



Walla Walla Community
H O S P I C E

2018 ANNUAL REPORT



YEAR IN REVIEW

*By Jennifer Peba
President 2018*

My introduction to hospice care was almost ten years ago when my grandfather was admitted to his community hospice. The staff provided compassionate, skilled care for my grandpa and much needed respite and support for my mother. My first experience with Walla Walla Community Hospice was in 2011 when I volunteered for Evening of Elegance, the annual dinner fundraiser. Having had such a good experience, I was happy to volunteer for the Pond and Garden Tour six months later. When I was invited to join the WWCH Board of Directors in 2014, I did not hesitate to serve.

It has been a privilege to fill the role of Board President the past twelve months. I am thankful for the expertise of my fellow board members and the leadership of our Executive Director, Topher McClellan. I am proud of the team for meeting obstacles head-on with a forward-looking approach. While the organization experienced higher than normal employee turnover, the

changes allowed for individual growth, the generation of new ideas and the opportunity for improvement. The organization is filled with experienced, hardworking, compassionate individuals that are committed to the mission of hospice.

“WWCH relies on its loyal volunteers and donors. On behalf of the board, I want to say thank you for ensuring your friends, neighbors and relatives have a safe place to cope and heal during difficult times.”

Recognizing the need for a salaried medical director, Dr. Chris Jenkins was hired in January. We are extremely grateful for Dr. Lawrence Zawatzky's 20 years as the volunteer medical director and his willingness to continue as the doctor-to-doctor liaison. Providing compassionate care to patients in the final stages of life, and support for their loved ones and caregivers, would not be possible without the skilled staff and dedicated volunteers. 373

patients were cared for the by staff and volunteers of WWCH in 2018. From assisting with fundraisers to visiting patients, volunteers donated 3,693 hours during the year.

The vital services provided to all patients, regardless of...

continued ▶

QUALITY MATTERS

By *Ionne Velasco*

Operations and Compliance Officer

Is it meaningful? ...

Is it measurable? ...

... Is it manageable?

In 2018, Walla Walla Community Hospice began integrating these questions when considering what the Quality Assurance and Performance Improvement (QAPI) program will monitor. Many changes occurred in our QAPI program this year including incorporating more performance improvement projects and enhancing the standardization of our data collection. Walla Walla community hospice is committed to quality in everything we do and our QAPI program supports the monitoring, analyzing, and implementation of innovative goals for a variety of measures.

We consistently strive for the highest quality. So how do we do this? Through our QAPI program, we review training opportunities for our employees based on data results from both our data reports collected from Centers of Medicare & Medicaid (CMS) and our patient family member surveys. Board members assess our recommendations and support WWCH team members accordingly. Some of the things we monitor consist of patient and employee safety, infection control protocols, services furnished under contract or arrangement, and most importantly, the satisfaction of our patient families via survey results received. We also undergo charting compliance audits holding our staff accountable to an exceptional standard.

We would like to make you aware that there is important publicly reported information about our hospice and if you ever have any questions we will gladly answer your questions. We value the significance of quality data, which influence the decisions we make to better meet our community needs. 2018 was the year we accepted the challenge of elevating our standards, pursuing self-reflection, advancement in how we serve, and even higher expectation in our integrity, because quality matters.

continued... financial means, are feasible through the generous gifts of our donors. Those needing care and support during this vulnerable time have access to services because of you. Speaking of access, it is important for WWCH to expand our reach into underserved areas. During the strategic planning process in 2017, geographic expansion was identified as a key objective. At the end of 2018, WWCH learned that St. Anthony Hospital in Pendleton would be discontinuing its hospice services. We have reached out to the residents and providers in this area to ensure they are aware of our services and to lessen the disruption of ongoing patient care.

Another priority was to grow the grief support programs. To better assess the needs of our community, WWCH conducted a bereavement survey. Based on the feedback, a teen grief workshop was developed. This was in addition to the adult grief group offerings and Camp Amanda, which is a weekend camp for children. It is essential to provide grief support for our entire community. Given there is no charge to the participants of the grief programs, WWCH relies on its loyal volunteers and donors. On behalf of the board, I want to say thank you for ensuring your friends, neighbors and relatives have a safe place to cope and heal during difficult times.

