



NORTH HAWAII HOSPICE

*Serving North Hawaii's Families
since 1986*



2018 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 32 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,

On behalf of our staff, our Board of Trustees, and the patients and families whom we serve here at North Hawaii Hospice, I want to personally thank each of you who have in some way contributed to our success over this past year. That support includes your donations, participation in our events, time spent as a volunteer, and help by being ambassadors and telling our story to those who may not be familiar with us. We are very grateful for your support. It is essential to our mission.

In looking ahead to the current fiscal year that started July 1st, we are asking for you to consider supporting us again in this fiscal year. The care we deliver to our patients and families costs twice as much as we are reimbursed through patient insurance. Since our care is delivered without asking for any funds from our patients, the remainder of our funding comes from you.

I would like to close with a mahalo, and a reminder that our hospice organization belongs to this community. We were formed to serve North Hawaii, we are a locally governed not-for-profit corporation. Serving the North Hawaii Community is the purpose that we so gratefully serve each and every day.

Mahalo for believing in us,

A handwritten signature in black ink that reads "Katherine W. Brooks". The signature is fluid and cursive, with a long horizontal line extending to the right.

Katherine Werner Brooks
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 patients facing the end of life. For more information on volunteering to provide End-of-Life Doula support, please call our Volunteer Manager, Katherine Cross, 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 to provide this beautiful sunset ceremony. Mark your calendars for the last Sunday in August 2019.

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.northhawaiihospice.org or contact Katherine Cross, Volunteer Manager, 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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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 last year with a gift in honor of Brigitte Rutgers.

HIGH COUNTRY TEA AND AUCTION was a huge success! Held at the Waikii Ranch Clubhouse raised more than \$80,000 to support our hospice patients and families.



12TH ANNUAL TOMMY BAHAMA BIG ISLAND CLASSIC TO BENEFIT NORTH HAWAII HOSPICE was held in June 2018. 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.



**FLOATING LANTERN CEREMONY;
TO HONOR AND REMEMBER**

Held in partnership with Fairmont Orchid. This annual event allows members of our community to participate in a meaningful ceremony to honor a loved-one. Mahalo to our many volunteers who make this event possible.



Hospice Physician Jennifer Real, MD, began serving as North Hawaii Hospice's medical director January 1, 2019. We are excited to welcome her to her new role.

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The heart of hospice care is the community of special individuals who choose to give gifts from the finest part of themselves. We truly believe that the gifts you will receive from your participation in this organization and from the courageous families we serve will be equal to, or perhaps even exceed, the gifts you give.



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, 2017 to June 30, 2018.

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.

\$5,000+

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 Kenneth and Laverne Kaniho
 Mr. and Mrs. Klem Kaniho
 Dorothy Kansako
 Joanne Kaohi
 Arlene Kawabata
 Nathan Kawashima
 Siue and Yoshiko Kawashima and
 Irving Kawashima
 Claren Kealoha-Beaudet
 Cathleen Keene
 Kristin Kephart
 Mr. and Mrs. Andrew Kikuta
 Doreen King Allen
 Brian and Nan Kitagawa
 Marianne Klosterman
 Alan and JoAnn Koga
 Kohala Home Health Care
 Jeannette Kojiane
 Pauline Kondo
 Mr. and Mrs. Bert Kotaki
 Diana Labrador
 Gary Labrador
 Terry and Stephanie Ladwig
 Irma Lai
 Caroline Landry
 Sheree Lapinid
 Milton and Joann LauKong
 Candace Lee
 Keala Lee Loy
 Janis Legendre
 Maria Leite
 Peggy A. Leith
 Janet Lew
 Leilani Lewis
 Ronald and Janet Lindner
 Janet N. Lindsey
 Kris Lockard
 Howard and Adele Loo
 Mark and Dale Lukzen
 Ethel Lunchick
 Claire Makahi
 Herman Manalili and
 Harriet Hamada
 Malia Mangarin-Kitchen
 Beryl Manliguis
 Joseph and Robert March
 Michael and Rita Maria
 Gary and June Masada
 Richard and Leslie Matsuda
 Janet Matsuo
 Ryan Matsuo
 Jacqueline Mattison
 Roy and Jill Mattos
 Jesse and Nancy Maupin
 Edith McCafferty
 Sharry McCorkle
 Donald McLeod
 Tisa McManus
 Bill and Toni McPeek
 Pamala Meador
 Sara Medeiros
 Janet Mello
 D and G Mendes
 Henry Meyer
 Guy and Jerrae Miranda
 Raymond Wendy Mitchell
 William and Annette Mitchell
 Davelyn Mitchell and Darlane
 Joyce Mitsumori
 Violet Mitsunami
 Colin and Lisa Miura
 Barbara Miyose
 Joe and Sandee Moiha
 Juanita Montgomery
 Lee and Nena Morgan
 Lynn Morgenroth
 Jean Morita
 Joan Moynahan
 Mike Mundon
 Kiyoshi and Janet Murakami
 Herbert Nagata
 Eli K. Nahulu

