



Kansas City Hospice & Palliative Care

2016 Summary of Services

Hospice, Palliative Care and Grief Support Service Summaries

- ▶ We were privileged to serve 2,805 families in hospice care. Of those, 898 received care at Kansas City Hospice House™ and 521 received care at NorthCare Hospice House.
- ▶ About 485 families received palliative home health care services, care for individuals in active treatment and support who were not on hospice.
- ▶ 549 individuals were served at Solace House Center for Grief and Healing. Most of these families did not receive hospice care but experienced the death of a loved one through suicide, violence, sudden death or illness. 57 individuals received psychotherapy through our Passages program.

Volunteer Activity

Our generous group of 380 volunteers gave 29,878 hours of support:

- ▶ 6,475 hours of direct patient care
- ▶ 690 hours of co-facilitation with Solace House grief support groups
- ▶ 3,282 hours of office-based support
- ▶ 5,045 hours of volunteer support at Top Drawer Resale Boutique
- ▶ 13,528 hours of support provided at Kansas City Hospice House
- ▶ 558 Board and Executive Committee volunteer hours
- ▶ 300 hours of special event volunteer support

A Few Highlights

- ▶ Elaine McIntosh retired after 24 years of service. David Wiley, the new President & CEO of Kansas City Hospice & Palliative Care, previously served on the Board before becoming the Chief Operating Officer for two years.
- ▶ Kansas City Hospice House celebrated its 10 year anniversary, marking a milestone of more than 10,000 families served.
- ▶ We experienced an overall growth of 2% in admissions for hospice care.
- ▶ Palliative Home Care experienced a 31% increase in total number of patients served.
- ▶ \$358,000 was provided in charity care to area hospice patients.
- ▶ The merger of Kansas City Hospice and NorthCare Hospice moved closer to finalization with a completion date set for February 2017. This will broaden our outreach in the Northland and establish us as the largest not-for-profit community-based hospice in a ten-county region.
- ▶ Family Satisfaction Survey results continue to exceed the national average for overall quality of care.

Philanthropic Support

\$2,087,300 was contributed to KCH&PC in 2016 in private donations. This includes:

- ▶ \$488,033 in memorial gifts
- ▶ \$261,500 in estate gifts
- ▶ \$393,700 from event revenue
- ▶ \$179,200 in grants
- ▶ \$123,000 from direct mail campaigns
- ▶ \$295,200 in proceeds from Top Drawer Resale Boutique.