



Walla Walla Community  
H O S P I C E

## 2017 ANNUAL REPORT



### YEAR IN REVIEW

*By Nicholas Holce  
President 2017*

2017 was a year of change for Walla Walla Community Hospice. Most notably, after seventeen years of service, Rebecca Hendricks retired from her position as Executive Director. For those of us who saw her regularly, we knew Rebecca to be a calming, intelligent, and capable leader. Under her guidance, WWCH grew significantly, providing more services to patients all over Walla Walla Valley than ever before. In fact, according to one community leader, WWCH became the “gold standard” for non-profits in Walla Walla under Rebecca’s leadership. I couldn’t be happier for Rebecca as she begins the next page of her story.

Topher McClellan joined WWCH as the new Executive Director in March and has worked hard to ensure we meet the growing needs in the valley. Like Rebecca before him, Topher came to Hospice with significant finance experience and put that knowledge to work immediately.

In other news, WWCH purchased the adjoining property at the beginning of 2017 and is working diligently to create a safe, comforting space for members of our community. Although it is still in the early stages, everyone is excited about the possibilities and opportunities to use the property to serve as a communal meeting place.

WWCH also conducted a strategic planning workshop in 2017, where we reaffirmed our commitment to our core mission statement: to provide compassionate care to patients in the final stages of life and support for their loved ones and caregivers. Our mission statement has been the consistent bedrock of our organization, and we

used the workshop to create tangible goals that keep us on track with that mission.

Amidst all of this change, WWCH has continued to reach individuals and families in their time of need.

“ I am  
forever grateful to you  
for allowing me to be a  
wife instead of a nurse  
during my husband’s  
journey. ”

-Patient’s loved one

*continued* ▶

## COMMITTED TO QUALITY

By Cindy Oster, RN  
QAPI Coordinator

Walla Walla Community Hospice has had numerous changes over the past year. One thing that has not changed is our commitment to quality.

The team at Walla Walla Community Hospice is comprised of committed and highly trained clinical and administrative staff that supports each other in providing the highest possible quality of care to the critically ill patients and families of the greater Walla Walla Valley community.

Walla Walla Community Hospice's Quality Assurance and Performance Improvement (QAPI) program actively monitors every aspect of the agency's operations in accordance with Medicare guidelines.

The QAPI committee has several ways of collecting and analyzing data to determine the quality of each aspect of the services provided. Surveys are sent by a third party to a family member after the patient's death to collect information regarding the family's perception of their experience, and to look for areas where we can improve. The electronic medical record software used by our agency is able to compile reports regarding other specific quality measures. Other data is compiled by reviewing medical records manually.

Another source of data is obtained from Medicare directly. Medicare has implemented this process that looks at specific quality measures (called the Hospice Item Set, or HIS) which are now publicly reported. There is a significant lag time, so the information on Medicare's website is a compilation of data collected in 2016. Walla Walla Community Hospice identified areas in which this data did not accurately reflect the quality of service being provided to our patients and their families. Specific examples are the quality items related to pain screening and pain assessment. WWCH scores on Medicare's website don't accurately reflect the attention given to patient's pain by our nurses, since our software did not report data recorded in the wrong place within the medical record. This situation was identified by the QAPI committee, education was provided to the nursing staff, and the most recent reports from Medicare reflect more accurately the high quality of care given by our staff.

*continued...* In 2017, our dedicated employees cared for 403 patients - a number that has consistently been going up every year - and 211 volunteers donated 2,636 hours of support.

I would also like to thank everyone who is reading this. Everyone at WWCH chose to work here because they recognize the important role this organization fills, and it is only through your support that we are able to serve. In 2017, you provided a total of \$229,348 in donations and through fundraising.

As President this last year, I have been excited to see how WWCH has adapted to meet the needs of our community. Healthcare laws have changed, and we have ensured compliance. Technology has progressed, and we have employed it to better serve our patients. The coming years will only see more changes for us and the rest of the healthcare community, and I am confident that our skilled staff will do an exemplary job keeping us on the forefront of care for years to come.

Through all of my talk of changes at WWCH, I suspect that if you are reading this, you have experienced a significant change of your own, and I hope you found help and comfort in your time of need. Amidst all of our own changes, our central motivation has always been to remain a bastion of security and assistance for you: our community. I hope you are comforted knowing that we will be there whenever and wherever you need us, whatever changes may come our way. We are in this together.

