



Walla Walla Community
H O S P I C E



2016 ANNUAL REPORT



YEAR IN REVIEW

By Wayne Pollard, MSW
President 2016

I love a good road trip - ones that will afford me unknown encounters while meeting new people along the way. My family and I made such a road trip in 2010. We moved here to Walla Walla from Miami, Florida and took a cross-country drive to do so. We have met some of the most delightful people along our journey, many of them live right here in our community we now call home. Our Hospice staff and volunteers are these "salt of the earth people" who make our patients and families feel right at home with the love and care they bring.

Walla Walla Community Hospice considers it a privilege to employ a dedicated and compassionate team of 32 full-time and part-time employees. Furthermore, we have a group of 240 diligent volunteers who give of their time and talents to serve our patients and families. Our group of volunteers is vital in order to provide the care we do in our communities. In 2016, this talented crew of

staff and volunteers provided vital end-of-life care to over 400 patients and their families. If you have ever encountered this extraordinary team at Walla Walla Community Hospice, you will agree they are some of the most warm, genuine and extraordinarily talented professionals in the valley.

“ It’s in those quiet little towns, at the edge of the world, that you will find the salt of the earth people who make you feel right at home. ”

-Aaron Lauritsen
100 Days Drive: The Great North American Road Trip

I have been humbled and pleased to serve as President of the Board of Directors this past year. It was my pleasure to work with the board members and our Executive Director to make decisions that will positively influence our community. We are blessed to be part of the generous communities surrounding us. The donations and support from

our surrounding communities has been overwhelming. Support from donations and fundraising revenue totaled \$282,259. We could not provide the support we do without your ongoing assistance and generosity. On behalf of the organization, I say "Thank you!" *continued* ▶

COMMITTED TO QUALITY

*By Cindy Oster, RN
QAPI Coordinator*

Walla Walla Community Hospice is committed to providing the highest quality of care possible to our patients and their families. In addition to hiring and training committed clinical and support staff, WWCH has an active Quality Assurance and Performance Improvement Program (QAPI) that actively monitors specific quality measures and develops plans to improve identified areas where performance is less than desired. QAPI committee is comprised of clinical and administrative staff from each discipline, and board members. QAPI committee meets quarterly to review data collected and develop plans to improve performance.

The QAPI committee collects data through several means. One is the utilization of a third party provider to survey families of a hospice patient after the patient's death. Specific questions are asked about patient and family experiences with hospice.

Another source for data comes from our electronic medical records software which can compile reports regarding a specific quality measure. Other data is compiled by reviewing medical records manually.

QAPI looks at several quality measures, but focuses on one Performance Improvement Projects ("PIP"). The PIP for the past several years was to increase the quality of our evening and weekend care. This performance measure had been below our hoped-for goal of exceeding state and national averages for the past several years. Specific changes were recommended by a task force committee in 2014, implemented in 2015, which led to achievement of our goal in 2016.

A new PIP was selected by the QAPI committee towards the end of 2016. Our focus will be on improving the communication of the entire Hospice team assigned to each patient within the first week of the patient's care, which will facilitate creating care plans more individualized to the patient and family's specific needs.

Medicare has implemented a process by which specific quality measures will be publicly reported via Medicare's website. This is designed to give families awareness about the strengths of the various agencies available to them, similar to the way other Medicare providers are currently reporting quality data.

continued... Lastly, we have experienced growth this year and have been able to purchase the house that adjoins our Isaacs Avenue office in order to expand our service capacity to further impact our community. Upon reading this Annual Report, it is my desire that you will find ways to join us on our "road trip" to touch those who need us the most - to help us help our family, friends, and neighbors in our beautiful community.