Scott and Susan Nakahara
 Warren and Mae Nakahata
 Dr. and Mrs. Kent Nakamaru
 Nakamoto, Okamoto
 and Yamamoto
 Miles and Janice Nakamura
 Suzanne Naval
 NELHA Staff
 George and Marsha Nishimura
 Nona Nishina
 Colleen Norris
 Robert and Patricia O'Connell
 Thomas and Beth O'Connor
 Mr. and Mrs. Stacy Oda
 Tomoe Oketani
 Lani Olsen-Chong
 John and Jill Olson
 Terry Onaga
 Doris Onodera
 Mr. and Mrs. James Ontiveros
 Jay Ontiveros
 Wendy T. Oye
 Robert and Cindy Pacheco
 Patricia Pampo
 Lisa Park
 Clarissa Passos-Dunlap
 Jessica Pavao
 Barry Pearce
 Emily Pelkey
 Juliet Perreira
 Mr. and Mrs. Melvin Perreira
 Susan Pfautz
 Dr. James Phillips
 Daryl and Linda Picadura
 Daniel Piccuta
 Mylene Pillen
 Carla Pinahs
 Irina Place
 Mel Pobre and Julie Mattson
 Melinda Pocet
 Cynthia Potter
 Jim and Linda Preskitt
 Bill and Sandy Price
 Richard Prohoroff
 Joan Pruchniak
 Puako General Store
 Sammie Pung
 Joanne Ralston
 Janet Randolph
 Joni G. Rapozo
 Bernadette Rapozo-Mattos
 Robin Rasch
 Ralph and Kathleen Ratific
 John and Denise Ray
 Najha Ray
 Stella Regidor
 Serak Rezano
 Sarah H. Rice
 Christine Richardson
 David G. Rietow
 Mary Rillanos
 Diane Rivas
 Pat and Wendie Rooney
 David and Caroline Roque
 John and Avis Roque
 Ray and Laurie Rosa
 Patricia Rose
 Sandie Rossi
 Thelma Ryusaki
 Jean Saito
 Roy and Eunice Saito
 Cole and Grace Salera
 Clara Sales
 Jane Saltvold
 Joanne Sameshima
 Blake and Jan Sanehira
 Stephen and Nathalie Santos
 Mr. and Mrs. Gregory Schultz
 Robert Schwarzaupt
 Stephen Scrupski
 Diana Segawa
 Lester and Bernadette Seto
 Shin Runkel Realty
 Pauline Shinshiro
 Mr. and Mrs. Royce Shiroma
 Mr. and Mrs. Paul A. Silva
 Mr. and Mrs. John F. Silva, Jr.
 Bop and Patti Singlehurst
 Scott Sloane
 Chris Smith
 Teresa Smith

