



TRELLIS

Supportive Care

Palliative • Hospice • Family Support

2021

IMPACT

r e p o r t





Dear friends,

When we receive letters from families expressing their gratitude for the care of their loved one, or we read an obituary asking that donations be made to Trellis Supportive Care, we know we've made a difference. After all, those we serve understand better than anyone the real impact of our supportive care. These expressions of appreciation serve as gentle reminders that the mission-driven work we do has great importance.

As we reflect on 2021, we acknowledge the many valuable lessons learned during the pandemic that are now part of the fabric of who we are. Ingenuity, heightened communication strategies, new and creative ways of serving patients and families utilizing video visits, a volunteer base making special deliveries to patients: these byproducts of the pandemic are here to stay.

In the pages of this report, we spotlight some of the ways we strive to enhance the quality of life for those in our care. We hope to leave you with a real sense of how our team, and the many layers of support we provide, truly impacts the lives of those we've been privileged to serve.

Sincerely,

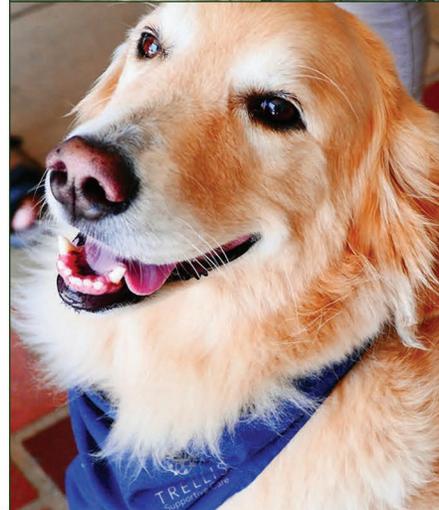
Linda Darden,
President & CEO

Peter Juran,
Chair, Board of Directors



It's the extra layers of support – like the beautiful flowers and the soft guitar music as the patient and his bride exchange vows. The warm smile from the patient who receives an unexpected Valentine's Day delivery. The respect felt by the veteran patient as he receives a special service pin and a heartfelt 'thank you.' And the relaxed feeling brought on by a snuggle with a gentle therapy dog.

These seemingly little things, coupled with our tailored approach to care, make a difference. And they impact our staff and volunteers who are drawn to our mission and fulfilled by bringing peace and joy to those we serve.



Hospice Care

Embraced by a team providing physical, spiritual, and emotional comfort, patients and their families have peace of mind. Because no two patients are alike, neither is their care. A patient's goals and wishes are at the heart of their care. Personalized care, coupled with extra layers of support, makes a difference.

“When we called Trellis, we didn't know what to expect. We were overwhelmed and scared. What we realized, quickly, was a sense of calmness and security. The medical support was one thing. And the guidance and peace of mind we felt was whole other part of it we couldn't have expected.” – Dan Abbott, patient's son

2021

Over **2,500**
patients & families
received hospice care throughout
our 13 county service area.

We provided over
145,000
days of care



Kate B. Reynolds Hospice Home

Over **800**
patients and families
received care at our
Kate B. Reynolds
Hospice Home **2021**

Central to the hospice philosophy of care is the notion that most people prefer to remain at home, surrounded by familiar comforts and family. Yet, there are times when our Kate B. Reynolds Hospice Home (KBR) becomes a home away from home. A place to ease stress and anxiety when medical care is too difficult to manage without skilled assistance, or when a caregiver needs relief. And utilizing virtual visits - family and friends, near and far, are able to stay connected.



“All she wanted was a bath before her wedding. So, we purchased a big inflatable tub. Her wedding was lovely, and she passed away peacefully the next day. I love when our team can make these special moments happen. It makes us all feel good.” – Wendy Hicks, Director of Nursing, KBR



Aliviado & Advanced Cardiac Care

Because no two patients are alike, and symptoms of a disease can present differently in different people, specialized care plans and therapies are tailored to each patient.

For patients with heart disease, we are providing advanced treatments at home as part of our Advanced Cardiac Care program. These therapies, traditionally requiring hospitalization, are greatly improving quality of life. With symptoms managed at home rather than in the hospital, both patients and their caregivers have greater peace of mind.

Likewise, patients with end stage dementia, and their caregivers, are benefiting from our in-depth advanced dementia care, known as Aliviado. Caregivers receive guidance and training to help improve the quality of life for themselves and their loved ones.



