



# TRELLIS

Supportive Care

Palliative • Hospice • Family Support

2022

# IMPACT

report

Mark Corbett, MD  
Medical Director  
Kate B. Reynolds Hospice Home





What defines us as an organization is our people. The type of people who go above and beyond because it's in their DNA. They have empathy for those we serve and an authentic affection for our mission.

We exist to serve patients and families by providing them with as much peace of mind as possible. The impact we make rests on the shoulders of our compassionate team who have become a framework of support for so many. Whether soothing a patient, providing community education, or ensuring professional operations, these are the faces of Trellis Supportive Care.

The most accurate reflection of our impact, however, comes from the faces of those we have served. Their sense of relief and their gratitude – these are the best reflections of our impact.

Finally, 2022 marked the launch of our capital campaign, *careforward*, to modernize our 25+ year old Kate B. Reynolds Hospice Home and create a designated telehealth program, both of which will impact those we serve for decades to come. We hope that you feel a strong sense of connection as you read these pages.

Sincerely,

Linda Darden,  
President & CEO

Peter Juran,  
Chair, Board of Directors

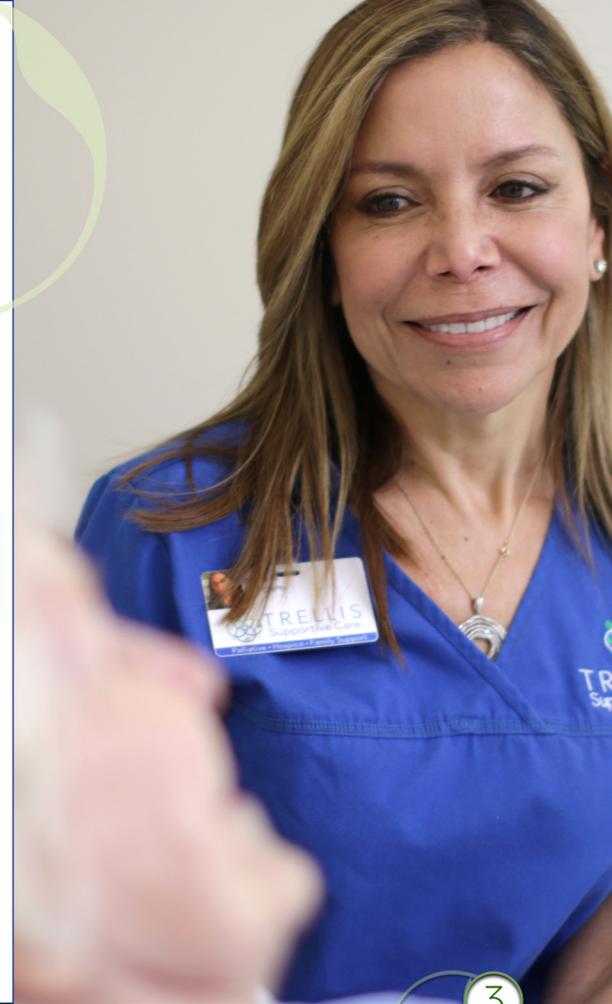
# Life-Changing Impact

“When Daddy received his cancer diagnosis, we were told he may only have 6 months to live. But with the support of Trellis, he not only surpassed that life expectancy, his quality of life improved! We had another year together, and we’re so grateful. Their support was life-changing.”

- Melinda Szeliga

Our greatest impact to those we serve is feeling better and gaining peace of mind when it seems like all hope is gone.

It begins with quality care and deepens as our team builds trusted relationships. Yes, pain control and comfort care are paramount. So too are the traditions and special moments that bring meaning to our patients and their loved ones. The memories that come through music, the gentle touch of a massage therapist, the prayers shared at the bedside, and even the improved quality of life that enable loved ones to make special memories in their final chapter.



