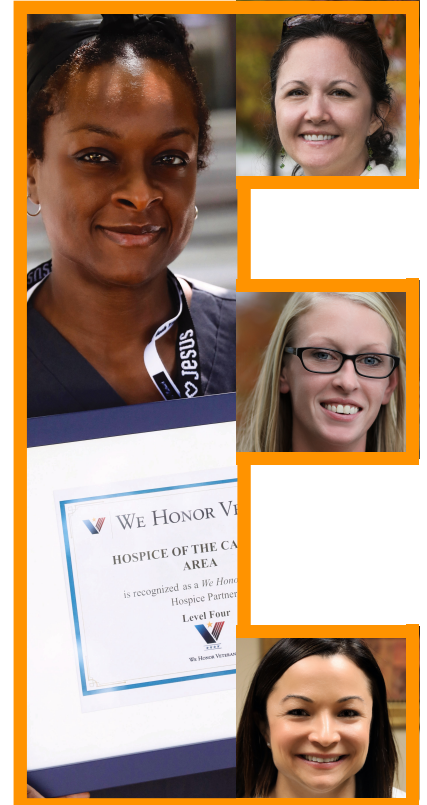
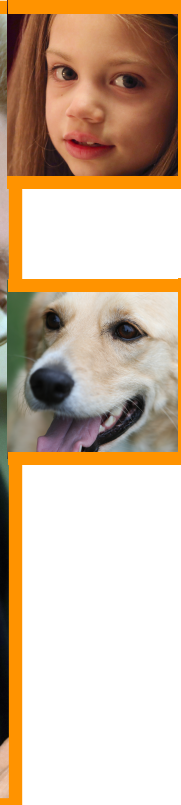
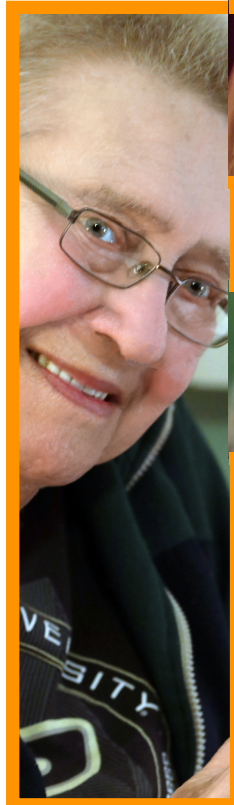
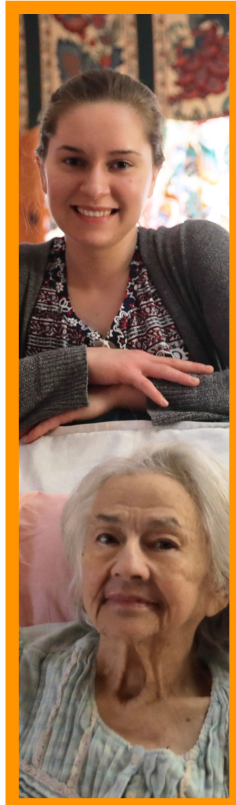
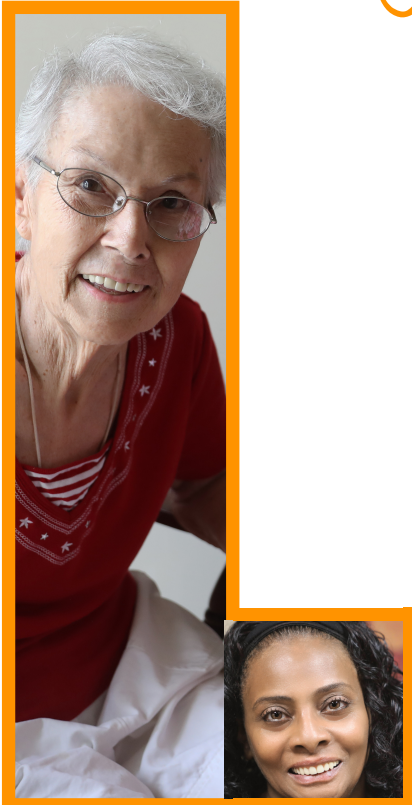


Cherishing



Hospice
of the
Calumet
Area



Annual Report 2019

Annual Report 2019



Hospice
of the
Calumet
Area



Thank You

We would like to extend our most heartfelt appreciation to all of our patients, families, staff, volunteers and supporters. Our cherishing life philosophy is inspired by your dedication, compassion and generosity.

