



2023 ANNUAL REPORT

As Angela Hospice continues in pursuit of our caring mission, we honor and celebrate the dedication of the wonderfully compassionate professionals who go above and beyond to make each person we serve feel so special. Together, our focus remains on the four pillars of our strategic plan, guiding Angela Hospice into the future.

OUR TEAM



- In line with our Franciscan spirituality and Felician Core Values, we continue to prioritize Belonging and Equity for those we serve and for our caring team.
- Our goal is to have the most Certified Hospice and Palliative professionals in Michigan on our team. Angela Hospice currently employs 13.9% of the state's certified RNs, 33% of the state's certified LPNs, and 10.8% of Michigan's hospice and palliative care certified nurse aides.
- Our team members continue to advocate and represent hospice and palliative care at the State and National level through active involvement with the Michigan Home Care & Hospice Association (MHHA) and National Hospice & Palliative Care Organization (NHPCO).

QUALITY & SERVICE

- Process improvements and departmental restructuring are increasing efficiency and teamwork, including implementation of the MVI Perfect Visit Model – incorporating hospice best practices for all caring disciplines.
- With our Care Center back to operating at pre-pandemic levels, we are grateful for the opportunity to serve more patients and families in this caring, peaceful environment.
- Our Grief Care team is working to customize in-person and virtual workshops to help our community understand the grief journey, how best to support one another, and themselves.
- Our robust Ethics Committee provides support and guidance in the many situations that occur in providing care at a complex, challenging time.



INNOVATION



- Our team developed and published resource books including *Building Moments of Brilliance: A Caregiver's Guide to Dementia Care* and *Good Grief: A Guidebook for Spirituality, Health, and Connection in the Midst of Loss*, for our colleagues, residents, and families in our partnering care facilities. Both books are also available to download free on our website.
- Angela's Virtual Assist (AVA) introduced a new "bring your own device" option, increasing access and use for our patients and their caregivers.

STRATEGIC PARTNERSHIPS

- As a community-based not-for-profit organization, we look forward to expanding our reach through support for our patients and colleagues at facilities throughout southeast Michigan, working with local schools and churches for grief support and educational programs, and welcoming business sponsorships to fund our caring mission.



We invite you to continue with us on this journey to provide comprehensive, compassionate, and Christ-like care to adults and children in our community. Your partnership and support are truly essential as we carry out this important work.



MARTI COPLAI
PRESIDENT & CEO



DR. DEBORAH DUNN
BOARD CHAIR

TOTAL INDIVIDUALS
IN HOSPICE CARE

1,739

HOSPICE HOME CARE*

1,353

ANGELA HOSPICE CARE CENTER*

594

PALLIATIVE CARE PATIENTS SERVED

219

MY NEST IS BEST PEDIATRICS

34

*Patients who transferred between programs were counted in the totals for both programs.

2023 TOTAL DAYS OF CARE

98,994

VETERANS SERVED 289

ACTIVE VOLUNTEERS 149

TOTAL MILES DRIVEN BY
VOLUNTEERS 17,828

GRIEF CARE
ONE-ON-ONE GRIEF
SUPPORT SESSIONS 1,503

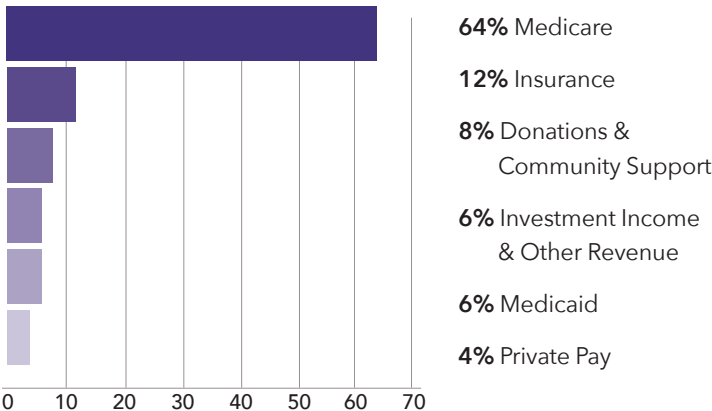
AVA SECURE MESSAGE
CONVERSATIONS 611

AVA
VIDEO CALLS 1,219

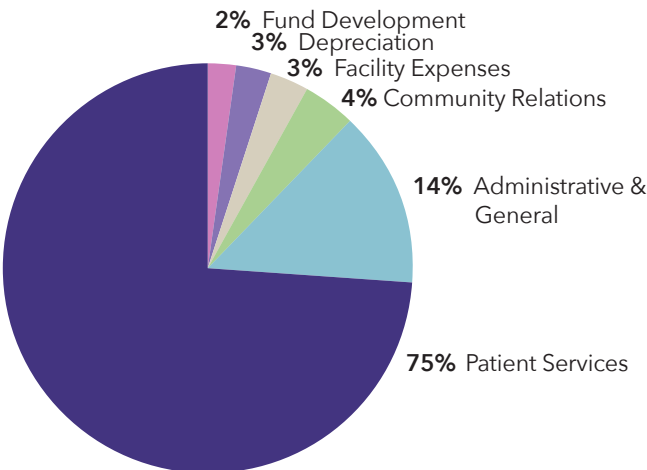
GOOD SAMARITAN
CARE PROVIDED \$38,765

GRIEF CARE
SERVICES PROVIDED \$292,372

2023 REVENUE



2023 EXPENSES



CELEBRATING SUCCESS

- Fourth quarter patient/family survey results show Angela Hospice surpassing national quality benchmarks on all eight metric categories.
- Our African American Church Empowerment Project served eight churches this year.
- In July, we held a ribbon cutting ceremony for our labyrinth and aromatherapy garden. This feature on the grounds of the Angela Hospice Care Center welcomes visitors from throughout the community seeking healing, meditation, inspiration, and transformation.



The front page *Detroit Free Press* coverage of our Camp Monarch grief camp for kids was picked up by *Report for America*, making national news.



Recent capital improvements included replacing the roof on our Care Center facility. Thank you to all who contributed to this major endeavor!