



TRELLIS
Supportive Care

Palliative • Hospice • Family Support

2019
IMPACT
report

Dear friends,

As we prepare this 2019 Impact Report, we are several months into the new realities of life during the COVID-19 pandemic. In the midst of this extraordinary time, we are struck by how much has been altered within our organization and beyond, yet how unwavering our team and care has been – finding new and creative ways to continue providing compassion and care to all who need our support.



Looking back on 2019, two remarkable milestones come to mind: our first full year with a new name, and a celebration of 40 years of service as the first hospice in the state. We commemorated our anniversary with a walk down memory lane; combing through scrapbooks with the organization's first director, Linda Scherl, and sharing 40 stories with the public that best represented our history and the lives we've touched along the way.

Operating as Trellis Supportive Care – a name immediately embraced by those closest to the organization – was affirming. Each step in our path reminds us that we are made better with support from our community and partners who remain by our side. Thank you for your friendship.

Linda Darden,
MHA, CPA
President & CEO

Tim Sechrest,
Board Chair

For both patients, and their caregivers, support is always within reach.

We understand that caregiving can be an overwhelming experience, and extend our framework of support to caregivers who need guidance and peace of mind that they are doing everything possible for their loved one.

Empowering patients to live on their own terms, and empowering caregivers with information, resources, and a shoulder to lean on - that's why Trellis Supportive Care exists.

To all who embrace our mission and support our efforts, please know that the impact we make is, in part, thanks to you.



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Hospice Care



“The nurses were so in tune to Al’s personality! They were very candid, yet compassionate. They knew what he needed, and when he needed it – but always allowed him to make his own decisions. I’ll be forever grateful to Trellis for giving me the confidence to care for my husband during his last five months at home. The experience was a gift.” – Phyllis Scardina

Patients and families experience physical and emotional comfort as well as spiritual and social support when they choose hospice care. With care provided wherever the patient calls home, pain and symptoms are managed more effectively – leading to a better quality of life. Access to emotional and spiritual support around the clock means both patients and their caregivers have peace of mind knowing that, whenever they need it, support is available.

The more time a patient and family receive hospice care, the more comfort and peace of mind they experience.

In 2019:

2,809 patients
and families received
hospice care throughout
our 13 county service area.

We provided
160,521
days of care

Kate B. Reynolds Hospice Home

“There was no better place on this earth for my Mom to have been. We were so lucky! My Mom’s last weeks were spent in comfort, with precious joy and laughter, dignity and love. Trellis made it so. Thank you for your exquisite care of her, and us.” – Karen McHugh



In 2019:

933

patients and families
received care at our
Kate B. Reynolds
Hospice Home.

When caregivers find themselves overwhelmed with medical care that is too difficult to manage at home without skilled assistance, or when a caregiver is in need of respite, a temporary transition to the Kate B. Reynolds Hospice Home benefits both patients and families. Acute care needs are attended to around the clock by a team of professional care providers, relieving the family of stress and anxiety. During 2019, nearly one in three of our patients and families spent some of their time being cared for at our Hospice Home.





Palliative Care

“As a palliative care physician, I see the benefits of a strong palliative care program. The palliative care program with Trellis Supportive Care is an integral component of care, offering symptom management and psychosocial support integrated with the care patients receive from their other providers. Patients, and their caregivers, can benefit from palliative care for years – anytime they face a serious illness - not just at end of life.” – Dr. Charles Stinson, Novant Health Forsyth Medical Center

In 2019:

443

patients received
Palliative Care
services

A Palliative Care consultation can turn the diagnosis of a serious illness from devastating and confusing to a more manageable scenario where patients gain a greater degree of control in their care. Beyond the guidance and support with decision-making about treatment options, Palliative Care leads to a better quality of life as pain, nausea, anxiety, and other symptoms are eased. Care is often provided along with curative treatment, in coordination with your primary physician.

