of the way - this is the reason we exist.

We are grateful to our volunteers and donors who make the work we do possible, and we pledge to be exceptional stewards of this generosity. We feel the strong presence of community support and are inspired by it.

As we launch our new brand identity, we share this Impact Report to highlight the ways we continue to demonstrate caring for our patients, their families, and the members of the community we serve.



Linda Darden, MHA, CPA
President & CEO

Hospice Care

We understand how important quality of life is, and how precious time becomes when you're facing a serious illness. At the point when a disease is beyond a cure, Hospice Care can make a world of difference.

The sooner our Hospice Care team is invited to help, the sooner families can focus on living comfortably.

“Hospice Care is built on an unparalleled model of care. It affords patients - and their families - access to a team of professionals and volunteers with unique training to provide extraordinary care. Of all the medical specialties that exist, Hospice Care has the potential to touch the most people. I'm proud to work in this area of medicine and couldn't ask for a better team.”



Michael Lalor, MD
Chief Medical Officer
Trellis Supportive Care



In 2017, our care teams provided care to 2,864 individuals and their families throughout the 13 counties we serve. This represents over 128,000 days of caring.

Palliative Care

Palliative Care is a medical specialty where patients with advanced illnesses such as cancer, congestive heart failure, or dementia receive specialized care to help ease their symptoms.

Our physicians and nurse practitioners are specialists, with certification in Hospice and Palliative Care, helping patients ease pain, fatigue, anxiety, and other symptoms. Palliative Care is often provided in unison with curative treatment as an added layer of support. The goal is to improve the quality of life.

Our Palliative Care program is separate from our Hospice Care program, although some patients do choose, later in their disease process, to benefit from Hospice Care.



Grief Counseling Services

Mourning is an essential step toward healing after the death of a loved one. Our trained counseling team is committed to helping bereaved people on this journey, and offers this help as a gift to the community we serve.

In 2017, our Grief Counselors provided 3,100 individual grief counseling sessions.

In addition to providing grief counseling to the families of our patients, our grief counseling is provided - at no cost - to anyone in the community suffering a loss.



“His entire disposition has been different since attending Camp Carousel. He’s a lot more cheerful and loving. He told me that he shared his story with his peers and counselors.”

Camp Carousel Parent



Camp Carousel

Supporting the Grief Journey for:

— children ★ teens ★ adults —

Complementary Therapies

Complementary therapies are used alongside conventional medical treatment, and work as an added dimension of care to Hospice's commitment to nurturing the body, mind, and spirit. These practices do not replace the medical, social, or spiritual care of the hospice team. Rather, they work with the total care of the Hospice Care team to promote comfort and wholeness for both patients and their families.

Complementary therapy services are provided by staff, volunteers, and interns and include music, gentle touch and aroma therapies.

Patients who had
Gentle Touch
Therapies

287

Patients who had
Music Therapy

122

“We left the room so that mom could be given a bath. They suggested aromatherapy as part of her personal care. When I came back into the room, I was so moved I cried. She looked like herself again. And the light aromatherapy scent was a lovely touch. I was impressed at how much they wanted mom, and us, to feel special.”



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Community Engage

Our volunteers are the heart of our organization, generously offering their time, talents and energy. The reasons our volunteers serve are endless, and the individuals who choose to volunteer represent the cultural diversity of our community.

Volunteers are an essential part of the team, and we are made better by the example they set.



