Hospice of Yuma is a non-profit 501(c) 3 community-based organization that has been providing skilled, compassionate care to terminally ill patients and their loved ones for over 32 years. Hospice of Yuma was created thanks to the hard work and dedication of community leaders and volunteers who believed that Yuma needed quality hospice services for terminally ill patients who wanted to remain at home surrounded by their loved ones. Hospice of Yuma serves most of Yuma County and is licensed by the State of Arizona and certified by Medicare, AHCCCS and ALTCS.

Our board of directors and senior management

**Board of Directors**
2013-2014

Glen Moss, **President**  
Don Peterson, **Vice President**  
Darren Mattice, **Secretary**  
Gary Smith, **Treasurer**  
Bart Bernstein, MD  
Elizabeth Carpenter  
Rob Filbey  
John Garcia  
Lea Jerpseth  
J.P. Mahon  
Bob Nidiffer  
Donna Oglesby  
Mary Beth Porchas  
Colin Scholle  
Lynda Steyaert

**Management Team**
2013-2014

John Williams, LMSW, **Executive Director**  
Carol Davis, RN, **Director of Clinical Services**  
Randy Fedorchuk, MD, **Medical Director**  
Verna Austin, RN, **Director of Patient Coordination**  
Angelica Galaviz, **Accounting & Billing Coordinator**  
Elizabeth Nuñez, **Volunteer Coordinator**  
Gina Murrietta, **Bereavement Coordinator**  
Alysia Munoz, **Planned Giving & Event Coordinator**  
Rosie Peña, **Donor Relations Coordinator & Editor**  
Dorothy Toney, **Thrift Shop Manager**
Our Mission

Hospice of Yuma provides compassionate care through a dedicated team of professionals and volunteers to individuals and their families who deal with chronic and terminal illness, while advancing palliative care and community awareness that death and grief are a natural part of life.

Our Vision

To develop, enhance, and expand hospice and palliative care services in the Yuma area.

Our Goals

• Be the leading source of end-of-life education and services for terminally ill patients in the Yuma area.
• Ensure ample financial resources to meet the challenge of the agency’s vision.
• Promote the expansion of palliative care services to both terminally and chronically ill patients.
• Pursue the development and expansion of hospice programs to meet the needs of a growing community.
• Maintain the highest standards of professional expertise with staff members who promote excellence in palliative and end-of-life care.

A caring physician made the referral to Hospice of Yuma. Almost every need for information was anticipated. No question was left unanswered. No need for compassion was left unfulfilled. With the support provided by our hospice team, it was possible to comply with mom’s wish to die at home with dignity.

Justine Robinson, Daughter of a Hospice of Yuma patient
It would be accurate to say that the 2013-2014 fiscal year has been an interesting, challenging time for hospice care across the United States. Healthcare trends and federal regulation increases were just two focused areas affecting Hospice of Yuma (HOY). In 2014, there were a total of nine very significant federal regulations implemented that impacted hospice care. Most were due to the Affordable Care Act and the federal government’s increased effort to eliminate healthcare fraud. Hospice care is just one of the many types of healthcare being placed under the microscope. Managing the oversight of these regulations has resulted in Hospice of Yuma staff learning to do more with less. Along with increased requirements came increased costs and continued decreases in Medicare hospice reimbursements. We also had to face the impact of the continuation of a 2% sequestration cut in Medicare reimbursement. As we faced financial challenges throughout the 2013-2014 fiscal year, we remained committed to fulfilling the organization’s mission and ensuring that every family we assisted received the very best. Every financial challenge we faced was overcome by the generosity and support of individuals and businesses in our community.