Michael and Marla Solarz
Herbert Soloway
James Souza
John and Velma Souza
Anne St. Johns
Ross and Carol Stephenson
Lawrence and Sydney Stevens
Randall and Sarah Stoddard
John Storck
Jim and Jan Stowell
James Sturz
Jenny Suefui
Colleen Sullivan
Mr. and Mrs. Dwight Sumida
Susan Switzer
Mr. and Mrs. Eugene Tadio
Mr. and Mrs. Edwin Taira
Kazu and Linda Takamine
Gale Takeya
Gladys Takeya
Stanley and Vangie Talara
Pauline Tamanaha
Melvin and Shirley Tanaka
David Tarnas and
Carolyn Stewart
The Texeira Family
Tootsie Timm
Karl Toubman and
Katherine Pomeroy
Calvin and Donna Tsugawa
Diesel Tucker and Liz Morriss
Helen Tulintseff
Glenn G. and Lorraine Uchimura
Garrett and Gail Uejo
Noalani Usu
Patricia J. Vincent
Shirley Wagner
Waikoloa Bridge Club
Clyde Wakayama
Yukie Wakayama
Peter and Darlene Walencewicz
Joan Walske
Debbie Washburn
John and Rose Mae Watterson
Jack Webster
Dolores Whaley
Tina Whitmarsh
Veronica Whyte
Andrew and Roberta Wilson
James and Katherine Wilson
Mary Witthans
Jackie Wright
Mia Wright
Earl and Sharon Yamamoto
Momoe M. Yamamoto
Norene Yamamoto
Ivan Yamamoto and
Colette Rapozo-Yamamoto
Gary and Leah Yanagi
Mr. and Mrs. Larry Yoshida
Kiyome Yoshimatsu
Ernestine C. Young
Sheila Young
Tim Young and Leilani Shioji

IN-KIND

Jock Agorastos
Aloha Man
Kenneth and Napela Barthel
Billy and Pat Bergin
Kanoë Bertelmann
Beth Bohn Hawaii
Big Island Candies
Jerry Blevins and Kelly Hoyle
Blue Dragon Bodywork
Blue Hawaiian Helicopters
Graciela F. Borisoff
Balbi Brooks
Muffet Callender
Charles and Barbara Campbell
Kristen Castro and Ohana
Marta Ciancio
John and Karyn Clay
The Club at Hokulī'a
Hulali Covington
Tony and Wendy Craven
CVS Long's
Olivia Dahl
Dan-O's Doner
Kee Dunning and Stacy Stellflug
Mr. and Mrs. David Eastridge

Elements Jewelry and Crafts
Marius Ellis and Susan Hunt
Fairmont Orchid, Hawaii
Jefferson Finney and
Jonathan Staub
Prakash Flynn
Four Seasons Resort Maui at
Wailea
Francis H. I'i Brown Golf Courses
Furnishings by Debi
Diana Gage
Alan Gartenhaus and
Rhoady Lee, III
Jon and Geraldine Giffin
Drs. Dan and Natalie Gonzalez
Grand Wailea
Vivian Green
Mr. and Mrs. Hans-Peter Hager
Hapuna Beach Prince Hotel
Jerry Hardee
Lydia Harris
Hawaii Forest and Trail
Hawaii Tart Company
Healthways II
Dr. and Mrs. W. Douglas Hiller
Page Hiller-Adams
Honokaa High and Intermediate
School
Pamela Hons
Loring Howell
Hualalai Resort
Roen Hufford
Hula Moon Boutique
Marion Humphreys
Jim and Mollie Hustace
I Love Chocolate
Akinori Imai
Island Thyme Gourmet
Judi Jennet
Johnson Brothers of Hawaii
Lincoln and Vanessa Kalama
Kamuella Inn
Kamuella Liquor Store
Kamuella Nails and Spa
Sheryll Kaniho
Arlene Kawabata
Brian and Mimi Kerley
Kiahuna Golf Club
Steve Kittell
Ko Olina Golf Club
Kohala Coffee Mill
Kohanaiki
Kona Country Club
KTA Kamuella - Waimea Center
Terry and Stephanie Ladwig
Clem and Janet Lam
Lava Lava Beach Club
Stewart and Lisa Lawrence
Lehua Jewelers
Lavern Lindsey
Deborah Lloyd
Makani Golf Club
Marriott Resort Waikoloa Beach
Watters and Christina Martin
Maui Jim
Mauna Kea Beach Hotel
Mauna Kea Resort
Mauna Kea Spa by Mandara
Mauna Lani Bay
Hotel and Bungalows
Mauna Lani Sea Adventures, Inc.
David McCollough and John Roth
Pam McGrath
Andy Millon
Joan Moynahan
Bernice Nakahara
Sid Nakamoto
Nanea Golf Club, Inc.
Napua at Mauna Lani Beach Club
Sue Neyens
Ocean Sports
Orchid People LLC
Pacific Massage Services
Paula Nurse Designs
Ida Perkins
Mr. and Mrs. Melvin Perreira
Karen Peters
Pam Phillips
Poipu Bay Golf Course
John and Denise Ray
John A. Richards

