

# ANNUAL REPORT

# 2015

Presented to the Membership  
January 29, 2016

*Improving quality of life*



*At the end of life*

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# History, Status, Mission, Description, Vision and Goals

## History

The Oregon Hospice Association has served terminally ill Oregonians and their families since its incorporation in 1985. The agency came into being with the merger of two distinct hospice organizations, the Oregon Council of Hospices and the Hospice Assistance Program, each established in the late 1970's.

## Status

The Oregon Hospice Association is a state-wide, 501(c)(3), public benefit membership organization.

In 2015, 55 hospices were licensed to provide supportive, palliative health care services. In addition to licensed hospices, 4 Oregon prisons provide end-of-life care services to inmates in their facilities.

## Mission

The Oregon Hospice Association is a state-wide public benefit organization helping to ensure Oregonians have access to high quality hospice and palliative care as they near the end of life.

## Description

The Oregon Hospice Association is committed to improving the quality of life for Oregonians at the end of life and supporting the hospice and palliative care agencies that provide care. The Oregon Hospice Association's services include public and professional education, advocacy, research, consultation, accreditation and leadership.

## Vision

The Oregon Hospice Association's vision is that Oregonians will be able to face the end of their lives knowing that there is a compassionate, stable, sustaining system of care to provide them with safety, comfort and assistance with the goal of assuring that their deaths will be the best possible ending.

## Goals

## Network

- Build a strong cooperative network of providers and other resources at state, national and international levels.
- Provide a steady flow of information and communication among existing and developing hospice and palliative care providers.

## **Research**

- Coordinate and promote research to improve the care of terminally-ill Oregonians and their families.
- Participate in the collection of end of life data.

## **Education**

- Provide education to promote a clear understanding of hospice and palliative care to the public and to stakeholder groups including academic institutions, businesses and other entities.
- Provide information and respond to requests about end-of-life choices.
- Provide professional education to hospice and palliative care providers and other practitioners of medicine.
- Encourage the completion of Physician Orders for Life-Sustaining Treatment (POLST) forms for all hospice and palliative care patients at the time of admission.
- Offer consultation services to hospice and palliative care agencies and to programs developing end of life care.
- Provide bereavement education and support for children and families through the Me, Too partnership.

## **Quality Assurance**

- Participate in the development and implementation of standards of care at the end of life.
- Keep all providers of hospice services aware of new developments in standards;
- Provide technical assistance to programs to meet requirements of standards and to comply with regulations.
- Provide accreditation services for hospice programs.

## **Advocacy**

- Advocate for high quality hospice and palliative care at the local, regional, national and international levels, including regulatory agencies, legislative bodies, community leaders and other stakeholders.
- Monitor, respond and provide input into health care legislation and regulation relevant to hospice and palliative care at all levels of government.

## **Fiscal Health**

- Sustain financial soundness to support the Oregon Hospice Association's mission.

## Chair's Report

### Richard Skyba, Board Chair

It is my pleasure to present the 2015 Chair's Report for the Oregon Hospice Association. I especially appreciate your support and service to the dying and their families. I view your work as a cause and calling much more so than as simply an industry or a care sector. More Oregonians receive quality hospice and palliative care each year because of your dedication, focus and caring. We continue to be a leader in the country thanks to you. 2015 was a fruitful and positive year at the Oregon Hospice Association. We ended the year with solid financials which will enable us to continue to invest in our mission, especially important as we adapt to our ever-changing environment. We took a fresh look at our governing bylaws so that we could continue to build on our tradition of servant leadership. Most of all we were very fortunate to have welcomed Barbara Hansen as our new CEO.

Barb is an experienced and well-respected leader. She possesses the leadership skills to continue to build our organization and to fulfill our mission to ensure Oregonians have access to high quality end of life care. Barb Hansen succeeds Deborah Whiting Jaques who we were very lucky to have lead the Oregon Hospice Association from 2008 until her retirement last year.

Like you are the hospice champions in your community, the Oregon Hospice Association is your champion here in Oregon and in the nation. We are your advocate in Salem and in the nation's capitol. We are your voice on the National Hospice & Palliative Care Organization's Council of States and the Regulatory and Ethics Committee where we served as Chair of the subcommittee to review and amend the 1994 Physician Assisted Suicide Policy. We serve on the Oregon POLST Taskforce – and have for more than 20 years. We actively participate in research to benefit end of life care. The Oregon Hospice Association also continues to be a source of stellar professional education, member requested accreditation and consultation services, and a partnership to serve children and families in grief.

I want to recognize the Oregon Hospice Association staff for their work. So much is accomplished with so few employees. We are grateful for Barb Hansen, Meg McCauley, Linda Downey, Denis Carnaby and Larlyn Fitzpatrick for their dedication to you and to our agency.

As my term of office expires and I leave the Board, I want to express how much I have enjoyed my year in this role and my last six years with OHA. I am extremely fortunate to be associated with this organization and all of you. I am delighted to pass the baton to Susan Mulligan who will be the Board Chair in 2016. Thank you.

*Richard Skyba*

## Treasurer's Report

### Jane Brandes, Treasurer

I am pleased to present the 2015 Treasurer's Report. Not only does the Oregon Hospice Association continue to support excellent hospice and palliative care to Oregonians, the Oregon Hospice Association remains financially sound.