*"Thank you so much for
your help in the hardest
time in my life. You
made mom's comfort your
priority and that is what
we needed."*

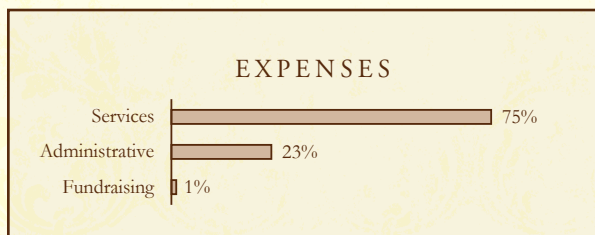
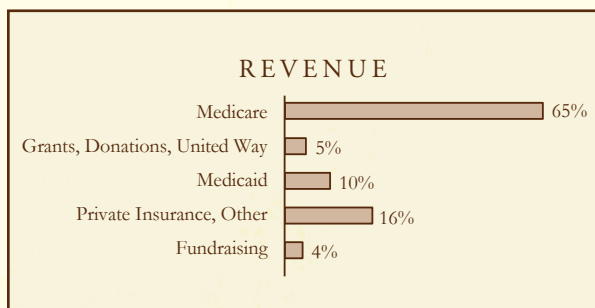
FINANCIAL REPORT

By Rebecca Hendricks, CPA
Executive Director

The mission of Walla Walla Community Hospice is to provide compassionate care for patients at end of life and support for their loved ones and caregivers. This past year, we were invited to walk alongside 400 patients and their families. This work is an honor and a privilege which we do together, each person and each profession offering an important part of the total service.

The direct patient care staff is a visible part of this work – the nurse, hospice aide, social worker, chaplain, and volunteers. Medications, supplies, and equipment keep the patients comfortable and able to enjoy each day of their lives as fully as possible. A wide range of bereavement support is available to the patient families and the community at large at no charge.

Other work is not as noticeable but equally valuable in carrying out our mission: insurance billing, accounting/finance, IT, community education, fundraising, office management, property maintenance, regulatory compliance, licensing, risk management, governance, and strategic planning. These areas are constantly changing, increasingly complex, and continually more expensive.



Walla Walla Community Hospice began almost 40 years ago as an all-volunteer organization. In 1988, we became Medicare certified, enabling us to bill Medicare, Medicaid, and private insurance companies. In the ensuing years, as more people began to understand and appreciate the use of hospice services, it has become a greater part of the Medicare budget. This has brought increased scrutiny and regulation as well as changes in the payment structure. This structure was recently changed from a flat rate to paying a slightly higher rate for a patient's first 60 days on service and a slightly lower rate for the remaining days. Another recent change is called the service intensity add-on where hospices receive a small "add-on" payment for nurse and/or social worker visits during the patient's last seven days of life. The first and final days of hospice care are often the most expensive, and this change was developed to reflect the true costs.

The Affordable Care Act added additional changes which are not yet completely in place and working, especially in the state Medicaid programs. Daily we hear that this may be repealed and replaced by another plan.

Our mission keeps us focused and gives us clarity and vision as we move through the changes we encounter. We have no doubt about why we are here and who we serve. There's a phrase we keep in mind: "No margin, no mission." We carefully manage our resources in an effective and efficient manner and we continue to care for everyone who meets hospice criteria, regardless of ability to pay. The community is both appreciative and generous in supporting this organization. We have gradually grown stronger financially which gives us a stable base to both care for patients and envision new growth in offering end-of-life services. Our strategic plan will soon be updated and we look forward to the new insight this will offer. We have recently purchased a house and property which adjoins our office. It's exciting to think of the opportunities this holds. We move forward, honored to be part of people's lives and part of our community.

PATIENT CARE FACTS & FIGURES- 2016

Patients served:	400
Total patient days of care:	14,476
Average length of stay (days):	54
Median length of stay (days):	13

PATIENT VISITS:

Nursing.	2,966
Social Work	1,449
Spiritual	769
CNA.....	3,427
Volunteer	481

PATIENT PROFILE AGE:

100+	8
65-99	339
51-64	44
31-50	8
18-30	1
Birth-17	0

GENDER:

Male	189
Female	211

AREA OF RESIDENCE:

Walla Walla County	316
Columbia County	18
Umatilla County	66

DIAGNOSIS:

Cancer	158
Lung Disease	54
Alzheimer's/Dementia	49
Heart Disease.....	45
CVA/Stroke	31
Renal Failure	18
Neurological Diseases	11
Sepsis	11
Liver Disease	8
Other	15

PATIENT CARE

2016 was a progressive year for our team of clinical professionals. Caring for 400 patients and their families in two different states and in three different counties (traveling over 128,462 miles) and growing our census gave birth to new methods of office support to allow for streamlined efficiency and a higher integrity of service.

