



2016 ANNUAL REPORT





35 YEARS OF UNPARALLELED COMMUNITY CARE



MISSION STATEMENT

With open hearts and expertise, we serve the seriously ill and those touched by loss.

WHO WE ARE

Your community-owned hospice since 1981, proudly serving families in Shoshone, Kootenai and Benewah Counties.

Having the largest hospice staff in our area means more side-by-side clinical care: Our 114 skilled employees include two Board Certified Hospice and Palliative Care Physicians, 46 Nurses, 22 Hospice Aides, and 7 Social Workers.

What makes us unique? Our 289 volunteers gave 33,644 hours of service to directly support services such as thrift store assistance, pet therapy, veterans companionship, gardening, greeting visitors, and grief support. Our expert direct-patient care is bolstered by 111 volunteers who assist our patients in enriching their end of life journey. Altogether, the financial impact of volunteer hours amounted to \$70,9888 in 2016.

VISION STATEMENT

Together, we create a community where all people can live fully and die with dignity.

INSPIRED PHILANTHROPY

In the fall of 2016 Hospice of North Idaho received the largest donation in our 35-year history. A million-dollar gift from The Schneidmiller Family Trust in honor of Mannie and Gladys Schneidmiller. Their son, Gary Schneidmiller stated, "My parents were committed to family, community and service which is exactly what Hospice is all about. The people of Hospice of North Idaho are truly special and are deserving of our heartfelt thanks for the remarkable work they do." Gary, along with other family members understood the heart of our mission and experienced firsthand our deep commitment to provide compassionate, expert end of life care to everyone in our community.

Many of our donors experience our care alongside a family member, friend or colleague and join the journey we share with each patient. Most understand the philosophy of hospice and our ability to walk through grief together with those families and friends.

Experienced understanding brings true meaning to our mission and the community we serve. Belief in our mission gave purpose to the Schneidmiller's gift and the many gifts we receive from so many individuals and organizations each year.

Which non-profit mission speaks to you? What agency served you or someone you care about? So many non-profits depend on the support from those who share their vision in the importance of the mission they serve. We look forward to building the strength of care in our local community. Let the mission close to your heart drive your financial support and make your gift one of inspiration and commitment. We appreciate your support of our mission, caring for all through the end of life journey, "with open hearts and expertise we serve the seriously ill and those touched by loss."

Peaceful Days,
Kim Ransier, Executive Director

WHAT YOU MADE POSSIBLE IN 2016

"Hospice is a very personal relationship; when you invest in it, you get the most from it."

-Shari Isch, Volunteer and Board Member

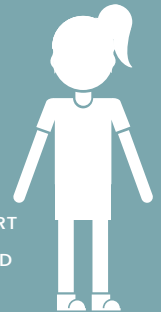
42,899

DAYS OF CARE IN 2016



1,041

PATIENTS RECEIVED 24HR
HOSPICE CARE



201

GRIEF SUPPORT
VISITS TO
CHILDREN AND
TEENS

"WE HONOR
VETERANS"
PROGRAM



25

VETERANS
HONORED

2,152

FAMILY, CAREGIVERS, AND
COMMUNITY MEMBERS
RECEIVED SUPPORT IN
GRIEVING

208

PALLIATIVE CARE
PATIENTS

289

VOLUNTEERS



CORE VALUES

We provide compassionate and collaborative care believing that every individual deserves expert care, dignity, respect, and comfort at the end of their life.

LETTERS FROM THE COMMUNITY

Debbie: "I appreciate the care given to my dad. His last weeks of life were so much better because of the dedication and care you gave him."

Cecil: "You gave outstanding care to my wife, as well as care and comfort for my whole family during that stressful time."

Keith: "I just want to thank you again for all that you did to make my mom's final days the best that she and the family could have hoped for."

3,009 PEOPLE RECEIVED BEREAVEMENT AND CLINICAL CARE IN 2016

"I was working fulltime and taking care of my husband. Hospice took care of all the prescriptions, insurance, and medical checkups. They helped me be a wife for him again."