Advanced CARDIAC CARE

“I had been in and out of the hospital more times in the last few years than I care to think about. But now I’m confident I can remain home – even with my LVAD and pacemaker – because the team is visiting regularly and helping with all my treatments. It’s nice that my family and I have emotional support too.”

– Current patient enrolled in
Advanced Cardiac Care program



Palliative Care

Having an advocate by your side when facing the diagnosis of a serious illness can make all the difference. Our palliative care team - working in unison with a patient's physician - provides guidance, clarity, and help with decision making. Further, palliative care greatly improves quality of life by easing symptoms to control pain, nausea, and anxiety, to name a few. And knowing that your palliative care specialist is attentive to your overall health and wellbeing creates a feeling of security and hope.

2021

Nearly **500**
patients received
palliative care services



“I was sitting knee to knee with a woman who had recently been diagnosed. She was understandably scared and overwhelmed. I didn't have a magic cure, but I think the conversation about options and goals was helpful. I could sense a calming had taken place, and that's what we hope for.” – Lory Puckett, Nurse Practitioner

Complementary Therapies

Complementary therapies are an added layer of support, nurturing the body, mind, and spirit. Music therapy, art therapy, and massage therapy complement medical, social, and spiritual care to promote comfort and wholeness.

Ultimately, the gifts of gentle touch and music bring a sense of calmness and peace that washes over patients and enhances comfort.

Because end of life can bring feelings of anxiety and isolation, these therapies, including guided meditations, self-care rituals, and tips for dealing with loneliness, make all the difference.

“When I read her message, I felt so appreciated. I felt joy too. I knew I had made a difference and that his response to our music session was profound, but to get such affirmation and to know what a gift to them both – I treasure those experiences.” – Emily Kiefer, Music Therapist

2021

Over **350**
patients received
Complementary Therapies



Grief Counseling

Grief is a natural response when a loved one dies, and the journey toward healing is different for everyone. Whether in a group or one-on-one sessions, counseling provides an opportunity to share feelings of loneliness, sadness, anger, and anxiety, in the hope of remembering your loved one with less pain.

Whether virtually or in person, clients process their personal experiences; and in a support group, they connect with others who have experienced a similar loss.

An important step in healing are rituals of remembrance. As some memorial services were restricted by the pandemic, other ideas blossomed. Chaplains conducted services on front porches, and outdoors. Bereavement Care Packages filled with ideas for ritualizing were delivered to caregivers, and our virtual memorial service created an opportunity for families, near and far, to feel connected and supported.



Community Outreach

Our first connection with many people begins as they seek grief counseling, guidance with advance care planning, and - for Veterans – any number of our Veteran outreach events.

Our roots run deep with priceless partner relationships developed over 45 years. We believe collaboration is essential, and we strive to be a trusted resource for our partners in the medical, long-term care, and faith communities. During the challenges of the pandemic, we continued our efforts to provide support to our partners in care.

Community outreach looks like many things to many people: a “puppy parade” for residents in a nursing home, a special training on grief support for faith community leaders, virtual advance care planning sessions, Veterans gathered for fellowship, and guided labyrinth walks on our beautiful Winston-Salem campus.



2021 also marked the advent of two special community offerings. First, a series of Caregiver Confidence workshops designed for anyone facing the very real challenges of caregiving. And second, the creation of a lovely website, Trellis Lights, as a special place to create a lasting tribute to remember a loved one, sharing precious memories that will live on.

“He was a WWII Veteran, and we honored him with a service pin, we had many of his family attending by Zoom. I don’t think his family was expecting that ceremony. It was a touching experience. I had a moment when I realized the great sacrifices he made and was just overwhelmed with emotion – and appreciation.” – Don Timmons, Veteran Program Coordinator



Community Support

We believe all people deserve peace of mind, compassion, and dignity at the end of life, regardless of socioeconomic status, access to insurance, or where they live. As a nonprofit, we have the privilege of putting mission over margin – and use 100% of contributions to provide services to support patients.

Financial contributions help us bridge the shortfall between the actual cost of care and the reimbursement we receive.



Community support means that all people, regardless of access to insurance, Medicare, or Medicaid, have a place to turn – a shoulder to lean on. It helps us offer layers of support above and beyond traditional hospice care. The kind of care that honors the uniqueness of each patient’s life. The kind of care that makes a patient, and their loved ones, feel attended to in the most thoughtful and personal way.