Our Registered Nurses, Social Workers, Chaplains, and Certified Nursing Assistants shifted into collaborative teams within the office space, allowing for the clinical teams to see patients in specific geographical regions. With the ability to collaborate within their team, patient care has become much more comprehensive and service oriented. Patients' needs are being met on a much more individual level which provides greater satisfaction to both the patient as well as our caring hospice clinical teams. We provide our clinical staff with HIPAA compliant laptop computers and a triage nurse in the office to manage urgent calls and needs for medications or supplies. Along with the portability of the laptop computers for efficiency, our hospice physician orders were revised to provide greater ease of use for our referring physicians, skilled nursing facilities, and pharmacies.

Hospice has been striving for greater integrity and efficiency in our outreach to our partners, too. We coordinated with the hospitals to develop a process and criteria for General In-Patient care, provided continuing hospice education, and proactively working with the hospital case managers to improve the discharge-to-hospice experience are a few examples.

We are dedicated to reaching out to individuals in our community to assist in Advanced Care Planning education. Completion of the Advanced Care Planning (ACP) Facilitator Certification through Respecting Choices has allowed us to reach out to individuals and groups in the community to provide education and support in making end-of-life health care treatment decisions.

To round out the year, we were able to retire our five year long Performance Improvement Plan (PIP) of improving or meeting the needs of our patients after hours and over the weekend.

While we were creating process for improved efficiency and a higher integrity of service, we discovered a strong sense of teamwork and have learned that "Life is a delicate balance between holding on and letting go."

VOLUNTEER PROGRAMS

Volunteers provide much support to hospice, including patient visitations and assistance with the day-to-day functions of the organization. Medicare certification requires that 5% of our patient care paid staff time be matched with hours by patient volunteers. We keep track of these hours and estimate a dollar value, which last year was about \$151,000.

In 2016, 244 volunteers provided 4,885 hours to all of our volunteer programs, which include:

PATIENT CARE AND PATIENT RELATED ADMINISTRATION

- Patient Visits
- Bereavement mailings
- Office
- Medical Director
- Grief Group Assistance
- Camp Amanda
- Medical Supplies

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 interests, skills and availability!

EVENTS

Walla Walla Community Hospice sponsors and participates in many events each year to raise funds for hospice programs and to increase public awareness of the presence of our hospice in the community.

Highlights from 2016:

· EVENING OF ELEGANCE

“Life is a Journey” was the theme for our annual dinner and auction gala event. The evening was attended by 247 guests and raised \$58,952 for hospice programs.

· WHALE OF A SALE

After 15 years in our current building we accumulated a lot of “stuff” that was no longer needed. This was the year of our first ever “Whale of a Sale” community rummage sale. The sale was held at the Assumption School Gym. Not only were we able to clean out spaces in our building, but we also reached out to members in the community to share the mission of Hospice, earning nearly \$1,000.

· POND & GARDEN TOUR

417 guests attended the 15th annual Pond and Garden Tour and raised \$12,710. Guests enjoyed beautiful gardens, artists in the garden as well as shopping from area vendors. Participants look forward to this event every year.

· NATIONAL HOSPICE MONTH

To celebrate National Hospice Month in November, over 400 dozen home-baked cookies were distributed to honor our area physicians, their staffs, and medical facilities. This event is affectionately known as “Dr. Cookie.”

· TREE OF LIFE

Tree of Life is our end-of-year fundraising effort for WWCH and provides an important community service for those facing grief during the holidays. Participants can purchase a paper ornament in memory of a loved one who has passed away. Glass commemorative ornaments were also available for purchase. This year’s design featured a cute wintery moose. All the names are displayed on a tree in downtown Walla Walla and read aloud at a memorial ceremony. Net proceeds from Tree of Life were \$18,649.