As we shared in the 2017 annual report, WWCH purchased the adjoining property with the intention of creating a welcoming, safe environment for our community. An architect was hired and initial designs were presented to the board. Anticipated costs of the building remodel exceeded our original projections. Given this, the board decided to revisit this project in the future. Even though our original plans were not realized, the staff has utilized the house for storage thereby freeing up space in the main building to allow for a dedicated bereavement room. The Filipi Room recognizes two of WWCH's founders, Dr. Charles and Frances Filipi, and their contributions to the organization.

We continually look for ways to streamline the operation, to adapt to the changing regulatory landscape and to gain meaningful data to make informed decisions. 2018 allowed us to regroup and refocus. I am pleased with the progress we've made and excited for the future.

A decade ago I had no exposure to hospice. WWCH is working hard to spread the message. If you've been touched by hospice, please consider sharing your story so others may benefit.

EXECUTIVE DIRECTOR REPORT

By *Topher McClellan*

Working with patients and their loved ones during the end of life journey can instill a deep reverence and appreciation for the gift of life. Through this awareness, we are reminded that we are surrounded in our daily life by these little moments that though simple, can be truly inspirational. This awareness enables us to face a seemingly impossible situation, such as our own death with peace, grace and dignity.

This last year we were able to serve 373 community members and their families and caregivers for a total of 14,429 days of care. The hospice team has spent a considerable amount of time reaching out to our referral sources, community members and those within our continuum of care to learn what ways we can improve and continue working together for the benefit of our patients and their families. We have learned a lot from these discussions.

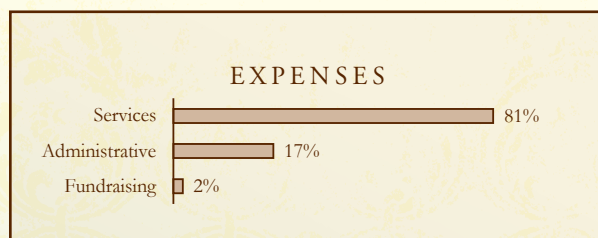
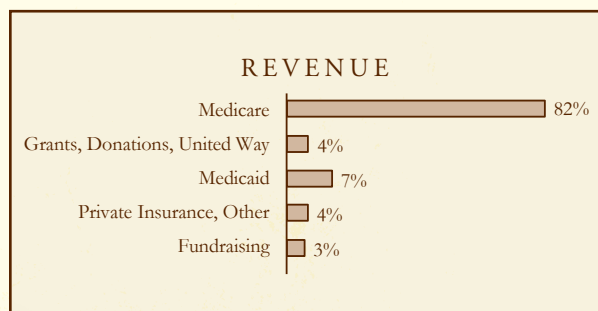
Although grief support has always been a hallmark ingredient of our service offerings, this last year we conducted a community-wide children bereavement services survey and had over a hundred respondents. We learned through these efforts the need for grief support for our young people and have developed

a teenage grief support event (Chill and Spill) and are using the newly remodeled Filipi room for the activities.

This last year we have worked with an international non-profit group, Compassionate Friends to develop a volunteer run program here in Walla Walla that provides grief programs for parents who have lost a child. Several community members have come forward to become trained, chapter leadership to facilitate ongoing programs for our community. Hospice intends to help this group get started and allow them use our grief support room to hold bereavement meetings.

Growth into northeast Oregon has been a strategic initiative that we have pursued with vigor this last year. We have met with Yellowhawk Tribal Health Center in Pendleton and have learned much about the differences in approach and tradition concerning the dying process with this first nation population in our service area. In a recent development, St. Anthony's Hospital in Pendleton officially ceased hospice operations at the end of December 2018. Responding to this need, this spring we will meet with physicians and referral sources in this area for an outreach and learning event with our medical directors. Also, we will be sending out a direct mailer to all NE Oregon residents, with pro bono support from Coffey Communications, reminding this population that Walla Walla Community Hospice provides a wide variety of services that are available in their area.