For Fiscal Year 2013-2014, we provided care and services for 614 families; 438 received hospice care and bereavement follow up services. Of that number, 30 patients had no insurance or ability to pay for care. The cost of their charity care totaled $159,000.00. One hundred people received assistance through our Wig & Prosthesis Program, which is completely funded by donations. We expanded our Community Bereavement Program and provided counseling and services for 76 families who had experienced the death of a loved one who was not on hospice service. To address continued financial pressure and remain good stewards with what has been given to us, we continued to strategically cut and reorganize our organization’s spending priorities. We worked diligently to achieve sound fiscal management, while assuring that our patient care services remained intact with the quality of care our community has come to expect from Hospice of Yuma. As we continued to place patients and their families as our number one priority, we were fortunate to receive some large estate gifts from individuals and families that had been long-time supporters of Hospice of Yuma. These selfless gifts helped us to carry out our mission and finish the year with a $792,890.00 net gain in revenue from operations. The largest of the estate gifts was moved to Hospice of Yuma’s Arizona Community Foundation Investment Account to assist us in the future.

On behalf of the Board of Directors, our staff, our patients and their families, we offer our sincere gratitude for your willingness to support our mission. Your generosity provides compassionate care for dying patients, helps their families to cope with loss and creates opportunities to hold bereavement support groups to all who have suffered a loss in our community. Your support assists cancer patients coping with change to have a wig or prosthesis and gives them a renewed self-image and hope to continue on with their treatment. Your support is transformed into loving care 365 days per year, 24 hours per day, and 7 days per week. It provides hope and quality of life and ensures that compassionate end-of-life care and support services remain available for everyone in our community who needs them.
CONSOLIDATED FINANCIAL STATEMENT OF OPERATIONS
As of October 31, 2014

REVENUE
Net Patient Service Revenue $3,920,068
Donated Revenue (net of direct expense of $105,643) $2,043,374
Investment & Other Income $267,702
TOTAL REVENUE $6,231,144

EXPENSES
Program $4,288,231
General & Administrative $589,130
Fundraising $353,197
TOTAL EXPENSES $5,170,552

Change in NET ASSETS $1,060,592

*Please contact Hospice of Yuma at 928-343-2222 for a complete copy of the 2013-2014 Financial Statement.

Who received Hospice Care in FY 2013-2014

<table>
<thead>
<tr>
<th>BY AGE</th>
<th></th>
<th>BY DIAGNOSIS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Newborn - 17</td>
<td>0.5%</td>
<td>Cancer Disease</td>
<td>40.1%</td>
</tr>
<tr>
<td>18 - 64</td>
<td>12.1%</td>
<td>Heart Disease</td>
<td>23.1%</td>
</tr>
<tr>
<td>65 - 74</td>
<td>20.0%</td>
<td>Respiratory Disease</td>
<td>10.0%</td>
</tr>
<tr>
<td>75+</td>
<td>67.4%</td>
<td>Central Nervous System Disease</td>
<td>10.0%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Other Terminal Conditions</td>
<td>16.8%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BY ETHNICITY</th>
<th></th>
<th>PATIENT GENDER</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>African-American</td>
<td>2.5%</td>
<td>Female</td>
<td>51%</td>
</tr>
<tr>
<td>Asian</td>
<td>0.5%</td>
<td>Male</td>
<td>49%</td>
</tr>
<tr>
<td>Caucasian</td>
<td>66.4%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>American Indian</td>
<td>1.4%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hispanic</td>
<td>29.2%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Our team of caring professionals

As the community’s only non-profit provider, Hospice of Yuma has cared for thousands of patients and families since 1981 by providing compassionate hospice and palliative care, grief counseling, and support to terminally ill patients of all ages, their families, and the community. Patients are eligible for our care any time after a physician diagnoses them with a terminal illness and the patient has a prognosis of six months or less. Our hospice clinical teams, which strive to meet each patient’s unique needs, include:

- **Medical Director/Physicians** who consult with the patient’s primary physician, oversee clinical decisions, and provide in-home visits when needed.
- **Registered Nurses** who oversee the patient’s care, provide pain and symptom management, education, and emotional support.
- **Social Workers** who provide emotional support and community resources.
- **Home Health Aides** who assist with personal care, such as bathing and dressing.
- **Homemakers** who provide light housekeeping services.
- **Bereavement Counselors** who offer individual and group counseling to families in our care, as well as community members who are coping with loss.
- **Volunteers** who provide support, including companionship, help with errands, chores, and respite.
- **Chaplains** who offer emotional comfort and spiritual care.
- **Social Workers** who provide emotional support and community resources.
- **Homemakers** who provide light housekeeping services.
- **Bereavement Counselors** who offer individual and group counseling to families in our care, as well as community members who are coping with loss.
- **Volunteers** who provide support, including companionship, help with errands, chores, and respite.
- **Chaplains** who offer emotional comfort and spiritual care.