2016 DONORS

In 2016, 949 constituents – foundations, trusts, businesses, families and individuals - gave cash gifts to Walla Walla Community Hospice. 593 of those were repeat donors. In addition, many in-kind donations were made to fundraising events and Camp Amanda. The financial support of the community – large and small – encourage us, and we are honored to have the ongoing support of so many.

\$500+ DONORS:

- Dawn Adams
- Mark and Patty Anderson
- Anonymous
- Chris and Dianna Baird
- Lloyd and Heidi Baker
- Ball Living Trust
- James and Jeanne Beirne
- The Benevity Community Impact Fund
- Kristi Bever
- Arda Blevins
- Blue Mountain Community Foundation
- Tim and Lynne Brennan
- Brian and Alison Bruggeman
- Donald Bush
- Byerley Farms Inc.
- Clara & Art Bald Trust
- Tim and Krista Davidson
- Carol Dayton-Votendahl
- Dean and Shari Derby
- Dunham Cellars
- Elk Drug
- Estate of Leona Clarno
- Milton-Freewater Area Foundation
- George T. Welch Testamentary Trust
- Nancy Graf
- Mark and Kelli Haugen
- Rebekah Heath
- Scott and Rebecca Hendricks
- Hospice Foundation of America
- Jim & Karol Mroczek
- Junior Club of Walla Walla
- Kelly's Restaurant & Lounge
- Jamie and Becky Kennedy
- Kenneth B. Wells Charitable Trust
- Helen Kerr
- Mike and Laurie Klicker
- Joe and Kathy Landoni
- David Lincoln

- Tom and Sandi Madsen
- Loyd and Virginia Mahan
- Estate of Grace McCabe
- Kari Miller
- Thomas Miller
- Susan Monahan and Mark Brucks
- Mt View/Colonial Dewitt Funeral Chapel
- NAIFA Walla Walla
- Nelson Irrigation
- Craig and Mindy Nelson
- Kenneth and Laura Norris
- Lawrence North and Andrea Dobson
- Northwest Grain Growers Inc
- Patterson Charitable Foundation
- Jennifer and Chris-Allan Peha
- Jim Peterson
- Marcia Plocharsky
- Providence St Mary Medical Center
- Karen and Justin Robison
- Russ and Lynne Pierce
- Sonia Schmitt
- Duane Scroggins
- Manford and Betty Simcock
- Ann Smith
- Molly Smith
- Susan G Komen for the Cure
- Alfred 'Spike' and Debbie Teal
- Dick and Ruth Thomassen
- Tompkins Brothers
- Ronald Tompkins
- United Way of Walla Walla County
- Loraine and Mary Valencsin
- Jerry Votendahl
- Walla Walla Cruisers Car Club
- Walla Walla Exchange Club Foundation
- Gerry Weber
- Matthew and Christine West
- James Healy & Ellen Wolf
- Woodward Canyon Winery
- Joe and Donna Wujek
- Michael Zagorski
- Louis Zaro
- Larry and Marie Zawatzky

DONATION TOTALS:

Total gifts \$282,259

BEREAVEMENT SUPPORT

by Catherine Zimmerman, LICSW, ACHP-SW
Bereavement Coordinator/Counselor

During 2016, Walla Walla Community Hospice continued to support and build on its bereavement programs to meet the needs of the community. Three additional ten-week grief support groups were offered to meet the demand of those in our community who had suffered loss, with a total of nine groups being held.

The bereavement program was enriched by the creation of two new monthly drop-in support groups. Cup of Comfort is a general bereavement session for coffee, learning, and support. Circle of Caring is a group for parents who have lost a child. These groups blossomed through the regular attendance of a core group of bereaved that provided a comforting presence for newcomers. WWCH's bereavement programs also benefited from the active engagement and involvement of several "graduates" of our ten-week support group sessions, who later signed up to become bereavement volunteers and used their experience and knowledge to companion others struggling with life after loss.

