



TRELLIS  
Supportive Care

Palliative • Hospice • Family Support

2020  
**IMPACT**  
report



TRELLIS  
Supportive Care





Dear friends,

For generations to come, people will look back on 2020 with a mix of memories that center on the impacts of the COVID-19 pandemic. Some of these memories will reflect feelings of uncertainty, isolation, travel restrictions, financial hardship, and mask wearing. As leaders of an essential healthcare organization, it was admittedly a very challenging year.

But the memory that will come to mind first and foremost is the commitment and professionalism shown by the entire team at Trellis Supportive Care.

On March 4, 2020, we convened a COVID Response Team, led by our chief medical officer. What quickly followed were constant communications, thoughtful decisions, creative problem solving, and a spirit of cooperation and compassion that rippled through the entire organization. We witnessed a team that was not only navigating the pandemic, but thriving in new ways. When our team created the motto, COVID Can't Stop Compassion, we took refuge in knowing that our staff, volunteers, and the patients and families we serve would remain in the best possible hands.

With pride and gratefulness,

Linda Darden,  
President & CEO

Tim Sechrest,  
Chair, Board of Directors



**COVID Can't Stop Compassion** – especially when the patients and families being served are already experiencing heightened feelings of vulnerability and loneliness that often accompany the journey towards end of life.

The past year was a time when our core values helped guide our direction. Commitment, competence, compassionate, community, and creativity - whether intentional or instinctive - were ever-present and vital to the way in which we continued to care for our patients, families, and community.

New challenges made way for new opportunities to continue touching lives.





# Hospice Care

Foundational to the philosophy of hospice care is being home, wherever you call home, surrounded by all that is familiar and comfortable. Patients and families are embraced by a team providing a framework of support and peace of mind, attending to physical, spiritual, and emotional comfort.

In 2020, being home was practically required. The compounding effects of advanced illness and isolation meant that personalized, attentive, holistic care was even more vital. When face-to-face visits were not possible for reasons of infection control or travel limitations, virtual visits offered that essential connection, and access to care or guidance, around the clock.

Over **2,700** patients & families received hospice care throughout our 13 county service area. We provided over **155,000** days of care

2020



# Kate B. Reynolds Hospice Home



Coming to our Kate B. Reynolds Hospice Home can ease stress and anxiety at times when medical care is too difficult to manage at home without skilled assistance, or when a caregiver needs relief.

While some visitors were at the bedside with their loved ones, some visitation restrictions were in place during 2020. To ensure the safety and wellbeing of patients and staff, we forged new ways to provide care and family connections. In addition to window and virtual visits, families near and far were at the bedside via large computer screens, and received regular 'tuck-in' reports. Patients received enhanced personal care including aromatherapy and gentle touch massage.

2020

Nearly

**800**

patients were  
served at KBR



# Palliative Care

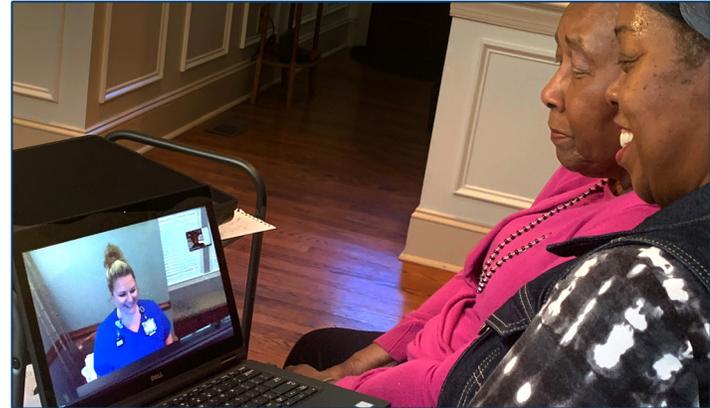


Having an advocate by your side when facing the diagnosis of a serious illness can make all the difference. Guidance with decision making can bring clarity. Symptom management helps control pain, nausea, anxiety, and other symptoms to improve quality of life. And knowing that your palliative care specialist is attentive to your overall health and wellbeing creates a feeling of safety and security.