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.

# EXECUTIVE DIRECTOR REPORT

By *Topher McClellan*

This past spring I was honored to be asked to fill the very large shoes of Rebecca Hendricks, Executive Director for the last 16 years. These last 9 months have been complete with both challenges and blessings as Walla Walla Community Hospice moves fully into its next iteration.

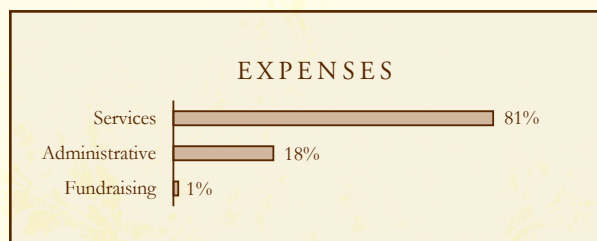
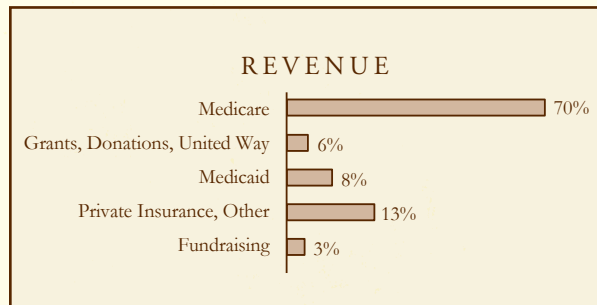
The mission of Hospice is unique and requires a special mix of dedicated people to meet the demands inherent with walking alongside those at their end-of-life journey. I have been blessed to work alongside a group of passionate and professional caregivers that are deeply committed to serving those most in need and in their darkest hour. Being around this group has made me realize that they are one of a kind and specifically gifted to serve our community in this critical capacity. The care they provide is much more than physical—it is expansive and meets patients and loved ones on many different levels. Having an ability to facilitate this and provide an envelope of comfort and support changes not only the family

situation, but the hospice caregivers as well.

Much has changed over the last year. Health service providers for end-of-life care are reimbursed at a flat, daily rate. Costs multiply, the regulatory environment continues to change, yet budgeting for such challenges while continuing to provide excellent service remains the focus of hospice. We continually seek to implement the most effective and efficient ways of providing quality care for patients and families. This last year we were able to serve 403 community members and their families and caregivers for a total of 15,128 days of care.

The Board of Directors met in March of this last year to complete the strategic plan--pointing the organization in a new direction for the future. Weighing all the variables, the board was able to refine our strategic vision by being an employer of choice, achieving growth within the organization to meet the future needs of the community while fostering an internal culture of steadfast stewardship, integrity, regulatory compliance and clinical excellence. This plan was last completed 10 years ago and due to the variety of changes that have occurred within the industry it was prudent to set forth new goals, objectives and tactics to continue to serve those in our community.

Walla Walla Community Hospice has enjoyed past success in part due to the many generous people of the community who have been touched by Hospice in one way or another. Our community has given donations, memorial gifts, grants and support by volunteering an participating in events. This support helps us continue the mission of providing the miracle of care. Thank you to all of our community members who walk alongside us; your support for our mission is many times awe-inspiring and makes our mission happen. We appreciate you very much.



*“Sunsets are proof that endings can often be beautiful too”* -Beau Taplin

## 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 2017:*

#### · EVENING OF ELEGANCE

“Adventures in Wonderland” was the theme for our annual dinner and auction gala event this year. Over 50 volunteers helped with table decorations, transportation, greeting, and silent auction! We would not be able to undertake an event like this without the help from our wonderful volunteers. The evening was attended by 237 guests and raised \$50,465 for hospice programs.

#### · POND & GARDEN TOUR

235 guests attended the 16th annual Pond & Garden Tour and raised \$6,536. Guests look forward to this event every year! This year, they enjoyed beautiful gardens, artists in the garden as well as shopping from area vendors. Volunteers spent hours making charming garden flags available for sale as well.

#### · NATIONAL HOSPICE MONTH

To celebrate National Hospice & Palliative Care Month in November, over 150 boxes of home-baked cookies were distributed to honor our area physicians, their staffs, funeral homes, and medical facilities. Volunteers baked several hundred cookies, and helped deliver to these organizations. Those on the receiving end of the cookie boxes look forward to these boxes every year, and are so appreciative when they receive them! This event is affectionately known as “Dr. Cookie.”