Walla Walla Community Hospice would like to thank the many generous people of the community whose generosity and commitment to our mission has enabled us to serve hundreds of patients and their families each year. Your investment in hospice allows us to continue to serve patients and their families, and provide them a loving, nurturing, and compassionate care. Thank you very much—we couldn't do all that we do without the dedication and generosity of donors like you to answer the call to give again and again.



EVENTS

Walla Walla Community Hospice sponsors and participates in many events each year to raise funds for programs and to increase public awareness. Brad McMasters was hired as the Outreach & Events Coordinator in April 2018.

Highlights from 2018:

· EVENING OF ELEGANCE

“Superheroes” was the theme for our annual dinner and auction event held in February at the Marcus Whitman Hotel & Conference Center. The event was attended by 158 guests and made a net profit of \$24,785.45. Over 50 generous volunteers helped with the event.

· POND & GARDEN TOUR

In September, upwards of 357 individuals visited nine residential properties and one winery. Musicians performed at five of the properties while artists created plein en aire at three of the properties. Vendors sold their garden art and Master Gardeners offered gardening tutorials. Over 50 generous volunteers made this event a success and the tour raised \$12,645.

· NATIONAL HOSPICE MONTH / “DR. COOKIE”

To celebrate National Hospice & Palliative Care Month in November, over 400 dozen home-baked cookies were donated by generous volunteers and nearly 200 boxes were distributed to honor those who are a part of the continuum of care for our patients. Those included area physicians and their staffs, funeral homes, medical facilities, durable medical equipment vendors, pharmacists, and more. This has become a treasured event and those on the receiving end of the cookie boxes look forward to these boxes every year.

· TREE OF LIFE

Tree of life is our end-of-year fundraising campaign which also provides an important community service for those facing grief during the holidays. The campaign kicks off in late October with a large mailing and community outreach. It culminates in a public Tree & Lighting ceremony. Participants can purchase a paper ornament in the memory of a loved one, which is placed on a tree in the Macy’s lobby. Etched glass commemorative ornaments are also available for purchase. 897 paper ornaments were hung on the tree and during the ceremony on December 11, volunteers read the names of those remembered. The net proceeds of the Tree of Life campaign were \$16,219.18.

PATIENT CARE FACTS & FIGURES- 2018

Patients served:	383
Total patient days of care:.....	14,429
Average length of stay (days):.....	49
Median length of stay (days):.....	12

PATIENT VISITS:

Nursing.....	3,112
Social Work	1,262
Spiritual	678
CNA.....	3,252

PATIENT AGE:

85+	178
75-84	90
65-74	62
35-64	8
25-34	3
Birth-24	0

GENDER:

Male	172
Female	202

PATIENT LOCATION:

Walla Walla County	290
Columbia County.....	26
Umatilla County.....	67

DIAGNOSIS:

There is a misconception that hospice is only for elderly people with cancer. Though cancer makes up anywhere from 20-40% of our patients, in 2018 WWCH also treated patients diagnosed with Lung Disease, Alzheimer’s/Dementia, Heart Disease, CVA/Stroke, Renal Failure, Neurological Diseases, Sepsis, & Liver Disease.

PATIENT CARE

*By Gina Pollard, RN, BSN, PCC
Patient Care Coordinator*

2018 was a year of preparation and planning for our newest service area in Pendleton. It is our goal to serve areas that are underserved and Pendleton was identified as one. We currently have the honor of serving Walla Walla, Dayton, Waitsburg, Milton Freewater, Prescott, and Touchet. Providing hospice services to Pendleton was part of our strategic plan approved by our governing board members. Providing care in Pendleton required planning and implementing support staffing who have a heart for the hospice mission.

