

PROGRAM DEMOGRAPHICS - SUMMARY 2010

Agency Type	Number	Percent
Free Standing	15	40.54%
Hospital Based	15	40.54%
Home Health Based	7	18.92%
Nursing Home Based	0	0.00%
Ownership		
Hospice corporate chain	4	10.81%
Managed care/HMO	1	2.70%
Integrated healthcare system	13	35.14%
Continuing care retirement community	0	0.00%
Division of a prison	0	0.00%
Independent	19	51.35%
Tax Status		
Voluntary (not for profit)	28	84.85%
Proprietary (for profit)	5	15.15%
Government	0	0.00%
Geographic Area Served		
Primarily Urban	1	2.70%
Primarily Rural	20	54.05%
Mixed Urban and Rural	16	43.24%
Multiple Locations		
Yes	8	21.62%
No	29	78.38%
If Yes, how many	18	
Medicare Certification		
Yes	36	100.00%
No	0	0.00%

Memberships

NHPCO		
Yes	31	86.11%
No	5	13.89%
NAHC		
Yes	9	25.00%
No	27	75.00%
Oregon Hospice Association		
Yes	34	91.89%
No	3	8.11%
Oregon Association of Home Care		
Yes	19	51.35%
No	18	48.65%

Accreditation Status

ACHC	1	
CHAP	1	
Joint Commission	10	
Not Accredited	2	
OHA	23	
Other	3	

Fiscal Year

Jan	0	0.00%
Feb	0	0.00%
Mar	1	2.94%
Apr	1	2.94%
May	0	0.00%
Jun	11	32.35%
Jul	1	2.94%
Aug	0	0.00%
Sep	2	5.88%

Oct	0	0.00%
Nov	0	0.00%
Dec	18	52.94%

Inpatient and Residential Facilities

Operate dedicated hospice facilities or units

Yes	3	8.11%
No	34	91.89%

PATIENT VOLUME

Patients Served	Number	Average
Total Patient Days	754,306	20,387
Total New Admissions	12,176	329
Re-Admissions from Prior Years	527	15
Re-Admissions in 2010	376	10
Total Carry-overs	1,574	43
Total Deaths	10,873	294
Total Non-Death Discharges	1,937	52
Total Patients Discharged by Hospice	1,814	49
Total Patients Who Withdrew from Care	705	19

Referrals

Total number of referrals received in FY2010	15,177	422
Referral Sources	Number	Percent
Physician	2,252	40.37%
Inpatient Hospital	1,740	31.19%
Long Term Care Facility	751	13.46%
Home Health Agency	136	2.44%
Ambulatory Care Facility	177	3.17%
Self/Family/Friend	414	7.42%
Other	108	1.94%

Length of Service	Number	Average
Average Length of Service		56.32
Length of Service by Category	Number	Percent

1 to 7 days	3,402	26.17%
8 to 14 days	1,708	13.14%
15 to 29 days	1,843	14.17%
30 to 59 days	1,741	13.39%
60 to 89 days	1,075	8.27%
90 to 179 days	1,306	10.05%
180 days or more	1,926	14.81%
	Number	Average
Median Length of Service		29.11

PATIENT DEMOGRAPHICS

	Number	Percent
Age		
0-24	34	0.28%
<1	2	0.02%
1-4	5	0.04%
5-14	12	0.10%
15-24	14	0.11%
25-34	28	0.23%
35-64	1,750	14.35%
65-74	1,886	15.46%
75-84	3,620	29.67%
85+	4,881	40.01%
Gender		
Female	5,998	55.00%
Male	4,907	45.00%
Ethnicity		
Hispanic, Latino, or Spanish Origin	87	0.98%
Non-Hispanic	8,809	99.02%
Race		
American Indian or Alaskan Native	35	0.50%
Black or African American	40	0.57%
Asian	61	0.87%
Hawaiian or Other Pacific Islander	13	0.19%

White	6,681	95.74%
Some other race or races	148	2.12%
Special Populations		
Development Disabilities Admissions	7	
Veterans Admissions	364	
Physician Aid-in-Dying		
Number of patients who requested lethal prescription before admission	25	
Number of patients who requested lethal prescription after admission	24	
Number of patients who died before 15-day waiting period	3	
Number of patients who died as a result of ingesting medication	24	
Admissions and Deaths by Location		
Admissions		
Home	1,701	69.94%
Nursing Facility	212	8.72%
Hospice Unit	3	0.12%
Hospital	14	0.58%
Free Standing Hospice Inpatient Facility or Residence	4	0.16%
Residential Care Facility	498	20.48%
Total	2,432	
Deaths		
Home	5,541	57.16%
Nursing Facility	1,397	14.41%
Hospice Unit	0	0.00%
Hospital	144	1.49%
Free Standing Hospice Inpatient Facility or Residence	638	6.58%
Residential Care Facility	1,973	20.35%
Total	9,693	
Number of Patients by Diagnosis		
Admissions		
Cancer	1,643	35.03%
Heart	487	10.38%
Dementia	593	12.64%
Lung	313	6.67%