The Oregon Hospice Association was again the benefactor of several estates during 2015. The impact of those generous gifts allowed us to make both program and reserve changes.

The Statement of Position demonstrates the Oregon Hospice Association has sufficient cash and investment reserves to fund ongoing operations. Our 2015 Total Liabilities and Net Assets totaled \$548,047, a 58% improvement over 2014.

The Statement of Activities also demonstrates that the Oregon Hospice Association continues to monitor expenses with 2015 expenses of \$411,566, about 11% over budget. Our 2015 expenses included a change in our CEO; this included a period of overlap in their positions.

With bequests and effective oversight, we completed the year with net assets of \$208,634 on a budget of \$54,205.

The Proposed 2016 Budget is realistic. In general, we have budgeted revenue consistent with 2014-2015 actuals and anticipated 2016 events. 2016 continues to include a new revenue stream from our Services Agreement with the Washington State Hospice & Palliative Care Organization (WSHPCO). Expenses reflect an increase in FTE in salaries, wages and benefits and contractor hours. As you will see, our 2016 budget reflects a loss of \$59,407. Our plan going forward is to adjust our expenses by vacating this office space, which will decrease our expenses for occupancy-related charges, telephone services and parking. Our plan is that this change will result in a balanced budget going forward.

Thank you.

*Jane Brandes*

## Statement of Position as of December 31, 2015

### ASSETS

Cash and Cash Equivalents	\$	427,139
Accounts Receivable	\$	15,024
Other Assets	\$	3,095
Equipment (net)	\$	-
Investments - Long Term	\$	102,788
<b>TOTAL ASSETS</b>	<b>\$</b>	<b>548,047</b>

### LIABILITIES & EQUITY

Accounts Payable	\$	(2,428)
Accrued Payroll and Related Liabilities	\$	30,626
Accrued Rent	\$	5,049
<b>TOTAL LIABILITIES</b>	<b>\$</b>	<b>33,248</b>

**NET ASSETS** **\$ 514,800**

**TOTAL LIABILITIES AND NET ASSETS** **\$ 548,047**

## Statement of Activities as of December 31, 2015

<b>Support and Revenue</b>	
4000 · Contributions	\$ 345,617
4200 · Conferences/Meetings	79,069
4300 · Services	21,669
4400 · Membership	64,172
4390 - WSHPCO - Services	58,530
4800 · Investment Income	139
4900 · Sales Revenue	505
4960 · Shipping and Handling	-
4990 · Other Revenue	50,500
Total Support and Revenue	<u>620,200</u>
<b>Direct Operating Expenses</b>	
5000 · Salaries and Related Expenses	288,060
6005 - Awards	90
6005 · Bank Charges/Checks	877
6015 - Board Expenses	262
6007 · Credit Card Charges	1,584
6022 - Conferences	655
6025 · Dues and Memberships	1,073
6030 · Library/Education	400
6035 · License, Fees, Permits, Taxes	50
6045 · Meeting Expenses	46,672
6075- Operating/Program Supplies	4,633
6080 - Postage/Delivery (Direct)	1,214
6090 · Printed Materials	3,739
6100 · Professional Services	12,706
6110 - Telephone and Internet (Direct)	-
6200 - Travel Expenses	8,316
6300 - Volunteer Expenses	-
6900 - Miscellaneous Expense	39
Total Direct Operating Expenses	<u>370,370</u>
<b>Overhead Expenses</b>	
7000 - Audit Expenses (tax acctnts)	2,681
7005 - Depreciation Expense	-
7010 · Insurance	1,486
7020 · Occupancy Expenses	26,742
7040 · Office Expense	(143)
7050 · Postage/Delivery	-
7060 - Photocopy Expense	4,622
7070 · Telephone	5,808
Total Overhead Expenses	<u>41,196</u>
Total Expense	<u>411,566</u>
<b>Change in Net Assets</b>	<b><u>\$ 208,634</u></b>



## 2016 Proposed Budget

### Support and Revenue

4000 · Contributions	\$ 86,500
4200 · Conferences/Meetings	84,300
4300 · Services	23,800
4390 - WSHPCO - Services	83,388
4400 · Membership	71,800
4700 · Special Events	-
4800 · Investment Income	150
4900 · Sales Revenue	505
4960 · Shipping and Handling	-
4990 · Other Revenue	500
Total Support and Revenue	<u>350,943</u>

### Direct Operating Expenses

5000 · Salaries and Related Expenses	253,923
5500 · Payroll Fees	1,800
6005 - Awards	90
6010 · Bank Charges/Checks	900
6015 - Board Expenses	265
6007 · Credit Card Charges	1,600
6022 - Conferences	800
6025 · Dues and Memberships	750
6030 · Library/Education	-
6035 · License, Fees, Permits, Taxes	50
6045 · Meeting Expenses	48,650
6075- Operating/Program Supplies	3,200
6080 - Postage/Delivery (Direct)	1,233
6090 · Printed Materials	6,800
6100 · Professional Services	14,000
6110 - Telephone and Internet (Direct)	-
6200 - Travel Expenses	8,802
6300 - Volunteer Expenses	-
6900 - Miscellaneous Expense	150
Total Direct Operating Expenses	<u>343,013</u>