To date we have built relationships with our neighboring community in Yellowhawk Tribal Health Center within our Pendleton target area. Executive Director, Tophier McClellan, Marketing Director, Brad McMasters, and I met with the team at Yellowhawk where we presented services Walla Walla Community Hospice provides and dispelled myths commonly associated with hospice care. The Yellowhawk team since then has seen firsthand the positive impact Walla Walla Community Hospice has made in the lives of the community they serve. Members of the Yellow Hawk Tribal Health Center will be partnering with our team to give us the tools we need to meet the cultural needs of their community. We are very blessed to be part of the team serving this area.

Access during the weekends has been expanded this past year. Weekend admissions are now consistently occurring on a routine basis. The addition of a dedicated admission nurse has been implemented and is working successfully increasing the amount of time that the primary nurses have with their patients and increasing their caseload capacity.

During 2018 WWCH successfully passed both Oregon and Washington surveys, maintaining accreditation for both states we serve. A lot of our success revolved around a mindset of “being” survey ready and not “getting” survey ready right before a survey is due. Our intentions

are to maintain an atmosphere of readiness at all times and continuously challenging ourselves to provide excellence. I was very proud of the entire team’s efforts and collaboration, all which resulted in very successful surveys.

One hospice offering that supports our patients’ caregivers is our bereavement program. Both of our surveyors last year complimented Walla Walla Community Hospice on how robust our program is. This service which is not a reimbursable service depends solely on fundraising. Losing a loved one is painful and our journey with the caregivers of our patients does not end with the passing of their loved one. We are committed to walking alongside our caregivers a year after the passing of their loved one and beyond if necessary. We meet the needs of our grieving families as well as our community members that may not have had their loved one receiving hospice services by offering mailings, support groups of various types, a special camp for children (Camp Amanda) during the summer and drop-in availability. In order to do this our medical stock room was transformed into an amazing warm environment that helps the community in their walk with grief.

The Filipi Room is named after the founding husband and wife team that founded hospice services in the Walla Walla valley. Their selfless example of compassion has inspired our team to pick up where they left off.

Patient Care

2018 DONORS

\$500+ DONORS:

- Joyce Aylward
- Clara & Art Bald Trust
- Peter & Jane Bechen
- Larry and Teddy Beer
- Byron & Amanda Behne
- James and Jeanne Beirne
- Blue Mountain Community Foundation
- Chris Brizendine & Joyce Underwood
- Mark Brucks & Susan Monahan
- Maryann & Russell Byerley
- Stuart and Sheryl Byerley
- Antonio and Jennifer Caso
- Castillo de Feliciano Vineyard & Winery
- Sharon & Larry Clinton
- Jon Cole
- Carol Dayton-Votendahl
- Carolyn Dietzman
- Dunham Cellars
- Chvatal Farms
- Geoffrey Franklin
- Fraternal Order Of Eagles
- Ward & Nancy Glessner
- Loleta Haas
- Michael Haight
- Dan and Kathie Hess
- Leonard and Shirley Isaacs
- Robert and Delores Jackson
- Mike & Kathy Jansen
- Mary Jimenez
- Richard and Mary Ellen Juris
- Fred and Gale Kimball
- Eric Kimball
- Joe and Kathy Landoni
- Hal Larson
- David Lincoln
- Tom and Sandi Madsen
- Loyd and Virginia Mahan
- Daniel McCauley
- Shannon McFall
- Milton-Freewater Area Foundation
- Nelson Irrigation
- Kenneth and Laura Norris
- Lawrence North and Andrea Dobson
- Northwest Grain Growers Inc
- Patterson Charitable Foundation
- Jennifer and Chris-Allan Peha
- Pelo Foundation
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- Cappy Ritchie
- Karen and Justin Robison
- Michael Rowley
- William and Phyllis Sanguine
- Carl & Ann Schmitt
- Duane Scroggins
- Nancy Simon
- Edward Smith
- Jay & Shelley Strohmaier
- Aletha Taylor
- Ronald Tompkins
- United Way of Walla Walla County
- United Way of Umatilla & Morrow Counties
- Walla Walla Cruisers Car Club
- Walla Walla Exchange Club Foundation
- Jeffrey & Sherry Warshauer
- Tom and Sydnee Watson
- Kenneth B. Wells Charitable Trust
- Yancey P. Winans Trust
- Steven and Dianna Woolley
- David Wyckoff
- Larry and Marie Zawatzky

