



2 Organizations
1 Mission
Improving the Quality of Living



Annual Report 2013

To the St. Joseph, Marshall, Elkhart, Fulton, Starke, LaPorte, Kosciusko and LaGrange County Communities:

In 2013 Center for Hospice Care (CHC) had the highest annual percentage increase in patients served in the last four years. At 1,993, we cared for more patients than in any year in our 33-year history with a 7% increase over 2012. CHC continues to rank in the top 5% of the more than 5,500 hospice programs operating in the United States. Since our first patient was admitted in January of 1980, we have cared for 26,447 patients on an annually added basis. 50% of all the patients served by CHC over the course of 33 years were seen in the last seven years alone and nearly 25% in just the last three years. Mission-driven quality care, remarkable clinical skills capacity, and a focus on charity are the hallmarks of CHC and its Hospice Foundation (HF). Today, with 221 professional staff and 500 devoted volunteers, we believe there is no other local organization more proficient or more experienced at providing high quality, patient and family-centered care at the end of life.

The completion of Phase I of the Mishawaka Campus was a momentous achievement during 2013 -- a historic event for our agency. The move of three separate offices to one location was a significant logistical undertaking. Details of our new campus and future projects are available at www.foundationforhospice.org.

The Mayo Graduate Education Committee of Mayo Clinic, Rochester, MN approved an inpatient hospice rotation with CHC. The Practice Letter of Agreement between Mayo Clinic and CHC allows for Hospice and Palliative Medicine Fellows to rotate for training through our agency. CHC also signed a clinical affiliation agreement with Indiana University to provide clinical experiences for medical students enrolled in the University's Undergraduate Medical Education Program. Each of CHC's three fulltime medical directors was given an Associate Clinical Instructor

status with the Indiana University School of Medicine. CHC also continues its current and past practice of providing teaching experiences to Family Medicine Residents from both programs at Memorial Hospital and Saint Joseph Regional Medical Center. Thirteen residents had a teaching experience at CHC in 2013.

CHC became a Level Four "We Honor Veterans" partner. To reach this highest pinnacle level, CHC focused on increasing access to and improving the quality of care Veterans receive throughout our eight-county service area by increasing the integration of Veteran-specific education for staff and volunteers, evaluating and growing our Veteran-to-Veteran Volunteer Program, developing resources to help our Veterans and their families' access benefits and implement better ways to improve care and service to veterans and their families throughout our organization. Nationally, there are nearly 2,000 "We Honor Veterans" hospice program partners and at the time of CHC's designation, only 96 have achieved Level 4. "We Honor Veterans" is a national hospice provider awareness program conducted by the Department of Veterans Affairs and the National Hospice and Palliative Care Organization.

During 2013 CHC recruited 71 new dedicated, trained community volunteers, bringing the total of active volunteers to 500. Volunteer hours increased 3% and totaled 17,310. Savings to CHC through the efforts of our volunteers totaled \$402,413 – up 14% from 2012. Traveling throughout our eight-county service area to patient homes, nursing homes and other extended care facilities, CHC volunteers drove 42,599 miles – a 9% increase from 2012. CHC is grateful for our volunteers! We're always welcoming new volunteers. See www.centerforhospice.org and click the volunteer tab at the top.

In June of 2013, researchers at Giving USA published that it could take at least five more years for most charities to raise as much as they did in 2007 before the recession. For HF in 2013, cash gifts were up 17% from the prior year and totaled \$1,185,323. The 2013 value of CHC charity care, write-offs, adjustments, community services, and other CHC support, etc. totaled \$1,265,264. Stewardship at CHC / HF is evident in our 2013 combined functional expenses. Our auditors report 84% of all expenses went toward program services (mission), 14% to management and general (administration), and just 2% toward development efforts (fundraising).

As always, we thank you for your role in supporting CHC and its mission during 2013. Together, we continue to Improve the Quality of Living in our communities.