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Cherishing Life

Hospice of the Calumet Area (HCA)'s Annual Report is usually filled with updates on the work we have done to enhance the quality of life for those living with life-limiting illnesses and we are pleased to report that 2019 was another successful year for our organization.

However, 2020 has brought many challenges for all Americans and the world. The coronavirus, global pandemic is something we could not have imagined. The amount of illness and loss of life we have seen locally is staggering, as well as the struggles many of our friends and neighbors are experiencing due to company closings and unemployment. It hasn't been an easy start to the year, but please know that HCA remains open and is providing the same high-quality care you expect from us. Despite the challenges, we are humbled and grateful for the outreach and support of the community we serve, as well as the amazing staff and volunteers who continue to provide selfless care to those in need.

During 2019, HCA provided compassionate hospice care to over 1,000 individuals and families living with a life-limiting illness; and we did so regardless of their ability to pay. Nearly 350 of our hospice patients received hospice care at our hospice house, the William J. Riley Memorial Residence.

To augment our Lansing, Illinois and Munster, Indiana, office locations, HCA opened a new office in Porter, Indiana. This new location enhances the hospice and palliative care we provide in Porter County and allows us to expand into LaPorte County.

"We are proud of all our staff and volunteers who embrace and live our cherishing life mission each and every day."



Adrienne May
ADRIANNE MAY
CEO



Janice Dobrinich
JANICE DOBRINICH
BOARD PRESIDENT

Our palliative, Transitions™ program experienced tremendous growth in 2019 with a record breaking 400 clients and families served. Over the past 19 years 2,174 individuals received education and support from the Social Workers in our Transitions program; over 1,000 were served in the past five years alone. Transitions is a unique, free program for those dealing with serious illness, but not yet hospice ready.

One of the significant ways Hospice of the Calumet Area evaluates the quality of the care we provide to our patients is from the patient family perspective. HCA was honored to be recognized as a Hospice Honors Elite recipient for a third consecutive year and we are proud of all our staff and volunteers who embrace and live our cherishing life mission each and every day.

Hospice of the Calumet Area is proud of our long history as a quality leader and our commitment to providing that same level of care regardless of an individual's ability to pay. The 2019 value of our charity care, sequestration reductions and other adjustments totaled \$1.7 million in uncompensated care.

We are honored to serve the Calumet Region, which has fostered the compassionate care at Hospice of the Calumet Area for the past 39 years. We remain committed to our vision of bringing Care, Compassion and Comfort to all facing a life-limiting illness and are grateful for all of your countless gifts of friendship, time and financial support. Together, we are Cherishing Life and making a difference in our community.

Impact 2019

1,041

Hospice
Patients/Families
Cared For



\$1.7 million

Charity, Discounted,
Uncompensated Care

350

William J. Riley
Memorial
Residence



404



Transitions Clients Assisted



95%
Patient Care
Rating
(by caregivers)
Natl. Avg-85%



99%
Would
Recommend Us
(by caregivers)
Natl. Avg-96.6%



194
Veterans
Cared For



500+
Active
Volunteers



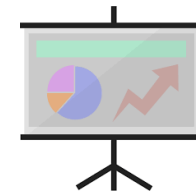
2,661
Followers



2,575
WJOB
Monthly
Listeners/
Viewers



5,323
TV Spots/
3 Zones



65
Educational
Community
Initiatives

Special Recognitions

Volunteers Making a Difference

In 2019, Hospice of the Calumet Area program volunteers contributed 12,186 hours of service. Their generosity provided the organization with a financial savings of \$309,896. Each moment of time a volunteer dedicates advances the organization's mission.

Every facet of life at HCA is moved forward with the help of more than 513 remarkable volunteers. Their critical work ranges from providing companionship to patients and families; checking in with recently bereaved caretakers and attending memorial services; office work, including making sure our clinical team has adequate supplies at the ready; to planning fundraising events and creating and selling art in support of hospice services.