OPERATIONS & COMPLIANCE HIGHLIGHT

WWCH dove deep into a survey readiness mindset in 2018, anticipating evaluation visits from both Washington and Oregon. We decided to gauge our internal processes, focusing on the Center of Medicare & Medicaid Conditions of Participation compliance. We learned many new things, including how a culture of humility, transparency, and acceptance of change truly influences exceptional level of patient care and employee satisfaction.

Some 2018 highlights...

- WWCH developed committees to meet operational and employee needs. Two new committees included Survey Readiness and Self-Care & Wellness. Our Survey Readiness committee collaborated frequently in preparation for the assessments and challenged ourselves to investigate our current practices, implementing ways to improve internal process. Our Self-Care and Wellness committee focused on submerging employees in a presence of acknowledgement, appreciation and satisfaction. Many discussions on team building have taken place and new ideas for showing employee appreciation were implemented.
- WWCH worked closely with board members in preparation for the two surveys. Our Washington survey in April focused primarily on administrative procedures. We were encouraged to train community partners about the hospice philosophy, an essential training for our partners as we collaborate to care for our patients. The Oregon survey in August focused primarily on our Quality Assurance & Performance Improvement (QAPI) program and resulted in a more robust training for our volunteers. We walked away from each feeling humbled and appreciative of the support our states were able to provide for us.

Because of the surveys, WWCH embraced a culture of humility, transparency, and acceptance of change, something that is ever flowing and always evolving. We have fostered the ability to look at what we do, how we do it, and why we do it in order to analyze the potential room for improvement. Our clinical and administrative staff support one another, embrace our differences, and continue to learn as a team.

Our internal operations combined with compliance keep us accountable to the community we are proud to serve. We will continue to embrace new opportunities of growth and consider the needs of this community.

BEREAVEMENT SUPPORT

The renovation of a storage room into a comfortable, attractively appointed, safe meeting space was the highlight of our year as it relates to our Grief & Bereavement Support program. The Filipi Room, dedicated to two WWCH founders, Dr. & Mrs. Filipi, was completed in summer 2018 and was in full use by our fall sessions. Members of our Bereavement Team, attributed the close connection between grief group attendees to the new environment.

WWCH'S bereavement programs provide an environment of open communication to express grief and a sense of belonging with others struggling with life after loss. Our 2018 offerings included a series of three 10-week weekly drop-in sessions designed by our chaplains called "Walking with Hope". Another series of three 10-week, weekly drop-in sessions were facilitated by the team utilizing the text "Understanding Your Grief" by Dr. Allan Wolfelt.

In August, about 40 people of all ages attended the Summer Support & Gratitude event at Kiwanis Park in College Place, painting rocks in memory of a loved one.

In November, WWCH offered a three-hour workshop "Getting Through the Holidays" that provided coping tools to manage the holiday season and ways to remember and honor those loved ones who have passed.

WWCH offered administrative support to a group of local individuals starting a chapter of The Compassionate Friends, a non-profit organization which provides friendship, understanding, and hope to those who've experienced the loss of a child, grandchild, or sibling. Their monthly meetings are held in the Filipi Room.

A Needs Assessment Survey was sent to regional institutions working with youth; those included schools, therapists, afterschool programs, etc. This survey was intended to determine needs related to support for grieving children. It was determined there was a need for support for teens. In response, a two-day workshop was developed called Chill+Spill in which youths aged 14-18 could spend a day processing grief through art, journaling, and conversation.



♥ CAMP AMANDA ♥

Camp Amanda is a weekend camp held each July at Camp Kiwanis for children ages 7-14 who are grieving the death of a significant person in their lives. The campers are matched one-to-one with an adult volunteer, and they participate in a craft project, swimming, archery, small and large group discussions, games, and fishing. Through these activities, the campers get to know each other and discover they are not alone. They learn it is okay to run, play, and laugh and how to express their many emotions in acceptable ways.