Complementary Therapies

“Thank you so much for all the loving care you showed my dear husband, Dennis. He was a musician, and I’m especially grateful for the music therapist.. and her beautiful singing voice. She was like a daughter to us. We’re also grateful for our massage therapist whose gentle hands soothed Dennis to sleep. I will always remember you!” – Mae Pike



In 2019:

223

patients
received
Music Therapy

Emily Kiefer
Trellis Supportive Care
Music Therapist

Complementary therapies are used alongside conventional medical treatment as an added layer of support, nurturing the body, mind, and spirit. The practice of music therapy, art therapy, and gentle touch does not replace the medical, social, or spiritual care, but rather

integrates with the total care of the Trellis Supportive Care team to promote comfort and wholeness for both the patient and family.

In 2019:

246

patients received
Gentle Touch
Therapies

Grief Counseling

“After 46 years of marriage I lost my dear husband to cancer. I didn’t know how I could survive without my other half, but I have been blessed with the support of my counselors at Trellis. They became a part of my life, my survival. I still miss Doug, but I’m able to look forward while honoring his memory. I am eternally grateful for their support.” – Rodessa Mitchell



The process of grief counseling is different for each client. Most clients, whether in a group counseling session or one-on-one session, benefit from sharing feelings of loneliness, sadness, anger, anxiety and other feelings associated with the death of a loved one. Time with our counselors helps resolve many of these feelings, ultimately helping clients remember their loved one with less pain.

Available to anyone in the community at no cost, counseling is offered for all types of death-related loss and is tailored for children, teens, and adults. Those with trauma-related grief may benefit from stress reduction through a process called EMDR, conducted by a specially trained practitioner.

In 2019:

Grief Counselors provided **3,529** individual grief counseling sessions

209 children benefitted from grief counseling

634 individuals attended group sessions

Volunteer Services



“Visiting patients has been more rewarding than I expected. I get to know the whole family, even the kids. I didn’t expect to get so connected... I start to feel like a family friend. The best part is seeing smiles on their faces, and I think for them, I’m able to open up a new door of communication, and be a breath of fresh air.” – Dave Blackburn

Whether sitting with a patient, helping with administrative functions, or supporting our fundraising efforts, we are grateful for every minute our volunteers choose to be part of our team.

In 2019:

Volunteers
contributed over

27,770

hours

In 2019:
over

200

volunteers
provided
support to
our patients

In 2019:

170

volunteers
provided
administrative
support

In 2019:

Volunteer time
was valued
at over

\$670,000

Community Support

We believe all people deserve expert guidance and compassionate end of life care, regardless of socioeconomic status, access to insurance, or zip code where they live.

In addition to supporting programs beyond traditional hospice care, gifts from the community have allowed us to provide charity, or unreimbursed care, since our inception. For many who are without insurance or who do not qualify for Medicare or Medicaid, Trellis Supportive Care is a source of compassionate care, dignity, and quality of life.

As a nonprofit, we have the privilege of putting mission over margin. For over four decades, our donors and grantors have demonstrated a powerful connection to their community through their support of our mission.



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— —
FOUNDATION

In 2019:
we provided
over
\$422,000
of charity care



Community support has also allowed our team to provide care beyond traditional hospice care – the kind of care that honors the uniqueness of each patient’s life. Whether hosting a wedding ceremony, building a raised garden, bringing a Super Bowl hero to a patient’s bedside – there is no end to the efforts to bring joy and meaning to our patients’ days.

We are committed to a level of care beyond what we are bound to deliver – because we understand how important it is to create resolution, celebrate milestones, and make deeply meaningful connections for both patients and families. We are grateful to our generous supporters who share this vision.

In addition to raising money to support our mission, our special events bring people together – to honor and remember loved ones; to open us to ideas for living our best life; to create connections and build leaders.

Thank you for supporting our 2019 fundraising events.