Bereavement volunteers are essential to our program offerings. Volunteers set up for groups, greet people and help them to feel comfortable when they arrive for a program. They also offer their own unique wisdom about how they have survived a grief experience. Volunteers bring hope and comfort. They also offer practical support. Volunteers make reminder calls to people interested in program offerings throughout the first year of grief, when the burden of loss often makes remembering details more difficult. Volunteers also make check-in calls to families served by our hospice at about the two month mark. At this point in time after loss, family members of the bereaved have generally gone home leaving the bereaved to cope with their new reality. A well-timed check-in call offers support and provides information about the many services available if a person is struggling with grief. Hospice bereavement mailings, offered at specific intervals throughout the first year, also help keep our bereavement

programs' supportive services in front of those who might need them. During 2016, about a dozen support group graduates initiated informal peer support to address the often unmet social needs of many bereaved. Armed with the knowledge that connection and social support is helpful to surviving loss, graduates organized coffee get-togethers, field trips, and evening or weekend activities to create the social connection that helps healing after loss. Peer support is ongoing and continuing through the efforts of these special graduates and filling an important need in the community.

Individual or one-on-one counseling continues to be offered to all who have suffered loss. Four sessions are offered and approximately twelve people take advantage of this counseling support each month. When individuals need more support that WWCH can offer, "a warm hand-off" is offered through referral and collaboration with other community agencies and counselors.

"Getting through the Holidays" was offered as a single weekend workshop instead of the previous two weeknight format. Participants provided positive feedback that this new approach worked well. Additional services include children's support groups (held in coordination with area schools) and "Grief in the Workplace" support (requested by employers). We also maintain a lending library with grief resources available to the community.

PROGRAM ATTENDANCE:

Adult Groups, 10 weeks (x9).....	102
Cup of Comfort (x10)	75
Circle of Caring (x11)	50
Grief in the Workplace (x2).....	17
Getting Through the Holidays	21
Children's Groups	4
Individual Counseling	148

"Soon after my father's death, I began counseling through hospice. Hospice saved me from chronic despair, depression and sorrow, and showed me a future of further healing and promise."



♥ 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 at a school gym in Walla Walla, there is a one-day reunion when the previous summer's campers and volunteers gather together. Camp Amanda was held July 29-31, 2016. It was amazing to see 30 campers cross the foot bridge on Friday afternoon and

be matched with their volunteers. This was the largest group of campers we've ever had in attendance! During the entire weekend, the weather was sunny and warm, and the setting was very peaceful beside Mill Creek. As Sunday afternoon approached, the campers and volunteers had bonded, shared, learned, cried and laughed, and had a life-changing experience together. The campers now have a new sense of self-confidence to guide them in their grief.



CAMP FACTS:
Number of campers:..... 30
Ages of campers: 7-14 years
Number of volunteers: 42

FURTHER INFORMATION:
facebook: /CampAmanda
web: wwhospice.org/campamanda

2017 CAMP DATE: JULY 28-30

COMMUNITY EDUCATION

Seeking to advance our community's understanding of end-of-life care, pain control, grief, and bereavement, we offer a variety of education opportunities each year. We attended community health fairs and gave 25 presentations to audiences which included community groups, medical clinics, skilled nursing facilities and assisted living facilities.

A community screening of the Frontline documentary "Being Mortal" was held in the fall. The screening included a conversation on how to take concrete steps to identify and communicate wishes about end-of-life goals and preferences.

In addition we sponsored two professional education conferences:

23rd Annual Hospice Foundation of America conference - "*Managing Conflict, Finding Meaning – Supporting Families at Life's End*".

Co-sponsorship of the Tri-State Inland Northwest Hospice Veteran Partnership Palliative Care forum - "*Partners in Care – Working Together to Meet Palliative Care Needs*."

*"I remember that
a little over a year ago
when you first walked
through my door
you all brought with
you peacefulness and
calmness."*

New!



INTRODUCING OUR NEW, USER FRIENDLY WEBSITE!

In 2016 we rolled out a new, user friendly website. We hope that this site will be a quick reference for those seeking information about our services, events, volunteer opportunities; to those wanting to donate online, and for people who may want to join our staff.

The calendar section allows us to easily keep visitors informed on dates and details of all of our upcoming events, grief support programs, and board meetings for up to a year in advance. Donations can easily be made through an online portal, and prospective employees can view job descriptions and apply online.

