

Community Report 2014

MISSION  HOSPICE
& HOME CARE

it's about life



Dwight Wilson

*Chief Executive
Officer*

This past year, we cared for well over 1,000 patients in our Hospice, Advanced Care, and Transitions programs – more than ever before. To meet the growing need for our services, we added professional and support staff, trained more volunteers and reached out to new communities. But there are still more patients who need our help.

We took huge strides toward making San Mateo County's first hospice house a reality. We've launched our capital campaign and gained the support of important community leaders to secure the perfect property.

With the leadership of Campaign Co-chairs Mary Chigos and Dr. Stephen Weller, together with Capital Campaign Director Marsha Eddleman, I know we can marshall the community support we will need for this important project.

Your support for our work is what makes all of this possible. I am so grateful to our dedicated Board of Directors, Auxiliary members, and other volunteers, who make it possible for us to continue to serve everyone who needs end-of-life care – regardless of their insurance or ability to pay.

Caring for each other is what a community is all about. I am so proud to be a part of ours.



Judy DiPaolo

Board Chair

Our entire Board of Directors joins me in thanking those who help Mission Hospice & Home Care provide exceptional care for patients and families.

First, our hard-working, compassionate staff works round the clock (literally!) for our patients. Their dedication, professionalism, and kindness are inspiring.

I'd especially like to acknowledge our most recent Lotus Award winner, Rev. Walt Johnson. A former chaplain at Peninsula Hospital, he spent the first 12 years of his "retirement" serving in that role for Mission Hospice, guiding and supporting countless patients and families.

Heartfelt thanks as well go to my colleagues, Kate Breaux, Dr. Gail Brown, former Chair Maryann Raab, and Patricia Wyrod for their many years of service on our Board of Directors. Their leadership has been exemplary, and we will miss you.

Of course, the commitment of our staff, board, and dedicated Auxiliary, direct care, and office volunteers is matched by the sustenance we receive from our donors.

We are grateful for the continued generous support of Hurlbut-Johnson Charitable Trusts, Sequoia Healthcare District, and the Sobrato Family Foundation among the many, many others listed in these pages.

Each gift, regardless of its size, allows us to reach a patient who needs our care. Thank you.

Our Staff



Photo © Scott Buschman

2015 Mission Hospice & Home Care Staff

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Meechal Hall, MSW
Karri Kaiser, MSW
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Since 1979, Mission Hospice & Home Care has been dedicated to providing patients with the physical, emotional, and spiritual support they need to spend their final months in comfort. In 2014, we provided hospice, advanced care (palliative home care), and transitional support for a record number of patients who were facing cancer, cardiac and lung disease, and other life-limiting illnesses.

Our individualized, quality care exceeds the levels covered by Medicare and private insurance, and contributions from the community make up the difference. Thanks to your financial support and the efforts of our professional staff and dedicated volunteers, Mission Hospice & Home Care provided patients and families with compassionate care and comfort when needed most.

Hospice

Our Hospice program provides quality, compassionate medical care, pain management, and emotional and spiritual support for terminally ill patients and their loved ones.

Total patients served: 703

Total visits made: 24,981

Average no. days in program: 26

Age range of patients: 17 – 106

Advanced Care

Our Advanced Care program provides skilled nursing care and medical social work for homebound patients with life-limiting illnesses who are not yet ready for Hospice.

Total patients served: 432

Total visits made: 6,803

Average no. days in program: 37

Age range of patients: 16 – 107

Transitions

Our Transitions program provides social work, nurse consultation, and volunteer support to patients who have a life-limiting illness but are not ready for Hospice or Advanced Care.

Total patients served: 64

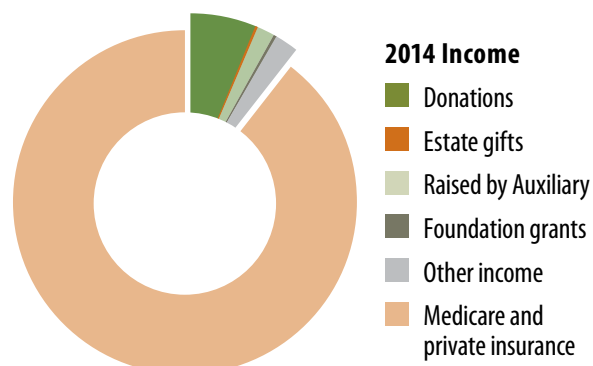
Total visits made: 671

Average no. days in program: 178

Age range of patients: 35 – 101

The cost of quality care: 2014 financials

Cost of program services	\$11,331,104
Cost of supporting services	\$847,052
Total expenses	\$12,178,156
Donations from individuals and organizations	\$861,645
Estate gifts	\$20,719
Raised by Mission Hospice Auxiliary	\$226,684
Foundation grants	\$45,750
Reimbursements from Medicare and private insurance	\$12,487,753
Other income	\$318,691
Total income	\$13,961,242



Audited financial reports for the 2014 fiscal year and prior years are available at www.MissionHospice.org.