Services available to the community

**WIG & PROSTHESIS PROGRAM**

In 1998, Hospice of Yuma began a wig and prosthesis program to fill a need in the community that was not being met. People going through treatment for cancer or who have had mastectomies can receive wigs and/or prostheses in a comfortable and supportive environment. What started out as a small program has steadily grown over the years. As part of our outgoing outreach to the community, anyone who is suffering from a loss of hair due to illness or cancer treatment, or has lost breasts due to mastectomies, may come in for assistance. There is no charge for the wigs, scarves, hats, prostheses or bras. Monetary contributions given to this fund are used to purchase products to supply the room in the Fund Development building. Hospice of Yuma’s Wig & Prosthesis Program assisted 100 people in the 2013-2014 fiscal year.

**BEREAVEMENT PROGRAM**

The time of grieving is often the most painful and overwhelming period that a person will experience. Inevitably, grief touches all of our lives. The community bereavement program available through Hospice of Yuma is designed to help people coping with grief and loss. In addition to providing bereavement support to our patients’ families and loved ones, our program offers bereavement services to anyone who has suffered a loss and needs assistance. We often find that those who are grieving have lost someone to a sudden death, which can be traumatic to those left behind. At Hospice of Yuma, we offer the same support and counseling in our community bereavement program as we offer to our families who have had a loved one receiving hospice services.
My father, Layne Smith peacefully passed away at the age of 89. In his prime, he lived a very busy and eventful life. He was a self-employed hardware store owner for 40 years, enjoyed hunting and fishing, built his own home, built a truck bed camper and called it his “fishing rig”, and built a houseboat that everyone enjoyed using during the summer months. He was active in Kiwanis, Lions Club, Knife and Fork, President of the Chamber of Commerce, a member of the City Council and Mayor. He had a great sense of humor and was always ready for a good joke. He served in the Army Air Corp during WWII, assigned to the 677th Bombardment Squadron of B-29 bombers. He was stationed on the Island of Tinian in 1945 at the same time the two atomic bombs “Little Boy” and “Fat Man” were delivered and prepared to be dropped on Japan.

My father was an active, vibrant individual. However, during his WWII days he began smoking cigarettes and continued smoking for nearly 40 years. He quit cold turkey in his early 60’s but his breathing capacity was now irreparably damaged and he eventually required the use of oxygen. The number of various medications he was taking started to increase, he began having stomach pains that required visits to the emergency room and as time progressed, he began to exhibit signs of dementia. He fell on three separate occasions and, as a result, sustained injuries to his head and arms. Each of these incidents involved ambulance transportation and emergency room evaluation. The last fall required an evaluation at Barrow Neurological Institute in Phoenix that involved air ambulance helicopter transportation. It became apparent that he was no longer able to care for himself alone.

Hospice of Yuma came to the rescue after a thorough examination by the medical director who determined that my father was in a state of medical and mental decline and did qualify for hospice care. Hospice of Yuma immediately created a care plan that included medication management, bathing, volunteer visits, oxygen, special medical equipment and frequent progress evaluations just to name a few. We no longer had frequent emergency room visits in the middle of the night because the HOY medical director and nurses proactively managed these issues. Words cannot express how much Hospice of Yuma blessed the lives of my family, making it much easier for us to care for him in his fragile condition. This highly professional care gave us peace of mind and the knowledge that he was in the caring, compassionate hands of an entire field of medical providers that worked long hours to guarantee that my Dad’s final weeks or months were filled with positive and meaningful experiences.
Created in 1991 by volunteers to assist in raising funds to help care for the terminally ill, the Hospice of Yuma Thrift Shop has played a major role in assisting Hospice of Yuma to fulfill its mission. When the Thrift Shop first opened, it was run out of a storage room in the main Hospice of Yuma office building. The total revenue for its first year of operations was approximately $14,000.00. As the years passed and thrift shop operations grew, it was given its own space with an extra room to display donated furniture. Its growth over the past two decades is due to hundreds of dedicated Thrift Shop volunteers who put many hours of work into making it successful. Besides the contributions of the volunteers, generous donors from the community have donated used items including clothing and furniture to be resold to the public. The Hospice of Yuma Thrift Shop now provides hundreds of thousands of dollars of support for our charitable care program. The net proceeds generated by the thrift shop are used specifically for this purpose. Its continued success is a testament to our wonderful volunteers and the generosity of the community we call home.