Easing physical symptoms is central to palliative care, as is emotional and social support. Integrated with the care from other providers, palliative care can increase sense of health and hope.

Over  
**500**  
patients received  
palliative care  
services

2020



# Complementary Therapies

Complementary therapies are used alongside conventional medical treatment as an added layer of support, nurturing the body, mind, and spirit. Music therapy, art therapy, and gentle touch complement medical, social, and spiritual care to promote comfort and wholeness.

In 2020, our complementary therapists took a creative approach, utilizing technology to provide music therapy when face-to-face visits were restricted. When in-person visits were safe, gentle touch therapies provided comfort to patients. And in response to COVID-19, when many of us were seeking comfort and connection to offset the feelings of anxiety and isolation, resources such as guided meditations, virtual travel, self-care rituals, tips for dealing with loneliness, and more, were developed and shared with the entire community to support the wellbeing of anyone in need.

2020

Almost  
**200**  
patients received  
Music Therapy  
Over  
**180**  
patients received  
Gentle Touch 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 session or one-on-one, counseling provides an opportunity to share feelings of loneliness, sadness, anger, and anxiety, in the hope of remembering your loved one with less pain. With in-person counseling limited for most of the year, Camp Carousel and counseling sessions via Zoom became a vital resource.

An important step in the grief process are rituals of remembrance. As memorial services were restricted, other ideas blossomed. Chaplains conducted services at windows, on front porches, and outdoors. Each of our caregivers who lost a loved one received a Bereavement Care Package filled with ideas for ritualizing and coping. Our annual memorial service, held virtually, created an opportunity for geographically distant family members to feel connected and supported.



Grief Counselors provided over **3,300** individual grief counseling sessions

Over **100** children benefitted from grief counseling

Almost **300** individuals attended group sessions

2020

# Volunteer Services



The stories that paint the picture of our volunteer efforts in 2020 are a bit different than in years past. Yet, they tell the tale of an impassioned group who will serve others under any circumstance, re-inventing ways to connect and be supportive 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
- Becoming pen pals with patients and caregivers
- Delivering cakes, balloons, groceries, and good cheer for special occasions
- Completing administrative projects in the safety of their own homes
- Delivering Bereavement Care Packages to families



Volunteer time  
was valued  
at almost  
**\$230,000**

2020

2020  
**370**  
volunteers  
contributed over  
**9,400**  
hours

# Community Outreach

During 2020 as we were scrambling for Personal Protective Equipment, some everyday heroes stepped in to help! With hearts and minds filled with creativity, ingenuity, and genuine concern for our team, these heroes delivered masks, goggles, face shields, hand sanitizer, and gowns. This support meant that we could continue providing care with the confidence that our staff and those we serve were protected and safe.

In addition to those in our direct care many others in our community benefit from a variety of our supportive programs. COVID-19 did not erase the need for these programs, but it did mean delivering them virtually. Where there is a will, there is usually a way, and our new ways enhance our reach and are here to stay. These programs include:

- Advance Care Planning, education, and information visits for anyone in the community
- Veteran's outreach and specialized clinical support
- Grief Counseling for adults and teens, Camp Carousel, and specialized programs for Loss of Pet, Suicide Support groups, and more





Relationships are central to our mission. We strive to be a trusted resource for our partners in the medical and long-term-care community. In this challenging year, it was a privilege to go above and beyond in new ways to help our partners support their patients and residents. We established a virtual book club, participated in several drive-by parades and celebrations, brightened days with adorable puppy visits, and shared therapeutic resources to help our partners navigate the 'new normal' that defined 2020.



# Community Support

We believe all people deserve expert guidance and compassionate end of life care, regardless of socioeconomic status, access to insurance, or where they live. As a nonprofit, we have the privilege of putting mission over margin – and we use 100% of gifts received to support patients, families, and community members.