Ernie Roeder

A model volunteer

Ernie Roeder still remembers the day in 1954

when he completed his service in the Army. Drafted in 1952, he served in the last year of the Korean War, and then spent four months at the Presidio. When he was finally released, he was given 58¢ for the bus fare to his home in Burlingame.

His high school sweetheart, Lucy, was waiting for him, and they married six months later. In their 57 years together, they raised three children in Burlingame, enjoyed many trips near and far, and loved spending time with their grandchildren and great grandchildren.

The family called Mission Hospice in December 2012 to help Lucy through her final battle with lung cancer. Ernie said, "They really took care of us – it was the most beautiful experience."

Now Ernie is ensuring that other patients and families receive the same kind of compassionate care Lucy received. "I figured one thing my wife would love to have is a thank you to Mission Hospice."

He is giving back in spades, helping wherever he is needed: assembling packets of wound care supplies for our nurses, creating binders of patient information, phoning to check in with hospice patients, providing information at public events, ushering at our "Light Up A Life" ceremony, and more.

Ernie takes the 15-minute walk from his home to the Mission Hospice office several times a week. But he's also happy to drive – especially if it means he has a chance to show off his 1926 Model T Roadster pickup. His Model T drew a crowd when he brought it to Senior Day at the San Mateo County Fair in 2014, where he and other volunteers shared information about Mission Hospice.

Ernie has always loved driving, whether it was over the hill to his office in Half Moon Bay, where he worked as an engineer for Pacific Bell, or (in his retirement) as a tow truck driver for Palm Avenue

Motors, as a private driver for a local widow, or behind the wheel of the RV in which he and Lucy took so many trips.

He recently took a week off from his volunteer work, driving to Arizona with a friend for a Model T Speedster run. He was back in the Mission Hospice office the day after he returned, eager to help.



Last Veterans' Day, Ernie had a special assignment: he visited Mission Hospice patients who, like him, are veterans, delivering bouquets of red, white, and blue flowers – complete with flags. Ernie really enjoyed this role, describing one veteran who was particularly touched by the gesture. "When I gave him the flowers, he smiled the biggest smile – his son said it was the first time he'd smiled in over a month."

Ernie certainly makes everyone who knows him smile – his twinkling blue eyes, earnest dedication, and kind spirit are infectious and inspiring. Volunteer Coordinator Rani Ferreira says, "I don't know what we'd do without Ernie. He'll help with anything at all, and he is so genuine and caring. He's really a part of our family here at Mission Hospice." 



Elle James, Phyllis Palmer, & Shelly Taylor

Passion for patient care

Three of our newest RNs – Elle James, Phyllis Palmer, and Shelly Taylor – have many years combined experience in hospice care at larger organizations. They all say they've never been a part of care like ours.

Each was immediately attracted to our personalized, responsive model of care. "I'd heard so many great things about this place from other staff who came here," said Elle. "Mission Hospice is unique because it's really patient-centric."

Once a patient has been admitted, Phyllis Palmer, our RN Triage Coordinator, is a key resource. When a patient or family member calls with questions, she's the one with answers – assessing needs over the phone and arranging nursing visits to help.

Phyllis is just the person you want answering those phone calls. Before she came to Mission Hospice, she worked as a nurse case manager. "I know how hard it is for the nurses – they really care about their patients. I do whatever I can to make it easier for them."



She also has personal experience with hospice. "I know what it's like to be the family member – these people are going through so much. I can leverage my own personal experience together with my background as a hospice nurse."

The most recent of the three to join Mission Hospice, Elle James became our Hospice Clinical Manager in early 2015. She is the hub for our hospice teams – nurses, social workers, chaplains, and others – serving as "the point person for problem-solving."

