



NORTH HAWAII HOSPICE

*Serving North Hawaii's Families
since 1986*



2017 ANNUAL
REPORT

OUR MISSION

We believe in supporting people's wishes to approach the end of life with a greater sense of empowerment, comfort, and peace. To this end, we provide compassionate, professional care at home for:

- terminally ill patients and their families in their homes.
- people seeking support with grief and bereavement.
- people seeking education about end-of-life issues.
- visitors experiencing a sudden death or trauma while on the Island of Hawaii.

Founded 31 years ago on Hawaii Island to provide the deepest level of compassionate, professional, ethical and culturally sensitive care to our diverse community .



LETTER FROM THE EXECUTIVE DIRECTOR

Aloha North Hawaii Hospice Ohana,

North Hawaii Hospice has been serving our community for 31 years and we are celebrating providing hospice service to more than three thousand people living on this special island. We say we are celebrating because our work with people whose lives are nearing completion assists them and their loved ones to quietly celebrate the lives they have lived. The heart of our service has been the abundance of loving care that our dedicated staff and volunteers have given to each and every patient. We each deserve to be cared for by those who understand our emotional and spiritual needs as we complete our earthly lives. We deserve the opportunity to express our hopes and fears and be heard, honored, and supported. We are entitled to live our last months and weeks in the setting of our choice and be treated according to our beliefs and values. This is our work. Mahalo for joining us and supporting us. We are YOUR hospice.

Aloha nui,

A handwritten signature in cursive script that reads "Katherine".

Katherine Werner, MHA, RN
Executive Director

OUR PROGRAMS

COMPASSIONATE HOSPICE CARE

Comfort and dignity for the seriously ill and assistance and peace of mind for their families.

SUPPORTIVE CARE SERVICES

Some insurance providers have joined with NHH to provide a program for enhancing the quality of life for patients with serious illness who are still receiving curative treatments but may require highly skilled symptom and pain management and supportive services delivered in their homes.

BEREAVEMENT SUPPORT

Grief support providing an opportunity to share experiences and feelings regarding the death of a loved one. One-on-one counseling and group support activities are provided to the greater community and are available for anyone who has lost a loved one. These services are offered free of charge. For more information, call Inez Schultz at 808-885-7547.

END-OF-LIFE DOULA PROGRAM

Specially trained hospice volunteers that serve as a companion to patient facing the end of life. For more information on volunteering to provide End-of-Life Doula support, please call our Volunteer Coordinator, Bobbi Bryant, at (808) 885-7547.

COMMUNITY MEMORIAL PROGRAM

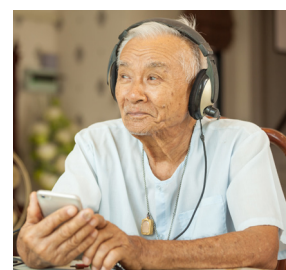
Our Floating Lantern Ceremony, to Honor and Remember™ is offered to our entire community free of charge. A lantern release and special ceremony to remember loved ones is offered the last Sunday in August each year. We partner with Fairmont Orchid Hawaii to provide this beautiful sunset ceremony each year. Mark your calendars for the last Sunday in August 2018.

OUR VOLUNTEER PROGRAM

An opportunity to make a difference in the lives of hospice patients and families through direct patient care volunteering or through serving at events or in the hospice office. To learn about our volunteer program or to apply for volunteer training, visit www.northhawaii hospice.org or contact Bobbi Bryant, Volunteer Coordinator, at 808-885-7547.

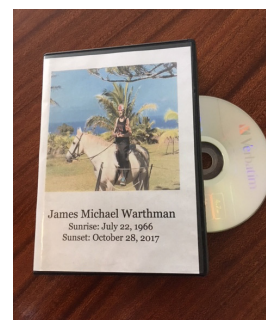
MUSIC TO REMEMBER

Music to Remember brings personalized music into the lives of our patients through digital music technology, vastly improving quality of life. Music to Remember is based on the internationally acclaimed Music and Memory Program founded by Dan Cohen. The use of music calms the mind and enables the listener to focus on the present moment and regain connection to others.