The Friends of Hospice fundraising auxiliary, held their 18th Annual Mum's the Word luncheon, which honors individuals for their outstanding volunteerism within the organization. The Friends were proud to celebrate Candice Logue and Debbie Rollo for their leadership.

Known as one of HCA's most vocal ambassadors, Candice Logue has been a professional engaged in the Munster community for 18 years. She joined the Friends of Hospice in 2009, and soon thereafter, she assumed the role of Vice-President of the auxiliary. Candice has been treasurer of the Friends of Hospice since 2014 and has been President of the auxiliary twice.

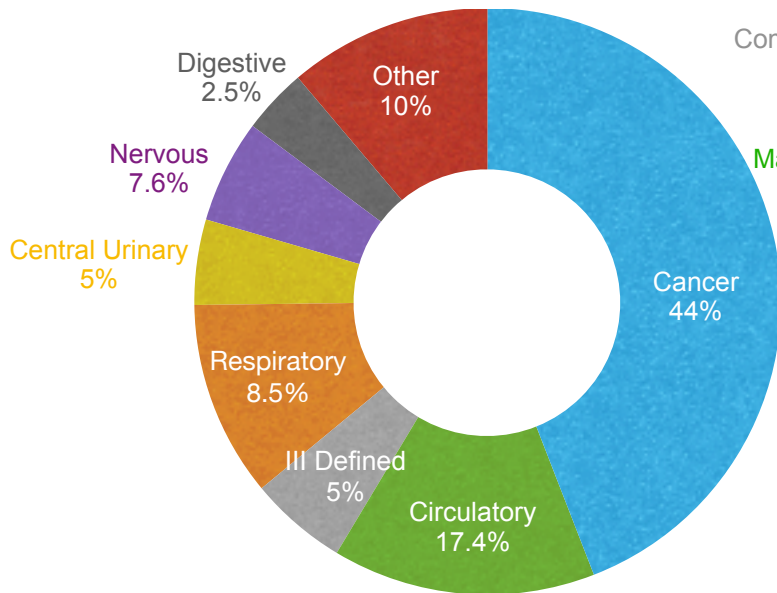
Debbie Rollo has served Northwest Indiana for 44 years in her professional career. She first learned of Hospice of the Calumet Area in 2013 and soon thereafter joined the Friends. Debbie was so impressed with the group that she took on a leadership role serving as Secretary of the auxiliary. Increasing her commitment, she moved into the Vice President role and became President in 2015. Often admired for the creativity she lends to the fundraising events; a significant feather in her cap was helping to establish our very popular Friends and Fashion style show.



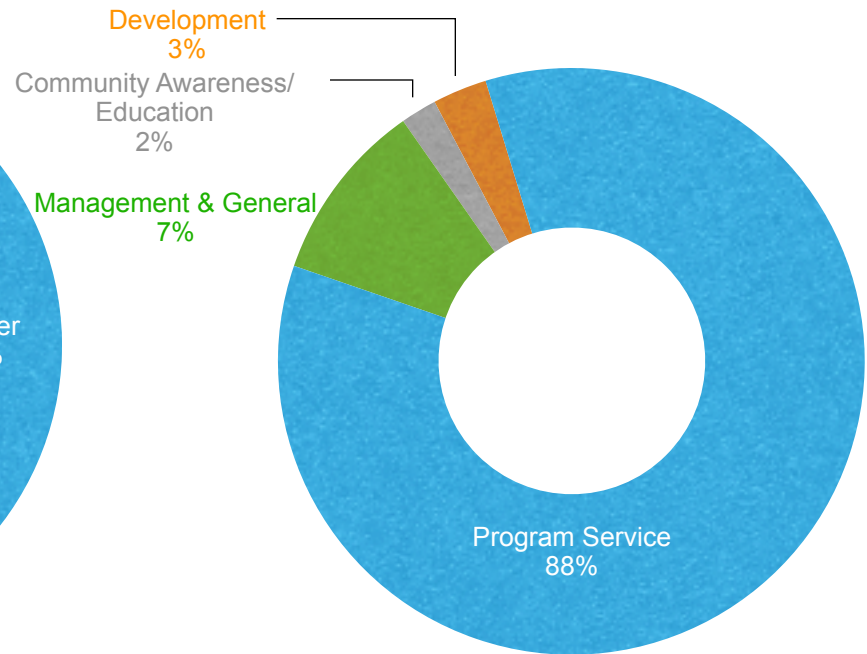
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HCA Key Figures