Kidney	92	1.96%
Liver	83	1.77%
HIV	1	0.02%
Stroke/Coma	159	3.39%
ALS	15	0.32%
Other Motor Neuron Disease	74	1.58%
Debility Unspecified	1,046	22.30%
All Others	184	3.92%
Total	4,690	
Deaths		
Cancer	3,847	37.53%
Heart	1,238	12.08%
Dementia	1,016	9.91%
Lung	734	7.16%
Kidney	260	2.54%
Liver	207	2.02%
HIV	8	0.08%
Stroke/Coma	348	3.39%
ALS	35	0.34%
Other Motor Neuron Disease	213	2.08%
Debility Unspecified	1,919	18.72%
All Others	426	4.16%
Total	10,251	
Live Discharges		
Cancer	50	18.66%
Heart	32	11.94%
Dementia	41	15.30%
Lung	22	8.21%
Kidney	10	3.73%
Liver	7	2.61%
HIV	1	0.37%
Stroke/Coma	8	2.99%
ALS	0	0.00%

Other Motor Neuron Disease	4	1.49%
Debility Unspecified	89	33.21%
All Others	4	1.49%
Total	268	
Patient Days for Patients who Died or were Discharged		
Cancer	163,434	29.47%
Heart	74,984	13.52%
Dementia	76,603	13.81%
Lung	44,372	8.00%
Kidney	10,905	1.97%
Liver	8,219	1.48%
HIV	445	0.08%
Stroke/Coma	12,865	2.32%
ALS	2,253	0.41%
Other Motor Neuron Disease	11,273	2.03%
Debility Unspecified	130,648	23.56%
All Others	18,561	3.35%
Total	554,562	

PROCESSES OF CARE

Volunteers

Direct Patient Care Volunteers

Number	2,424	73.36%
Hours	57,883	54.14%
Visits	21,083	

Clinical Support Volunteers

Number	344	10.41%
Hours	21,351	19.97%

General Support Volunteers

Number	536	16.23%
Hours	27,674	25.89%

All Hospice Volunteers

Number	3,304	
--------	-------	--

Hours	106,908
Bereavement Services	
Hospice Family Members	
Contacts by Visits	5,218
Contacts by Phone Call	18,986
Mailings	92,945
Received Bereavement	23,486
Community Members	
Contacts by Visits	410
Contacts by Phone Call	1,271
Mailings	3,842
Received Bereavement	3,426
Total	
Contacts by Visits	1,588
Contacts by Phone Call	8,732
Mailings	52,422
Received Bereavement	15,464

PRODUCTIVITY

Staffing

Staffing by Discipline

Total Home Hospice FTEs

Nursing – Direct Clinical	328	43.90%
Nursing – Indirect Clinical	83	11.10%
Social Services	99	13.25%
Hospice Aides	123	16.53%
Physicians – Paid	21	2.81%
Physicians – Volunteer	5	0.63%
Chaplains	40	5.39%
Other Clinical	18	2.37%
Bereavement	30	4.02%
Total Employees		
Nursing – Direct Clinical	348	40.64%

Nursing – Indirect Clinical	88	10.28%
Social Services	118	13.78%
Hospice Aides	144	16.83%
Physicians – Paid	42	4.91%
Physicians – Volunteer	2	0.23%
Chaplains	49	5.74%
Other Clinical	35	4.09%
Bereavement	30	3.50%
Total PRN Employees		
Nursing – Direct Clinical	62	56.36%
Nursing – Indirect Clinical	3	2.73%
Social Services	9	8.18%
Hospice Aides	5	4.55%
Physicians – Paid	3	2.73%
Physicians – Volunteer	0	0.00%
Chaplains	6	5.45%
Other Clinical	20	18.18%
Bereavement	2	1.82%
Total Separations		
Nursing – Direct Clinical	64	51.57%
Nursing – Indirect Clinical	8	6.45%
Social Services	20	16.12%
Hospice Aides	21	16.52%
Physicians – Paid	1	0.81%
Physicians – Volunteer	0	0.00%
Chaplains	2	1.61%
Other Clinical	7	5.64%
Bereavement	2	1.29%
General Staffing		
Total Home Hospice FTEs		
Clinical	636	73.56%
Non-Clinical	228	26.44%
Total	873	