#### · TREE OF LIFE

Tree of life is our end-of-year fundraising effort from Walla Walla Community Hospice and provides an important community service for those facing grief during the holidays. Participants can purchase a paper ornament in the memory of a loved one who has passed away. Glass commemorative ornaments are also available for purchase. This year’s design featured a beautiful pine bow and cone. All the names are displayed on a tree in downtown Walla Walla and read aloud at a memorial ceremony. Our 2017 Tree of Life consisted of 983 names; net proceeds from Tree of Life were \$17,793.

## PATIENT CARE FACTS & FIGURES- 2017

Patients served: .....	403
Total patient days of care: .....	15,128
Average length of stay (days): .....	48
Median length of stay (days): .....	13

### PATIENT VISITS:

Nursing .....	3,164
Social Work .....	1,202
Spiritual .....	936
CNA .....	4,478

### PATIENT PROFILE AGE:

85+ .....	183
65-84 .....	166
51-64 .....	52
31-50 .....	8
18-30 .....	2
Birth-17 .....	0

### GENDER:

Male .....	193
Female .....	210

### AREA OF RESIDENCE:

Walla Walla County .....	312
Columbia County .....	18
Umatilla County .....	73

### DIAGNOSIS:

Cancer .....	165
Lung Disease .....	35
Alzheimer’s/Dementia .....	47
Heart Disease .....	40
CVA/Stroke .....	18
Renal Failure .....	14
Neurological Diseases .....	3
Sepsis .....	12
Liver Disease .....	35
Other .....	34

## PATIENT CARE

*by Gina Pollard  
Patient Care Coordinator*

2017 was a year of change for our team of clinical professionals. We said farewell to many amazing teammates who we will miss and be forever grateful for the opportunity to work alongside with. This has given our team a wonderful opportunity to add new and some returning faces to our already incredibly talented hospice family.

Our focus was to come together, working collaboratively for the greater good of the community we humbly serve. Part of this goal included strategic planning for our short and long term future. During our breakout strategic sessions we identified models of efficiency that could better facilitate a smoother admission process. Having a dedicated admission nurse is one example of how we are innovating to meet our community's needs. An admission can take up to 3 hours to complete depending on the needs of the patient and their loved ones. By having a dedicated admission nurse the primary nurses can focus on their patients' needs and provide continuity of care which the families so often thank us for. This also allows for our primary nurses to be able to increase the number of patients they can help on their patient caseload because the 3 hours they would have spent on the admission can now be spent supporting their patients weekly needs.

During 2017 we identified areas for growth. We have improved documentation compliance both quality and timeliness and now have built in measures in place to determine accuracy and timeliness in almost real time. The team has done a wonderful job and has set the bar high. I am extremely proud of the growth I have seen in just the short time I have been their Patient Care Coordinator.

Our dedicated clinical team is made up of our Medical Director, Registered Nurses, Social Workers, Chaplains, and Certified Nursing Assistants. This interdisciplinary group of professionals work tirelessly to support the patient and caregiver's needs. At Walla Walla Community Hospice

we are here to walk alongside our patients through this journey and highly value the patient's decisions. This is their journey and they are the authors of this chapter in their life. So many times we hear our patients say they had wished they had come onto hospice services earlier. Patients have the right to ask their healthcare providers about Hospice but often are unaware of when to do so.

Here are key points to remember when considering Hospice services. 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. Patients of any age and with any life-limiting illness are eligible. Hospice care focuses on quality of life and dignity for our patients and shifts from treating the life-limiting illness to maximizing the patient's comfort and giving them quality pain free time with their loved ones. When you choose Hospice services you choose a robust array of professionals ready to meet your needs during this very important and precious time in the patient's life.

In the upcoming year we will be providing trainings and education for our partners in the community and building bridges with both new and established referral sources. The future is bright and I am thrilled to be part of this resilient team!



