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2020 ANNUAL REPORT  
TO THE COMMUNITY



# LETTER FROM PRESIDENT AND BOARD CHAIRS

Thank you for your ongoing support of Pikes Peak Hospice & Palliative Care and Pikes Peak Hospice Foundation. We are pleased to share with you our Annual Report for 2020.

We know this year has been unsettling, and we want to thank you for your support during some of our most challenging times.

Our mission is to provide compassionate and expert end-of-life care to patients and their families, to partner with those who share our vision and to lead change in the community to ensure comfort for all who face serious illness.

In 2020, we worked to fulfill this mission by increasing our capabilities to serve individuals in El Paso and Teller counties. Here are a few highlights of our 2020 advances

- We celebrated our 40th anniversary. Founded in 1980 we are the only not-for-profit, long-term hospice and palliative care provider serving the communities of El Paso and Teller counties.
- We continued our trend of reaching more patients and families by increasing patient access to hospice and palliative care, even during the COVID-19 pandemic, when access to healthcare services was limited.
- Our foundation raised close to \$950,000 to support programs that lack a reimbursement source or are underfunded. Included was our ability to provide charity care to patients needing hospice and palliative care, as well as supporting our Grief and Loss Center, Palliative Services and Pediatric Pathways.
- We achieved Level 5 partnership with We Honor Veterans, a collaborative program with the National Hospice and Palliative Care Organization and the Department of Veterans Affairs.
- We achieved 100% on 7 of 7 quality of care measures based on the Centers for Medicare & Medicaid Services hospice quality reporting requirements.

Driven by our dedication to the highest-quality life-enhancing care, our teams continue to create ways to be more responsive and better equipped to address the needs of our community. We invite you to read more about how we improved our abilities to provide care and services in 2020.

As we enter into a new year, we look with hope and optimism. Thank you for your generous support and continued trust in Pikes Peak Hospice & Palliative Care and the Pikes Peak Hospice Foundation.