Dorothy Toney (R), Thrift Shop Manager and Thrift Shop Volunteer Suzanne Kirk (L), who also happens to be her sister and one of Hospice of Yuma’s biggest supporters.

You may have heard about our special events

**Yuma County Fundraisers**
The employees of Yuma County organize various fundraisers to help Hospice of Yuma’s Charitable Care Program. They have held raffles, carne asada lunches, and an annual golf tournament to benefit our patients.

**P.K. Hodges SW Ag Golf Tournament**
An annual golf tournament celebrating its 29th year in 2013-2014. It raised $28,000.

**Monster Mash Gala**
An evening of dinner, dancing, and live and silent auctions to benefit the Charitable Care Program.

**Mother’s Day Tea & Father’s Day Mailing**
An annual mailing to commemorate the loved ones in our lives on their special days.

**National Hospice Month**
During the month of November, Fisher Chevrolet, Fisher Jeep/Dodge, Fisher Hyundai, Sonora Nissan, Zamora Kia & Alexander Ford donated $25 for each new vehicle sold. Chretin’s Restaurant held their annual dine-in fundraiser with their 60’s-inspired menu & prices.

**Light-A-Light**
A holiday-inspired fundraiser to honor or remember a loved one during the holidays.

**Thrift Shop & Furniture Showroom**
Memorial donations are made in memory of a friend or loved one. Honorariums are made in honor of a birthday, anniversary or other special occasion of family, friends or neighbors.

Gifts to the Hospice of Yuma Endowment Fund are held in perpetuity and the interest income is used for patient care and operational expenses.

Many of our loyal supporters include Hospice of Yuma in their estate plans because they have experienced the comfort of hospice care. An estate honors your connection with our work and ensures that we will always be here for families like yours. Ensure your legacy by creating an estate plan that provides for you and your loved ones, meets your financial goals, and supports Hospice of Yuma.

There are various types of ways that you can leave your legacy and help a non-profit organization. They include:

**Bequests**

Giving through a will is a convenient way to leave a lasting legacy for the organization(s) you believe in. Bequests can be made to the Hospice of Yuma General Fund, Endowment Fund, or Merrifield Fund.

**Life Insurance**

Gifts of assets, policies that have “outlived” their original purpose or a new policy naming Hospice of Yuma as the beneficiary. Charities benefit from long-term funding and donors receive tax benefits.

**Stocks, Gift Annuities, Trusts & Estates**

Hospice of Yuma is assured funds for its future and the donor receives income and/or tax benefits.

For more information or for a copy of our Estate Planning Workbook, please contact Hospice of Yuma at 928-343-2222.
LEGACY PARTNER PROGRAM

Dedicated donors help ensure the future growth of Hospice of Yuma by making annual gifts. Our Legacy Partners help ensure that compassionate and quality end-of-life care is provided to the terminally ill in our community when it is needed most. Legacy Partner gifts may be made in memory or in honor of a loved one.