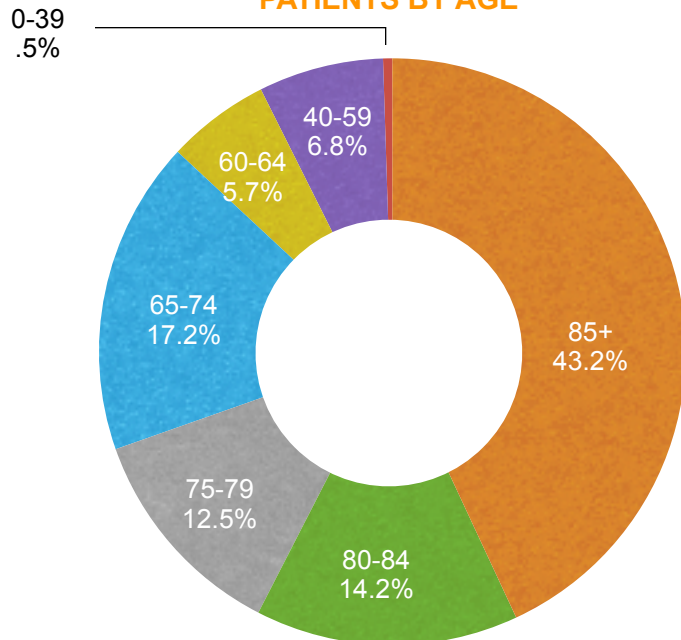
PATIENTS BY DIAGNOSIS



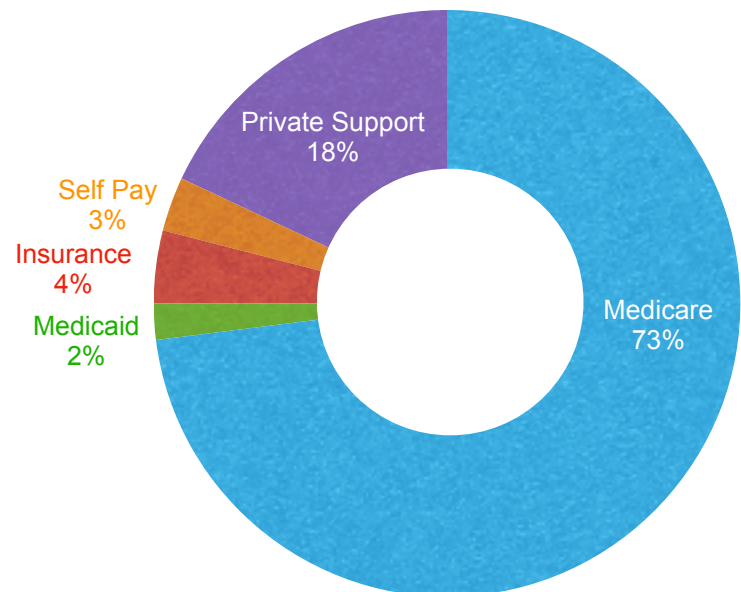
EXPENSES BY CATEGORY



PATIENTS BY AGE



REVENUE BY CATEGORY



Providing Excellence in Care

The calls received at Hospice of the Calumet Area aren't always easy, but they are met with inspiring compassion and comfort. HCA takes considerable pride in the reputation our organization has nurtured over the years by putting people first and "meeting patients and families where they are at."

When a vibrant community business woman recently phoned and asked for guidance on how to discuss her 2-month prognosis with her husband and school-aged son, HCA staff provided the support without hesitation.

This year, HCA was recognized with Hospice Honors Elite. The award was provided by HEALTHCAREfirst, a leading provider of quality service, billing and coding services, surveys and advanced analytics. This prestigious recognition of the highest level of excellence is measured from the caregiver's point of view.