Thanks to the support of the community, the campers can attend at no charge. In February, there is a one-day reunion where the previous summer's campers and volunteers gather together. This year, Camp Amanda was held July 27-29; a beautiful warm weekend next to Mill Creek. The campers and volunteers bonded, shared, learned, cried, and laughed, making it a life-changing experience for all. Campers headed back home on Sunday with a new sense of self-confidence to guide them in their grief.



2018 CAMP FACTS:

Number of campers: 29
 Ages of campers: 6-14
 Number of volunteers: 41

CAMPER COMMENTS:

Q: Was Camp Amanda a good experience for you?

A: *"It was fun and I got to meet people who could relate to my experience."*

PARENT COMMENTS:

Q: What was the camp experience like for your camper?

A: *"He had so much fun and came home and asked me to take a day off work so we could talk about his feelings and what he is going through. We had a great day together."*

STAFF VOLUNTEER COMMENTS:

Q: What was Camp Amanda like for you?

A: *"Rewarding, humbling, and very special. What an honor to walk with these kids through their grief."*

FURTHER INFORMATION:

facebook: /CampAmanda | web: wwhospice.org/campamanda

COMMUNITY EDUCATION & OUTREACH

At Walla Walla Community Hospice, we are always looking for ways to engage our community, provide understanding of end-of-life care, and attempt to dispel myths associated with hospice care. We also share information about our grief and bereavements support services.

Our theme for 2018 was the benefits of early enrollment in hospice care. In order to spread this message, we created a television commercial on KVEW TV for the "Our Town Walla Walla" campaign. The video was later promoted on social media and used in presentations to service organizations and at fundraising events.

In addition, this last year staff members attended Farmers Markets, Health Fairs and offered in-service presentations to clinics, skilled nursing facilities, and assisted living facilities.

*"The best time to
discuss end-of-life
care is before
you need it."*

-Christopher Jenkins, MD

care

*"It was fun
and I got to meet people who
could relate to my experience.
I'm not alone."*

-Camp Amanda Camper

CURRENT EMPLOYEES

CLINICAL STAFF

Chris Jenkins, DO
Medical Director

Lawrence Zawatzky, MD
Volunteer Medical Director

William Ashby, MD
Associate Medical Director

Gina Pollard, BSN, RN
Patient Care Coordinator

REGISTERED NURSES

Jennifer "JD" Combs
Susan Dewald
Michael Franks
Sandra Goble
Lisa McShane
Marlene Ocker
Kim Shelton
Jennifer Stephens
Cheryl Tate
Chris Van Donge
Sherry Warshauer

NURSING ASSISTANTS

Alexa Davidson
Carol Irons
Marissa Person

DIETICIAN

Shannon Simpenderfer, RDN

SOCIAL WORKERS

Sherrice Croft, MSW
Arlene Whitney, MSW
Alessandra Ramirez, MSW

SPIRITUAL CARE COORDINATORS

Leslie Bumgardner, MAPN, PhD
Terry Rice, M.DIV

ADMINISTRATIVE STAFF

Luci Berg
*Volunteer Coordinator &
Camp Amanda Coordinator*

Kyla Frasco
Bookkeeper/IT Coordinator

Gibran Locati
Office Coordinator

Brad McMasters
*Outreach &
Events Coordinator*

Topher McClellan
Executive Director

Ionne Velasco
Operations & Compliance

Janet Waggoner
Medical Records Coordinator

THANK YOU TO ALL OF OUR VOLUNTEERS!