Roy's Waikoloa Bar and Grill
Francis and Susy Ruddle
Cari Rufo
John and Alexis Russell
Ruth's Chris Steak House -
Mauna Lani
Pat Sanford
Sassafras
Monica Schaal
Dr. Monica Scheel
Thomas and Margarita Scheffel
Seafood Bar and Grill
Segway of Hawaii Kona
Tad Sewell
Robert and Carly Shepherd
Shin Runkel Realty
Sushi Rock
Sweet Winds of Parker Square
Tiffany and Co.
Tommy Bahama Restaurant - Bar
- Store
Turtle Bay
Keith and Cynda Unger
Vera Bradley
Waikoloa Beach and Kings'
Course
Waikoloa Village Golf Club
Wailea Golf Club
Waimea General Store
Walmart
Sherman and Elaine Warner
Suzie Webster
Tootsie Weller
Richard and Linda West
Mr. and Mrs. Woodson K. Woods
John and Margo Wray
Earl and Sharon Yamamoto

COMMEMORATIVE GIFTS WERE RECEIVED IN MEMORY OF THE FOLLOWING PEOPLE:

Judith Ah Sam
Aukai Ahuna
Richard Ainsworth
Florencio and Betsy Alegre
Florencio and Mikiyo Alegre
LeBurtta Atherton
George Auten
William A. Barkley
James M. Bell
Louise Boli
Helen Botelho
Manu Brand
Bill Brevoort
John Callender
Mert Chillingworth
Alvin Chong, Sr.
Harry Chow
Delores Coates
Kathleen Crampton
Todd Czerwinski
Barbara De Luz
Joan Dempster
Donald DeSilva
Nelson and Eiko Doi
Joanne Erlandson
Genny Fellhauer
Yolanda Fernandez
Jane Fishback
John Flynn
Ruth and William Foster
Alfred Franco
Richard Freeman
Ron Freitas
Takeshi Fujino
Patricia Garties
Isabelle Gomera
Emelia Gomes
Pat Greenwell
Peter Greenwell
Dennis K. Hall
Joe Hammer
Robert Hanano
Mark Harvey
Carol Hendricks
John Henzel
Mutsuko "Boots" Higashi
Carolyn Hiller
Coco Hind
Kurt Hirabara
John Holland

Robert Hons
Ralph Horn
Grace Houchin
Bradford Houser
Alice Humbert
Barbara Hutchinson
Hayato Ishii
Jim Jackson
Judith Johnson
Jane Jonolino
Iwao Kanda
Francis Kaneshiro
Akiko Kawamura
Peter Kim
Julia Kimura
Michie Kimura
Nora Knowles
Bieni Kohler Johnson
Ernest and Helen Kurlansky
Ruth and Lionel Landry
Jeffrey Lee
Eudora Lincoln
Joan L'Orange
Tane Love-Noguchi
Myron E. Lunchick
Judy Mancuso
Bob Martin
Amy Maruyama
Florence McPeck
Chuck Miller
Naka Morton-Washburn
Ichio and Ted Murakami
Yoshiko "Ree" Murakami
Marion Nahulu
Jerry Nakagawa
Milton Nakagawa
Thomas Nakahara
Minoru Nakasato
Soo Nakasato
Mary Obrastoff
Clemente Pampo
Sandi Portnoy
Ben, Amy and Cathy Radin
Domingo Ramos
Jack Ramos
William Randolph
Freddy Rice
Jim Rizzuto
Bea Rocker
Richard Rowe
Brigitte Rutgers
Masaaki Sakata
Robert Schmidt
Alan Shattuck
Blackburn Snow
Irene Soloway
Steven Soo
Ethan Spencer
Peggy Sperring
Joseph Spielman
Marcia Sullivan
Patrick Summerfield
Yoshito Takamine
Kenso and Sueko Takamoto
Jerry and Mickey Taub
Matt Therrien
Sanae Tully
John Eric van Calcar
Margaret Webster
Jack Weigelt
Curtis Williams
Lee Wishard
Peg Wood
Hideo Yanazaki
Sonny Yangson
Wallace Lee Young