"Our organization is truly blessed to have such a dedicated interdisciplinary team," said Diane Muskin, Hospice of the Calumet Area patient care coordinator. "Our partners earn the trust of our patients and families through their professionalism and caring support. I am so proud of the compassionate care they provide and their commitment to serve with excellence."

Since the program was developed in 2015, Hospice of the Calumet Area has been honored with HEALTHCAREfirst's prestigious Hospice Honors every single year.

"We are excited to recognize the 2019 Hospice Honors recipients for their hard work and dedication to providing exceptional care, said Misty Skinner, HEALTHCAREfirst executive vice president. "I congratulate Hospice of the Calumet Area on its continued success in achieving this highest of honors.

HOSPICE HONORS elite

Hospice Honors is a landmark compilation of hospices providing the best patient and caregiver experience. The honor recognizes the highest level of care measured from the caregiver's point of view. The recognition endorses high-performing agencies by analyzing the performance on their Hospice quality measures. In order for a hospice group to be recognized, it must have superior performance results in 20 of 24 quality measures. This year, HCA garnered excellence in all 24 measures resulting in Hospice Honors elite status.

"People come to us as strangers and quickly become family," said Laura Arcella, HCA aide. "Hospice workers aren't in this for the money. There is a more meaningful calling that most of us experience that brings purpose to our lives."



Above, HCA certified nurse aides Laura Arcella and Donna Spence discuss notes. At right, Horseshoe Casino Caesars Foundation presents HCA staff with a donation.



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Board of Directors



RUTHELLYN BOBAK

LINDA DELUNAS, PhD
Indiana University Northwest

GENE DIAMOND
Franciscan Alliance

JANICE DOBRINICH, PRESIDENT

LINDA EISENHAUER

DONALD FESKO
Community Foundation of NWI

R. MITCHELL GAFFIGAN
Purdue Federal Credit Union

R. LOUIE GONZALEZ
Ivy Tech Community College

REBECCA GROVE
Franciscan Alliance

WILLIAM A. HASSE III
Hasse Construction

PATRICIA A. KISH
The Wounded Healers

PATRICIA A. LAZZARO

JOANNE C. MARKIEWICZ

JEFFREY M. MONBERG
Quarles & Brady LLP

ROCHARDA MOORE MORRIS
Innovative Solutions

CHERYL MORGAN-IHRIG, MD
Cancer Health Treatment Centers P.C.

LYLE R. MUNN, MD
Hospice of the Calumet Area

PAULA E. NEFF
Emerson-Neff LLP

RALPH D. NEFF
Mechanical Concepts, Inc.