Patient Care

# 2017 DONORS

## \$500+ DONORS:

- Edna Abbott
- William Albee
- Clarence and Judy Anderson
- Mark and Patty Anderson
- James and Jeanne Beirne
- Gary and Shari Bergevin
- Blue Mountain Community Foundation
- David Bowers
- Jon and Wendye Bren
- Byerley Farms Inc.
- Carl & Ann Schmitt
- Centura Health
- Chvatal Farms
- Clara & Art Bald Trust
- Sharon & Larry Clinton
- Tim and Krista Davidson
- Carol Dayton-Votendahl
- Dean and Shari Derby
- Dunham Cellars
- Elk Drug
- Estate of Clara Stewart
- Estate of Leona Clarno
- Harriet and Paula Filan
- Bill and Libby Frazier
- Grassi Refrigeration Services
- Dan and Amelia Grinstead
- Julie Hanson
- Mark and Kelli Haugen
- Scott and Rebecca Hendricks
- Jerry & Pamela Gardner
- Joyce Underwood & Chris Brizendine
- Mark and Kim Kajita
- Kelly's Restaurant & Lounge
- Fred and Gale Kimball
- Mike and Laurie Klicker
- Joe and Kathy Landoni
- David Lincoln
- Lori & Gary Asmus
- Gary Lunden
- Tom and Sandi Madsen
- Loyd and Virginia Mahan
- David Meeker
- Thomas Miller
- Milton-Freewater Area Foundation
- Susan Monahan & Mark Brucks
- James and Elizabeth Moyer
- Nelson Irrigation
- Craig and Mindy Nelson
- Kenneth and Laura Norris
- Lawrence North and Andrea Dobson
- Northwest Grain Growers Inc
- Pacific Power Foundation
- Patterson Charitable Foundation
- Jennifer and Chris-Allan Peha
- Jim Peterson
- Marcia Plocharsky
- B J Posta
- Richard & Cecile Ervin
- Karen and Justin Robison
- Marvin and Cheri Ruzicka
- Rebecca & Vinay Samudre
- Tom Sawatzki & Lori Thomas
- Duane Scroggins
- Gail Shelton
- Nancy Simon
- Eula Sinden
- Richard and Mary Sundberg
- Susan Thompson
- Ronald Tompkins
- United Way of Umatilla & Morrow Counties
- United Way of Walla Walla County
- Matthew and Christine West
- Jesse Wilkinson
- James Healy & Ellen Wolf
- Yancey P. Winans Trust
- Larry and Marie Zawatzky

## OPERATIONS & COMPLIANCE HIGHLIGHT

We all know that the healthcare industry is heavily regulated. Walla Walla Community Hospice is no exception to those regulations. Compliance is especially important and covers a range of internal and external processes which result in effective operations. Within the last year we have improved some of our processes and are proud to say that we embrace the constant change of the healthcare world.

*Some 2017 highlights...*

- WWCH entered the Technological-Age. We have adopted cloud-based payroll and human capital management software to help us with our hiring, onboarding, and human resources procedures. Adopting this 21-century tool has helped us streamline internal processes more effectively. This has also put focus on our employees, increasing employee morale.
- WWCH developed an Emergency Management Plan focusing on the continuity of patient care, communication between our community partners, and training our employees about the circumstances surrounding an emergency. We will continue to learn how to mitigate the impact of both natural and human based emergencies using a risk-assessment with an all-hazards approach. Our goal is to sustain a sense of peace to fulfill our mission during an emergency event.
- WWCH collaborated with external resources to conduct a full-scale mock survey. We walked away with insight of improvements in preparation for Medicare Surveys and a foundation for conducting internal mock surveys. We have also established an internal documentation auditing system, creating a culture of transparency and teambuilding between clinical employees.

Compliance in any business helps achieve a smooth operations course. It holds employees to an appropriate expectation and perpetuates undoubtedly exceptional level of patient care. Ultimately, compliance keeps us accountable to ourselves and the community we love to serve.

## BEREAVEMENT SUPPORT

Home baked bread, social interaction and community engagement. These words can be used to describe how our bereavement services have evolved this last year. In September, we moved our grief groups back to the Isaacs administration building with a vision of bringing the community into our work environment, creating a comforting atmosphere for support groups and directly engaging the staff with the bereaved in order to build relationships. It has been amazing to witness the new friendships that are formed among the participants in these sessions and watch how they continue well beyond group.

Walla Walla Community Hospice's bereavement programs include our 10-week support group session that provides an environment of open communication to express their grief and a sense of belonging with others struggling with life after loss. We have expanded our offerings this last year to include a drop-in Christian based grief a support group designed by our chaplains called "Walking with Hope". This session follows our standard 10-week support group format with highlights on the spiritual components of processing grief. Here, Christians of all denominations can express themselves more comfortably and focus on the spiritual components of bereavement.