# Hospice Care

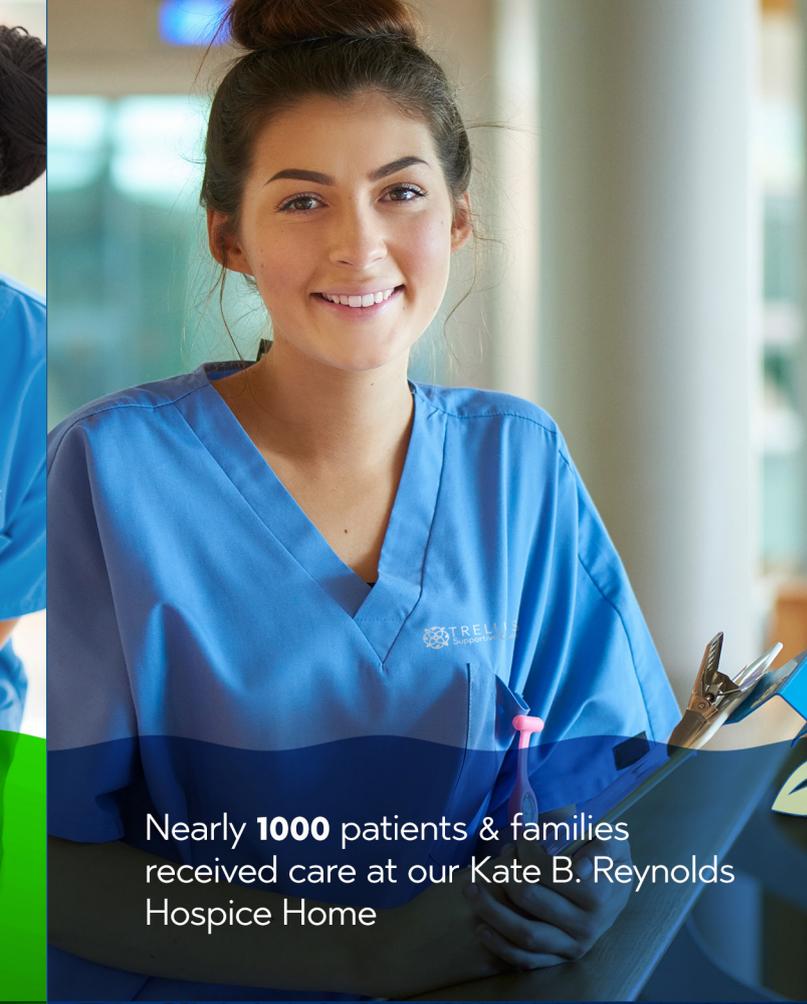
“During my dad’s six weeks at home, our nurses did a phenomenal job of caring for him and listening to our concerns.”

A common sentiment that reflects the not-so-common, personalized care and layers of support that bring meaning and peace of mind to those in hospice care. It begins with knowing the patient’s wishes and making routine visits to treat the whole person – heart and soul – emotional as well as physical.



Over **2,700** patients & families received hospice care throughout our 13-county service area

We provided over **150,000** days of care



Nearly **1000** patients & families received care at our Kate B. Reynolds Hospice Home

## Kate B. Reynolds Hospice Home

“It was an uneasy drive in the middle of the night, but we were met with such warmth and compassion that we felt an immediate sense of relief.”

When medical care is too difficult to manage at home without skilled assistance, or when a caregiver is in need of respite, this is a place of refuge. A caregiver in need of relief will have peace of mind knowing their loved one is in safe hands. Many visitors find a safe harbor where a team of compassionate professionals wash away the stress and anxiety they carry as caregivers.

# Specialized Care

“I didn’t expect to see Dad receive a medal in honor of his military service. We all choked up, but we wouldn’t trade that moment for the world.”

No two patients are alike, nor is their care. In the same way that veterans deserve specialized care, so too do all patients. As symptoms of a disease can present differently in different people, specialized care plans and therapies are tailored to each patient.

For patients with heart disease, lung disease, and dementia, we are now offering advanced treatments in the home. These therapies that traditionally required hospitalizations are greatly improving quality of life. With symptoms managed at home rather than in the hospital, both patients and their caregivers have greater peace of mind.



