

Dear Supporters,

2019 was a pivotal year for Pikes Peak Hospice & Palliative Care (PPHPC). While we could rest on our past successes and the many years of service to the El Paso and Teller County communities, we understand that in order to serve more we need to change business formats to fit the mandates of the healthcare industry while continuing to meet the highly complex and unique needs of our patients and families. PPHPC remains the only nonprofit hospice provider in the region and we accomplished much in 2019 for our patients, family members, and community partners:

- Stronger relationships with our referral partners at the health systems and long term care facilities increased the number of people served through our hospice and palliative care programs.
- We achieved 99% scores on our HIS quality outcomes for patients.
- Implementation of our Pediatric Pathways program enabled us to serve more children with chronic complex illnesses. In 2019, we cared for 53 pediatric patients.
- The success of our 2nd annual fundraising event – Illuminations – raised more than \$125,000 for our Pediatric Pathways program.
- Continuation of community outreach through a comprehensive media campaign funded by Pikes Peak Hospice Foundation. We also offered community programs such as the Hospice Foundation of America Grief Teleconference, and a re-visit by Dr. Jessica Zitter whose keynote presentation on the path to improving end of life care in America helped increase the general public's perception of hospice and palliative care.

As we enter into a new year and a new decade, PPHPC will celebrate 40 years of service to the community and the impacts made in the lives of our residents. While we look back on past challenges and successes, we also look forward to remaining the premier hospice and palliative care provider in the region. While many things have changed over the years, our commitment to you remains the same. Thank you for your generous support and continued trust in our organization.

Brian Wagner

2020 Chair, Board of Directors
Pikes Peak Hospice & Palliative Care

Susan Davis

2020 Chair, Board of Trustees
Pikes Peak Hospice Foundation

2019 YEAR IN REVIEW

2,235

New hospice and
palliative care
patients supported.

1,520

Hours served from
65 volunteers in
support of our mission.

5,000

Family members
supported in hospice
and palliative care.

53

Children were served
through our Pediatric
Pathways program

That's a value of \$42,590
in volunteer support hours.

356

Veterans and their
families were cared
for through "We
Honor Veterans".

200

Adults, teens and
children were served
through Center for
Grief & Loss.

4,975

Participants were
served in community
education programs.



WE HONOR VETERANS

The National Hospice & Palliative Care Organization has recognized Pikes Peak Hospice & Palliative Care as a **We Honor Veterans Level 4 Partner**. This signifies exemplary commitment to providing the highest level of care to those who have served our country.

OUR MISSION

Pikes Peak Hospice & Palliative Care

- o Provides compassionate and expert end-of-life care to patients and their families.
- o Partners with those who share our vision.
- o Leads change in the community to ensure comfort for all who face serious illness.

Pikes Peak Hospice & Palliative Care – Honored to walk this journey with you.

*2019 FINANCIAL SUMMARY

Total Net Operating Revenue: \$14,950,276

Total Operating Expenses: \$13,897,980

Total Foundation Revenue: \$819,942

Consolidated Net Income: \$3,347,091 (with gain on investments)

*Unaudited figures. With operating expenses of \$13.8 million, 68 cents of every dollar went toward patient care.
This includes clinician wages and direct patient services.

2019 BOARD LEADERSHIP

PIKES PEAK HOSPICE & PALLIATIVE CARE 2019 BOARD OF DIRECTORS (BOD)

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Vacant – Vice Chair
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Colin Perry – Treasurer
Jeff Rosacker – Member at Large
Doug Flinn – Immediate Past Chair
Tim Bowen – CEO
Steve Hochstetter
Nathan Newbrough
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