

THE HOSPICE OF BATON ROUGE IMPACT REPORT 2020

YOUR DOLLARS AT WORK



The Hospice of Baton Rouge consistently ranks above the National average for hospice quality indicators, year in and year out.



3,041
spiritual visits
serving 21 various denominations



247
COVID-19 patients
cared for by our team



198
Palliative Care
patients
served with advanced illness management



2,029
volunteer hours
generating \$54,762 in cost savings

Grief & Bereavement Services



1,901

Bereavement visits and calls made

including in-person visits and telehealth sessions

859

total families served in the community

individual counseling | group sessions
bereavement | Camp Conquer



Held free individual counseling and community Grief Support Groups that helped over 114 people in our community suffering from a loss.



Started an activity-based support group for widows to come together and heal through activity therapies like cooking.



Began hosting family days as part of our Camp Conquer program where families could join their children for grief support.

The Hospice of Baton Rouge

What our patients' families are saying

100%
of respondents

from 2020 Patient Satisfaction Survey

- ✓ always felt hospice team listened carefully
- ✓ always asked about beliefs, values and treatment preferences
- ✓ always felt Religious support from hospice team members
- ✓ always felt they were treated with dignity and respect
- ✓ always felt emotionally supported by the hospice team
- ✓ always got help if their loved one had breathing difficulties
- ✓ always felt supported after family member's death



I don't think there is anyone who would describe 2020 as easy. What began as a seemingly normal year quickly turned into an exhausting and emotional ride that still has a very tight grip on most of the world today. Personal, financial and professional challenges have forced so many to re-evaluate what matters most. We were all tested in ways we never could have imagined.



We realized quickly into 2020 that we had to be more compassionate, more innovative and more resilient. We recommitted ourselves to every single one of our patients, their families and their care. We embraced every COVID positive patient, whether it was in their home or in The Butterfly Wing. We became advocates for those who couldn't have family near, then we went on caring for their families when they were unable to gain the closure they so desperately needed from their grief. And finally, we cared for each other – we learned how to process and share the load of our physical and emotional burdens that accompanied this unimaginable year.



The Hospice of Baton Rouge faced the challenges of 2020 head on, together as one team. I can truly say that I am in awe of the sacrifices and dedication from our team and I could not be more proud of the exceptional care we have given and will continue to give, through it all.



Catherine Schendel
Chief Executive Officer

OUR MISSION AT WORK MISSION MOMENTS

When facilities were having to restrict family members entry to be with their loved ones due to COVID-19, we opened The Butterfly Wing to any and all COVID-19 hospice patients and their families. We provided the necessary safe guards and personal protective equipment so they could safely spend precious final moments together.

Cared for and found a forever home for over a dozen of our patients' pets through our Pet Peace of Mind program

Held many special pinning ceremonies for Veterans in our care to be honored through our We Honor Veterans program

Provided 10 months of comprehensive hospice support to Jose, who was not accepted by other hospice agencies due to a lack of insurance coverage

Granted 7-year-old Larry's wish by setting up a Christmas tree after finding out his grandmother was too sick and weak to decorate the home they shared

In 2021, the Mission Moments fund will allow The Hospice of Baton Rouge to grant more patients' final wishes, as well as provide basic needs, such as food, shelter and utilities for those most in need.

Hosted a 44th wedding anniversary celebration for Mary and Jim in The Butterfly Wing with family, cake, champagne, flowers and balloons

Began a "Cooking Through Grief" class for widows to learn how to prepare meals for just one person

Provided necessary medical supplies and helped Stephen make one last beach trip to Pensacola with his family

Continued our yearly tradition of bringing food and gifts to so many needy families in and around our community during the holidays