THE MO'OLELO PROJECT

The Mo'olelo project is a legacy preservation program in which a person's life story is recorded in digital format. A caring and compassionate volunteer will talk story to guide a patient through memories of their life's journey, preserving precious insights to be treasured for generations to come. The patient can also leave specific information for various members of the family including passing on wisdom, values, and wishes the patient would like to share with family members.



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NEW

BRIGITTE RUTGERS PATIENT KOKUA FUND

While most insurance plans cover the cost of hospice care based on the patient being cared for in the comfort of their home by family members, room and board costs for care in settings other than home are often not covered. For some patients, the home setting is not an option. Many families are not able to afford the costs of these settings. The Brigitte Rutgers Patient Kokua Fund was established this year with a gift in honor of Brigitte Rutgers.



SWING INTO SPRING HIGH TEA AND AUCTION held at the beautiful Waiki'i Ranch clubhouse. This event brought in more than \$60,000 to support North Hawaii Hospice. Mahalo to all of our volunteers, tea hosts, and attendees who made this event a huge success.



11TH ANNUAL TOMMY BAHAMA BIG ISLAND CLASSIC TO BENEFIT NORTH HAWAII HOSPICE was held June 6, 2017. The event raised more than \$50,000 to support our hospice services. Mahalo to everyone at Tommy Bahama and to all of our golfers, volunteers, and staff that made this event a success.



Bob Moitoza (former patient) with Kaiki Gunderson-Cook (NHH Patient Case Manager). Kaiki is wearing the lei that Bob made for her.



Margaret Wood (former patient) with NHH Spiritual Counselor Bob Schwarzhaupt.



Leilani Dumaguin (NHH Patient Case Manager) with Margaret Wood (former patient).

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North Hawaii Hospice Volunteer Training 2016



Karen Rowland, Carol Fryer, Larissa Tran, Bob Shoup, Cathie Jardine, Gina Bonn, Pat Grant, Cathi Keene, Leeza Schiffer, Jane Johnson, Sandra Atcheson, Aravel Forbes, Susan Betancourt, Christine Wharton-Morris.



Jim Warthman (Former Patient) with Karen Rowland (NHH Volunteer).



GIFTS TO NORTH HAWAII HOSPICE MAHALO TO OUR DONORS

Our giving report includes the names of those individuals, community groups, and businesses who have given gifts to North Hawaii Hospice from July 1, 2016 to June 30, 2017.

Your generosity makes it possible for North Hawaii Hospice to enrich our community by helping people discover the gifts that preparing for death can bring: Compassion, Insight, Courage, Humility, Inspiration, Confidence, and Growth.

Please go to NorthHawaiiHospice.org for more information and a convenient way to support us.

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Hal and Maryann Ward
Debbie Washburn
Hisae Watanabe
Lynne Watanabe
Mr. and Mrs. Naoshi Watanabe
Charles and Katherine Webster
Don and Carol Weir
Kristi Weiser
Wren and Jaime Wescoatt
Michael Whelan
Marjorie White
Lisa and Vaughan Winborne
Lana Wold
T. J. McAniff and R. L. Wright
Momoe M. Yamamoto
Norene Yamamoto
George and Fukue Yamasaki
Mr. and Mrs. Hideto
Yanagisawa
Frosty and Marcia Yardley
Dirk Yoshina
Ronald Young and Kimberly
Young
Ah Chin and Amber Yung
Ah Loy and Hanohano Yung
Ah Lun and Bebe Yung
Dodie Zuke

IN-KIND

Mr. and Mrs. Chris Agorastos
Merle Ah Hee
Ahualoa Farms
Alphane Moon Garden
Sandra Atcheson
Bamboo Restaurant Hawaii
Christopher Barthel