TRELLIS  
Supportive Care

Advanced  
**CARDIAC CARE**



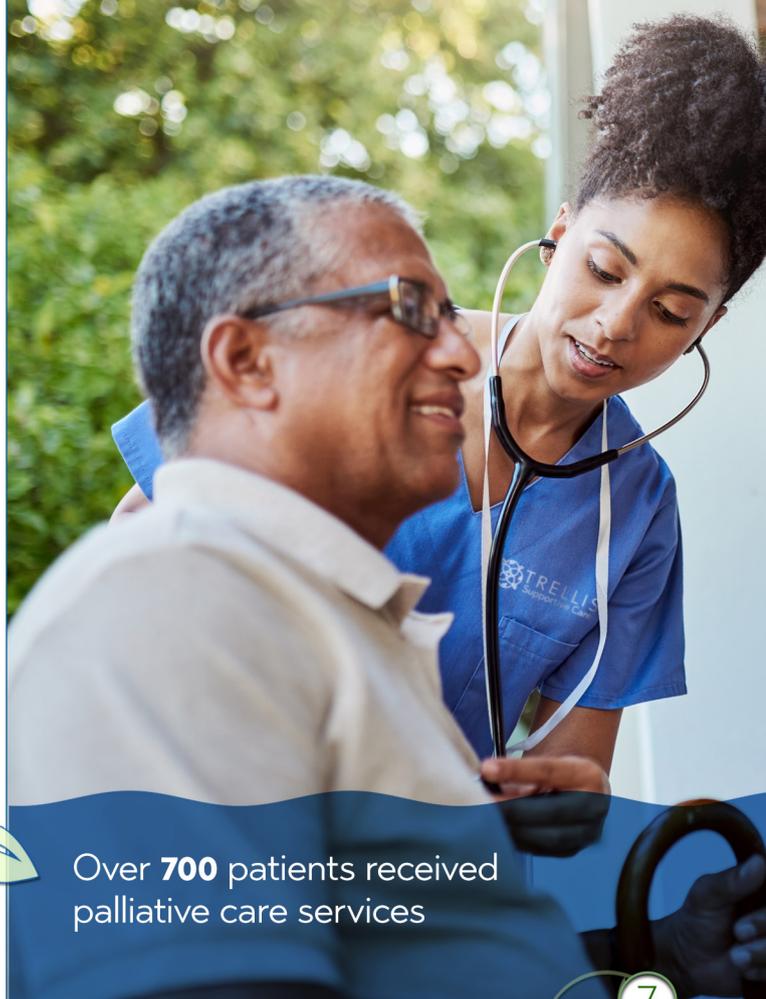
TRELLIS  
Supportive Care

Advanced  
**LUNG CARE**

# Palliative Care

“It was as if she translated a foreign language. We had more clarity about Barbara’s care and her treatment.”

A Palliative Care consultation can turn the diagnosis of a serious illness from devastating and confusing to a more manageable scenario where patients gain a greater degree of control in their care. Beyond the guidance and support with decision-making about treatment options, Palliative Care leads to a better quality of life as pain, nausea, anxiety, and other symptoms are eased. Care is often provided along with curative treatment, in coordination with your primary physician.



Over **700** patients received palliative care services

# Complementary Therapies

Sometimes the best medicine is not actual medicine, but rather therapies that complement medical care. For some, what brings the most comfort is a song that says just the right thing, the touch of a gentle massage to relax the body and mind, or the use of art as a means of expression. These added layers of support are a beautiful addition to the expert medical, social, and spiritual care patients receive. Amidst feelings of anxiety and isolation, music therapy and gentle touch therapies can provide a sense of peace and connection that make all the difference.