In addition to the memorial contributions received from grateful caregivers, we raise funds by hosting special events. While 2021 events were virtual, they were no less meaningful to our mission. We are grateful for the continued support from our sponsors and event participants.



Volunteer Services

Volunteer efforts in 2021 spotlight a community of people tapping into their creativity and holding on to a strong desire to help others under any circumstance, even in the face of a pandemic.

Volunteers continued to give from the heart, delivering hope and joy – and most importantly – a real sense of connection to those we serve.

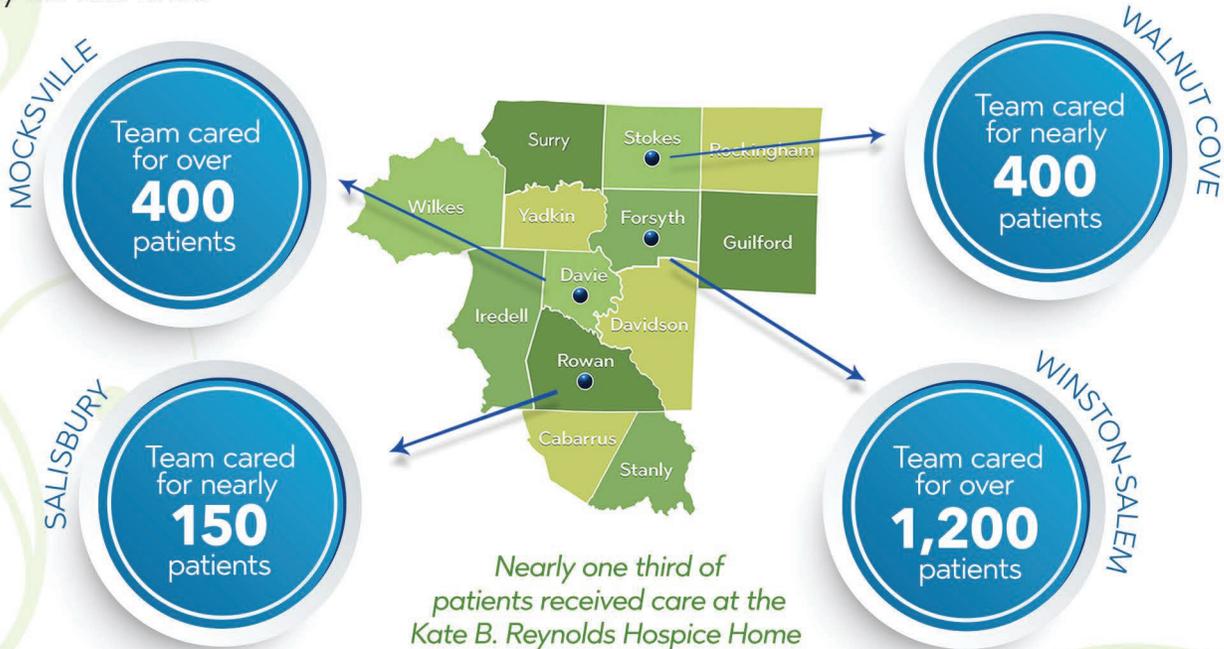
- Making front porch visits and special deliveries
- Becoming pen pals with patients and caregivers
- Operation Share the Love – delivering Valentine’s Day surprises
- Plentiful Plates - delivering nutritious groceries to those in need
- Music Makers – to expand our music offerings to patients
- Delivering Bereavement Care Packages to families

“I suspect I drive away feeling more nourished than the families I deliver to. No one should have to worry about where their next meal is coming from. It’s just a phenomenal program.”
– Skip Tussey, Volunteer



Service Area

Peace of mind comes in many forms. For those in our care, it helps knowing that members of their care team are often people from their own community with a commitment to a quick response time. And for those looking for care, it may help to know that we can be wherever you call home in our 13-county service area.



Clinical Caregivers

The team at Trellis Supportive Care enters a sacred space with those we serve, joining them at one of the most significant times in life. Compassion and expertise are two of the hallmarks of those who are called to this meaningful work.

Patients and families benefit from a team of caregivers attentive to their physical, emotional, spiritual, and social well-being. Receiving the level of support they wish for, we place patients and their caregivers at the center of our approach to care.