Genesis K. Bell
 Billy and Pat Bergin
 Kanoe Bertelmann
 Beth Bohn Hawaii
 Big Island Bike Tours
 Big Island Country Club
 Big Island Discovery/
 Kahua Ranch
 Big Island Moonbow Farms
 Michael Blackwell
 Blue Dragon Bodywork
 Blue Hawaiian Helicopters
 Melanie Holt and Tim Bostock
 Roland Boyd
 Hal and Nicki Burchard
 Brenda Burgus
 Kay and Kevin Cabrera
 Cafe Pesto
 Canada-France-Hawaii
 Telescope Corp.
 Charley's Thai Cuisine
 Marta Ciancio
 The Club at Hukulia
 Valerie Corcoran
 Hulali Covington
 Tony and Wendy Craven
 Mr. and Mrs. John Crouch
 Michele Dahl
 Davis Estates
 Kee Dunning and
 Stacy Stelflug
 Mr. and Mrs. David Eastridge
 Elements Jewelry and Crafts
 Fairmont Grand Del Mar
 Fairmont Kea Lani
 Fairmont Orchid
 Fairmont Scottsdale Princess
 Four Seasons Resort Maui
 at Wailea
 Dr. and Mrs. Everts Fox
 Harue Furumoto Trust
 Bob Gies
 Gary and Kari Hagerman
 Hapuna Beach Prince Hotel
 Whitney Harvey
 Connie Hastert
 Hawaii Forest and Trail
 Hawaii Prince Golf Club
 Hawaii Tart Company
 Hawaiian Island Creations
 Pat Hill
 Honokaa Marketplace
 Pam Hons
 Loring Howell
 Hualalai Resort
 Hualalai Spa
 Marion Humphreys
 Akinori Imai
 Imiloa Astronomy Center
 of Hawaii
 Island Thyme Gourmet
 Nancy Johnson and
 Christopher Stelfox
 Johnson Brothers
 Joseph Phelps Vineyards
 Kamuela Liquor Store
 Sarah Kannon and Kyle Fife
 Kapolei Golf Club
 Tom Kapp and Cindy Roher
 Kekela Farms
 Hans and Tanya Klutt
 Ko Olina Golf Club
 Kohala Burger and Taco
 Kohala Coast Wine
 and Spirits LLC
 Kohala PlainAir
 Kohala Village HUB

Kohana Wai
 Kohanaiki Golf and Ocean Club
 Mr. and Mrs. Adi W. Kohler
 Kona Brewing Company
 Kozy's Tiki Palace
 KTA Kamuela-Waimea Center
 Mr. and Mrs. D. K. Kwiatkowski
 Lava Lava Beach Club
 Alan Gartenhaus and
 Rhoady Lee, III
 Candace Lee
 Linda Lee Originals
 Mai Grille
 Jan Marrack
 Maui Jim
 Mauna Kea Beach Hotel
 Mauna Kea Spa by Mandara
 Mauna Lani
 Sea Adventures, Inc.
 Pam McGrath
 Franca McGuffie
 Ann Medve
 Mika Salon
 Nalu Kea Sportfishing
 Nanea Golf Club, Inc.
 Napua at Mauna Lani
 Beach Club
 Sue Neyens
 Nicco Floral Design
 Barbara Nobriga
 Ocean Sports Waikoloa
 The Offices of Dr. Joan Greco
 Orchid People LLC
 Pacific Massage Services
 Parker School
 Patricia Eli Aesthetics
 Poipu Bay Golf Course
 Pueo's Osteria
 Rare Hawaiian Honey Co.
 John and Denise Ray
 Marcia Ray
 Red Barn
 Cathleen Rickard
 Robert and Linda Rigg
 Christopher and Virginia Robb
 Roy's Waikoloa Bar and Grill
 Ruth's Chris Steak House -
 Mauna Lani
 Sansei Seafood Restaurant
 and Sushi Bar
 Dr. Frank Sayre and Laura
 Mallery-Sayre
 Dr. Monica Scheel
 Seafood Bar and Grill
 Robert and Carly Shepherd
 Gail Jackson and Bill Simonsma
 Smart Destinations
 Mr. and Mrs. Edward D.
 Staniec, Jr.
 Starbucks
 Jonathan Staub and J
 efferson Finney
 Steve's Akaka Falls Farm
 Subway
 Sushi Rock
 Nani Svendsen
 Peter and Kathleen Thoene
 Tiffany and Co.
 Tommy Bahama
 Restaurant - Bar - Store
 Vera Bradley
 Shirley Wagner
 Waikoloa Beach and Kings'
 Courses
 Waikoloa Beach Marriott
 Wailela Golf LLC
 Waimea Outdoor Circle