Community Outreach

Our roots run 40 years deep. And many of our community outreach programs do too. Beyond hospice and palliative care, our community members benefit from the following programs:



- Advance Care Planning for anyone in the community
- Veterans outreach and specialized clinical support
- Community education
- Grief Counseling for anyone in the community
- Camp Carousel for children, teens, and adults dealing with the loss of a loved one
- Specialized programs such as Pet Loss, Suicide Support, Care for the Creative Self, and Pregnancy and Infant Loss

Our community partnerships are four decades old as well. Trellis Supportive Care's mission is enhanced through many collaborations, including:

- Over 60 long-term care facilities
- Major hospital systems
- The Community Partnership for End of Life Care



We Honor Veterans

“God willing, I will soon be 102. The past few years have been enriched greatly thanks to the Veteran Coffees and special events Trellis has hosted. My wish is that these events continue bringing so many Vets together and celebrating their service to America.” – Sergeant Susan Hubbard Rudd, Army – WAAC/WAC

In 2019:

76 coffees and
3 special events
attracted a total of

5,000+
veterans

When it comes to caring for our veterans at end of life, it takes a depth of understanding and appreciation for the experiences many carry throughout life. Beyond the bedside, we offer unmatched opportunities for veterans to come together to learn about benefits and resources, as well as find fellowship.



Got Plans? Easy as 1, 2, 3. *Decide, Discuss, Document.*

Let us help you document your wishes in the event you are unable to make decisions or speak for yourself. Attendees leave our free Advance Care Planning workshops with completed and notarized forms, giving them peace of mind that their wishes for future healthcare will be honored. Completing this process is a gift for your loved ones.

In 2019:

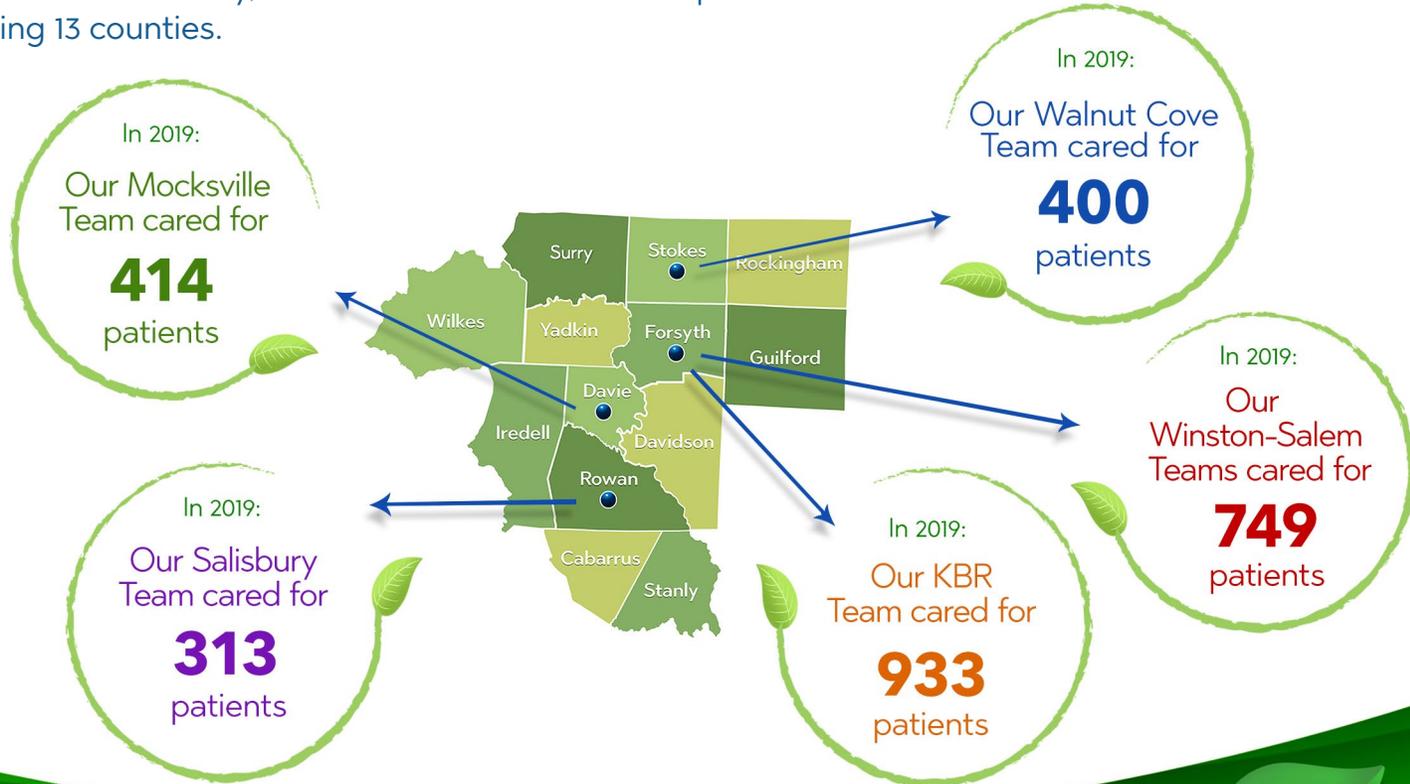
over

450

attended one of
our GotPlans®?
Workshops

Our Service Area

From as far west as Yadkinville and east to Greensboro, north to the Virginia state line, and south to Salisbury, our teams visit wherever our patients call home – covering 13 counties.



Clinical Caregivers

Patients and families have access to an entire team of professional clinical caregivers who make up a framework of support. Like a trellis, this team will hold you up in the most trying times, or simply provide a shoulder to lean on when a little guidance and support is needed.

Number of clinical employees by category:



NURSES

123

**HOSPICE
AIDES**

59

**SOCIAL
WORKERS**

12

CHAPLAINS

8

**NURSE
PRACTITIONERS**

6

PHYSICIANS

5

**GRIEF
COUNSELORS**

6

BEREAVEMENT

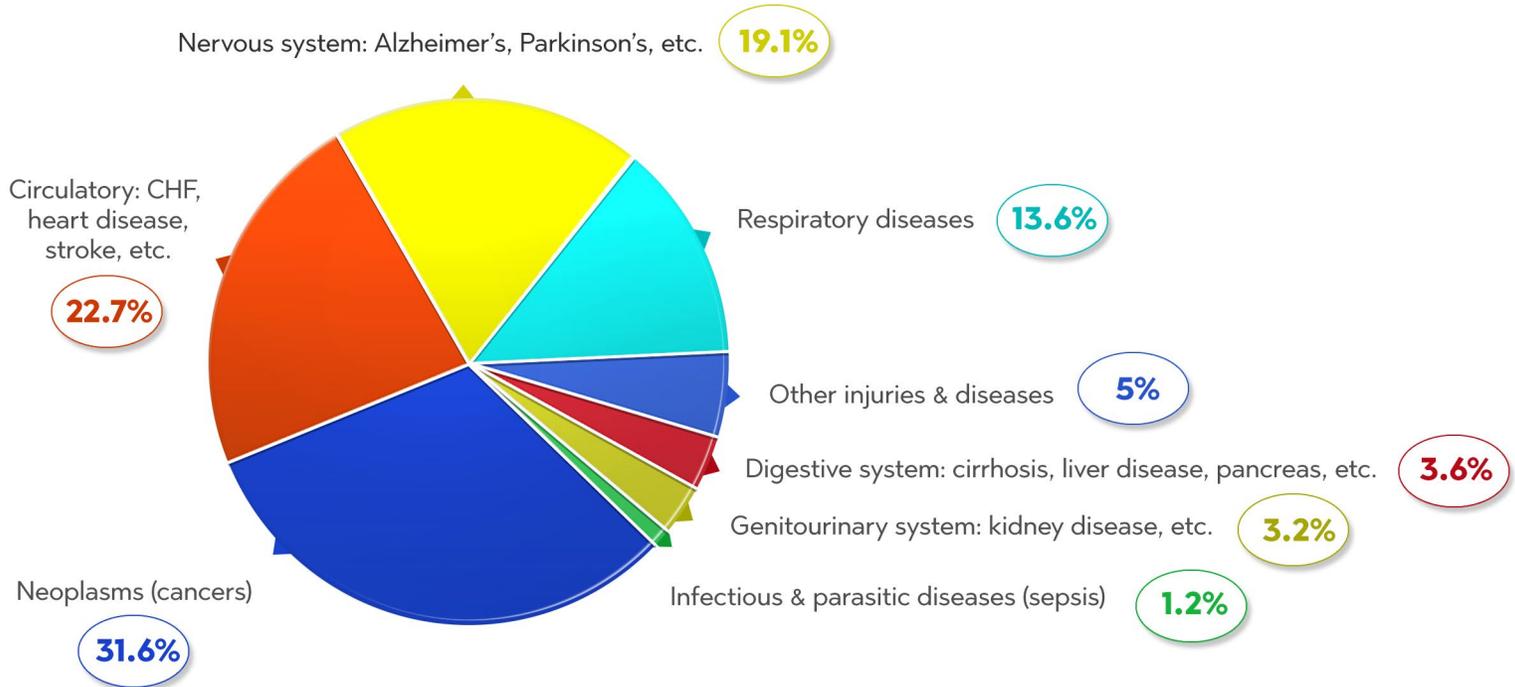
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**COMPLEMENTARY
THERAPISTS**