Dawn Darvalics



President



Brian Wagner



Chair of the Board of Directors



Ray Nunn

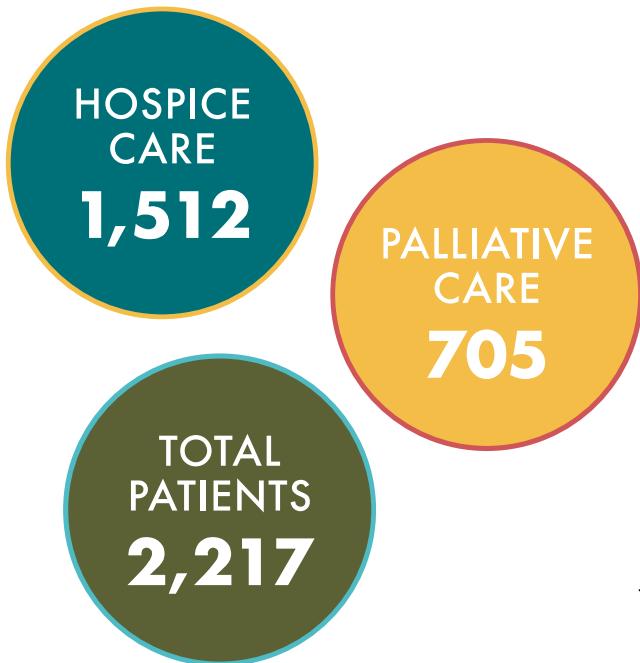


Chair of the Board of Trustees



## 2020 FINANCIAL HIGHLIGHTS

### HONORED TO WALK THIS JOURNEY WITH YOU.



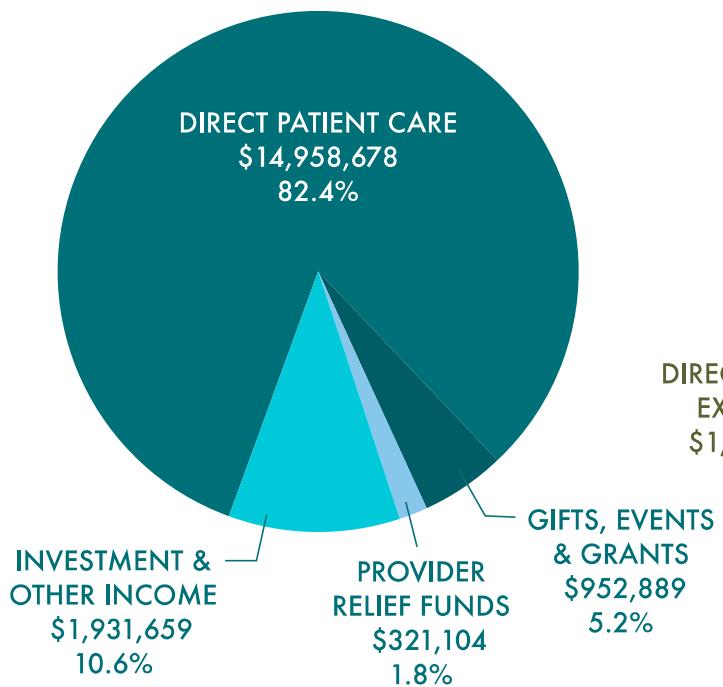
Pikes Peak Hospice & Palliative Care provides high-quality, life-enhancing hospice and palliative care services for patients with a life-limiting illness or terminal diagnosis. We offer patients and families more options and more control about how they want to manage their illness and their day-to-day lives, allowing them to enjoy more from life. In 2020, Pikes Peak Hospice & Palliative Care, provided care to over **2,000 PATIENTS.**

### REVENUE AND EXPENSES

Our work is guided by our not-for-profit mission to put people before profits and encircle those facing advanced illness with unprecedented levels of comfort, compassion and expertise. We frame all decisions, strategies, personnel, programs and community outreach with the single focus on what is best for patients and families. Our service to the community includes providing hospice and palliative care to those in need and no ability to pay.

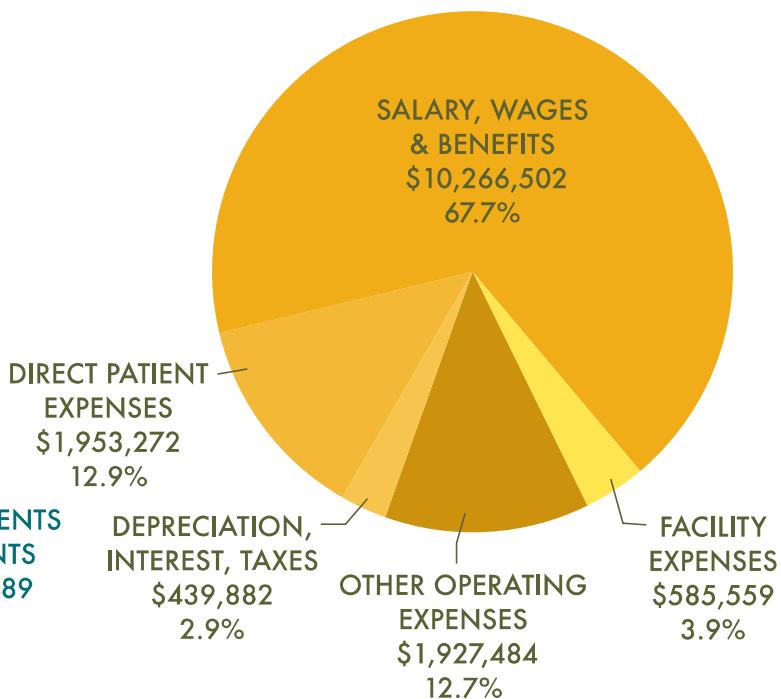
**REVENUE:**  
**\$18,164,330**

#### SOURCES OF REVENUE



**EXPENSES:**  
**\$15,172,699**

#### HOW WE SPEND THE FUNDS ENTRUSTED TO US



# PIKES PEAK HOSPICE & PALLIATIVE CARE STORIES

## PATHWAYS PEDIATRICS PROGRAM KEEPS YOUNG PATIENT OUT OF THE HOSPITAL



Meet four-year-old Teagan Romano, a little girl who's popular with her care team at Pikes Peak Hospice. Teagan has metachromatic leukodystrophy (MLD), a degenerative and terminal genetic condition affecting the brain and nervous system.