A Google Translate button allows for the content to be viewed in languages other than English. The site is mobile-responsive to make it easy to view from phones or tablets.

WWHOSPICE.ORG

THANK YOU TO ALL OF OUR VOLUNTEERS!

Ana Aguilar	George Conkey	Natalie Horner	Doug Morton	Tim Schroeder
Susan Albee	Moira Conklin	Chris Howard	Leslie Munoz	Lindsey Schuetze
Suzie Aldrich	Mary Lou Crouter	Lois Huesby	Jan Nelsen	Chris Shampine
Terri Alekel	Laeklynn Culpepper	Alex Johanson	Theresa Nichols	Jack Shannon
Theresa Alexander	Maxine Cummins	Ashley Johnson	Frances Nishi	Chandler Siedler
Catherine Anderson	Liz Curtis	Libby Johnson	Kari Noack	Rich Simpson
John Anthony	Karen Dahlquist	Pat Johnston	Marty Nyman	Genevieve Sisemore
Darlene Babcock	Cindy Donohue	Becky Kennedy	Chuck Olmstead	Marna Smith
Liz Baird	Kelson Dunn	Mary Kennedy	Theresa Osborne	Anthony Spada
Bonnie Ballard	Esther Dutton	Shea Kimball	Renea Parker	Adam Spencer
Denise Bartlow	Brady Edwards	Timothy Klipfel	Barry Patzer	Emma Spencer
Richard Bartlow	Rhoda Ehrman	Ron Knight	Kaye Peck	Kathy Spencer
Anne Bascom	Jeanne Elder	Knights of Columbus	Steve Peck	Shirley Stenvall
Lacey Becker	Emma Evans	Kathy Krebs	Emily Pedraza	Jennifer Stephens
Kelly Belcher	Grace Evans	Judi Krein	Hannah Peha	Marian Stephens
Bethany Benjamin	Kain Evans	Jane Kreitzberg	Jennifer Peha	Tammy Stream
Delores Bennington	McKenzie Finnicum	Scott Krivoshein	Shantel Perkins	Cheryl Svoboda
Kathy Berg	Jan Fintel	Tara Krivoshein	Andrew Perrin	Lucia Svoboda-Wilson
Luci Berg	Pam Floch	Corliss Ledington	Madison Pester	Brenda Swenson
Amanda Bess	Cheryl Ford	Lily Lee	Craig Peterson	Doug Swenson
Heather Bierwagen	Liz Fraser	Brittany Lemons	Hannah Pettyjohn	Lexi Swenson
Cheryl Bloom	Bette Fread	Sadee Long	MaryAnn Piver	Carrie Swift
Jeff Bloom	Connie Gabrielson	Judy Loposer	Linda Podall	Melissa Swopes
Judy Board	Carol Gentzler	Tensie Lovejoy	Wayne Pollard	Phon Syanouthai
Jeanne Boschker	Alex Gogl	Krystal Lum	Lisa Pontarolo	Heather Tacheny
John Boschker	Andrew Gogl	Alice MacDonald	Michelle Potts	Cheryl Tate
Nancy Bowes	Miriam Gogl	Jennifer Mallo	Natalie Potts	Debbie Teal
Wendye Bren	Peter Gogl	Mike Malott	Chris Price	Kyndra Teal
Diane Briggs	Trevor Gogl	Lisa Mathias	Skip Pritchard	Tiffany Teal
Chris Brizendine	Tamara Gordon	Donna Matiko	Melissa Ramsey	Hannah Tekimutian
Phuong Brown	Connie Goude	Topher McClellan	Aaron Randall	Kim Thompson
Rachael Bruce	Amie Green	Cameile McClure	Todd Randall	Jessie Tilley
Ann Burghardt	Brad Green	Dan McCracken	Jean Reister	Cathy Udenberg
Kim Burres	Sherrilyn Greenwald	Kelley McFarley	Emily Reynolds	Sharon Unruh
Laura Cardenas	Dana Grieb	Sharon McGee	Maddie Richards	Marissa Waddell
Sidney Carrara	Franca Grieb	Carol McKinstry	Merilee Richardson	Dorothy Wallace
Kassandra Carroll	Aaron Grubb	Mary Jane McMichael	Brad Riordan	Rex Wallace
Jovanna Centre	Alicia Haider	Teeny McMunn	Ruth Riordan	Tami Wass
CH2M Hill	Norma Hanson	Cathy Mehn	Jacque Roach	Wayne Wassmuth
CiCi Chalupsky	Krystal Harris	Heidi Meliah	Angela Rohde	Sonya Watts
Carolyn Christy	Kelli Haugen	Tim Meliah	Steve Rose	Natalie Williams
Gareth Clausen	Samuel Haugen	Fran Meyer	Margaret Roser	Jeanette Wilson
Marcia Clausen	Carolyn Hellberg	Sylvia Mickelson	Shelby Ruiz	Tim Wright
Lorraine Clemen	Emily Hendricks	Dave Miller	Barbara Rutzer	Lee Young
Brenda Clifton	Barbara Hetrick	Maki Miller	Cheri Ruzicka	Linda Young
Claircy Clizer	Connor Hoeft	Dottie Monahan	Marvin Ruzicka	Lawrence Zawatzky
Clark Colahan	Alex Hoffarth	Debbie Moore	Joyce Sanks	Benjamin Zimmerman
Wanda Cole	Barbara Hoffman	Sara Moran	Dennis Saul	Catherine Zimmerman
College Place Garden Club	Nicholas Holce	Tom Moran	Jody Schneidmiller	Michelle Zitek