VOLUNTEERS

MEET SHERI ISCH: VOLUNTEER & BOARD MEMBER

Nearly 10 years ago Sheri shared her Hospice story with our Board of Directors. Sheri provided care to her husband who was larger-than-life, well-loved by his community, and was diagnosed with cancer in his 30's. She wants her story to educate people about Hospice services. She says, "It's so much more than being there at the very end. Hospice of North Idaho helped me continue care for my husband at home and manage his pain 4-months before he died." Sheri also chose the right team to fit their style. They met two teams before deciding to enroll. Because of her personal journey, Sheri helps make the annual Wine Taste successful, is a member of the 2017 Board, and bakes pumpkin pies to share with Hospice families every Thanksgiving.

HOSPICE CARE FOR EVERY AGE

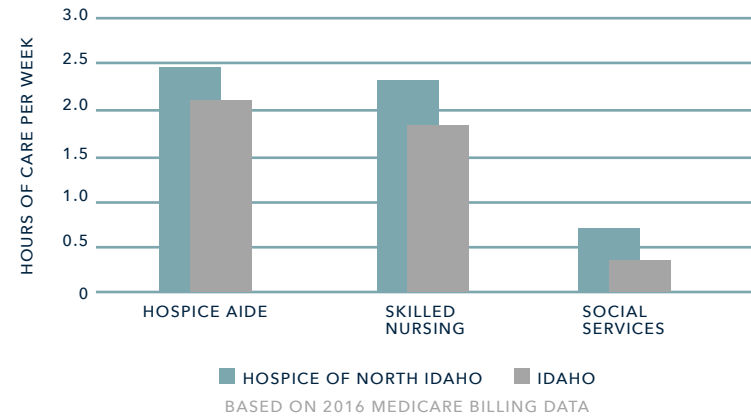
Every hospice patient walks through the end of life journey with our full team of support. While the majority of our patients are elders, we also care for infants, children and young adults. Thirty out of 1,041 patients last year were younger than 50 years old. When treatment is no longer curative, our gentle care allows children to be comfortable in their home where they can make memories with their family. Families who may be returning home from a children's hospital may also choose the peaceful home-like setting of the Schneidmiller House. Maggie McComb, RN says, "It's an honor to take care of those little kids." Specialized equipment for children's comfort is offered without extra cost to families. At Hospice of North Idaho, we believe every person deserves the same quality of care.



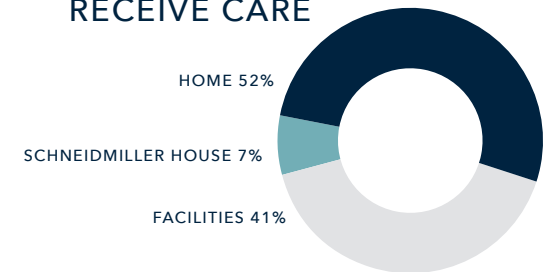
"Parents are a child's first advocate. We trust their instinct and intuition to provide the best care for their child."

-Maggie McComb, RN

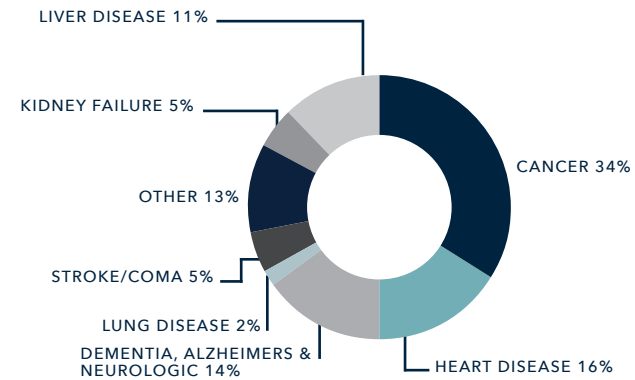
WE PROVIDE MORE CARE GIVING TIME



WHERE PATIENTS RECEIVE CARE

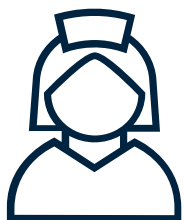


PATIENTS BY DIAGNOSES





SCHNEIDMILLER HOUSE

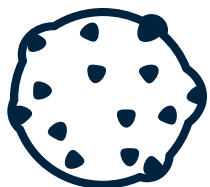


3,185

DAYS OF CARE PROVIDED



3 HOLIDAY MEALS



56

COOKIES BAKED A DAY

13,728

VISITORS WALKED THROUGH OUR DOORS

26 DEDICATED EMPLOYEES



37

BOWLS OF SOUP A DAY



4 DAY AVERAGE STAY

120 MILKSHAKES PER YEAR

"My parents lived lifetimes of enduring empathy for others."

