



Joint Statement from the Chairman of the Board and the President & CEO

It is hard to believe that another year has passed. As we bring the year to an end, it is a good time to reflect on the events and accomplishments of the past 12 months starting with an excerpt from a family under our care.

November 4, 2012

To all who meant so much to my family:

My mother died at Houston Hospice on a beautiful Monday night, October 29, 2012. It was one of the most difficult times in my life, but at the same time, one of the most gratifying. My father and I spent many days and nights there watching and waiting for her to pass on to her next journey. I didn't have the opportunity to meet everyone who helped care for her, or the memory to recall everyone's name, but I would like to acknowledge as best I can those who touched our lives during our time there. Please forgive me if I didn't spell a name correctly or neglected to mention someone. Believe me, I remember you all in my mind.

The daughter continues her letter thanking everyone by name who cared for her mother and all of her family. It is words such as these that are the true reward for the care we provide through Houston Hospice.

In 2012 we cared for over 2,200 patients and their families, providing over 100,000 days of hospice care. This significant increase meant we grew approximately 30% over the 24 months ending in December 2012. The Margaret Cullen Marshall Hospice Care Center was at capacity nearly 50% of the days. We knew we must do something in order to meet the demand for hospice care. The Houston Hospice Board of Directors embarked upon a \$5 million fundraising campaign. This will allow us to build out the 3rd floor of the Margaret Cullen



Rich Walton
Board Chairman



James A. Faucett, Jr.
President & CEO

Marshall Hospice Care Center, adding 12 beds to the unit. It would also provide the means to establish inpatient care in existing facilities in the outlying communities of our service area.

In addition to the growth in the care we provide, the following occurred during 2012 – some due to

the growth, and others due to our desire to improve operational excellence, employee partnership, quality and customer service.

- Providing inpatient care in the Cypress Hwy 290 area.
- Surveyed and received a 3-year accreditation by the Community Health Accreditation Program (CHAP).
- The “We Honor Veterans” Program was initiated.
- New clinical directors were added.
- Three Houston Hospice nurses won Good Samaritan Foundation Excellence in Nursing awards. The foundation is dedicated to the nurse workforce in Texas, consisting of the best educated and most skilled caregivers in the world.
- A new on-call model was implemented.
- The continued growth and increased operational effectiveness contributed to increased cash reserves and a more financially sound organization.
- The Butterfly Luncheon and the Laura Lee Blanton Community Spirit Award Dinner were both record setting events.

Our organization continues to move forward. We are positioning Houston Hospice to better meet the needs of the communities we serve. Our goal is to be the “anchor” in the minds of all individuals, as not only the not-for-profit hospice choice, but **the hospice choice**. Thank you for contributing to our success. We look forward to 2013 and more exciting things to come.

Newsletter

Houston Hospice Expanded Its Inpatient Care

Houston Hospice has beds dedicated to hospice care in the health care and rehabilitation center, Grace Care Center of Cypress, located at 9602 Huffmeister Road. Houston Hospice employees staff the service in this facility 24 hours a day, seven days a week providing hospice care to patients and their families in the community.

With Houston Hospice located in Grace Care Center, an additional level of care is provided at the Center. This not only allows Houston Hospice to care for the more critically ill patients, but patients cared for in their own homes or other facilities can take



Houston Hospice family at Grace Care Center

comfort knowing that, should the need arise for inpatient care, Houston Hospice is close by in the community.

In addition to staffing, we provide medical supplies, equipment and medication. Bereavement services are provided for up to 13 months after the loss of a loved one and are made available to everyone in the community, regardless of whether or not the loved one was served through hospice care.

The ribbon-cutting and open house was held in May 2012 and the day after this event a patient and family were cared for in the facility.

Events Surpass All Expectations in 2012

11th Annual Houston Hospice Butterfly Luncheon

Over 375 guests gathered at the Hilton Houston Post Oak Hotel in the Galleria area on Tuesday, April 10, 2012 to support Houston Hospice and its Butterfly Program. The 11th Annual Butterfly Luncheon Chairmen Ann and Stuart James were pleased with the record breaking funds raised – over \$240,000. Barbara Bush served as Honorary Chairman for the annual luncheon and visited with guests at the luncheon. Emcee Giff Neilson led the event, which included an inspiring talk by featured speaker, Ron Hall, co-author of the popular bestselling book, *same kind of different As me*, about an international art dealer and a modern-day slave from Louisiana who become friends after the art dealer is roped into volunteering at a homeless shelter by his saintly wife.



Luncheon Chairmen Stuart and Ann James



Dinner Chairmen Harry and Rose Cullen and Honoree Doug Pitcock

14th Annual Laura Lee Blanton Community Spirit Award Dinner

Over 300 guests gathered at River Oaks Country Club October 30, to generously support the Houston Hospice Program. A room of beautiful red roses greeted the attendees in the ballroom. The 14th Annual Laura Lee Blanton Community Spirit Award Dinner Chairmen Rose and Harry Cullen said “With over 2,000 families served this year, the over \$530,000 raised will allow the continuation of this much-needed care for families when they need compassion the most.” This year the recipient of the Laura Lee Blanton Community Spirit Award was Doug Pitcock, who walked to the podium with a standing ovation from the crowd. Long time friend Leo Linbeck introduced Doug. Pitcock received another standing ovation after his heartfelt remarks about giving back to the community and dedicating the award to his late wife Puddin’, whose generosity was well known in Houston, especially to the homeless and others in need. Eddy Blanton said they were pleased to recognize Doug for his qualities of leadership, continuous commitment to a range of charitable causes and financial, as well as hands-on support to organizations so critical to our society today.