Barbara Wales
 Sherman and Elaine Warner
 Richard and Linda West
 Mary Witthans
 Mr. and Mrs. Woodson K.
 Woods
 John and Margo Wray

COMMEMORATIVE GIFTS WERE RECEIVED IN MEMORY OF THE FOLLOWING PEOPLE:

Jaquelyn
 Parents
 Al Allinson
 John Armitage
 Marlyn and Alan Axelrod
 Matilde Balboa
 Annie Bell
 James M. Bell
 Kenneth Bennett
 Manu Brand
 Geraldine Brighter
 Marilyn, Tom, and David Buell
 Alvin Chong, Sr.
 Kathleen Crampton
 John Dean
 Benigno Dela Cruz
 Joan Dempster
 Charles DeWitt
 Nelson and Eiko Doi
 Takashi Domingo
 Roger Enns
 Joanne Erlandson
 Natalia Etarian
 Rod Feliciano
 John Flynn
 Ruth and William Foster
 James Frazier
 Takeshi Fujino
 Harue Furumoto
 Patricia Garties
 Jane Gerrety
 Arthur and Winnie Gonsalves
 Martha L. Greenwell
 Rab Guild
 Melvin Garth Hamilton
 Robert Hanano
 Shirley Helms
 Kiyotsugu and Shizuko Hirako
 Jack Hodgson
 Robert Hons
 Grace Houchin
 Bradford Houser
 Hayato Ishii
 John Kainoa, Jr.
 Francis Kaneshiro
 Peter Kim
 Julia Kimura
 Michie Kimura
 Larry Kirkland
 John Kitchen
 John Knutzen
 Jitsuo 'Porky' and
 Akiko Kotake
 Ernest Kurlansky
 Pat Lee
 Eudora Lincoln
 Pete L'Orange
 Mariam G. Macion
 J. Brent and Janet Smith Malin
 Richard Marquardt
 Amy Maruyama
 Vernon Maxwell
 Jack McDermott

Florence McPeek
 Dick Medve
 Kiyoshi Miyashiro
 Robert Moitoza
 Vivian Moku
 Sean Moore
 Naka Morton-Washburn
 Mike Moynahan
 Stanley and Yoshio Murakami
 Marion Nahulu
 Jerry Nakagawa
 Milton Nakagawa
 Leo Neyens
 Kaio Nishida
 Amy Nordin
 Mary Obrastoff
 Louis O'Connell
 Kathleen 'Casey' O'Malley
 Clemente Pampo
 Bert Pelca
 Helen Pickering
 Nancy Piianaia
 Colette Pirie
 Sandi Portnoy
 Ben and Amy Radin
 Jack Ramos
 Bill Reed
 Joyce Riley
 Margaret Poole Robb
 Richard Robb
 Bonnie Roher and Betty Day
 William Rolph
 Richard Rowe
 Mutsuto Bill Ryusaki
 Robert Schmidt
 Whitten Scholtz
 Carolyn Seto
 June Sherwood
 Iwao Shimono
 Steven Soo
 Joseph Spielman
 Marcia Sullivan
 Patrick Summerfield
 Yoshie T. Swafford
 Yoshito Takamine
 Kenso and Sueko Takamoto
 Elmer Tardif
 Buddy Toyama
 Jo Anne Welch
 Ora Lee Wells
 Monroe Woollard
 Hideo Yanazaki
 Bill Zuke