-Gary Schneidmiller



MANNIE & GLADYS SCHNEIDMILLER HOUSE

Mannie and Gladys Schneidmiller contributed greatly to our community. Collectively, they received numerous honors including induction into the Idaho Hall of Fame for philanthropy, the Post Falls Chamber Heritage Hall of Fame for a lifetime of volunteerism, and Post Falls Chamber Presidential Award. In their honor, their son, Gary gifted one million dollars to Hospice of North Idaho to further its mission. "My parents were committed to family, community and service which is exactly what Hospice is all about." The Schneidmiller's generous donation was the largest gift to Hospice of North Idaho in our 35-years of service.

PROVIDING MISSION INSPIRED CARE FOR

35 YEARS

Hospice of North Idaho earned its second "Hospice Honors" national award for the 2nd consecutive year for providing the highest level of quality as measured from the family caregiver's point of view. Hospice of North Idaho scored above Deyta Analytics' National Performance Score on more than 20 out of 24 evaluated questions.

BEST OF NORTH IDAHO, VOTER'S CHOICE

HOSPICE

HONORS

2015 & 2016

Award criteria were based on Hospice CAHPS survey results for an evaluation period of October 2015 through September 2016. National Performance Scores are calculated from all partnering hospices contained in the Deyta Analytics' Hospice CAHPS database. Deyta Analytics is a division of HEALTHCAREfirst. Hospice Honors methodology and recipients can be found at <http://www.healthcarefirst.com/hospice-honors>



JOINT COMMISSION ACCREDITED



Serving all veterans with respect, integrity and dignity, we accompany and guide veterans through their life stories toward a more peaceful ending.

-Our Veteran Promise

HONORING VETERANS

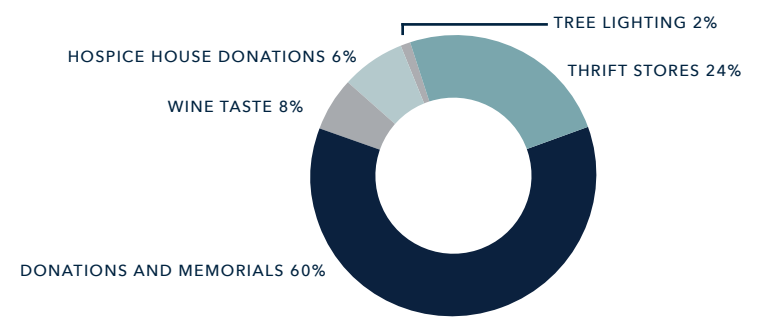
Our Veteran Companionship volunteer service is led by Lieutenant Colonel Carl Gidlund (USA/ USAF/USNG), Ret. Many veterans have not been able to tell their stories, however Carl a devoted volunteer of 17-years bears witness to untold stories. "There is a kinship among fellow veterans," he explains, "we provided a unique service that only 7% of living Americans have experienced." Last year, Carl presented 25 Veteran patients with a plaque of honor in partnership with "We Honor Veterans" national program. Wearing full-dress uniform for the honors ceremony, Carl says "If they can, they will return my salute. That part really gets them smiling."



COMMUNITY SUPPORT

Mission inspired contributions directly support meaningful moments and expert care for everyone in our community. Donations support every aspect of our care including kids camp, community bereavement services, medical supplies, Veterans companionship, and respite care.

CHARITABLE CONTRIBUTIONS



1,991
GIFTS MADE

175
MAJOR GIFTS (\$500+)



"If I go to camp again, I want to help the little ones who cry because they miss their moms or if they lost a grandma."

CAMP KANIKSU

MEET ASA: AGE 11. REMEMBERING GRANDMA.