Each member of the Trellis Supportive Care team, whether providing hands-on care, raising funds or awareness, ensuring quality, or otherwise contributing to the success of the organization, is vital to the mission.



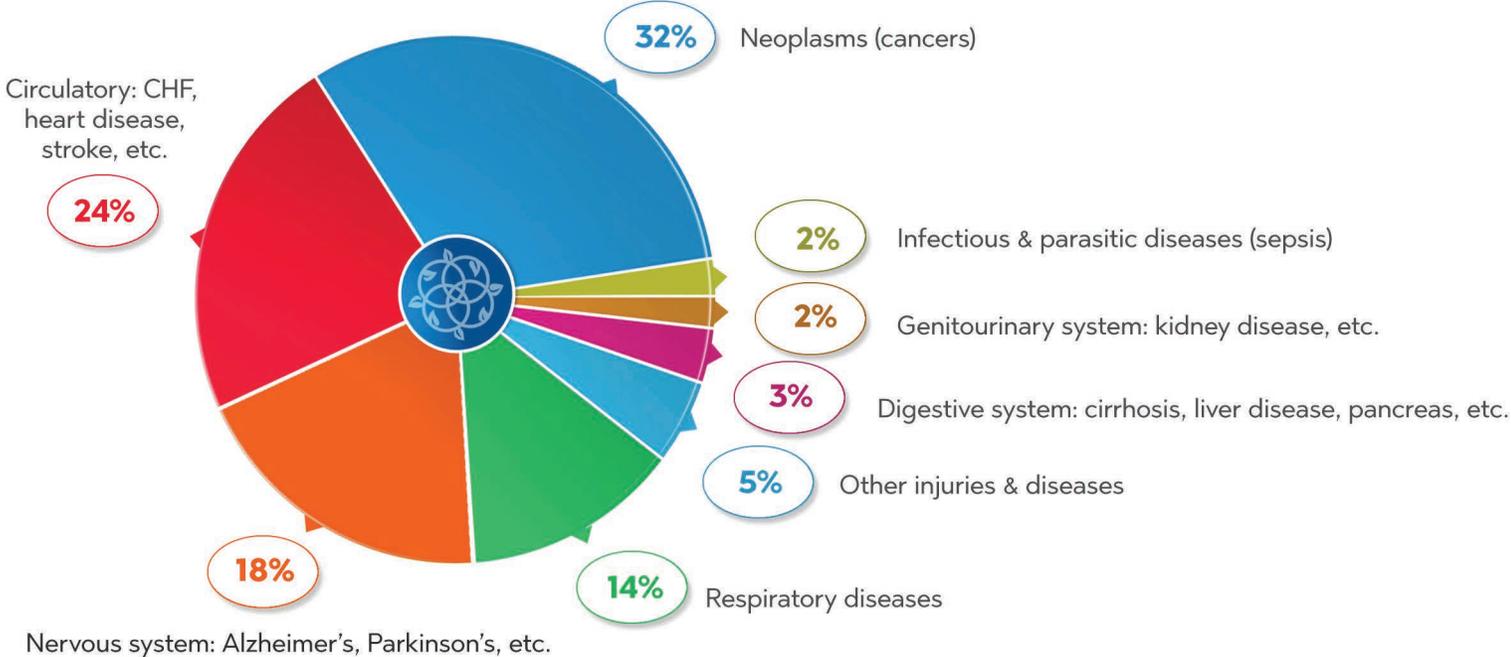
2021

71% of
staff provide care
and support

29% serve in
administrative/operational
roles



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. Our continued attention to operations and 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 ability to provide supportive care to all who need it.

	2021	2020
Revenues		
Net Revenue from Patients Served	\$30,972,000	\$32,167,000
Contributions and Financial Support	1,592,000	2,366,000
Other Revenue	3,513,000	4,137,000
Total Revenue and Support	<u>\$36,077,000</u>	<u>\$38,670,000</u>
Expenses		
Professional Care of Patients	\$24,261,000	\$23,547,000
Community Services	678,000	719,000
Fundraising & Development	776,000	649,000
General & Administrative	6,423,000	6,135,000
Total Expenses	<u>\$32,138,000</u>	<u>\$31,050,000</u>
Increase In Net Assets	<u>\$3,939,000</u>	<u>\$7,620,000</u>



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