COMMEMORATIVE GIFTS WERE RECEIVED IN HONOR OF THE FOLLOWING PEOPLE:

Lovette 'Lala' Black
 Sheila Cadwallader
 Wendy and Tony Craven
 Dr. Buzz Hollander, III
 Mr. and Mrs. James King
 Thomas King, Jr.
 Stephanie Ladwig
 Jenn Real
 Margarita Scheffel
 Fred Sorenson
 Elizabeth Spielman



HOSPICE BY THE NUMBERS

PATIENT CARE SERVICES

Number of patients and families in hospice	149
Number of patients discharged alive	7
Patients with a Cancer Diagnosis	38%
Patients with Dementia	18%
Patients with non-cancer	44%
Average Length of Stay	93 days
Median Length of Stay	31 days

VOLUNTEER HOURS DONATED

Direct Care	648 hours
Office and Events	1520 hours

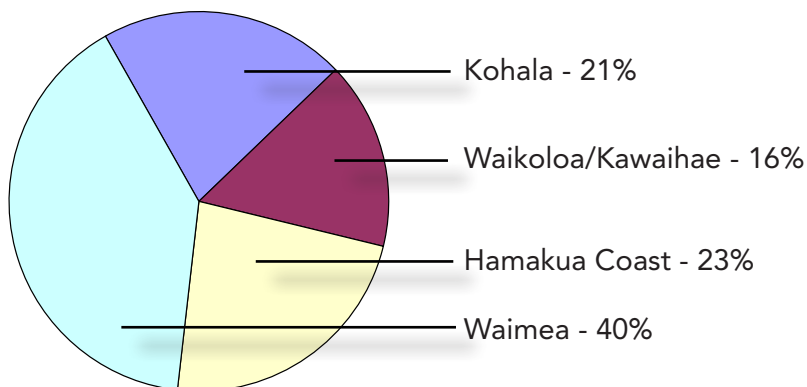
GRIEF AND BEREAVEMENT CONTACTS

Community Member Contacts	505
Hospice Patient and Family Contacts	442

North Hawaii Hospice
65-1328 Kawaihae Road
Kamuela, Hawaii 96743
(808) 885-7547
www.northhawaiihospice.org

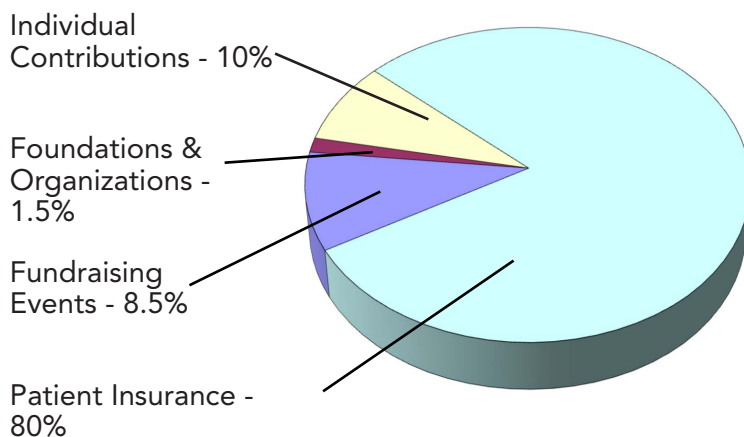
The following statistics pertain to fiscal year July 1, 2016 to June 30, 2017.

Hospice Patients by Region



REVENUE

Total \$1,713,971



EXPENSES

Total \$1,348,072