### Overhead Expenses

7000 - Audit Expenses	12,700
7005 - Depreciation Expense	-
7010 · Insurance	1,800
7020 · Occupancy Expenses	44,502
7040 · Office Expense	500
7050 · Postage/Delivery	-
7060 - Photocopy Expense	2,000
7070 · Telephone	5,835
7090 · Miscellaneous	-
Total Overhead Expenses	<u>67,337</u>

Total Expense	<u>410,350</u>
<b>Change in Net Assets</b>	<u><b>\$ (59,407)</b></u>

## CEO's Report

### Barb Hansen, CEO

2015 was a year of change for the Oregon Hospice Association and for the hospice industry as well. After eight years as CEO of the OHA, Deborah Whiting Jaques retired in September. After a search in which both the OHA and WSHPCO (Washington State Hospice and Palliative Care Organization) participated, I was fortunate to have been selected to try to fill Deborah's big shoes. I began my new role on July 12<sup>th</sup> by attending the Hospice Advocacy Network and Council of States' meetings in Washington, D.C., with Deborah along to introduce me to new colleagues. It was a great way to start my time with the OHA.

Just as Deborah noted in last year's CEO report, CMS regulatory changes continued at a rapid clip in 2015. Beginning in May, hospices had to include the attending physician's NPI number on the Notice of Election form. Then several changes went into effect on October 1<sup>st</sup>, including the use of ICD 10 and the inclusion of all of a patient's diagnoses (related and unrelated) on hospice claims forms. At the end of July, the 2016 "Hospice Wage Index Final Rule" was issued. Much of this rule went into effect on January 1<sup>st</sup> and implemented a number of changes. A major change is the first real change in hospice payment methodology in over three decades, by creating a new "two-tiered Routine Home Care" level of care. Additional changes included the creation of a "Service Intensity Add-On" payment for RN and Social Work visits made in the last 7 days of a patient's life, changes to the thresholds for quality reporting, cap payment calculation and date adjustments and clarifications about diagnoses reporting on claims.

Whew! Most experts who have done modeling on hospice payments under the new payment methodology have listed Oregon as being in the top spot for states who will fare *better* under the new system. Time will tell, but let's hope the experts are correct!

In January of last year, the Oregon Hospice Association's agreement to provide leadership services to the Washington State Hospice & Palliative Care Organization took effect, so we just finished our first full year of our management agreement with WSHPCO. My report after six months in my role: "So far, so good!" We continue to believe that our ability to increase our voice in both states, to leverage the experience of what each of the association does best, and to find ways to work collaboratively and efficiently will benefit people with life-limiting illness in Oregon and Washington. Our two boards and our staffs continue to work together. There are shared values, energy and certainly shared mission. We look forward to working with the Washington board and the hospice and palliative care programs in 2016.

In 2014 the OHA created a "new and improved" website. I'm happy to report that in 2016 we are once again improving our website. The latest improvements will make it easier for patients and family members to locate hospices in cities and towns across Oregon. It will be easier to navigate around the site and connect with information and resources that you need.

Included in the Annual Report you will also find the Education, Me, Too, Resource and Accreditation and Hospice Consultation Reports. Please review Meg, Denis and Linda's reports for the significant work they accomplish in support of our members and the public.

In addition to the information in the Education Report, I would like to recognize the 2015 honors bestowed by the Oregon Hospice Association at our Professional Practices Exchange in Bend. Deborah Jaques, retiring CEO of the Oregon Hospice Association, received The Elizabeth Wessinger Award, with her entire family there to celebrate her retirement. DJ was surprised to receive this well-deserved award, which only added to the fun of this joyful event. As always, we named the Hospice Dream Team. This year’s recipients included:

Physician:	Nancy Cloak, MD	HouseCall Providers
Nurse:	Judith Gillen, RN	Care Partners
Social Worker:	Katie Fallon, MSW, LCSW,	Providence Hospice, Portland
Hospice Aide:	Carleen Graham, CNA/HA	Willamette Valley Hospice
Chaplain:	Marti Free	Peace Health Peace Harbor
Volunteer:	Betty Gullickson	Sacred Heart Hospice
Support and Other Staff:	Rhonda Bryan	Peace Health Peace Harbor