Gift categories are as follows with each category having different benefits:

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Founder</td>
<td>$10,000</td>
</tr>
<tr>
<td>Benefactor</td>
<td>$2,500</td>
</tr>
<tr>
<td>Platinum Partner</td>
<td>$1,000</td>
</tr>
<tr>
<td>Gold Partner</td>
<td>$500</td>
</tr>
<tr>
<td>Silver Partner</td>
<td>$300</td>
</tr>
<tr>
<td>Bronze Partner</td>
<td>$150</td>
</tr>
</tbody>
</table>

Gay Anderson
Harley & Ann Berryman
Joyce Blutt
Bill & Pat Bowdich
Erik & Brenda Brandt
Del Pueblo RV Resort LLC
Tom & Mary Lou Edwards
Pearl Gleichman
Sammy & Mary Ann Goddard
Linda Goodman
Dusty Grooms
Mark & Karleen Hammons
Joanne Harrington
Lucille Hatfield
Gus Headington
Sue Henson
Fred & Carolyn Hoffmeyer
Scott & Susan Israels
Pauline R. Johannsen
Thomas G. Kelly III
Patricia Kenyon
Suzanne E. Kirk
Ruth Leal
Harold & Irasema Maxwell

Robert Meiser
Merla M. Moody
J. Glendon & Barbara Moss
Lyle J. Nelson
Kerry & Kristine O’Bannon
Bob Ochylski
Donna Oglesby
Joseph & Dorothy Otondo
David Parmele
William Perius
Marinita Phillips
Welton Phillips
Jesus & Sherry Quintana
Marvin Rather
Mark & Sue Reynolds
Blake & Phyllis Smith
Gary & Lynn Smith
Jody Smith
Southwest Gas Corporation
David & Dolores Sussman
Richard A. Taylor
Ann Traverso
Steven Watkins
Waymon Farms

Memorial Founder’s List
We want to honor the memory of the following people who joined our proud list of Founders. By naming Hospice of Yuma as a beneficiary of their Estate, their generosity will allow us to continue to fulfill our mission into the future.

Herb & Anna Hicks
John & Maye Keith
Albert & Doris Merrifield
Sylvia Stone
Bonnie Lucille Warren
Hospice of Yuma would like to recognize the generosity of the following individuals and companies:

1st Bank Yuma
A.T. Pancrazi Real Estate
Advantage Health Inc.
Albertson’s
Alexander Ford Lincoln
Gay Anderson
Aponi Home Health Team
Araby Acres Christian Fellowship Church
Barkley Ag. Enterprises
Blue Cross Blue Shield of Arizona
Bonita Mesa RV Resort
Bose Corporation
Carol Burks
Elizabeth Carpenter
Chretin’s Restaurant & Cantina
Louis & Geri Didier
Dole Fresh Vegetables
DPE Construction Inc.
Tom & Mary Lou
Carol Engler
Raymond & Ann Farley
Fisher Chevrolet Buick GMC
Foothills Bank
Foundation of YRMC
Griffin Ranches, Inc.
Michael Hanson & Kimberly Fless
Fred & Carolyn Hoffmeyer
Rob Ingold
Eric & Dickson Kehl
Helen Kehl
Troye J. Kiefer
Suzanne E. Kirk
Kroger’s Stores (Fry’s)
Laura Davis Estate
Robert & Elizabeth Mallon
Guy & Carol Mann
Massolo Brothers Inc.
Robin McAdory
MCAS Yuma Station Chapel
William S. Mitchell
John & Charla Morton
J. Glendon & Barbara Moss
Ochylski Enterprises
John & Pamela Osterman
Mary Fran Witt Reagan
Red’s Birdcage Saloon
Lupe Rodriguez
Mark & Kate Rodriguez
RxPositive Medical Supply
Dan & Bobbi Shay
Blake & Phyllis Smith
Vic Smith
SMT Farms, LLC
Robert & Senait Smythe
Sonariz Financial & Mortgage Inc.
Sonora Nissan
Southwest Gas Corporation
Sunset Vista Funeral Home & Crematory
Synergy HomeCare of Yuma
Terkelsen, Smith, Tyree & Snell PLC
The Nunes Company, Inc.
Lynn & Peggy Thompson
Thomas E. Thompson
United Way Employees
UPS Employees
VFW Ladies Auxiliary Post 6790
Waymon Farms
John & Wanda Williams
Yuma County Employees
Yuma Mortuary & Crematory
Zamora Kia of Yuma

We want to thank everyone who supported Hospice of Yuma through their generosity this year. Our organization exists and continues to fulfill its mission because of you.