3

Our team members reflect the diverse communities we serve – living, working, and building relationships in our 13-county area. It is an honor to serve our neighbors – wherever they call home.

Percentages of patients served by disease category



Financial Data

As a nonprofit organization, we use 100% of our resources to enhance quality of life for the patients and families we serve. That is why we are so much more than a standard hospice care provider. In 2019, focused efforts on operations and increased Medicare payment rates, combined with community support, yielded positive results. Reinvesting in our service offerings and positioning the organization for long-term sustainability are essential to our future of providing support to all who need our care.

Revenues

Net Revenue from Patients Served
Contributions and Financial Support
Other Revenue

Total Revenue and Support

Expenses

Professional Care of Patients
Community Services
Fundraising & Development
General & Administrative

Total Expenses

Increase In Net Assets

	2019	2018
	\$31,054,000	\$24,062,000
	1,469,000	4,043,000
	2,438,000	565,000
	<u>\$34,961,000</u>	<u>\$28,670,000</u>
	\$22,341,000	\$21,235,000
	823,000	1,005,000
	684,000	720,000
	5,221,000	5,139,000
	<u>\$29,069,000</u>	<u>\$28,099,000</u>
	<u>\$5,892,000</u>	<u>\$571,000</u>

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Time and peace of mind are two of the most treasured gifts patients nearing end of life, and their families, can receive. Yet data or numbers do not adequately demonstrate the positive impact Trellis Supportive Care has on these two intangible gifts. What people should know:

Palliative Care Consultation – provides clarity when the diagnosis of an advanced illness brings with it a flood of questions.

Expedited Medication Delivery to Your Door – when quick access to medications is vital, and precious time is better spent with your loved ones than at a pharmacy.

Direct Care from Highly Trained Professionals – with the largest team of board certified hospice and palliative care physicians and nurse practitioners in the region.

Access to Care 24/7 – when you have questions or simply need a shoulder to lean on.



Trellis Supportive Care provides the personalized care that patients and their families have been turning to for more than 40 years.



Trellis Supportive Care – 101 Hospice Lane. Winston-Salem, NC 27103



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Our people...your framework of support.