Total Employees		
Clinical	753	73.53%
Non-Clinical	271	26.47%
Total	1,084	
Total PRN Employees		
Clinical	93	90.29%
Non-Clinical	10	9.71%
Total	946	
Total Separations		
Clinical	104	81.89%
Non-Clinical	23	18.11%
Total	131	
Visits by Discipline		
Nursing	203,130	49.47%
Social Services	51,818	12.62%
Hospice Aides	111,469	27.15%
Physicians – Paid	2,001	0.49%
Physicians – Volunteer	3	0.00%
Chaplains	30,466	7.42%
Other Clinical	11,705	2.85%
Caseloads - Average	Number	Average
Nurse		10.96
Social Worker		23.23
Hospice Aide		13.38
Chaplain		29.15
Dedicated Admission Nurses Model	Number	Percent
Yes	9	50.00%
No	9	50.00%
Physician Involvement - Percentage of Time		
Hospice Clinical		72.33%
Palliative Clinical		3.33%
Non-Clinical		25.33%

REVENUE AND PAYER MIX

Level of Care and Pay Source

Number of Patients Served

Medicare	16,929	89.86%
Medicaid	549	2.91%
Managed Care/Ins	1,038	5.51%
Self Pay	157	0.83%
Charity	107	0.57%
Other	60	0.32%
Total	18,840	

Days Routine Home Care

Medicare	257,556	88.30%
Medicaid	8,609	2.95%
Managed Care/Ins	22,760	7.80%
Self Pay	1,379	0.47%
Charity	1,394	0.48%
Other	0	0.00%
Total	291,698	

Days Inpatient Care

Medicare	806	69.84%
Medicaid	74	6.41%
Managed Care/Ins	262	22.70%
Self Pay	12	1.04%
Charity	0	0.00%
Other	0	0.00%
Total	1,154	

Days of Respite Care

Medicare	984	85.27%
Medicaid	34	2.95%
Managed Care/Ins	114	9.88%
Self Pay	0	0.00%
Charity	22	1.91%
Other	0	0.00%

Total	1,154	
Days of Continuous Care		
Medicare	7	87.50%
Medicaid	1	12.50%
Managed Care/Ins	0	0.00%
Self Pay	0	0.00%
Charity	0	0.00%
Other	0	0.00%
Total	8	
Total Patient Care Days		
Medicare	250,303	87.90%
Medicaid	7,624	2.68%
Managed Care/Ins	23,203	8.15%
Self Pay	1,963	0.69%
Charity	1,574	0.55%
Other	92	0.03%
Total	284,759	
Revenue and Expenses		
Revenue		
Hospice Service	43,379,701	95.68%
Fundraising	1,084,520	2.39%
Other	876,316	1.93%
Expenses		
Hospice Service	30,079,061	77.24%
Fundraising	122,925	0.32%
Other	531,868	1.37%
Overhead	8,210,870	21.08%
INPATIENT AND RESIDENTIAL FACILITIES		
Facility Location		
Free Standing Hospice	2	100.00%
Hospital Based	0	0.00%
In a Nursing Home	0	0.00%

Other	0	0.00%
Level of Care		
Acute/General Inpatient	2	100.00%
Residential Care	0	0.00%
Mixed Use	0	0.00%
Number of Beds by Level of Care		
Dedicated General Inpatient	17	94.44%
Dedicated Residential/Routine	0	0.00%
Mixed Use	1	5.56%
Total Admissions/Transfers In		
General Inpatient	777	96.88%
Inpatient Respite	25	3.12%
Residential/Routine	0	0.00%
Deaths		
General Inpatient	563	99.29%
Inpatient Respite	0	0.00%
Residential/Routine	4	0.71%
All Live Discharges & Transfers Out		
General Inpatient	214	89.54%
Inpatient Respite	25	10.46%
Residential/Routine	0	0.00%
Patients Served		
General Inpatient	762	95.01%
Inpatient Respite	23	2.87%
Residential/Routine	17	2.12%
Patients Days		
General Inpatient	3,446	95.78%
Inpatient Respite	32	0.89%
Residential/Routine	120	3.34%