When Asa was 7 months old, he and his mom moved to North Idaho to live with grandma Karla. During his 3rd grade school year, Asa, his mom, and grandma spent 19-days together at the Schneidmiller House before Karla passed away. Unlike at the ICU, Asa was able to spend the night, snuggle in Karla's bed, and play in the yard outside of her window. That summer, Asa attended Camp Kaniksu with 26 other children who had also lost a loved one. He realized that he was not alone and not in an adult's world of grief. He was a kid, among other kids in his community recognizing that their grief is unique and special. Together, they played, shared tears, and experienced goodness among grief. Asa recalls, "I remember that I felt comfortable and I was accepted there."

GRIEF SUPPORT

MEET ASA'S MOM, SARAH

"From the first phone call, Sarah felt the calming presence of the Hospice staff and their genuine attention to her situation. As a single mom, Sarah needed to find new living arrangements, manage Karla's estate and belongings, and say good bye. She remembers that Kelly Hurt, Social Worker at the Schneidmiller House was there for her, every day. Sarah reflects, "You can't prepare for the pain of loss, but Hospice helped me bounce back." After Karla passed, Asa and Sarah were supported by Hospice's grief counseling. Asa looked forward to the monthly bereavement newsletter "about Grandma." The letters signified that they were not forgotten, and someone still cared about Grandma. In gratitude Sarah offered, "Hospice took care of my child and my mom. What more can I ask?"



2,152

GRIEF VISITS LAST YEAR

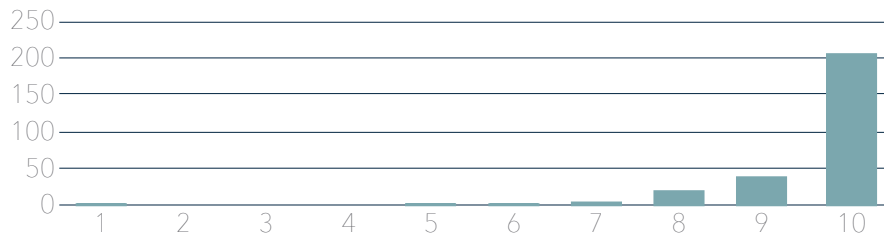
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CHILDREN AND TEEN
INITIATED GRIEF VISITS

HOSPICE CAHPS SURVEY (DEYTA)

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) Hospice Survey is a post-death survey administered to the patient's primary caregiver. It focuses on the experience of care rather than on satisfaction, and treats the patient and caregiver as a unit of care. These scores are used for quality improvement purposes. The scores are not official CMS scores.

(Q39) Using any number from 0 to 10, where 0 is the worst hospice care possible and 10 is the best hospice care possible, what number would you use to rate your family member's hospice care?



97.4% WOULD RATE US AN 8 OR ABOVE

(Q40) Would you recommend this hospice to your friends and family?



98.9% ANSWERED DEFINITELY YES OR PROBABLY YES

Kenna, Age 8, is a Thrift Store Volunteer alongside Grandma Susan.



THRIFT STORES

Kenna, age 8, is one of our favorite Thrift Store volunteers. Kenna specializes in bagging items for customers at the cashier's counter and arranging attractive displays at the jewelry counter. When Kenna is not playing with her siblings or competing in Avant Coeur Gymnastics, she's alongside her grandma, Susan at the Post Falls Thrift Store. Susan started volunteering three years ago, and is now the Post Falls store's assistant manager. Fawn Anderson and Shanna Young, Post Falls and Coeur d'Alene store managers say they have superstar volunteers who are dedicated to service and know customers by name. Many customers come in to shop the seasons' fashions, furnish their homes, and prepare for vacations. Customers return because of friendly service that volunteers like Kenna provide.

\$537,662 THRIFT STORE SALES



With willing smiles and hearts of service Mountain West Bank staff offer their time to support the Balloon Raffle at Wine Taste.

WINE TASTE RAISES RECORD AMOUNT

The 31st Annual Hospice Wine Taste black-tie event sold out of tickets and raised over \$160,000 -- the most ever raised for our non-profit organization. Over 200 donors contributed items to the silent and live auctions, and many volunteered their time to put the event together.

Non-Discrimination Information:Hospice of North Idaho complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, religion, disability, or sex.