Also, this last year we offered a three-hour series "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. Attendees include those who have lost spouses, children, friends and co-workers as well as professional counselors who are getting the tools to provide assistance to others during the busy holiday season.

Our grief group attendees have expressed how they have gained "a sense of freedom to express my grief without the fear of scrutiny from others", that the information they learned was "valuable and useful" and how they have developed a "kinship" with the others experiencing grief. Our bereavement services consistently continue to impact our community and provide another example of how hospice walks the journey with patients and their loved ones.



## ♥ 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 28-30; a beautifully warm weekend next to Mill Creek. The campers and volunteers bonded, shared, learned, cried, and laughed, making it a lifechanging experience for all. Campers headed back home on Sunday with a new sense of self-confidence to guide them in their grief.



### CAMP FACTS:

Number of campers: ..... 19  
 Ages of campers: ..... 7-14  
 Number of volunteers: ..... 36

### CAMPER COMMENTS:

Q: What was the most important thing you learned at Camp Amanda?

A: *"I'm not alone."*

### PARENT COMMENTS:

Q: What changes have you noticed in your camper since he/she attended Camp Amanda?

A: *"She likes to talk about her dad and come to me and cry saying, 'It's okay to cry, Mom.'"*

### STAFF VOLUNTEER COMMENTS:

Q: What was Camp Amanda like for you?

A: *"It was such an amazing experience. It not only helped the kiddos learn to grieve, it helped me, too."*

### FURTHER INFORMATION:

facebook: /CampAmanda | web: [wwhospice.org/campamanda](http://wwhospice.org/campamanda)

## COMMUNITY EDUCATION

At hospice, we are always looking for ways to engage our community and provide understanding of end-of-life care, bereavement services and our role in walking with patients and families experiencing a life-limiting illness.

This last year we offered a community screening of “When grief is complicated” which is an educational video series that discusses the complex issues surrounding complicated grief. The film was followed up by a panel interview that included specific experiences and a free-exchange of ideas with the attendees.

Also this last year we attended community health fairs and gave in-service presentations with community groups, clinics, skilled nursing facilities and assisted living facilities explaining the benefits of hospice and how our services impact the continuum of care.

*“A paradigm shift of viewing palliative care or hospice as a gift instead of seeing it as giving up has the potential to change the way we experience advanced age.”*

-Lisa J. Shultz

*A Chance to Say Goodbye:  
Reflections on Losing a Parent*

“ *Your presence  
made us feel safe.* ”

-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  
*Patient Care Coordinator*

### REGISTERED NURSES

Susan Dewald

Peter Gogl

Morgan Ledington

Lisa McShane

Kayla Nored, *Lead RN*

Cindy Oster

Sadie Rhodes-Towne

Jennifer Stephens

Cheryl Tate

Sherry Warshauer

### NURSING ASSISTANTS

Lisa Barlett

Alexa Davidson

Joshua Hamilton-Froelich

Carol Irons

Timber McCandless

Marissa Person

Mickie Thompson

### DIETICIAN

Shannon Simpfinderfer

### SOCIAL WORKERS

Sherrice Croft

Arlene Whitney

Alessandra Ramirez

### CHAPLAINS

Keith Canwell

Terry Rice

### ADMINISTRATIVE STAFF

Luci Berg

*Volunteer Coordinator,*

*Camp Amanda Coordinator*

Chris Pacheco

*Controller/IT Coordinator*

Kyla Frasco

*Medical Records Coordinator*

Elizabeth McCracken

*Office Coordinator*

Topher McClellan

*Executive Director*

Ionne Velasco

*Operations & Compliance*

Change

# THANK YOU TO ALL OF OUR VOLUNTEERS!

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

## 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 2017 was \$113,072.69. (2,636 hours and 211 volunteers).

### 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

Rebecca Cardell

Mario Delgadillo

Brian Hope

Nicholas Holce

Tom Moran

Barry Patzer

Jennifer Peha

Skip Pritchard

Merilee Richardson

Andrew Rodriguez

Melissa Swopes

Heather Tacheny, MD

*“...the uniquely compassionate and professional health care services you provide are without equal in the medical community.”*

-Patient Quote

*Service*



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](mailto:info@wwhospice.org)

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

*web* [wwhospice.org](http://wwhospice.org)

