This report represents Karen Ann Quinlan Center of Hope Hospice's responses to Charting Impact, a joint project of BBB Wise Giving Alliance, GuideStar USA Inc, and Independent Sector. Charting Impact uses five simple yet powerful questions to encourage strategic thinking and help organizations share concise information about their plans and progress toward impact.

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Mission:
KAREN ANN QUINLAN HOSPICE KAREN ANN QUINLAN HOME HEALTH CARE MISSION STATEMENT
The Karen Ann Quinlan Hospice is a not-for-profit organization which provides a full continuum of high-quality in-home medical, emotional and spiritual services to individuals requiring hospice, family members and the community.

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information on Charting Impact, visit www.guidestar.org/chartingimpact
1. What are we aiming to accomplish?
Goals 1) Alleviate pain 2) Facilitate a comfortable and safe home environment 3) Provide the full continuum of hospice care 4) Assist loved ones in the grieving process 5) Serve all in need of Hospice services in our community regardless of ability to pay. One of the goals of Hospice and Palliative care is to alleviate pain of all kinds whether physical, emotional or spiritual. We also endeavor to assist the family in creating a comfortable and safe home environment. Though the focus of Hospice is home based the definition of home has been changing. We strive to provide care wherever the patients call home whether that is a traditional home, an assisted living facility, a nursing home, or in our Hospice Residence that will serve as the patient’s home. The Karen Ann Quinlan Hospice offers bereavement care to our community whether their loved ones have utilized our Hospice or not. Through the support of individuals and businesses in our community as well as government and corporate grants we will continue to offer these services to all in our community regardless of ability to pay.

2. What are our strategies for making this happen?
Strategies In order to fulfill our goals we have a highly trained clinical staff with continued education in the latest improvements in pain management. We provide an interdisciplinary team with specialists in Nursing, Social Work, Counseling and the highest quality Certified Home Health Aides. We have a vigorous Chaplain Service. We are constructing a 10 bed Home for Hospice to provide care for those who, for a variety of reasons, cannot receive Hospice in their own home and to provide a Respite for Caregivers. We have opened the Joseph T. Quinlan Bereavement Center to provide a wide range of services including but not limited to; Individual Counseling, Support Groups and Children’s Art Therapy. We will need a full time Director of Foundation to partner with the community to raise funds to support our care of indigent patients as well as our non reimbursable Volunteer and Bereavement services.

3. What are our organization's capabilities for doing this?
Capabilities We have in place an interdisciplinary team of specialists in Nursing, Social Work and Counseling. We have a full time Chaplain, 2 Part time Chaplains and 2 trained volunteers. We have over 30 highly trained Certified Home Health Aides, many with advanced skill specific training in such issues as Catheters, Advanced Stage Cancer, Heart Disease, and more. We have in place the Director of our Home for Hospice, having achieved Certified Assisted Care Administrator Certification. We have 2 full time and 1 part time grief counselors and one trained volunteer. We have approval from the Department of Community Affairs and the Department of health to construct our Home for hospice. We have in place a Director of Foundation as well as a Community Relations Liaison.

4. How will we know if we're making progress?
Indicators We utilize Quality Assurance and Performance Improvement surveys and Patient Satisfaction surveys to chart our progress versus our peer group and the national average. We utilize DEYTA surveys to track our performance. We utilize demographic data on our clients to chart the progress in our Bereavement Care to the community. We chart the progress of the Home for Hospice through bi-weekly progress meetings with the Architect and Contractor on site. We track Grants and Donations as well as Memorials to assure that we can continue to offer expanding services while remaining fiscally sound.

5. What have and haven't we accomplished so far?
Progress The QAPI Program gathers data and submits these figures quarterly to DEYTA for comparison with peer and
national Hospice programs. Our statistics are compared with the industry benchmarks for the leading symptom management issues in end of life care. Current statistics are available upon request. Our falls are overseen by a consistent Fall Prevention Program of varied safety monitors. These indicators are put in place to support our weakened and compromised Hospice population preventing serious injury and adverse events which directly impact quality of life. Our ongoing program, with a lack of any reportable adverse events, puts us above our peer groups for safety and data results are available to validate this claim. With the implementation of good symptom management, family education and support and recognition of patient goals as a driving force of care, we report over 98% of our patients end their life in their arena of choice, comfortable at their own reportable level of comfort, and with a support system in place. We have a large portion of the money needed through local support and secured mortgage money to cover the rest of the construction cost for the Home for hospice. Our Bereavement Service Utilization is up by over 20% from 2012 and utilization by non hospice community members is up by over 4%. The Joseph T. Quinlan Bereavement Center now has 2 full time Counselors, a part time Counselor and a trained Volunteer. Grief Education classes are at full capacity. Our indigent care has more than doubled since 2011 with more growth expected. Foundation grants have been achieved to partially fund indigent care.