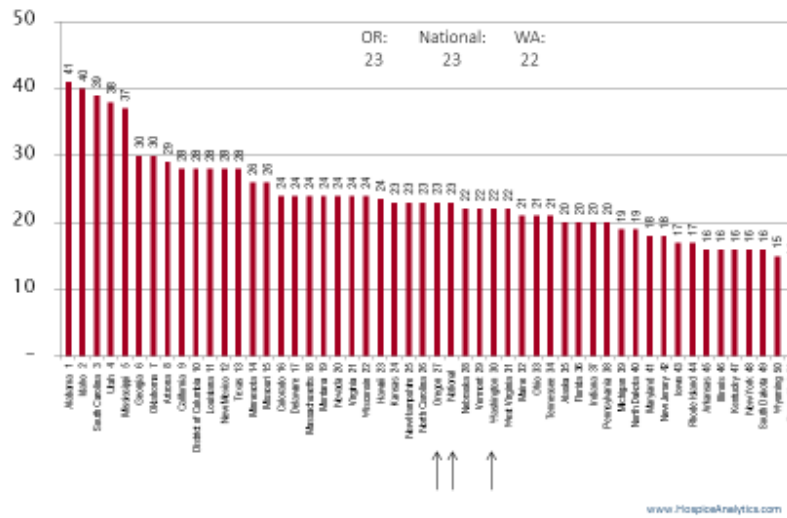
In addition to the regulatory challenges of 2015, our industry continued to change in the nation and here in Oregon. Here are some slides which provide some “snapshots” about how Oregon compares to the rest of the country and to Washington state for 2014, the most recent year in which data is available:

## 2014 Demographics & Hospice Utilization

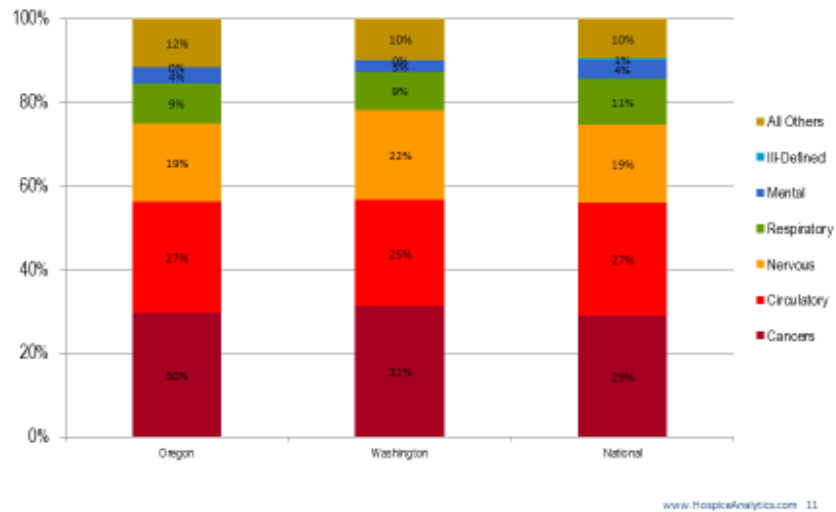
	Oregon	Washington	National
Population	3,970,239	7,061,530	315,730,821
Total Deaths	33,295	52,267	2,593,535
Medicare Beneficiaries	762,349	1,201,611	55,371,221
Medicare Beneficiary Deaths	27,757	42,224	2,104,171
Medicare Hospice Beneficiary Admissions	19,187 72% of Medicare deaths	24,235 57% of Medicare deaths	1,320,405 63% of Medicare deaths
Medicare Hospice Beneficiary Deaths	14,656 52.8% of Medicare deaths	18,322 43.4% of Medicare deaths	965,882 45.9% of Medicare deaths
Medicare Hospice Total Days of Care	1,109,553 Days	1,375,125 Days	90,781,803 Days
Medicare Hospice Mean Days / Beneficiary	58 Days	57 Days	69 Days
Medicare Hospice Median Days / Beneficiary	23 Days	22 Days	23 Days
Medicare Hospice Total Payments	\$188,558,194	\$243,224,404	\$14,922,383,020
Medicare Hospice Mean Payment / Beneficiary	\$9,828	\$10,037	\$11,313



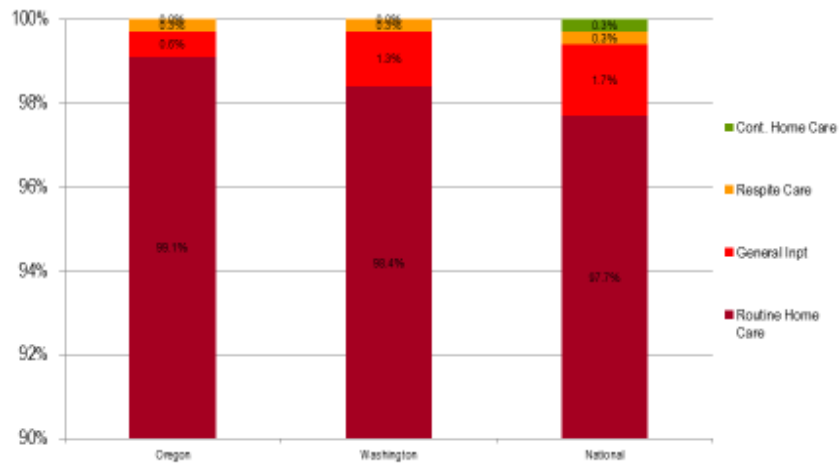
## 2014 Medicare Hospice Median Days of Care / Beneficiary