Gratefully,



Mark M Murray
President / CEO



Corey Cressy
Volunteer Board Chairman
Center for Hospice Care



Terry Rodino
Volunteer Board Chairman
Hospice Foundation

About Us

Our Mission

To improve the quality of living

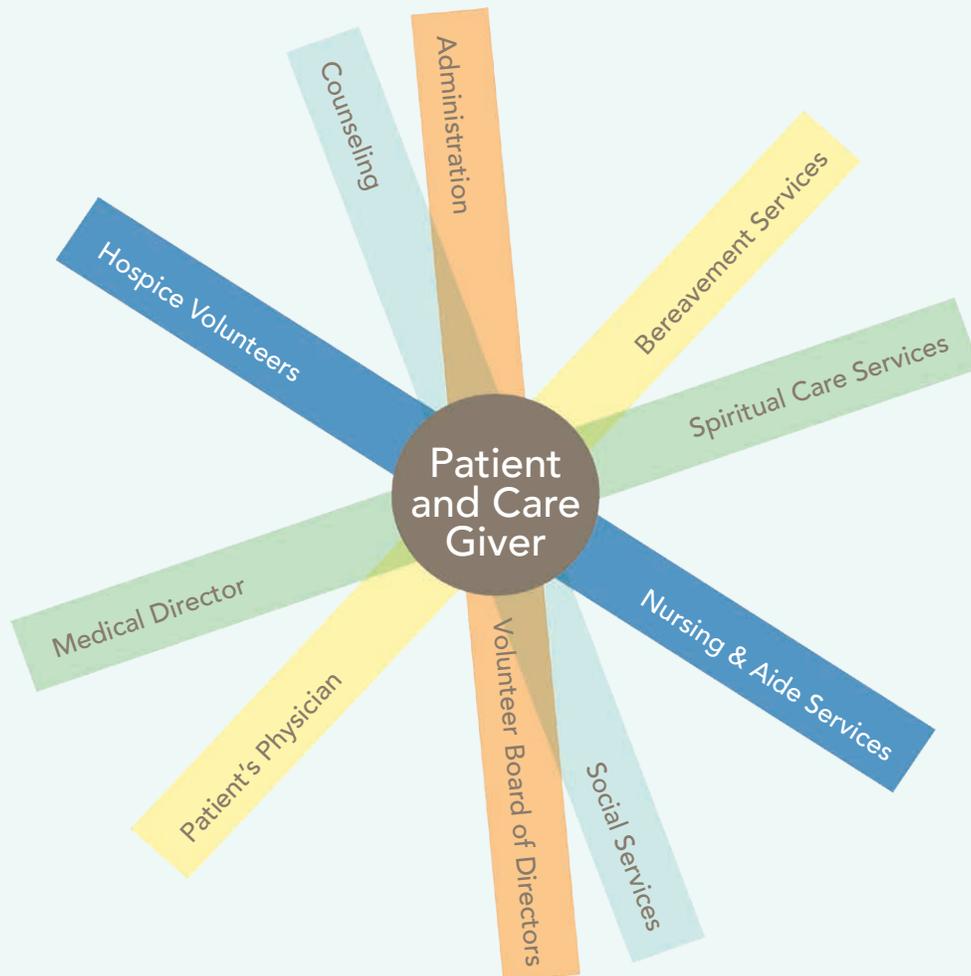
Our Values

Compassion, Dignity, Innovation, Integrity,
Quality, Service, Stewardship

Our Vision

To be the premiere hospice and palliative care
organization for all end-of-life issues