COMMEMORATIVE GIFTS WERE RECEIVED IN HONOR OF THE FOLLOWING PEOPLE:

Lovette "Lala" Black
Jose Calantoc
Wendy Craven
Vanessa Kalama
Mr. and Mrs. James King
Fred Sorenson
Elizabeth Spielman
Roy Stivers
Kathleen and Peter Thoene



The following statistics pertain to fiscal year July 1, 2017 to June 30, 2018.

HOSPICE BY THE NUMBERS

PATIENT CARE SERVICES

Number of patients and families in hospice	166
Number of patients discharged alive	16
Patients with a Cancer Diagnosis	22%
Patients with Dementia	14%
Patients with non-cancer	64%
Average Length of Stay	77 days
Median Length of Stay	29 days

VOLUNTEER HOURS DONATED

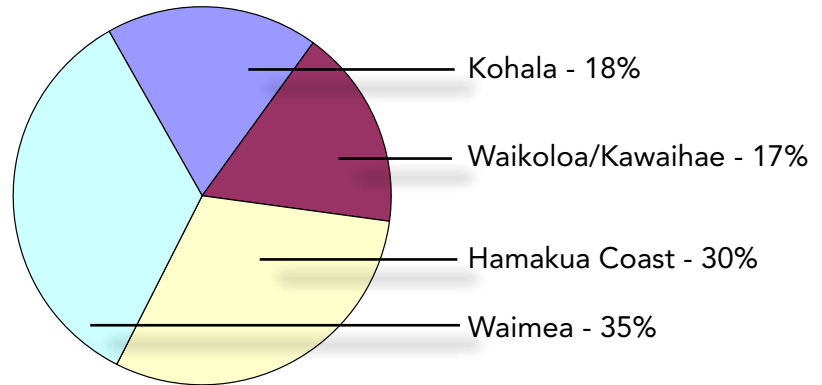
Direct Care	779 hours
Office and Events	1088 hours

GRIEF AND BEREAVEMENT CONTACTS

Community Member Contacts	575
Hospice Patient and Family Contacts	415

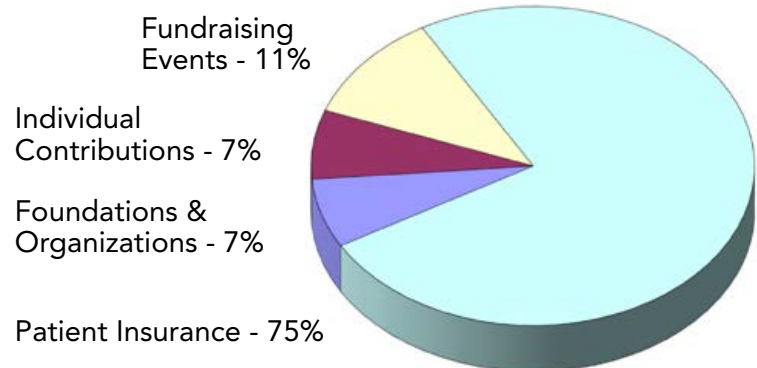
North Hawaii Hospice
65-1328 Kawaihae Road
Kamuela, Hawaii 96743
(808) 885-7547
www.northhawaii hospice.org

Hospice Patients by Region



REVENUE

Total \$2,168,977



EXPENSES

Total \$2,156,076