## 2014 Medicare Hospice Beneficiaries Top Six ICD-9 PRIMARY Diagnoses (out of 19 categories)

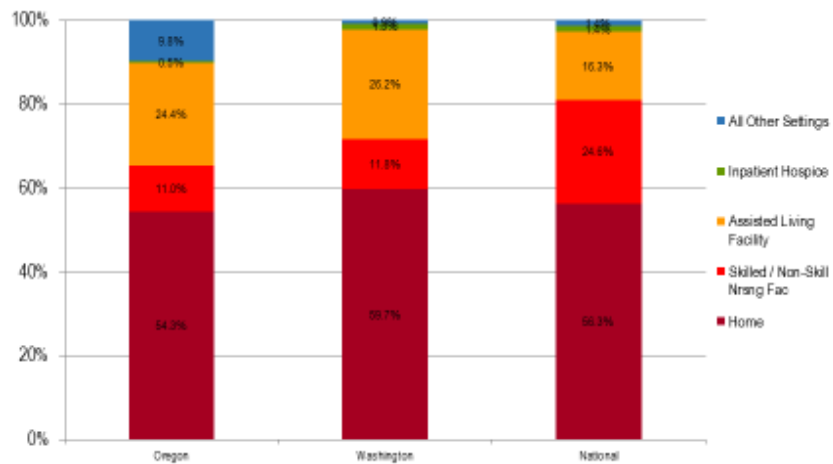


## 2014 Medicare Hospice Beneficiaries Levels of Care (days)



www.HospiceAnalytics.com 13

## 2014 Medicare Hospice Beneficiaries Locations of Care (days)



Note: Oregon has an unusually high number of days in the "Not Otherwise Specified" location of care.

www.HospiceAnalytics.com 14



## Accreditation and Hospice Consultation Services

**Denis Carnaby, Hospice Consultant**

**Linda Downey, RN, MSHA, Hospice Consultant**

The Oregon Hospice Association's Accreditation and Consultation Services continue to provide accreditation surveys, technical assistance and more in-depth consultation services to hospices providing care in Oregon.

The Oregon Hospice Association works closely with the other OHA—the Oregon Health Authority. The Oregon Health Authority's Health Care Regulation & Quality Improvement (HCRQI) group still had open positions in 2015, which meant their concentration was on complaint surveys. The Oregon Hospice Association is authorized as an accrediting body by the Oregon Health Authority. Our surveys fulfill the state licensure survey requirement. Once a hospice has achieved accreditation from the Oregon Hospice Association, the HCRQI group is notified. In addition to fulfilling the licensure survey requirement, an Oregon Hospice Association accreditation survey can be a valuable process to identify strengths and weaknesses in an agency's overall quality of care and operations. An Oregon Hospice Association accreditation survey is performed by professionals who have direct hospice experience. Being able to schedule a survey at your convenience is an added benefit. Detailed information about Oregon Hospice Association Accreditation is included at our website: [www.oregonhospice.org](http://www.oregonhospice.org).

With the implementation of the Impact Act in April of 2015, Oregon hospices can expect Medicare surveys to occur every three years. There will likely continue to be a rush on the part of the Oregon Health Authority during 2016 as they work to get caught up. Oregon hospices may want to use the Oregon Hospice Association to provide mock surveys in preparation for an Oregon Health Authority survey. Mock surveys can also be individually tailored to your organization, to focus on the areas where you have questions or concerns. We can also tailor our services to meet your budget requirements.

Technical assistance continues to be utilized by many hospices. If you have a question that can be answered via a short email, you can direct those to either Denis or Linda. More in-depth assistance such as advice about a specific issue, chart reviews, policy assistance or a review/opinion about a program can be provided under our consultation services. We can discuss your issue and give you a cost and time estimate.

It continues to be a pleasure to serve the members of the Oregon Hospice Association. Thank you.

*Denis Carnaby and Linda Downey*



# Professional Education Report

## Barb Hansen, CEO

Education is one of the key elements included in the Oregon Hospice Association's goals. The goals for education include:

- Provide education to promote a clear understanding of hospice and palliative care to the public and to stakeholder groups including academic institutions, businesses and other entities.
- Provide information and respond to requests about end-of-life choices.
- Provide professional education to hospice and palliative care providers and other practitioners of medicine.
- Encourage the completion of Physician Orders for Life-Sustaining Treatment (POLST) forms for all hospice and palliative care patients at the time of admission.
- Offer consultation services to hospice and palliative care agencies and to programs developing end-of-life care.
- Provide bereavement education and support for children and families through the Me, Too partnership.

The Oregon Hospice Association strives to present trainings that meets the ever-changing and comprehensive needs of hospice members. A summary of the 2015 professional education is included.

The 2015 Professional Practice Exchange was attended by 156 hospice professionals, exhibitors and sponsors who gathered in Bend to network, learn, and inspire us in our work. Our faculty was stellar from start to finish as evidenced by your comments and evaluations. Debra Jarvis, M.Div. was our Kropitzer Keynote Speaker. Chaplain Jarvis opened the conference with a thoughtful and engaging talk about The Spiritual Aspects of Hospice and Palliative Care: Going Clinical May Not Be the Answer. We were fortunate to be able to have Jennifer Kennedy, Director of Regulatory and Compliance from the National Hospice and Palliative Care Organization present to us in person. Jennifer's two sessions, "Regulatory Realities 2015: Changes that Impact Your Practice" and "Cutting Edge and Regulatory Strategies for Your IDG" were just what we needed to hear. We were fortunate to have two plenary sessions on the 2<sup>nd</sup> day of our PPE: one about The Integration of Aid in Dying with Hospice and Palliative Care Programs presented by Dr. David Grube, National Medical Director of Compassion and Choices and another about Treating Veterans with Trauma or Moral Injury, by Jason Malcom and Ryan Weller from the VA Portland Health Care System. Other excellent faculty, many from our member hospices, as well as colleagues JJ Furuno, Gary Plant, Gail Brownmiller and Mary Mihalyo, filled clinical and leadership tracks and brought discipline-specific training to our attendees.