DAVID B. NELLANS

KAY NELSON
Northwest Indiana Forum

LINDA D. RANDOLPH
Innovative Solutions

RICHARD G. REFFKIN

DAVID R. SCHNEIDER

JOHN T. STEPHENS

PEYMON TORABI
Peoples Bank

RABBI LEONARD ZUKROW
Temple Beth-El

MARY ANNE LAHAYNE
Friends of Hospice, ex-officio

ROSANNE "RO" LOUGHMILLER
Friends of Hospice, ex-officio
Hartsfield Village

ADRIANNE MAY, CEO
Hospice of the Calumet Area

EMERITUS MEMBERS

NATE CARRAS

ELEANOR KAY-MIRICH 

MSGR. JOSEPH SEMANCIK

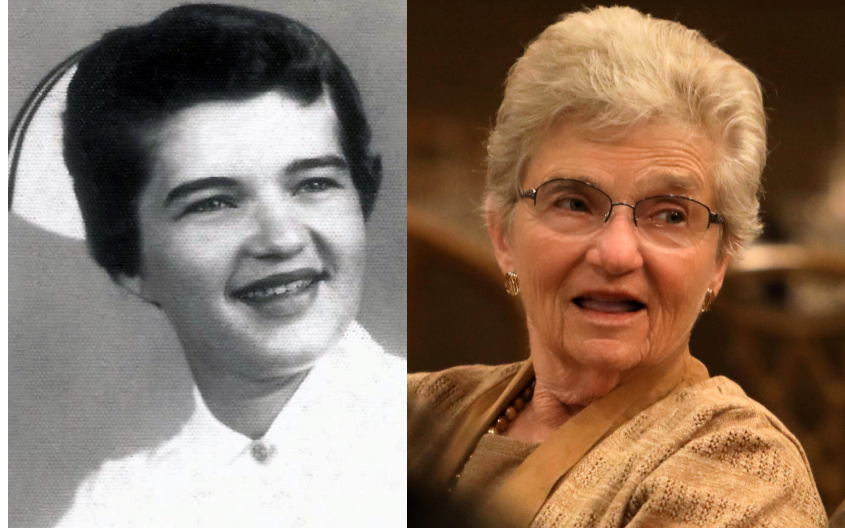
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In Memorium—Gloria Smokvina

Hospice of the Calumet Area lost a true guardian for the nursing profession and hospice mission when Board Member Gloria Smokvina passed away in 2019. She was a woman who knew no boundaries, and was well-known for her legacy of excellence, leadership, dedication and compassionate concern for health care.

After serving for many years as a staff nurse in surgery, intensive care and emergency medicine, Gloria made an indelible mark on the College of Nursing throughout her nearly 20 years in leadership at the former Purdue University Calumet. Her career at the university began in 1970 with educational credentials and degrees from the St. Margaret Hospital School of Nursing, DePaul University and Indiana University, and ultimately earning a Ph.D. from Wayne State in 1977. During her tenure, she established the bachelors and masters nursing programs and took over their leadership in 1986 when she was appointed head of the Department of Nursing in the newly created School of Professional Programs. In 2002, the School of Professional Programs was dissolved and Gloria became the inaugural dean of the first independent School of Nursing. As dean, she oversaw the expansion of the Masters in Nursing degree to the West Lafayette and Fort Wayne campuses through the creation of a distance education consortium.

Shortly before her retirement from the university in 2004, Gloria was elected to the HCA Board of Directors where she applied the same level of excellence demonstrated throughout her professional career. Gloria's commitment to hospice stemmed from personal experience and for 16 years she was one of the organization's most active board members. In her own words, "I became most impressed with the compassionate care provided to patients and families," she said. "Living until death is sometimes a most difficult challenge."



Gloria served as Vice President of the Board from 2006 – 2008 and President from 2008 – 2010. During her board service she was a member of the Nominating and Quality Management Committees. She was named Chair of the Quality Management Committee in early 2019 before her passing.

During her retirement, Gloria stayed connected with Purdue University Northwest and the College of Nursing, but we are extremely grateful for the unwavering passion that she shared with Hospice of the Calumet Area. Her sharp mind and love of learning shined even in her hobbies. She enjoyed tinkering with small-engine repairs and mending things that were broken. Her attitude towards this was, "If I don't know how, I learn how."

We feel much gratitude that Gloria's remarkable life path brought her to our organization. She touched countless lives in Northwest Indiana and beyond through her leadership in the nursing profession and through her intelligence and kind heart. Her dedication to excellence and compassion will continue to be reflected in our growth at HCA.

"Aunt Gloria was inspirational. She had a way of challenging you to be better and to think bigger."

- Nicole Plesha-Chism, Niece

Transitions Focuses on Relationships

Learning that you or a loved one has been diagnosed with a serious illness can be an emotional and confusing time. Families don't know where to turn for needed help and support. Hospice of the Calumet Area (HCA) identified this unmet need in our community and saw it as an extension of our mission to care for those with life-limiting illnesses. Our free, Transitions™ program was launched in 2001.

Supported in part by private grants and community donations, HCA's Transitions Program is designed specifically to assist those who face worry and confusion concerning the best path for managing a severe illness. This may include individuals who are seriously ill and given a prognosis of 12-24 months, or in some cases when the client or family is not emotionally ready for hospice care. Counseling is provided to help navigate through the disease process and coach families to express questions and concerns candidly with their physicians. Linkage with available resources in the community, caregiver agencies and Veterans benefits are also key advantages of the program.