Abrahamson, Brian	Curtis, Liz	Hope, Brian	Millbauer, Jennifer	Ruiz, Shelby
Addressi, Andy	Delgadillo, Mario	Hopstad, Carly	Miller, Dave	Salmeron, Jasmery
Aldrich, Suzie	Dewald, Susan	Horner, Natale	Miller, Kaye	Sands, Mariah
Alves, Christina	Dickerson, Dominica	Howard, Terra	Miranda, Maggie	Sannar, Teri
Anderson, Joyce	Dierdorff, Dan	Huesby, Lois	Moerk, M'Lisse	Schab, Linda
Anderson, Kaci	Dozier, Elli	Husted, Nicole	Monahan, Dorothy	Scheckler, Kylie
Anderson, Roy	Drumheller, Craig	Jackson, Ryan	Moon, Sean	Scheutze, Lindsey
Anthony, Camele	Dunlap, Susie	Jones, Todd	Moore, Debbie	Schneidmiller, Jody
Anthony, John	Dupius, Jodie	Jull, Ronae	Moran, Sara	Serrano, Sierra
Badgett, Ashley	Dutton, Esther	Junior Club	Moran, Tom	Shanks, Heather
Baird, Julie	Dutton, Whitney	Kaufman-Osborn, Sharon	Moreno, Keona	Shannon, Jack
Baird, Liz	Edwards, Roslyn	Kessler, Judi	Morton, Doug	Sheckler, Kylie
Ballard, Bonnie	Ehramn, Rhoda	Kessler, Lero	Needham, Allison	Shelton, Kim
Bartlow, Denise	Eickmeyer, Christina	Kintz, Brita	Nooner, Kaitlyn	Simpson, Rich
Bartlow, Rick	Elder, Jeanne	Kissel, Jeff	Nyman, Marty	Sowerby, Levi
Beito, Barbara	Elmenhurst, Dale	Klein, Natalie	Ocker, Marlene	Stephens, Jennifer
Belknap, Emily	Elmenhurst, Kathryn	Klipfel, Tim	Olmstead, Chuck	Sumner, Anne
Berg, Kathy	Elsingorst, Marissa	Knight, Ron	Osbourne, Corrie	Sumner, Scott
Berg, Meg	Engelhard, Ora Rae	Knights of Columbus	Ott, Kevin	Swenson, Brenda
Bess, Amanda	Erickson, Marjie	Krebs, Kathy	Parker, Renea	Swenson, Laura
Bierwagen, Heather	Felice, Melanie	Kreitzberg, Jane	Patzer, Barry	Swenson, Levi
Blackburn, Morgan	Ferguson-Rhode, Angela	Langlois, Christa	Peasley, Judy	Swopes, Melissa
Blake, Cindy	Fitts, Daniel	Lee, Lily	Peasley, Theresa	Tacheny, Heather
Blake, Richard	Forss, Katie	Lefore, Joanie	Peck, Kaye	Tate, Cheryl
Bloom, Cheryl	Fox, Linda	Lemm, Sue	Peck, Steve	Telander, Todd
Bloom, Jeff	Frasco, Kyla	Lingo, Jen	Peha, Hannah	Thorn, Linda
Board, Judy	Fuller, Courtney	Locati, Gibran	Peha, Jennifer	Udenberg, Cathy
Bond, Bruce	Galicia, Bemke	Lopez, Nancy	Piver, Mary Ann	Urlacher, Lisa
Bond, Pam	Galloway, Jaymi	Luft-Hoffarth, Alex	Pollard, Aaron	VanDonge, Chris
Bradley, Sandra	Garcia, Eryn	Lynch, Phil	Pollard, Gina	Veckert, Amy
Branson, Casey	Garcia, Mia	Macias, Karla	Potts, Natalie	Velasco, Ionne
Bren, Wendye	Garcia, Tommy	Maldonado, Pablo	Pribilsky, Karen	Waddell, Marissa
Briggs, Diane	Gavin, Allison	Maldonado, Tiffany	Pritchard, Skip	Walden, Daron
Brizendine, Chris	Giger, Rachel	Marquez, Nancy	Pritcher, Carol	Wallace, Rex
Brotherton, Brooke	Gordon, Tamara	Martin, Patty	Ramirez, Alessandra	Ward, Ciara
Brown, Phuong	Goude, Connie	Mascall, Kristina	Randall, Aaron	Whitaker, Janet
Bruggeman, Brian	Griffith, Jennifer	McClellan, Kim	Reilly, Sarah	Williams, Jamie
Cardell, Becky	Grubb, Aaron	McClellan, Topher	Reister, Jean	Williams, Natalie
Carman, Karen	Haegedorn, Kelly	McClellan, Vicky	Richards, Maddie	Wilson, Jeanette
Carrier, Pamela	Haffner, Mary	McCracken, Liz	Richardson, Merilee	Wilson, Sarah
Carroll, Kassandra	Hansen, Nicole	McFarley, Kelley	Riordan, Brad	Wollmuth, Mary
Chavez, Litzuly	Harris, Krystal	McGrady, Trisha	Ritchie, Cappy	Young, Lee
Contreras, Jessica	Hellberg, Carolyn	McIntyre, Rob	Rivas, Yaretzy	Young, Linda
Corn, Jan	Hetro, Liz	McIntyre, Sandra	Roach, Jacquie	Zawatzky, Lawrence
Corvino, Joseph	Hinosjosa, Lizzett	McMasters, Brad	Roberts, Krystin	Zimmerman, Ben
Cottrill, Amanda	Hoffman, Barbara	Mehn, Cathy	Rodriguez, Andrew	
Cottrill, Kaitlyn	Hokanson, Cameo	Meliah, Tim	Roser, Margaret	
Cottrill, Lexi	Holce, Nicholas	Meyer, Alyssa	Rubin, Stephanie	