EMPLOYEES

Rebecca Hendricks, CPA
Executive Director
(retiring April 2017)

Topher McClellan
Executive Director
(effective May 2017)

Lawrence Zawatzky, MD
Medical Director

William Ashby, MD
Associate Medical Director

REGISTERED NURSES

Susan Dewald
Peter Gogl
Sherrilynn Greenwald
Morgan Ledington**
Kayla Nored
Cindy Oster
Brandi Proffitt*
Sadie Rhodes-Towne*
Jennifer Stephens
Cheryl Tate

NURSING ASSISTANTS

Jordan Barnett**
Lisa Barlett*
Clara Beltran*
Joshua Hamilton-Froelich
Carol Irons
Timber McCandless**
Marissa Person
Mickie Thompson

SOCIAL WORKERS

Nancy Bowes
Sherrice Croft**
Arlene Whitney
Catherine Zimmerman

DIETICIAN

Shannon Simpferfer

CHAPLAINS

Keith Canwell
Terry Rice

ADMINISTRATIVE STAFF

Cheryl Bloom**
Volunteer Coordinator

Cheri Ruzicka**
Camp Amanda Coordinator

Chris Pacheco
Bookkeeper/IT Coordinator

Tiffany Teal
Medical Records Coordinator

Laurie Klicker
Community Relations Coordinator

Claire Evans
Events Coordinator

Elizabeth McCracken
Office Coordinator

* *New in 2016*
** *New in 2017*

OUTGOING STAFF

*In 2016 we also said good-bye to
the following employees:*

Amie Green
Dana Grieb
Sheryl Joan Heinrich
Chris Indermuehle
Tammy Stream
Linda Walcker
Mary Wollumuth
(and spring of 2017)
Alexa Davidson
Kathy Spencer

BOARD OF DIRECTORS

Brian Bruggeman

Barbara Hetrick, OD
Past President '16

Nicholas Holce
President '17

Topher McClellan
Secretary/Treasurer '16

Barry Patzer

Jennifer Peha
President Elect '17

Wayne Pollard, LICSW
President '16

Skip Pritchard

Merilee Richardson

Melissa Swopes

Heather Tacheny, MD

*"We are so
appreciative of all
your organization
has done for us.
Words cannot
express all the
comfort and
encouragement you
have provided."*

Encourage



Walla Walla Community
H O S P I C E

1067 Isaacs Avenue
Walla Walla, Washington 99362

Return Service Requested

NON-PROFIT
POSTAGE PAID
PERMIT #36
WALLA WALLA, WA
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 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

