

2023

annual
report



2023 Board of Trustees

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“I appreciated their guidance and making sure our wishes were met quickly and with so much empathy and compassion. I was so thankful everything went just the way it was supposed to and my husband could be at peace and comfort, until the very end.”

– Patient’s spouse

Message from Gina



Dear Friends,

The past year was a time of decisions and new challenges. We had new competition in the market. We continue to get the word out regarding the benefits of hospice care in hopes that patients and families can have the best quality of life possible when facing terminal illness. Our average length of stay continues to hover around 51 days and our average daily census for 2023 was 273.

Our team members are equipped in so many varied ways to do what needs to be done each day to help patients and families achieve the best quality of life possible. Our leadership team has been nimble as well, in assuming responsibilities they didn’t have before and gaining expertise in areas that they took on. The quote “birds of a feather” often floats through my mind when I think of our staff, volunteers and board members. We’ve had our challenges, there’s no question about this. We have needed to “rewire” from time to time, but the commitment of our team members is remarkable and it is encouraging in times of flux, to know that the impeccable nature of our team members is what remains constant.

Thank you for all the ways you support Hospice of Spokane and the patients and families we serve.

Sincerely,

A handwritten signature in black ink that reads "Gina Drummond".

Gina Drummond, RN, MSN
Chief Executive Director



Hospice House, 367 E 7th Avenue, Spokane, WA 99202

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:

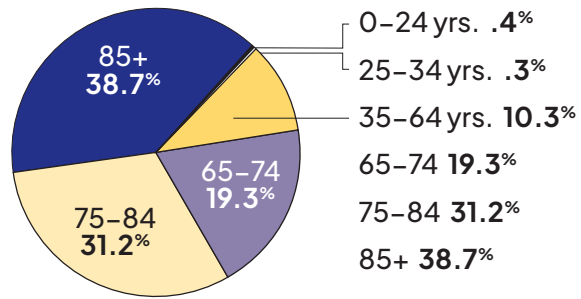
- Affirms life and intends to neither hasten nor prolong death
- Honors the dignity of the terminally ill
- Strives to alleviate suffering – physical, emotional, social and spiritual
- Provides comprehensive hospice care and services
- Educates the community about hospice services and end-of-life issues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



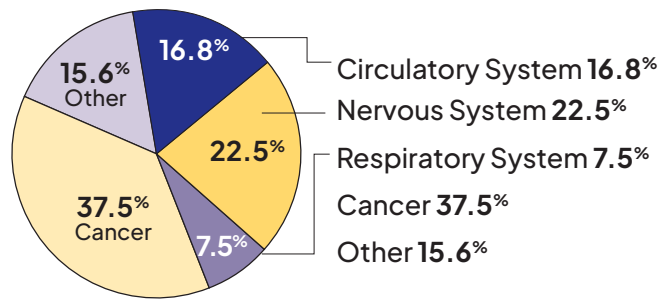
DATA POINTS 2023

Patients Served: **2165**
 Average Daily Census: **273**
 Days of Care: **99,852**
 Average Length of Stay: **51 days**
 Median Length of Stay: **15 days**

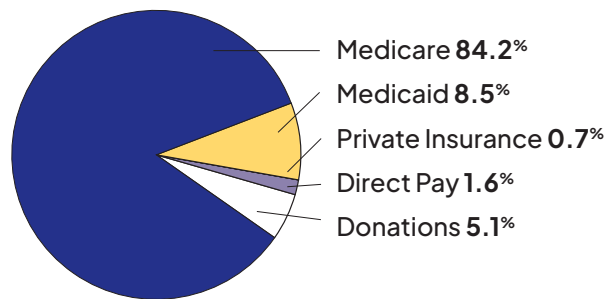
PATIENTS SERVED BY AGE



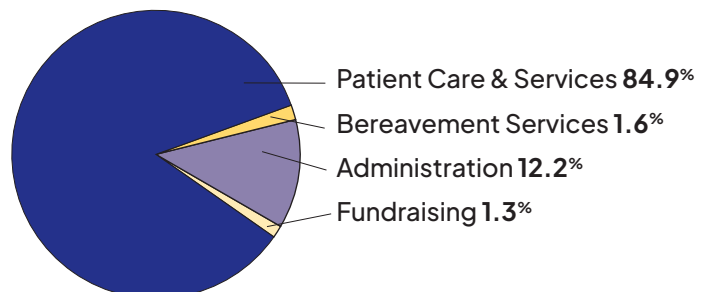
PATIENTS SERVED BY DIAGNOSIS



REVENUE BY CATEGORY



EXPENSES BY CATEGORY



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 **558** patients at our hospice house.

Our team drove **523,772** miles to serve patients.

We served **159** Veterans and paid special tribute to them with a certificate honoring their service.

We had **164** volunteers who generously donated 9,109 hours and drove 62,007 donated miles to serve our patients and their families.

Our Chaplains provided **1,327** visits to patients and their loved ones of all faiths and spiritual backgrounds.

Our Bereavement Counselors provided grief counseling and support to **2,696** family members and close friends of those who had been served by Hospice of Spokane in 2023.



121 S. Arthur, PO Box 2215
Spokane, WA 99210-2215
509-456-0438
888-459-0438
www.hospiceofspokane.org