Combining their 47 years of experience, Transitions Social Workers Laurie Yothment and Sarah Milligan, work with clients and their families in many different capacities tailoring a plan specific to each client's needs. Caregiver support is also a top priority and through HCA's Volunteer program, Transitions clients and families can also receive respite support in the home, companionship visits and assistance with preparing meals and other errands.

"The work I do as a social worker for Transitions is more of a calling," said Laurie Yothment, LSW Transitions coordinator. "We help families navigate the healthcare system by facilitating conversations about what matters most to them. It enables individuals and families to have a sense of control over options of care and to help find calm through the storm."



Our social workers receive many letters and notes of gratitude from our families describing how Transitions was able to help to them and their loved ones.

"You were a 'life line' to us. Transitions entered our lives when we were running on empty – emotionally, physically and mentally. You were our cheerleaders with encouragement and support. I truly believe mom would have been lost through the cracks if it weren't for you."

"I have the unique opportunity to support and assist individuals and families who are often forced into frightening or frustrating times of need and uncertainty," said Sarah Milligan, LCSW, Transitions social worker. "Families give us the privilege to be their compass, helping them find their sense of direction based on what matters to them and what they share with us is needed."

"We help families navigate the healthcare system by facilitating conversations about what matters most to them."

- Laurie Yothment, LSW, Transitions Coordinator

Above, Transitions Social Worker Sarah Milligan. Right, Laurie Yothment talks with a family during a visit.



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Expanding into Porter, LaPorte

Porter County has long been within Hospice of the Calumet Area's service area. As the demand for our special brand of care grew, we knew we wanted a physical location in Porter County to better serve those in need. So on a chilly day in November, Hospice of the Calumet Area provided a warm welcome to the members of the Porter County community at the Grand Opening of our newest location in the town of Porter. Additionally with the opening of this new location, HCA and Transitions™ services were extended to neighboring LaPorte County.

"It's always great to see businesses come in, but it's even more special when it's an organization like Hospice of the Calumet Area that does the work that they do," said Greg Stinson, Porter Town Council president and Duneland Chamber member. "It's nice to have an established and respected company and I know how important it is for patients and their families to have you all in our community. We all have a family member or friend that has experienced hospice care and it's really a beautiful service."

Both the Duneland and Valparaiso Chamber of Commerce provided a ribbon cutting ceremony and are eager to help spread the word that Hospice of the Calumet Area is now a fixture in the area and ready and willing to help individuals and families secure quality hospice services for their loved ones in need.

HCA Board Member and Chesterton resident Mitch Gaffigan feels the opening of the new office in Porter County is an important move for the organization because "it's an investment and commitment."

"It's the bricks and mortar that help us communicate our commitment to the area," Gaffigan said. "The progression of having a formal office in Porter County is the natural growth of Hospice of Calumet."



The building was attained through the generosity of Porter County physician, Dr. Mary Kline in conjunction with her husband Dr. Lyle Munn, HCA Medical Director. For years, the building served as the location for Dr. Kline's private practice but after moving the practice to Porter Regional's Medical Plaza, she offered the building to aid in enhancing our service reach in Porter and LaPorte counties.

With the help of Mechanical Concepts, Meyer's Companies, MC Zosso Electric, No Place Like Home Residential Design, Schillings – Home Improvement Center and United Builders, we were able to freshen the office interior and tune up the internal systems. Office furnishings and artwork were also generously donated by First Merchants Bank, Peoples Bank, Horizon Bank and Joanne and Jim Markiewicz.

"We all have a family member or friend that has experienced hospice care and it's really a beautiful experience."

-Greg Stinson, Porter Town Council president

Above, HCA staff and Duneland Chamber members cut the ribbon at the Porter location. At right from left, Janice Dobrinich, HCA Board President; Danielle Oeding, Valparaiso Chamber vice president of sales; Adrienne May, HCA CEO and Sue Stymiest, Valparaiso Chamber resource director.



Social Work at Heart of Hospice

When Hospice of the Calumet Area (HCA) Counseling Coordinator Kristi Nance-Hmurovich found out just moments before her meeting that the family spoke mostly Spanish, she didn't get distracted. Instead, she took a deep, calm breath and walked in the room with grace and humility. With an obvious language barrier, she kept eye contact, spoke in a soothing tone and made a powerful connection, which immediately comforted the daughter's pain and anxiety, resulting in a sincere and heartfelt hug.