\$3 Million Raised So Far

The Houston Hospice Board of Directors embarked upon a \$5 million fundraising campaign in the Fall of 2012. At the end of 2012, \$1.9 million had been raised. As of January 11, 2013, \$3 million has been raised. Ninety percent of Houston Hospice employees contributed, 100% of management, 100% of the Board of Directors and many close family constituents. We have received significant grants from The Cullen and Fondren Foundations and the Duncan Family Foundation. The third floor makes its way to becoming a reality of more patient rooms, where we can care for more individuals and their families in an inpatient setting.

This campaign was prompted by the continuing increase in the demand for hospice services. When Houston Hospice was founded in 1980, it served 65 patients. In 2012, we cared for over 2,200 patients.



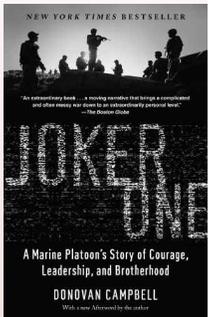
The goals of the campaign are to:

- Build out the 3rd Floor of the Margaret Cullen Marshall Hospice Care Center to add 12 beds to the unit
- Establish inpatient units in existing facilities in the Richmond/Rosenberg, northern and western areas of our service area to provide additional inpatient options for patients and families.

The gifts received are proof of the confidence the public has in the care provided by the employees of Houston Hospice. If you are interested in supporting this expansion contact Cynthia Nordt at 713-677-7123 or e-mail her at cnordt@houstonhospice.org.

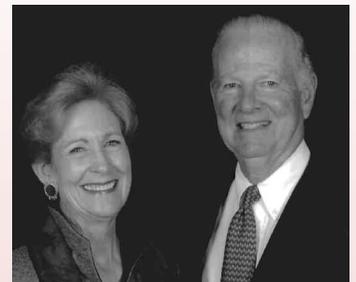
The care in the inpatient facility was everything my father deserved for the life that he lived. I hated losing my dad, but I loved being here. – Lori Wallace
Houston Hospice Family Member, Wellness Services, The Methodist Hospital

Mark Your Calendar



On Wednesday, April 10, 2013, at the Royal Sonesta Hotel (formerly the InterContinental in the Galleria area) Houston Hospice will hold its annual Butterfly Luncheon benefiting the operations of Houston Hospice and providing the primary funds to support its Butterfly Program serving children. The 2013 luncheon will feature Donovan Campbell, author of the book *Joker One – A Marine Platoon's Story of Courage, Leadership, and Brotherhood*, where there are scenes of heroism and others of heartbreaking folly. Campbell's admiration for his men is contagious.

Chairing the 2013 Butterfly Luncheon are The Honorable and Mrs. James A. Baker, III.



Susan and James Baker

Houston Hospice Honors Veterans



WE HONOR VETERANS

Houston Hospice enrolled in the We Honor Veterans program in 2012, which is a part of the National Hospice and Palliative Care Organization. The We Honor Veterans program helps families of veteran's access specific end-of-life benefits. Currently, approximately 20% of Houston Hospice patients are veterans and within our service area we cover an estimated quarter million veterans.

A large part of the We Honor Veterans program focuses on education. Houston Hospice has taken the proper steps to be educated on handling patients who are veterans. This includes understanding certain beliefs, attitudes and illnesses that only a veteran may experience.

Another aspect of the We Honor Veterans program is to pair volunteers who are veterans with patients who are veterans. Volunteers and patients who are both veterans have an understanding of the hardships they have encountered during active duty. Having a person to talk to and who understands what it means to be a veteran provides our patients great comfort.

Houston Hospice is proud to provide veterans with the respect and dignity they deserve.

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Houston Hospice is a member of the Texas Medical Center

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Mission Statement

Houston Hospice provides uncompromising, compassionate end-of-life care to patients and families in our community.

Through the efforts of specially trained and highly skilled interdisciplinary teams of health care professionals and volunteers, Houston Hospice patients and their families are guided through the process of illness, by receiving clinical care, psychosocial support, spiritual guidance and volunteer assistance.

Good Samaritan Foundation Honors Three Houston Hospice Employees for Excellence in Nursing

Sarah Booth, RN received the Silver Award for Clinical Practice in a Hospice/Home Health Care/Clinic/Other Setting; Michele Watson, RN was presented the Bronze Award for Clinical Practice in a Hospice/Home Health Care/Other Setting; and Cheryl Brohard-Holbert, PhD, MSN, RN, AOCN accepted the Bronze Award for Nursing Education: Clinician.

Combined nursing experience of these three registered nurses is 88 years. Watson was with Houston Hospice for 4 years, Holbert has been with the organization for 6 years and Booth for 9 years. All carried out the Houston Hospice mission of providing uncompromising, compassionate end-of-life care to patients and families in our community.

The Good Samaritan Foundation created the Excellence in Nursing Awards to recognize nursing as a profession. This Award celebrates and recognizes outstanding nurses, who are considered the “best and brightest” in education and clinical practice.

President & CEO Jim Faucett says, “Houston Hospice is fortunate to have so many wonderful nurses and it is fitting that we are so well-represented.”

If you would like to opt out of receiving the Newsletter please notify us by e-mail to sshrum@houstonhospice.org.