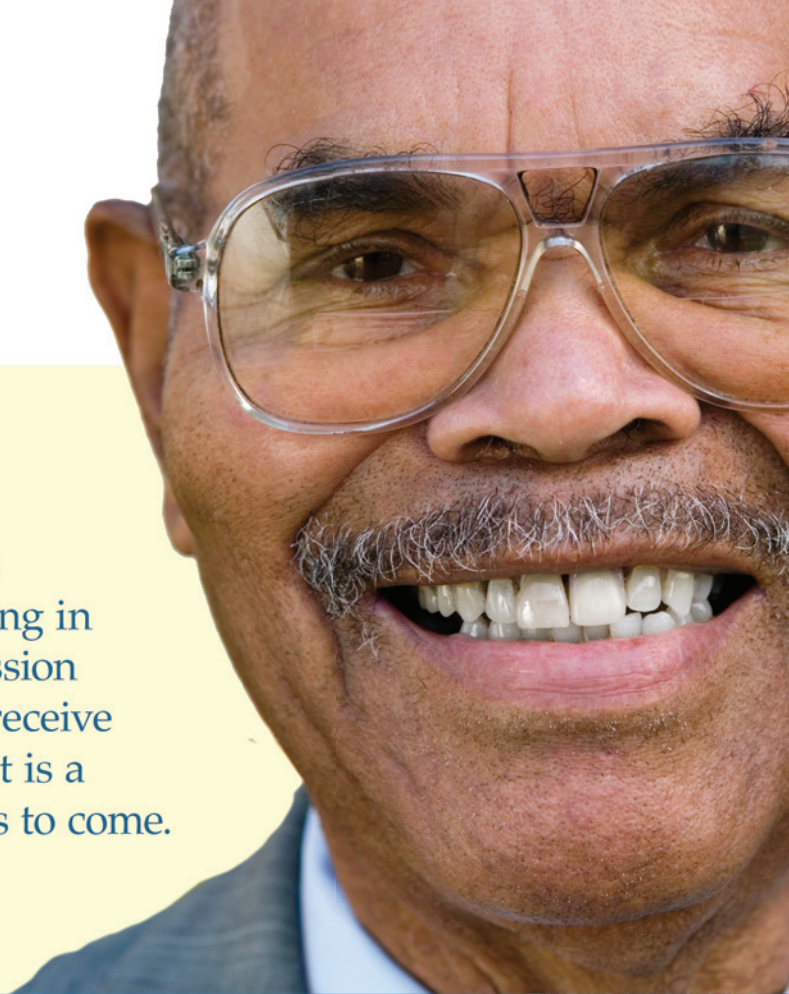
In 2017, we had 418 volunteers; 296 providing Direct Patient Care and Clinical Support, and over 120 providing General and Administrative support.

- *Volunteers provided 9% of our Direct Patient and Clinical Support*
- *Our volunteers contributed over 33,000 hours*



agement

“It takes a village.” Our village – our generous community – is a treasure. Whether contributing in memory of a loved one or investing in our mission with an annual gift, the financial support we receive helps us provide unmatched care. This support is a treasure, helping to ensure care for generations to come.



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Veterans

We are a proud participant in *We Honor Veterans*, a program of the National Hospice & Palliative Care Organization and the Veterans Administration. We understand the unique needs of America's veterans and their families. As a Level IV program, we are specially trained to recognize the impact of a veteran's experiences so that we can honor his/her service and sacrifice, and provide the best possible care to our veterans.



In 2017, we hosted 68 Veteran Coffees - with over 5,900 veterans participating.

- ☆ *We honored 675 Vietnam Veterans at the **Welcome Home** event attended by over 800 guests.*
- ☆ *We honored over 140 Korean War Veterans at the **No Longer Forgotten** event attended by over 500 guests.*

“ Contrary to what a lot of people might think, we are not about helping people die. We are more focused on helping people live the best possible quality of life and make the most of every day. That’s why - in addition to providing specialized care for our veteran patients - we have an amazing outreach program. It all started with a Veterans Coffee in Winston-Salem three years ago. We’ve met hundreds, if not thousands, of veterans who have experienced a whole new dimension of living fully. Veterans share a special brotherhood, and the time and space we’ve created for them to share fellowship and stories has been a remarkably rewarding journey.