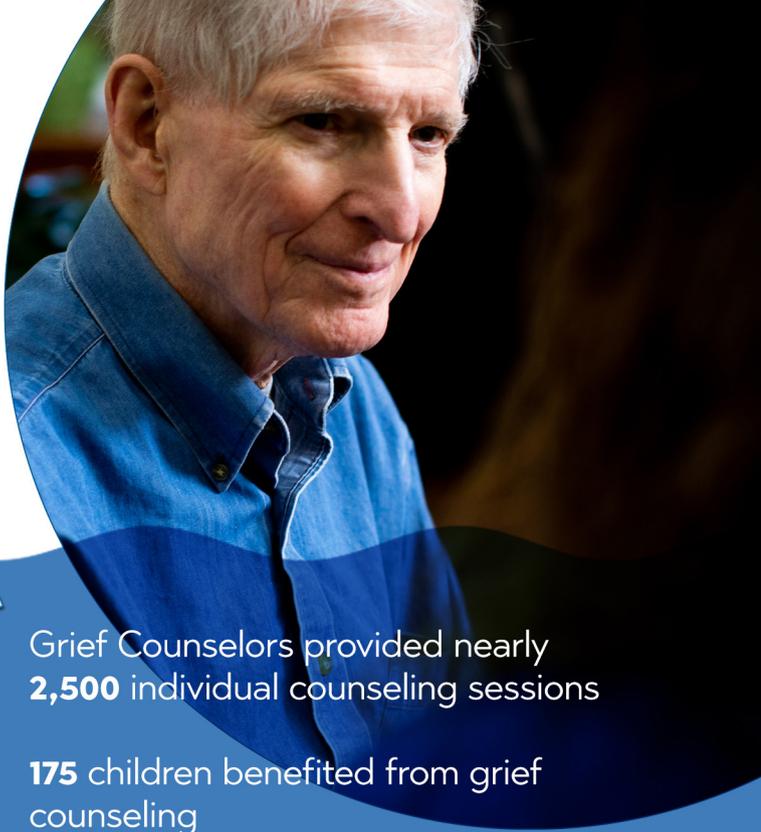
Over **600** patients received Music Therapy and Massage Therapy, reflecting nearly **2,700** visits

# Grief Counseling Services

*“It saved my life.”*

2022 welcomed back the opportunity for people to sit face to face with one another as they move through their grief journey. Whether virtually or in person, counseling provides a pathway towards healing. It is an opportunity to share feelings of loneliness, sadness, anger, and anxiety, in the hope of remembering your loved one with less pain.

The journey is different for everyone, and the support of our grief counselors is available to anyone in the community who has experienced the death of a loved one, regardless of their Trellis connection.



Grief Counselors provided nearly **2,500** individual counseling sessions

**175** children benefited from grief counseling

Over **500** individuals attended group counseling sessions

# Community Outreach



# IDEA

Inclusion • Diversity • Equity • Access

The advent of an initiative that blossomed in 2022 was our Inclusion, Diversity, Equity, and Access (IDEA) initiative. As part of a strategic plan, the IDEA initiative is centered on creating a culture of belonging. This will ultimately have a positive impact on the people and communities we wish to serve for years to come.

Our community outreach means that we connect with people long before they are seeking care. We know that providing information and education is vital in creating easy access to services for all people. Programs such as grief counseling, advance care planning, training classes designed to boost caregiver confidence, and veteran outreach are a few of the ways we connect to and support our community.

Our roots run deep with priceless partner relationships developed over 45 years. We believe collaboration is essential, and we strive to be a trusted resource for our partners in the medical, long-term care, and faith communities.



# Community Support – Donor Relations

Year after year, and decade after decade, we feel the real presence of support from a community who believes in our mission so deeply they invest in our programs and services, and ultimately, in our future. That investment ensures that all people, regardless of their insurance, Medicare or Medicaid status, receive compassionate care. It's a testament to the impact of grief counseling, advance healthcare planning, care of veteran patients, and so much more that goes beyond traditional hospice care.

We would be remiss to share this Impact Report without a genuine and heartfelt 'thank you' to the many who support our cause.



In 1996, the community supported the creation of our Kate B. Reynolds Hospice Home and, in 2022, as we move toward modernizing our quarter century old home-away-from-home, we are receiving the same outpouring of support. Our careforward Capital Campaign was launched to fund this project, as well as a new telehealth program, and has been met with open arms and generous gifts of support.