It was during a trip to the emergency room at Children's Hospital in Colorado Springs, something that is all too common with MLD, that Teagan and her parents, Kelsey and Shaun Romano, connected with Brooke Geyer, DO. Dr. Geyer is a pediatrician who leads the Pathways Program at Pikes Peak Hospice. She sat with the family during that trip, and hearing their whole story, recommended palliative care for Teagan.

"We loved the idea of the extra layer of support and medication management," Kelsey recounted about their enrollment of Teagan in palliative care. Palliative support was a huge help to Teagan and her parents.

On Teagan's third birthday, in November of 2019, it became apparent that the little girl needed more support.

She was back at Children's Hospital with gallbladder issues, which are common for kids with MLD. As they grappled with challenges that could arise with intubation and surgery—

—"Do we do a DNR [do not resuscitate order]? Do we not? Those talks that no parent wants to have that we had to"—Dr. Geyer was there with them. That's when she gently brought up hospice.

The Romanos were hesitant at first. But Dr. Geyer let them know that for kids in Colorado, pediatric hospice is different. Pediatric hospice in Colorado only requires a child to have a terminal diagnosis. The benefits of the increased level of care would mean extra support for Kelsey and Shaun, and fewer ER visits for Teagan.

Teagan's hospice care team consists of Dr. Geyer, nurse Joan, and social worker Becky Gardner, along with physical, massage and music therapists. Managing her day-to-day care is her mom, Kelsey, who went back to school to become a certified nursing assistant (CNA) in 2019 to care for her daughter.

The biggest impact is that hospice has kept Teagan out of the hospital. Especially with the pandemic, it's more important than ever to protect Teagan's compromised immune system. When they talk to other families they've connected with through the MLD Foundation, they know how lucky they are to have a wealth of resources just a phone call away. "We've been able to treat aspiration pneumonia from home because of Pikes Peak Hospice," Kelsey said.

As part of her hospice care, Teagan receives massage and music therapies along with her medical treatment. "Our hospice team, it's like an extended family," Shaun said.

Nurse Joan stops in to check on them, and works with Kelsey and Dr. Geyer to maintain Teagan's health. Becky, a licensed clinical social worker, hangs out with the family and is another person that Shaun and Kelsey depend on for support in managing Teagan's care.

After enough people have been vaccinated against COVID-19, Kelsey and Shaun are excited to take Teagan to visit other friends, family and the Grand Canyon. Everyone has kept up with Tenacious Teagan during the pandemic via

her Facebook page. The Romanos are currently converting an old school bus into "Teagan's Trolley," a house on wheels equipped to take Teagan on these trips.

"I want to see her light up when she sees these places," Shaun said.

## 'A PRECIOUS ENDING,' MADE POSSIBLE THROUGH HOSPICE

Below, volunteer Sue Rizzo, shares her experience of hospice care for her father.

The doctor looked my dad in the eye and said "Sir, you've shown your family how to live. Now you need to go home and show them how to die."

With those words, we started on our hospice journey... ...and were surprised to find out that it wasn't about dying. It was about living!

After four months of following treatment plans and doctor's orders to hold back the ravages of pancreatic cancer, my dad was able to choose what kind of care he wanted. It gave him a renewed sense of living.

He was able to sit up and read to us as a family as he did when we were young children. He sang along as friends came by with guitars to serenade him. He got to take a ride up to his beloved Blue Ridge Mountains and look out over the Shenandoah Valley. He got to reminisce with friends and family, laugh at photos of his younger self and join us in prayer at dinnertime.