The Awards Dinner was especially fun this year, as we were able to present the Elizabeth Wessinger Award to Deborah Whiting Jaques, retiring CEO of the Oregon Hospice Association, in recognition of her many contributions to Hospice and end-of-life care in Oregon. DJ was truly surprised to be honoured. The Dream Team selection was as heart-warming as always. What a wonderful evening!

The Oregon Hospice Association in partnership with Dignity Memorial, Providence Hospice, Legacy Hospice and Kaiser Permanente Continuing Care Services sponsored a site for the 2015 Hospice Foundation of America's Living with Grief Program. This year's theme was "The Longest Loss: Alzheimer's Disease and Dementia". We have found a home for this event at Providence Willamette Falls Community Center. Thank you, Providence! Also, we thank our partners for their ongoing support which enables us to provide this education annually at no charge for attendees.

Based on input from hospices, the Oregon Hospice Association again partnered with the Washington State Hospice & Palliative Care Organization to host a two-day spring intensive "*Spring Intensive: Regulatory Update*".

The two-day conference featured nationally known expert and NHPCO Vice President Compliance & Regulatory Leadership Judi Lund Person, MPH who provided detailed regulatory status. Anne Koepsell, RN, BSN, MHA, CLNC and retired WSHPCO Executive Director reviewed the Hospice COPs. Finally, Mary Mihalyo, BS, PharmD, CGP, BCPS, CDE, from Delta Care Rx presented on Getting Medications Right for Your Patients and Your Program. You told us this conference met your needs and you want us to continue providing this kind of training here in the Northwest. We will!

Hospices' needs are routinely discussed at both the Hospice Providers Council and the Hospice & Palliative Medicine Providers' Forum. These groups meet and identify educational needs, strategies, and technical issues which arise in the course of providing hospice care. The Education Committee takes the identified needs to create events for each year. The 2015 Education Committee members included:

**Molly Acree, RN**

*Mercy Hospice (Roseburg) and Oregon Hospice Association Board of Directors*

**Jane Brandes, MSN, RN,**

*Providence Hospice Services, Portland and Oregon Hospice Association Board of Directors*

**Ed Charlton**

*Coastal Home Health and Hospice (Gold Beach, Brookings and Bandon)*

**Jessica Fishman, MSW, LCSW**

*Providence Hospice Services, (Portland)*

**Barb Hansen, MA, RN, CWON**

*Samaritan Evergreen Hospice (Albany)*

**Twilla Harrington**

*Providence Hospice (Portland)*

**Pam Matthews, RN, BSN, CHCE**

*Willamette Valley Hospice (Salem) and Oregon Hospice Association Board of Directors*

**Susan Mulligan, RN, BSN**

*Kaiser Permanente – Continuing Care Services (Portland) and Oregon Hospice Association Board of Directors*

We are grateful for the experience and commitment from these dedicated hospice leaders.

In addition to professional education, the Oregon Hospice Association provides public education to community members and colleagues from within Oregon, across the country and even from Canada last year! We are also a source of education for people who call us with a specific, real-time need for personal help with an end-of-life issue. We are happy to be a place in a busy world where there is time to listen, empathize, and problem solve.

The Oregon Hospice Association has been a member of the Oregon POLST Taskforce since its convening over twenty years ago. We continue to work with stakeholder groups from around the state to ensure that Oregonians' end of life wishes are known and respected.

Education deliverables fulfilled by the Me, Too and the Accreditation and Consultation programs are included in the Me, Too and Accreditation and Consultation Reports.

The Oregon Hospice Association will continue to offer a wide range of educational services that are available, accessible and affordable to hospices serving Oregonians. We are grateful to all of you who contributed in the planning, execution or attendance at our educational offerings.

## Professional Education Events

Date	Title	Location	Hours	Attendance
9/13-15	<b>Professional Practices Exchange</b> <b>Hospice Providers' Council</b> <b>Hospice &amp; Palliative Medicine Providers' Forum</b> <b>Bereavement Coordinators' Coalition</b> <b>Volunteer Coordinators' Consortium</b>	The Riverhouse, Bend	8.5 CE	156
7/10	<b>Hospice Providers' Council</b>	Samaritan Lincoln Memorial Hospice, Lincoln City		17
4/29	<b>Hospice Foundation of America Living</b> <b>with Grief Program: "Helping Adolescents</b> <b>Cope with Loss"</b>	Providence Willamette Falls Community Education Center, Oregon City	CE via HFA	125
4/3	<b>Hospice Providers Council</b> <b>Hospice Billers Forum</b>	Willamette Valley Hospice, Salem		13
3/23-24	<b>"Spring Intensive: Regulatory Update"</b> <b>(In partnership with the Washington</b> <b>State Hospice &amp; Palliative Care</b> <b>Organization)</b>	The Heathman Lodge, Vancouver, WA	12 CE	87
1/23	<b>Annual Meeting</b>	Oregon Hospice Association, Portland		20
1/23	<b>Hospice Providers' Council</b>	Oregon Hospice Association, Portland		18