”

Don Timmons,
Regional Community Partnership Coordinator
Vietnam Veteran



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Got Plans?®



We plan for college, marriage, a baby and retirement...but we don't prepare for the unexpected. Advance care planning is a process where you reflect upon and plan for the healthcare you would want if you are unable to make decisions or speak for yourself. *Making these plans is as simple as 1, 2, 3. Decide. Discuss. Document.*

We believe so strongly in the importance of advance care planning that we offer free monthly workshops throughout our region. *Let your wishes be known so they can be honored.*



In 2017, we hosted 48 workshops and educated almost 500 individuals, with many completing advance directive documents as a result.

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Statistics and Financials

As a nonprofit organization, our mission does not include building shareholder wealth, but rather using 100% of our resources to enhance quality of life for the patients and families we serve. That's why we are so much more than 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.

Revenues

Net Revenue from Patients Served
 Contributions and Financial Support
 Other Revenue
Total Revenue and Support

2017

\$19,950,000
 1,929,000
 4,675,000
\$26,554,000

2016

\$21,801,000
 2,720,000
 2,923,000
\$27,444,000

Expenses

Professional Care of Patients
 Community Services
 Fundraising & Development
 General & Administrative
Total Revenue and Support

\$18,977,000
 781,000
 711,000
 5,542,000
\$26,011,000

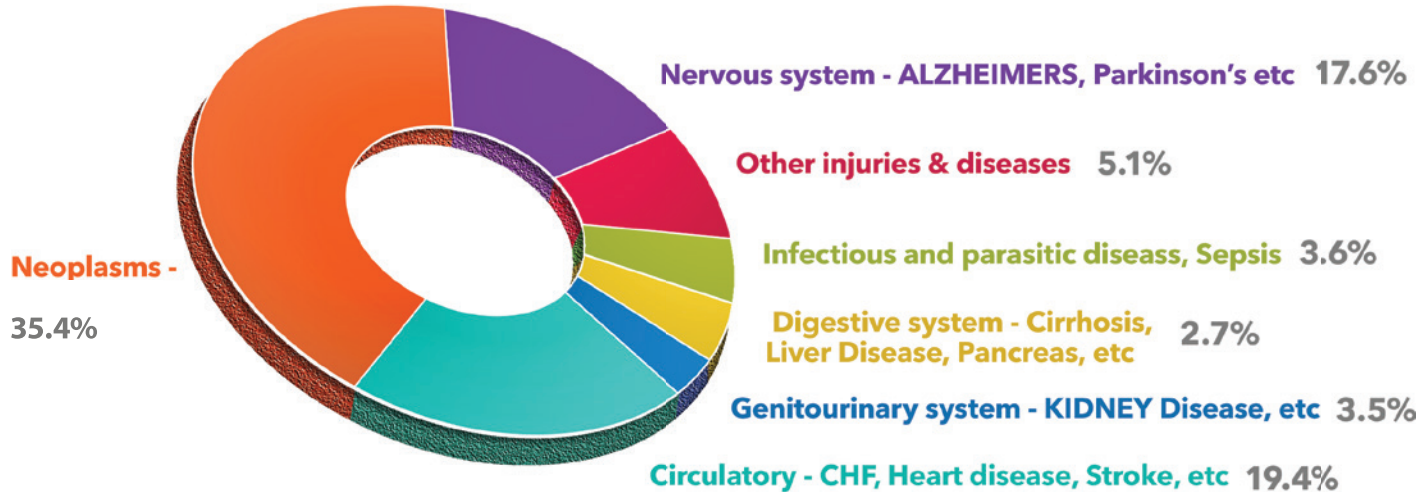
\$19,648,000
 659,000
 752,000
 5,357,000
\$26,416,000

Increase In Net Assets

\$543,000

\$1,028,000

Percentages of patients served by disease category:



Number of clinical employees in the following categories:



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The Kate B. Reynolds Home

101 Hospice Ln. Winston-Salem, NC 27103