Because of hospice, his last month was filled with these "adventures" that will remain as sweet memories for the rest of us.

Through this journey we learned that choosing hospice wasn't giving up...it was stepping up to provide the best quality of life at the end of life.

And let's be honest—we will all face the end of life. How better to do it than by being wrapped in the loving arms of your family and loved ones while the hospice team takes care of your physical needs?

Because that's what hospice does—it allows us to just BE with our family. And who could ask for a more precious ending than that?

## VETERAN STORIES SHINE AS PIKES PEAK HOSPICE & PALLIATIVE CARE IS HONORED WITH HIGHEST LEVEL IN NATIONAL VETERAN HOSPICE CARE PROGRAM

In 2020, Pikes Peak Hospice & Palliative Care earned recognition as a Level 5 Partner with We Honor Veterans, a program of the National Hospice and Palliative Care Organization (NHPCO).



The designation indicates that Pikes Peak is able to provide specialized, holistic care for veterans who are facing a life-limiting illness. PPHPC cares for an average of 93 veteran patients each month — amounting to nearly 30 percent of PPHPC's total hospice patients. In 2020 alone, PPHPC has cared for 317 veterans from across all branches of the U.S. military.

"This honor recognizes the exceptional level of care that our dedicated staff members and volunteers give to veterans each day," said Pikes Peak Hospice & Palliative Care President Dawn Darvalics. "We celebrate this recognition alongside our veterans and their loved ones."

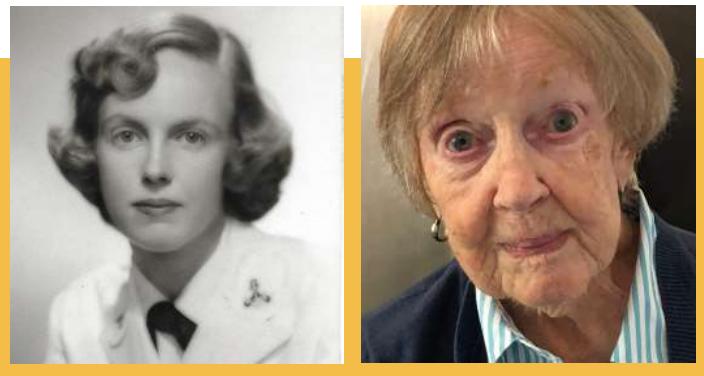
Level 5 is the highest level We Honor Veterans partners can attain and includes several required activities, including spiritual and mental support services, staff education, and specialized care for Vietnam-era and combat veterans. Commitment to military veterans runs deep for PPHPC. In February of 2020, the organization appointed Lt. Col. (Ret.)

# PIKES PEAK HOSPICE & PALLIATIVE CARE STORIES

Eileen Flanagan, Clinical Nurse Educator, as its coordinator of the We Honor Veterans program. Under Flanagan's leadership, PPHPC staff conducts regular activities to celebrate veterans. For example, in 2020 volunteers assembled and delivered special "Welcome Home" packets to honor 16 patients who served in Vietnam.

During the coronavirus pandemic, PPHPC implemented a program to safely deliver certificates, customized dog tags and pins to veterans in their homes.

Among the recipients was Margaret Durbin, one of the first women to serve in the U.S. Navy Reserve during WWII. The 20-year Colorado Springs resident has been receiving hospice care from PPHPC since September after blood clots were found in her legs.



"PPHPC takes great pride in recognizing veterans, and that is special for us," said Durbin's daughter, Susan Mroch. Durbin, now 101 years old, entered the military as a young woman. During World War II, she earned the title of Lieutenant Junior Grade while working as a decoder in the W.A.V.E.S. (Women Accepted for Volunteer Emergency Service), the women's branch of the United States Navy Reserve. Durbin met her husband during an officer's dance while stationed in Charleston, South Carolina.

"I was in communications and I worked in a code room in Charleston," Durbin said in a recent interview. She and her husband would later serve in the U.S. military together in Washington, D.C.