Since our official incorporation in 1977, we have remained grateful for our priceless partnerships and trusted referral source relationships.



We provided over **\$315,000** in charitable care

# Volunteers

“I walk away with more than I give.”

Humble. Empathic. Giving and Gifted. That’s a Trellis volunteer. Many downplay the impact of their service. Yet the lives they touch are so vast it’s hard to measure.

Imagine an exhausted caregiver getting a break, the unexpected Valentine’s Day surprise, or the bag of much-needed groceries delivered to the family’s doorstep. Imagine the sweetness of a loyal Golden Retriever visiting patients at the bedside, and the veteran who routinely visits a veteran patient. That’s what our volunteers do and that’s why we call them the hearts of hospice.



**125** volunteers contributed  
over **10,000** hours

Volunteer time was valued  
over **\$300,000**

# Patient Care Staff

“I feel a real calling to this work.”

Each member of the Trellis Supportive Care team, whether providing hands-on care, raising funds or awareness, ensuring quality, or otherwise contributing to the success of the organization, is vital to the mission.

Some call this work a calling, knowing they enter a sacred space with those we serve, joining them at one of the most significant times in life.

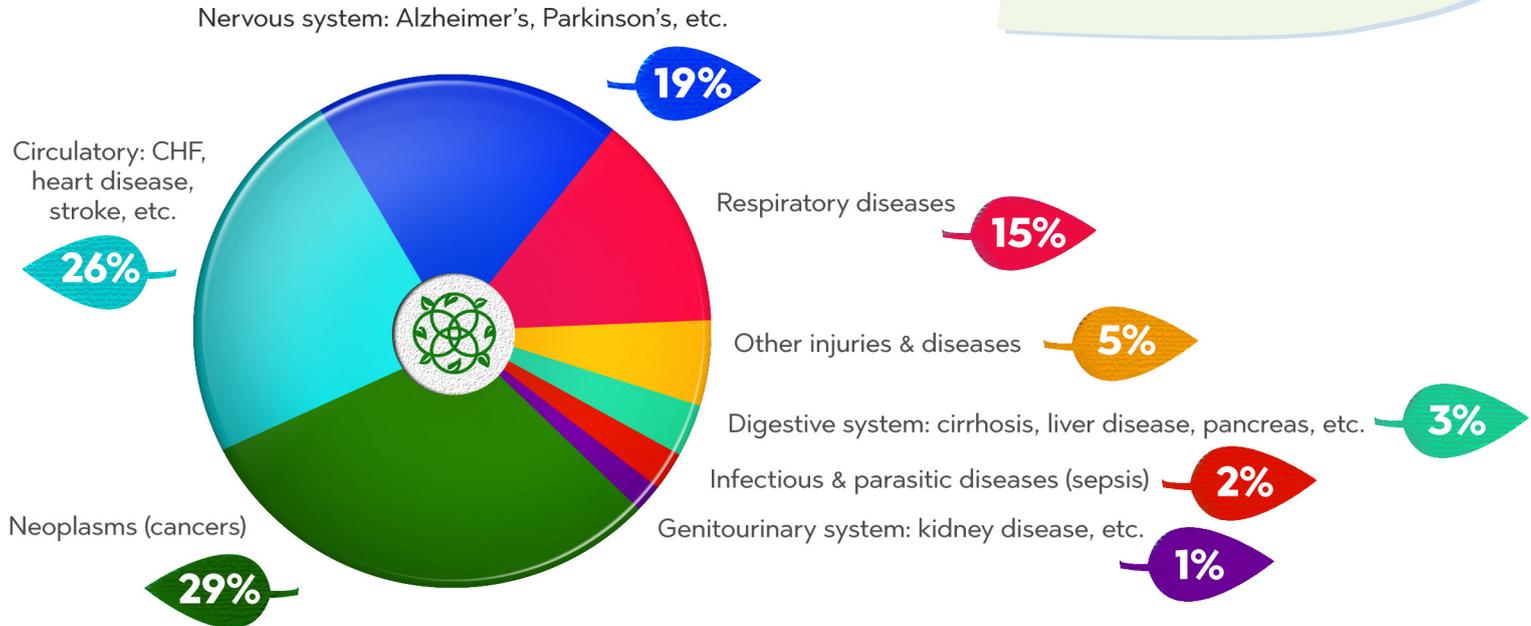
With a steadfast commitment to quality care, our team provides a framework of support including physical, emotional, spiritual, and social well-being.