The Oregon Hospice Association also provided 17 Webinars during 2015. These webinars are archived and remain available to our members. The Webinars included:

- 2/5/15 Volunteer Manager Series: Program Management: Core Volunteer Manager Competencies
- 4/2/15 Volunteer Manager Series: Recruitment & Retention: Volunteer Engagement
- 6/4/15 Volunteer Manager Series: Education/Training: Ensuring Prepared & Confident Volunteers
- 7/9/15 Utilizing Health Care Aides in Patient Communication
- 7/30/15 Hospice Contract Review: Compliance & Current Issues
- 8/6/15 Volunteer Manager Series: Volunteers Everywhere You Look! Raising the Bar for Care & Services with Volunteers
- 8/13/15 Effective Communication within the Healthcare Team
- 8/27/15 ICD-10 Series: Countdown to ICD-10: Deadline October 1, 2015
- 9/3/15 Hospice Billing Series: Part 1: Eligibility Requirements & Notice of Election
- 9/10/15 Hospice Billing Series: Part 2: Details of Medicare Claims Processing
- 9/17/15 Hospice Billing Series: Part 3: Face-to-Face, Hospice CAP & Palliative Care
- 9/24/15 The Hospice Nursing Home Partnership: How to Do it Right
- 10/1/15 Volunteer Manager Series: Ethics & Leadership: Raising the Bar for Hospice Volunteerism
- 10/8/15 Hospice FY2016 Final Payment Rule & HQR Update: What You Need to Know
- 11/5/15 Hanging on to the Spirit of Hospice in Today's Environment
- 11/18/15 Marketing: Legal Dos & Don'ts
- 12/10/15 Writing Effective and Compliant Email

*Barbara Horan, MA, RN*

## Director of Association Management Report

### Meg McCauley, Director – Association Management

Year 2015 saw a change in title and job description for OHA “long-timer” Meg McCauley. In addition to looking after Oregon Hospice Association fundraising, Meg continues to oversee day to day operations of the Oregon Hospice Association, manage the organization’s website, edit and distribute the weekly Hospice News Network and work on development and planning of all OHA meetings, events and conferences.

#### Fundraising Update

- The Oregon Hospice Association saw an increase in general contributions in 2015. A gift from the Kuzman Fund of The Oregon Community Foundation increased the Oregon Hospice Association’s budgeted contributions by \$50,000 and a bequest from the Kropitzer Estate in the amount of \$230,000 was received in 2015, as well. In 2014, Eagles incoming 2015 president recognized the Oregon Hospice Association as the beneficiary of Eagles fundraising during his term, and Anthony Rizzi and Eagles members Susan Stults, Jeff Wilson and Candy Wilson presented a check to OHA in the amount of \$50,000 to retired CEO Deborah Whiting Jaques at its annual Awards Dinner in fall. Additional special gifts and donations throughout the year included:
  - \$1,000 from a fundraising event hosted by OHA Board Member Jad Hamdan
  - \$3,470 from the Hospice Assistance Fund of The Oregon Community Foundation
  - \$1,140 from the Geraldine McKnight Trust
  - \$720 from Veris Industries
  - \$11,591 from Community Health Charities
  - 2,950 from various local Employer/Employee Giving campaigns
  - \$5,740 from Essential Education Webinar Network, a webinar education company the OHA partners with for hospice employee education

The Oregon Hospice Association’s annual Light Up a Life campaign, sponsored again by Moda Health, raised a net total of \$18,034 for the Oregon Hospice Association in support of this winter holiday direct mail campaign, with 208 individuals contributing. Again, we thank *Tim Bergmann* for his time designing the campaign mailing materials and *Clean Copy* for their printing and mailing services.

In 2014 the Oregon Hospice Association launched its new website ([www.oregonhospice.org](http://www.oregonhospice.org)), with many new interactive and user-friendly features. The website was updated in 2015 and users will see another update in 2016. Our thanks to Common Good Communication for helping us design and implement a product we can utilize to our fullest potential.



## Me, Too Report

### Meg McCauley, Program Director

Me, Too is co-sponsored by Legacy Hospice Services, the Oregon Hospice Association and Providence Portland Hospice Programs and provides grief support services to children and families. Groups alternated between east- and west-side locations (Providence Portland Hospice and Legacy Meridian Park Health Education Center, respectively).

Me, Too held 2 groups in 2015, a late winter group at Portland First Church of the Nazarene and a summer group, also at Portland First Church of the Nazarene. Between 5-15 families receive support at each 8-week session. The program was delighted to be welcomed back to Portland First Church of the Nazarene, where groups on the west side had been held on a regular basis in the past.