The role of our HCA social workers is continually evolving and remains an essential part of the patient and family hospice experience.

"Life is a beautiful gift," said Nance-Hmurovich. "We need to see the beauty of living and embrace our lives and experiences."

Recognized in 2018 as Social Worker of the Year by the National Association of Social Workers (NASW), Nance-Hmurovich leads a team that feels the most inspiring cherishing life moments include building trust and empathy with patients and their families.

During the end-of-life phase, social workers are there to guide them with physical, emotional and spiritual support as changes in their physical and mental health can suddenly occur.

"We spend our time meeting people where they are at and letting our patients and their families know we are here for them," said Sarah Veronesi, HCA social worker. "With end-of-life, problem solving is one aspect, but prevention and education can also be empowering. The most important thing for me is compassion because everybody handles things differently and the dynamics of the family can greatly impact the patient's journey."



Hospice social work can be challenging, but HCA team members highlight the fulfillment of making deep connections with individuals to celebrate their life stories.

HCA social worker Vicky Moreno-Hankins found out on her first visit that her patient David Herrold loved talking about his WWII Marine days. She quickly arranged for a We Honor Veterans pinning and certificate ceremony a couple of days later. The special recognition for Herrold became a day his daughter Sue Castaneda says her family "will never forget."

"Life is a beautiful gift. We need to see the beauty of living and embrace our lives and experiences."

- Kristi Hmurovich, HCA Counseling Coordinator

Above, William J. Riley Memorial Residence patient George Gossin shows HCA staff a photo of his family. At right, HCA Counseling Coordinator Kristi Nance-Hmurovich counsels a patient family member.



Encouraging Community Education

Efren and Ignacio Carrillo didn't know where to turn when the hospital informed them their Uncle and father-figure Jose needed hospice care immediately. The only thing they did know is that they wanted his last days filled with the dignity he deserved.

"We didn't know where to turn because our uncle had very little money," said Efren Carrillo. "We didn't know what specialized hospice care was and St. Catherine Hospital encouraged us to call Hospice of the Calumet Area because they can help. Our family was devastated and the next thing we know he is being transported to the [William J. Riley Memorial Residence] where he spent two weeks being cared for with honor."

One of the many things that sets HCA apart from other hospices is the staff and board's commitment to education. One of our strategic initiatives includes making strong connections in our culturally diverse communities.

During an educational presentation at J's Breakfast Club in Gary, HCA Board Member Linda Randolph shared her experience as a member of our non-profit organization.

"We need to continue to empower folks to have end-of-life discussions with their loved ones," said Randolph. "Our minority communities need to step up their game when it comes to discussing end-of-life issues. It's not easy but it is so important because the greatest gift we can give to our loved ones is honoring their wishes."

Randolph confessed to the group her reluctance to join the board initially. Only after she was encouraged to learn more about hospice did she feel confident and inspired to help bring about awareness in her community.



On HCA's regular scheduled WJOB AM 1230 educational radio show "Cherishing Life," Gary based Community HealthNet Health Centers CEO Dr. Janet Seabrook spoke about some of the hospice misconceptions in minority communities.

"I see it all the time because it's very difficult to have those end-of-life conversations," said Seabrook. "The hospice philosophy has to be understood and shared. I applaud Hospice of the Calumet Area's efforts in building a stronger presence in the minority communities because when it's all said and done, our legacy is about how we impact others."

"We need to continue to empower folks to have end-of-life discussions with their loved ones."

-Linda Randolph, HCA Board Member

Above, HCA Board Member Linda Randolph. At right, Ignacio and Efren Carrillo share a picture of their beloved Tio [Uncle] Jose Saldana.





cherishing life



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instagram.com/HospiceCalumet

linkedin.com/HospiceCalumet

Lake County Office, 600 Superior Avenue, Munster, IN 46321
Porter County Office, 1190 N. State Road 49, Porter, IN 46304
Illinois Office, 3256 Ridge Road, Suite 207, Lansing, IL 60438
219.922.2732/708.895.8332

HospiceCalumet.org