**76%** of staff provided patient care and support

**24%** served in admin / operational roles

# Percentage of patients served by disease category

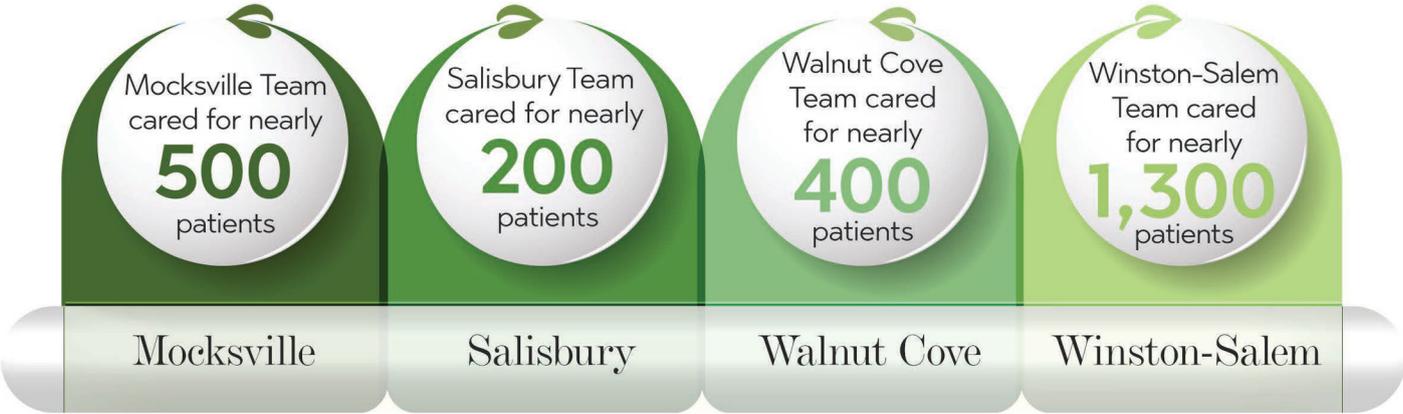


# Our Service Area

We are your neighbors with our own families in the communities we serve, and thus members of your care team are often people from your local community. We know that peace of mind comes in many forms and that quick response times and the familiarity of your team are important. We proudly serve wherever you call home in our 13-county service area.



Over one-third of patients received care at the Kate B. Reynolds Hospice Home.



# Financial Data

As a nonprofit organization, we use 100% of our resources to enhance quality of life for the patients and families we serve. Our continued attention to operations and Medicare payment rates, combined with community support, yielded positive results. Reinvesting in our service offerings, and positioning the organization for long-term sustainability, are essential to our future of providing supportive care to all who need it.

	2022	2021
<b>Revenues</b>		
Net Revenue from Patients Served	\$33,304,000	\$30,972,000
Contributions and Financial Support	\$3,287,000	\$2,698,000
Net Investment Return	(\$4,547,000)	\$2,407,000
<b>Total Revenue and Support</b>	<b><u>\$32,044,000</u></b>	<b><u>\$36,077,000</u></b>
<b>Expenses</b>		
Professional Care of Patients	\$26,799,000	\$24,423,000
Community Services	\$860,000	\$681,000
Fundraising & Development	\$825,000	\$796,000
General & Administrative	\$6,734,000	\$6,238,000
<b>Total Expenses</b>	<b><u>\$35,218,000</u></b>	<b><u>\$32,138,000</u></b>
<b>Increase (Decrease) In Net Assets</b>	<b><u>(\$3,174,000)</u></b>	<b><u>\$3,939,000</u></b>

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[www.TrellisSupport.org](http://www.TrellisSupport.org)

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