VOLUNTEER PROGRAMS

Volunteers provide much support to patient care and day-to-day functions at Walla Walla Community Hospice. Our Medicare certification requires that 5% of our patient care paid staff time be matched with hours by patient care volunteers; we keep track of these hours and estimate a dollar value, which in 2018 was \$109,839.03. We had 237 total volunteers in 2018 who provided 3,718.50 hours of patient care volunteering, and 772.50 hours for fundraising and in kind time from our Board of Directors.

PATIENT CARE AND PATIENT RELATED ADMINISTRATION

- Patient Visits
- Bereavement Mailings
- Office Work
- Medical Director
- Grief Group Assistance

FUNDRAISING

- Tree of Life
- Evening of Elegance
- Pond & Garden Tour

OTHER

- Board of Directors
- Investment Committee
- Maintenance and Repair

VOLUNTEERING

If you are interested in volunteering, call to see what opportunities are available that match your interest, skills, and availability!

BOARD OF DIRECTORS

Brian Bruggeman

Becky Cardell

Mario Delgadillo, Secretary/Treasurer

Brian Hope

Nicholas Hulce

Tom Moran

Barry Patzer

Jennifer Peha, President

James "Skip" Pritchard

Merilee Richardson, LICSW

Andrew Rodriguez

Melissa Swopes

Heather Tacheny, MD

*"If you know
how in awe I am of
what you are doing
for me. Some stuff
I didn't dream
would happen."*

-Edward Ray Moore,
Hospice Patient

dream



Walla Walla Community
H O S P I C E

1067 Isaacs Avenue
Walla Walla, Washington 99362

*Walla Walla Community Hospice Annual Report is published by Walla Walla Community Hospice,
an independent, non-profit organization serving Walla Walla County, Columbia County, and NE Umatilla County.*

HELP SPREAD THE WORD

Hospice care is appropriate for patients living with a condition that is not considered curable, and has progressed to where there may be six months or less of life. Hospice addresses all the needs of the patient and family during the last stages of an illness, not just the last hours, days, or weeks of life. Patients should feel empowered to discuss their end-of-life care and plans with their family and physicians. Patients who contact us when they first learn an illness is incurable are able to receive the most comprehensive care. The sooner we receive a referral, the sooner we can help!



*Partner Agency
United Way of Walla Walla County
United Way of Umatilla/Morrow Counties*

FURTHER INFORMATION:

phone 509.525.5561

fax 509.525.3517

email info@wwhospice.org

facebook [/wallawallahospice](https://www.facebook.com/wallawallahospice)

web wwhospice.org