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 - and access to compassionate care, dignity, and quality of life.



Financial support means that we can offer care above and beyond traditional hospice care. The kind of care that honors the uniqueness of each patient's life. The kind of care, even in the face of a pandemic, that makes a patient, and their loved ones, feel attended to in the most thoughtful and personal way.

In addition to the memorial contributions we receive from grateful caregivers, we raise funds by hosting special events. These events took on a new format in 2020, yet were no less meaningful to our mission. Our annual Living Your Best Life Speaker Series, featuring best-selling author Mitch Albom, was a perfect example of how technology enabled us to carry on and connect in new – and surprisingly intimate – ways. We are grateful for the continued support from our sponsors and event participants.

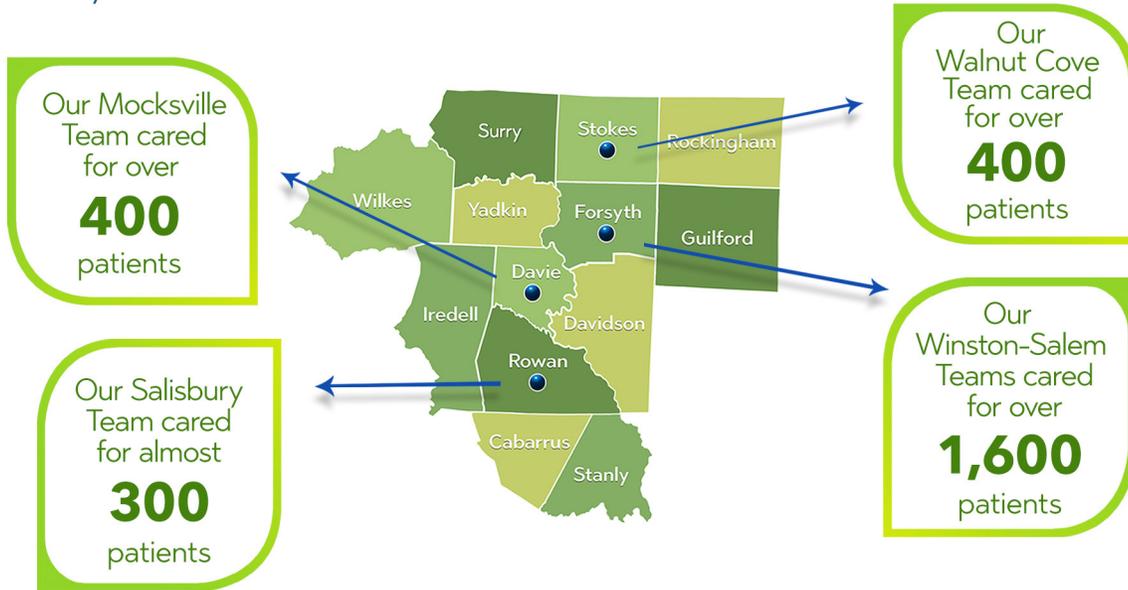


TRELLIS SUPPORTIVE CARE



# Our 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.



*Nearly 30% of patients received care at the Kate B. Reynolds Hospice Home.*



# Clinical Caregivers

Number of clinical employees by category:

NURSES 116

HOSPICE AIDES 48

SOCIAL WORKERS 12

CHAPLAINS 8

NURSE PRACTITIONERS 7

PHYSICIANS 5

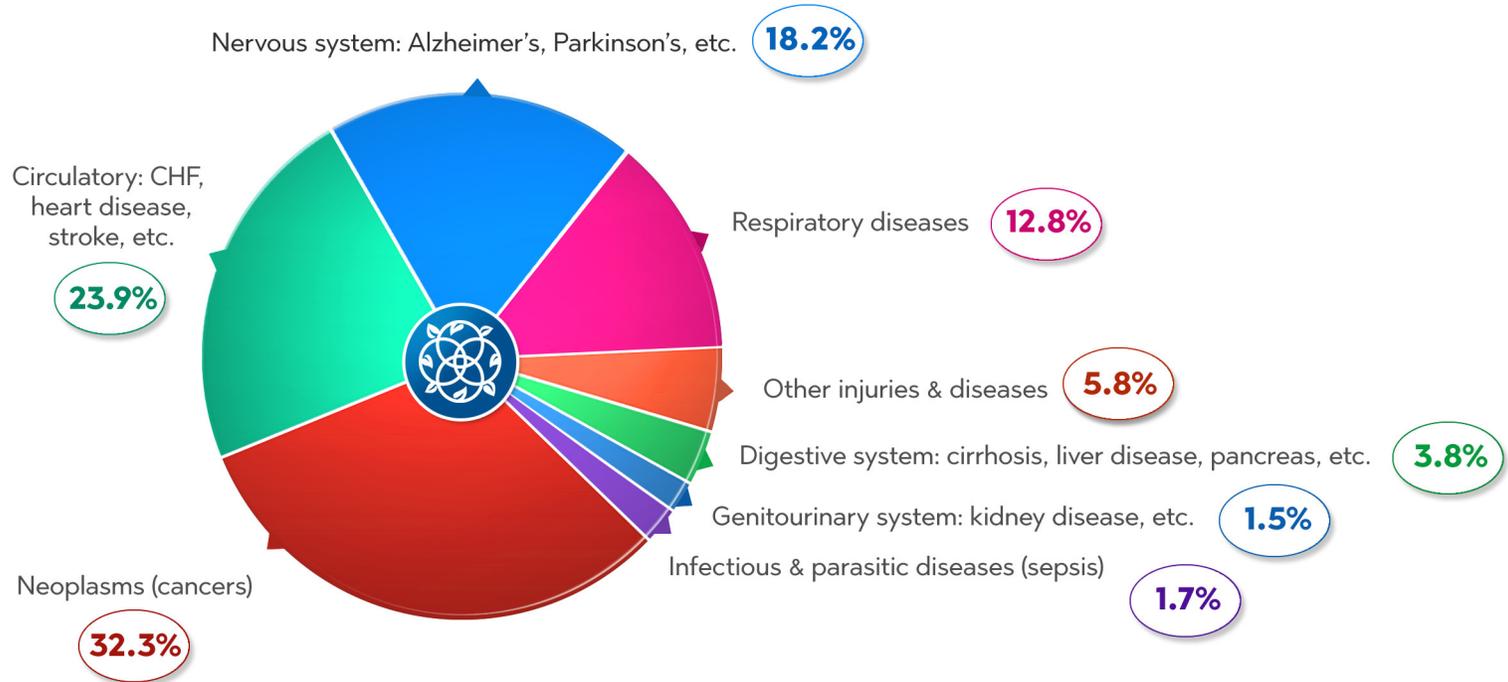
GRIEF COUNSELORS 6

BEREAVEMENT COORDINATORS 3

COMPLEMENTARY THERAPISTS 2



# 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 of providing supportive care to all who need it.

## Revenues

Net Revenue from Patients Served	\$32,167,000	\$31,054,000
Contributions and Financial Support	2,366,000	1,469,000
Other Revenue	4,137,000	2,438,000
<b>Total Revenue and Support</b>	<b><u>\$38,670,000</u></b>	<b><u>\$34,961,000</u></b>

## Expenses

Professional Care of Patients	\$23,292,000	\$22,341,000
Community Services	719,000	823,000
Fundraising & Development	649,000	684,000
General & Administrative	6,390,000	5,221,000
<b>Total Expenses</b>	<b><u>\$31,050,000</u></b>	<b><u>\$29,069,000</u></b>

## Increase In Net Assets

	<b><u>\$7,620,000</u></b>	<b><u>\$5,892,000</u></b>
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*The greatest impact is easing the journey for patients and families. It's about providing quality, personalized care so they have peace of mind that they've made the best choice for care and support.*





# TRELLIS

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[www.TrellisSupport.org](http://www.TrellisSupport.org)

888-876-3663