With extensive experience in hospice and palliative care, Elle knows that sometimes nurses in the field need backup. Together with our Medical Directors, Elle provides that help. She is a resource to all of the staff, as well as for the patients and families. "Everyone here believes in keeping the focus on patient care," she says. "This is the real deal."

Though these three are still fairly new to our organization, it's clear that they all feel that they've found a home here, where they can act upon their passion for helping patients and families. "Mission Hospice has really brought a good group of people together," said Elle. "I love working here." 

Shelley Taylor is the first nurse many patients speak with on the phone. As our Intake Nurse Coordinator, she explains our hospice program to patients, families, and medical professionals, and gathers the information needed to admit patients.

Having spent her career in home health and hospice, including time as a manager in large organizations, Shelley loves that Mission Hospice puts the patient first. "What we do for patients is incredible. If they need something, they get it. They get care even if they have no insurance. This is what care should look like."

She knows that patients and families appreciate this too. "We get almost a quarter of our patients through personal referral," she said. "That's incredible. It means we're doing something right."

Jack Vaessen *A courageous survivor*

Jack Vaessen, who will be 99 in July, knows how to get out of places he doesn't want to be. When he went down with his ship during the attack on Pearl Harbor, rescuers pulled him out of a hole in the bottom of the USS Utah.

"They bombed it and it sank and I went down with it," he recalled during an interview in his San Mateo apartment. Vaessen, a San Francisco native who has lived in San Mateo for decades, was awarded a Navy Cross, the second-highest military decoration for valor awarded to a member of the United States Navy.

"Pearl Harbor was terrifying, but I learned how to take care of myself," he recalled. In the presidential commendation, the former Fireman Second Class is credited with staying with the ship and keeping the lights burning as long as possible, showing "exceptional courage, presence of mind, and devotion to duty" – all qualities that have helped him with some other tight fixes.

For instance, following his negative experience in a Nevada nursing facility seven years ago, Jack spoke with his congresswoman, adding his voice to others who shared similar situations. Ultimately, these efforts resulted in major improvements to Nevada laws protecting the rights of elders.

More recently, Jack suffered a stroke and was sent to a skilled nursing facility, where he was expected to live out his life. His health improved enough for him to be

released, which was when he was referred to Mission Hospice & Home Care for additional services.

"His goal was to come home, and he made it," said Mission Hospice social worker Karri Kaiser. "Jack is pretty much the definition of a survivor."

In April, Jack received his pin from We Honor Veterans, a national hospice provider awareness campaign conducted by the National Hospice and Palliative Care Organization in collaboration with the Department of Veterans Affairs, during a ceremony at his home that included several Mission Hospice staff and volunteers who are also veterans.

John Akin, a former Navy flight surgeon, Mission Hospice volunteer and one of Jack's regular visitors, said it was especially meaningful for him to be a part of the ceremony.

"He's a tough guy," said John.

"He's a real example to us. We all want to be special. We all want to be part of a special team and we want to be able to serve the other members of our team."

Mission Hospice's end-of-life services for Jack also have included helping him finalize plans for his final resting place. Asked if he wanted to be interred in Hawaii on the sunken Utah, he replied, "No, I was buried there once already and that was enough for me." When his time comes, Jack has decided to be buried in Arlington National Cemetery in Arlington, VA. 

To see a video of Jack talking about his experiences, visit <http://tiny.cc/JackVaessen>.



Our Volunteers

Mission Hospice & Home Care volunteers are the heart and soul of our patient care, providing emotional and social support to our patients and families, and helping with mailings, special events, and other projects in our office. In 2014, Mission Hospice volunteers donated a record number of hours – the equivalent of almost 5.5 full-time staff.