Clinical Coordinators Jacquelyn Love (Providence Hospice) and Petya Pohlschneider (Legacy Hospice) were asked to share some of their highlights of 2015:

- Many families from the Winter session attended Camp Erin. They also developed such strong relationships that several families have scheduled play dates and get together outside of the Me, Too events.
- The clinical coordinators were able to develop new relationships with grief support groups across the US after meeting many leaders at the National Alliance for Grieving Children Symposium in June. We also have several programming ideas for Me, Too.
- The relationship with Portland First Church of the Nazarene has been outstanding! They are a welcoming group who provide safe, comfortable spaces and experiences for our families.
- A few families had to travel a long way to attend group so they turned the nights into family date nights including dinner and shopping/a trip to the library/visit to a museum before group, etc. The parents felt the extra time together helped them feel closer and more connected than they had felt before group began.

Legacy Hospice and Providence Portland Hospice continued their financial sponsorship and clinician support, and the Oregon Hospice Association provided administrative coordination of Me, Too throughout the year.

In addition to the granting and sponsoring agencies and *Legacy Meridian Park CHEC*, thanks are also extended to Governing Board and Operations Committee members *Gail Mueller, Jane Brandes, Deborah Whiting Jaques, Barb Hansen, Jennifer Traeger, Jacquelyn Love* and *Petya Pohlschneider* and to the professional and volunteer facilitators for their time and commitment to this important program.



## Oregon's Hospice Directory

- Samaritan Evergreen Hospice & Hospice House in Albany
- Asante Ashland Community Home Health & Hospice in Ashland
- Lower Columbia Hospice in Astoria
- Heart 'n Home Hospice & Palliative Care, LLC in Baker City, Bend, Fruitland, LaGrande, LaPine
- Coastal Home Health & Hospice in Bandon, Brookings, Gold Beach
- Partners in Care in Bend
- St. Charles Hospice in Bend, Madras, Prineville
- Harney County Hospice in Burns
- Bristol Hospice - Oregon LLC in Clackamas
- Pacific Home Health & Hospice in Coos Bay, Springfield
- South Coast Hospice in Coos Bay
- Benton Hospice Service, Inc. in Corvallis
- Cascade Health Solutions in Eugene
- Hospice of Sacred Heart in Eugene
- Signature Hospice in Central Point, Eugene, Tigard
- PeaceHealth Peace Harbor Hospice in Florence
- Lovejoy Hospice in Grants Pass
- Pioneer Memorial Home Health & Hospice in Heppner
- Vange John Memorial Hospice in Hermiston
- Care Partners in Hillsboro
- Heart of Hospice in Hood River, The Dalles
- Providence Hospice of The Gorge in Hood River, The Dalles
- Blue Mountain Hospice in John Day
- High Desert Hospice in Klamath Falls
- Klamath Hospice in Klamath Falls
- Grande Ronde Hospital Hospice in LaGrande
- Gentiva Hospice in Lake Oswego, Salem
- Lakeview Home Health & Hospice in Lakeview
- Samaritan North Lincoln Hospice in Lincoln City
- Community Home Health & Hospice in Longview, WA, Vancouver WA
- Legacy Hospice Services in McMinnville, Portland
- Asante Hospice
- Providence Hospice Medford
- Legacy Hospice in Meridian, ID
- Encompass Home Health & Hospice in Nampa, ID
- Samaritan Pacific Hospice in Newport
- Northwest Hospice, DBA XL Hospice, Inc. in Payette, ID
- Hospice of St. Anthony Hospital in Pendleton
- Adventist Health Hospice in Portland, Tillamook
- Comfort Hospice & Palliative Care in Portland
- Hospice Care of the Northwest in Portland, Salem
- Housecall Providers in Portland
- Kaiser Hospice & Palliative Care in Portland
- Portland VA Medical Center Community Health Office in Portland
- Providence Hospice in Portland
- Seasons Hospice & Palliative Care of Oregon, LLC in Portland
- Hospice of Redmond in Redmond
- Amedisys Hospice of Roseburg in Roseburg
- Mercy Hospice in Roseburg
- Serenity Palliative Care & Hospice in Salem, Tigard
- Willamette Valley Hospice in Salem
- Mt. Hood Hospice in Sandy
- PeaceHealth Hospice Southwest
- Jonathan M. Wainwright Memorial VA Medical Center in Walla Walla, WA
- Walla Walla Community Hospice in Walla Walla, WA

### End of Life Care – Correctional Institutions:

- Eastern Oregon Correctional Institution in Pendleton
- Oregon State Penitentiary Hospice Program in Salem
- Two Rivers Correctional Institution in Umatilla
- Coffee Creek Correctional Facility in Wilsonville

## **Board of Directors**

Molly Acree, RN, CHPCA, Mercy Hospice, Roseburg

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Jeanette Schacher, Lower Columbia Hospice, Astoria (Chair)

Kelly Beard, Benton Hospice Service, Corvallis (co-Chair)

## **Oregon Hospice Association Staff**

Barb Hansen, MA, RN, CWON, CEO

Deborah Whiting Jaques, retired CEO

Meg McCauley, Resource Development Director, and Me, Too Program Director

Denis Carnaby, Hospice Consultant

Linda Downey, RN, MSHA, Hospice Consultant

Larlyn Fitzpatrick, Bookkeeper