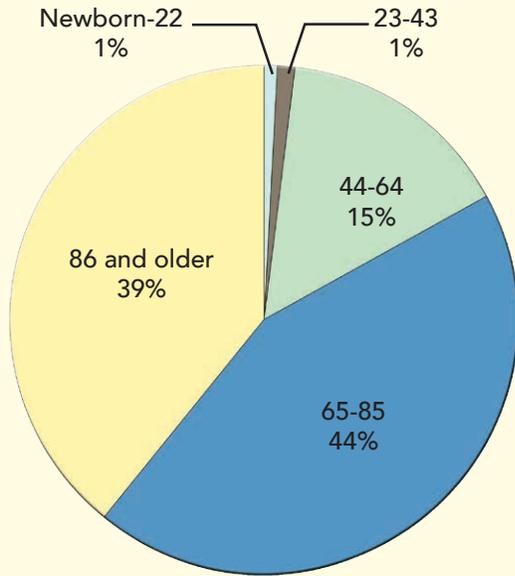
Our Team



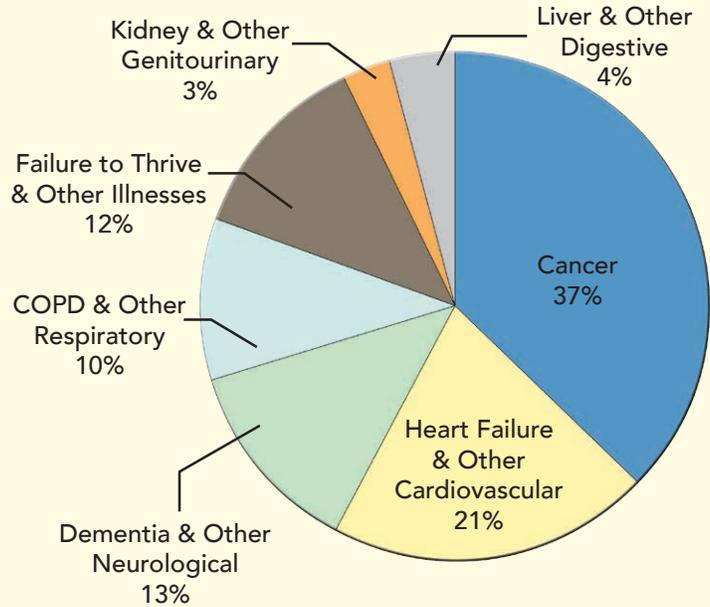
Financial Summary for 2013

Center for Hospice Care and Hospice Foundation Combined

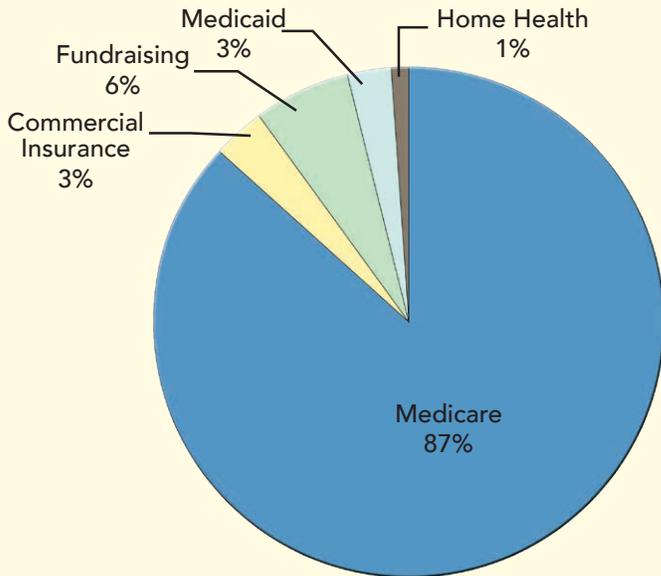
Patients by Age



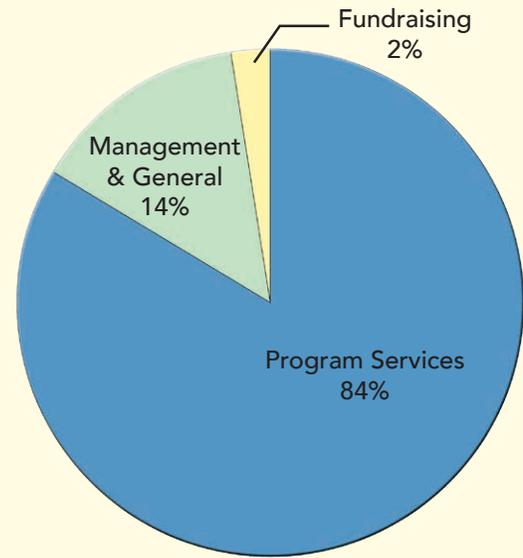
Patients by Diagnosis



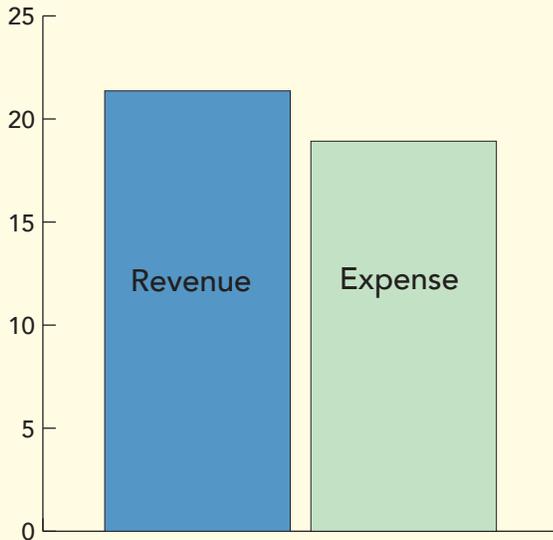
Total Revenue by Type



Total Expenses by Type



Total Revenue vs. Total Expenses



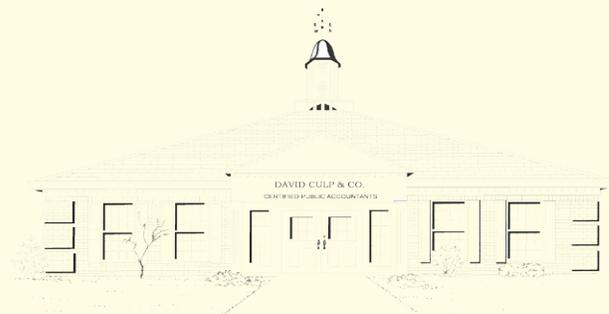
The graph to the left represents the combined revenue and expenses for both Center for Hospice Care and Hospice Foundation. It includes investment gains during 2013. It should be noted that the combined 2013 operational revenue outpaced operational expenses and the combined entities showed a positive net gain from operations alone.

Results of 2013's Independent Audit

CHC and the Hospice Foundation engaged David Culp & Co. LLP to perform the 2013 annual audit for the purpose of forming an opinion on the consolidated financial statements taken as a whole. The 2013 Report of Independent Auditors states, "The consolidating information has been subject to the auditing procedures applied in the audit of the consolidated financial statements and, in our opinion, is fairly stated in all material respects in relation to the consolidated financial statements taken as a whole."

A copy of the 2013 and 2012 financial statements, including the report of the independent auditors, will be provided upon request. Please contact Mr. Karl Holderman, CFO, if you are interested in receiving a copy.

DAVID CULP & CO. LLP Certified Public Accountants



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Francis Ellert, Michael Method, MD, Carmi Murphy,
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Hospice and Palliative Medicine, Medical Director/Chief Medical Officer
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Amberly Burger, MD, ABIM: Board Certified in Internal Medicine/
Hospice and Palliative Medicine, Medical Director

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2013 Donors Who Gave \$1,000 or More

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501 Comfort Place
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*Serving Elkhart, Fulton, Kosciusko, LaGrange, LaPorte, Marshall, St. Joseph
and Starke Counties in northern Indiana*

2 Organizations
1 Mission



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