Language Assistance Services: English: **ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call 1-888-808-9008 (TTY: 1-509-328-3738). Espanol (Spanish): **ATENCION:** Hospice of North Idaho cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. si habla espanol, tiene a su disposicion servicios gratuitos de asistencia linguistica. Llame al 1-800-368-1019, (TTY: 7-1-1). 中文(Chinese): **注意:** Hospice of North Idaho 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-368-1019, (TTY: 7-1-1)。

WINE TASTE SPONSORS

PRESENTING KOOTENAI HEALTH

PLATINUM

Coeur d'Alene Press
Mountain West Bank
Young Construction Group
Northwest Specialty Hospital and Summit Cancer Care
Thorco Electric, Inc.

GOLD

Kootenai Imaging
the dinner party
Frame of Mind Gallery
Hayden Lake Country Club
graphic design donated in memory of Lynn Wescott

SILVER

Cancer Care Northwest
Helbling Benefits Consulting
Parker Toyota Scion
Medicine Man Pharmacy
Specialty Tree Service
Capone's Pub and Grill
Minute Press
Beck Cabinet Company
Bellevue Healthcare
Coldwell Banker
Schneidmiller Realty

BRONZE

Dave Smith Motor Group



FINANCIAL REPORT

Our community demonstrates a strong value for the specific care that only Hospice of North Idaho provides. We remain dedicated to responsible stewardship of your investment. Thank you for building a caring community alongside Hospice of North Idaho!

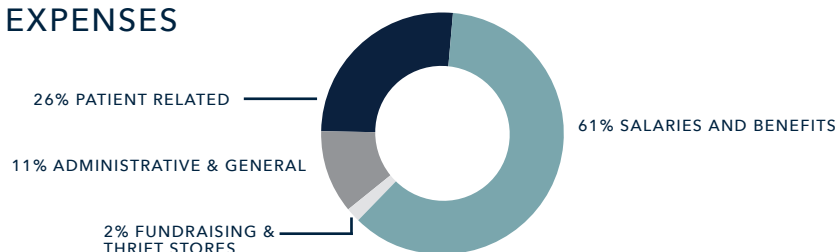
HOW SERVICES ARE PAID FOR



REVENUE



EXPENSES



We provide a higher quality of care to every patient because of philanthropic, mission inspired support. Every patient receives expert care, regardless of their financial circumstances.

OUR 2016 TEAM

BOARD OF DIRECTORS

Board Chairperson | Allen Miller
Board Vice Chairperson | Barbara Mueller
Michael Bibin, CPA | Michael Grabenstein | Dwight Hoeck | Lee Fields | Kevin Mulvey, MD | Gene Tanzey
Alan Wasserman | Chris Wolfe | George Balling
Georgianne Jessen

THANK YOU, LEE FIELDS FOR 11 YEARS OF DEDICATED SERVICE!

LEADERSHIP ADMINISTRATIVE TEAM

Kim Ransier | Executive Director
Cindy Reed | Vice President
Sarah McCracken | Treasurer, Director of Finance
Christy Miller | Secretary, Exec. Administration Assist.
Sandy Johnson | Director of Outreach
Laurie Whitcomb | Director of HR
Denna Grangaard | Director of Communication

CLINICAL TEAM

Robert Ancker, MD | Co-Medical Director
Shana Fogarty, MD | Co-Medical Director
Cindy Reed, RN,CHPN | Schneidmiller House Director
Shawna Cauley, RN,CHPN | Director of Quality and Education
Mary Neel, MSW | Director of Volunteers
Kathleen Potter, RN,CHPN | Director of Nurses
Kelly Rey, LMSW | Director of Social Services
Kaylee Kron, LMSW | Bereavement Coordinator

THE PURSUIT OF A GOOD ENDING

PARTICIPATE.

Find your niche with our skilled team
of volunteers.

DONATE.

Help us provide expert hospice care to
our neighbors in Kootenai, Shoshone, &
Benewah Counties.

ENGAGE.

Talk to an expert. Start the conversation.
Receive resources. Invite us.

208.772.7994 | HOSPICEOFNORTHIDAHO.ORG



HOSPICE
OF NORTH IDAHO

HOSPICE OF NORTH IDAHO
9493 N Government Way
Hayden, ID 83835

MANNIE GLADYS
SCHNEIDMILLER
House

SCHNEIDMILLER HOUSE
2290 W Prairie Ave
Coeur d'Alene, ID 83815