2014 volunteer hours

Auxiliary: 1,751 hours
Bereavement: 259 hours

Indirect and Direct Care:
8,812 hours

Total: 10,822 hours

2015 Mission Hospice & Home Care Volunteers

Bob Adams	Mary Connelly	Marilyn Karasky	Ingrid Pera
Rick Addy	Kim Cotton	Juliet Kareithi	Shari Phoenix
John Akin	Frank De Martini	Judy Karlsen	Bob Pizzi
Laura Alster-Martin	Cathy Delisle	Charlene Kobayashi	Herb Plimpton
Tom Ames	Gloria Devincenzi	Dayna Leong	Alan Pye
Juanita Andersen	Kathleen Dickey	Robert Lindberg	Brian Reis
Harriett Ashley	Wendi Ellis	Curt Luck	Caje Remedios
Anne Audouin-Danet	Curtis Elsbernd	Marjorie Lundeen	Ernie Roeder
Karen Bailey	Ako Endo	Cynde Lynch	Gail Ruxton
Mary Banchemo	Nancy Flowers	Rosemary Malvey	Chris Sarch
Rick Barrelier	Charles Fontenot	Steve Martin	Carol Sasano
			Craig Schroeder
			Rosmarie Schubert
			Joan Sears
			Dennis Shanahan
			Paul Smith
			Lyne Soucy
			Karen Stonaker
			Connie Sweeney
			Ronda Tamaki
			Jane Tan
			Annette Taylor
			Anson Tharayanil
			Divya Tharayanil



Molly Tinney	Maria Vorobiev
Michael Tobar	Jeanne Weir
Victor Tobar	Grace Yoshida
Toni Tomacci	Mark Zuckerman
Kristi Vincent	



Janise Belson	Maureen Frazier	Patricia Matthews
Marianne Brannon	George Fulvio	Maggie McAleer
David Brosnan	Tuck Geerds	Linda Murphy
Melanie Bruner	Trish Gorman	Bob Nice
Alberta Bruno	Anne Goulding	Karen Norbut-McElhanev
Laura Burtress	Jackie Guzman	Kathryn Nourse
Arancha Casal	Susan Harris	Adelaide Nye
Kai Long Chang	Susan Hasse	Annette O'Neill
Terri Chapman	Carol Henry	Maureen O'Neill
Marian Clare	Maureen Hilliard	Joan Osborne
Darlia Clerico	William Holsinger	Lourdes Orozco
Marge Cloherty	Jeff Hylton	Muriel Osugi
Glenn Cohen	Bryce Jensen	Tovis Page
Don Conkling	Kelvin Kan	Jojo Palmieri



The Mission Hospice Auxiliary



Mission Hospice Auxiliary volunteers raise funds to support Mission Hospice and help increase public awareness of our services. The Auxiliary organizes an annual fall gala and bridge tournament, along with other special events, and also helps with projects in the office. In 2014, the Mission Hospice Auxiliary raised more than \$226,000.

2015-16 Auxiliary Members

Executive Committee

Ann Nolan, *Co-President*
Marilyn Porto, *Co-President*
Amy Newman, *First Vice President*
Vibeke Gade, *Second Vice President*
Martha Melton, *Treasurer*
Roberta Smith, *Corresponding Secretary*
Sandra Lang, *Recording Secretary*
Yolanda Crosby, *Past President*



Standing Committees

Yolanda Crosby, *Parliamentarian*
Martha Melton, *Auxiliary Social Events*
Roberta Smith, *Acknowledgments*
Rosemary Rayburn, *Corporate Sponsors*
Sandy Dennison, *Publicity*
Frances Freyberg Blackburn, *Historian*
Karen Beainy, *Telephone*
Ann Nolan, *Liaison to the Mission Hospice Board*

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Glenda Carney
Mary Chakos
Yolanda Crosby
Lois Crotty
Dianne Del Grande
Sandy Dennison
Carole Flaherty
Alice Flynn
Margaret Flynn
Vibeke Gade
Denise Gurgens
Sonja Harris
Michiko Ibuka
Hildi Kirchdoerfer
Sandra Lang

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Rosemary Rayburn
Roberta Smith
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Sustaining Members

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Marilyn Hagberg
Esther Johnson
Mary Lehmkuhl
Carol Moyer
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Barbara Snedeker
Marian Soss
Florence Thom



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Dr. & Mrs. Jonathan Feinberg's anniversary from Marian Soss

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Adella Harris from Daniel & Julie Switky, Kathy Switky

Adella Harris' birthday from Willy Werby

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Ree Minetto's 85th birthday from Mel & Pearl Mosk

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Bill Tom's 90th birthday from Judith & Fred Karlsen

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Isabel, Mission Hospice Bereavement Counselor

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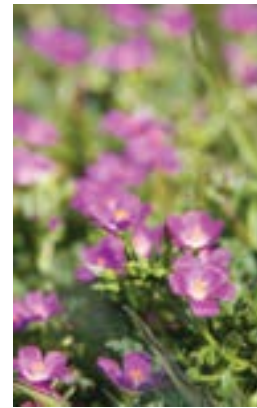
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