"I started out as a teacher, but when the war broke out, I wrote a letter to ask to join the W.A.V.E.S., and then went to Smith [College] for officers candidate school. I wanted to help."

Well into her retirement years in Colorado Springs, Durbin continued to serve at Fort Carson Air Force Base, rocking babies and serving in the nursery for military families. For Durbin and her family, the veteran's program at PPHPC has been a meaningful addition to her remarkable legacy. "I'm so proud of my mother," says Susan. "Back in 1943, it was remarkable for a young woman to give up everything and serve the country. It means so much that her service continues to be remembered and honored to this day."

Learn more about We Honor Veterans at [WeHonorVeterans.org](http://WeHonorVeterans.org).

Hear more of Margaret Durbin's story in this [PBS Learning video](#), recorded as part of the World War II Oral History Project.

## 40<sup>TH</sup> ANNIVERSARY CELEBRATION POSTPONED

The year 2020 marked the 40th anniversary for Pikes Peak Hospice & Palliative Care, the only nonprofit community-based hospice in El Paso and Teller counties.

Plans for a celebration to commemorate such an important milestone had to be put on hold due to the pandemic.

We remain optimistic that a 41st anniversary celebration will take place in 2021. And that previously planned keynote speaker Nora McInerny, an author who writes about resilience and living life after loss, will appear. Details will be announced when they become available.



## A NOTE FROM CARE SYNERGY

As the region's largest end-of-life care network, Care Synergy provides mission support services for not-for-profit, community-based hospice and palliative care affiliate organizations, including Pikes Peak Hospice & Palliative Care.

We understand the impact of the COVID-19 pandemic may have added significantly to the anxiety and emotion that's evoked by hospice and palliative care even in the best of times.

In 2020, Care Synergy worked to fulfill our purpose by helping PPHPC and our other affiliated organizations meet the challenge of a world-wide pandemic and better serve the patients and families they serve. With the direct support and assistance of Care Synergy, Pikes Peak Hospice & Palliative Care rose to the challenge presented by COVID-19 and actually provided their services to more patients and families than they had in any previous year.

Care Synergy helped to sustain Pikes Peak Hospice & Palliative Care by helping to acquire critical Personal Protective Equipment (PPE) so that the staff could be personally safe and safely provide care to patients and families. Care Synergy recognized and supported employees with the creation and implementation of additional benefits and compensation programs protecting their jobs, health and livelihood.

We're proud of the progress PPHPC made during 2020. In particular, Pikes Peak Hospice & Palliative Care earned recognition as a Level 5 Partner with We Honor Veterans, a program of the National Hospice and Palliative Care Organization (NHPCO). It's a fitting recognition for the exceptional service that PPHPC provides to military veterans.

Driven by the dedication to support the highest-quality life-enhancing and supportive care, our Care Synergy affiliated organizations are rising to this challenge to meet the needs of the communities they serve. Thank you for your ongoing support during these unprecedented times.



Tim Bowen

CEO and President of Care Synergy  
CEO of Pikes Peak Hospice & Palliative Care



**In 2020, Pikes Peak Hospice & Palliative Care served 39 patients with COVID-19**

# THANK YOU TO OUR 2020 DONORS!

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We can't say it enough. Please accept our gratitude for your support of Pikes Peak Hospice Foundation and Pikes Peak Hospice & Palliative Care. The impact of each and every contribution, no matter the size, is a gift to our patients and families. We are grateful for your steadfast support which ensures hospice and palliative care for our community.

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# PIKES PEAK

## HOSPICE & PALLIATIVE CARE

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### OUR MISSION

Provide compassionate & expert end-of-life care to patients & their families.

Partner with those who share our vision.

Lead change in the community to ensure comfort for all who face serious illness.

### OUR CORE PRINCIPLES

Hospice care is about living.

End-of-life events are universal.

Comfort & dignity should be accessible to all.

Every life experience is exceptional.

To listen is to understand.

Hospice & palliative care is ever-changing.

Optimism is powerful & contagious.

**Honored to walk this journey with you.**



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