



Nathan Adelson
H O S P I C E

2019

Annual Summary



Hospice Is ...

Hospice care is quality, compassionate care for people facing a life-limiting illness or injury. A team-oriented approach is tailored to the patient's needs and wishes, delivering medical care, pain management, emotional and spiritual support, as well as addressing family needs.

Nathan Adelson Hospice

For over four decades, Nathan Adelson Hospice has been the hospice of choice in Southern Nevada. We are considered an industry leader and are proud to be a “best practices” model for other hospices throughout the nation.

Nathan Adelson Hospice is Southern Nevada's oldest, largest and only nonprofit hospice. Consistent with our mission, we never turn anyone away because of an inability to pay. We were proud to provide over \$2.8 million in unreimbursed care, programs and services in 2019.

Who is on the Nathan Adelson Hospice care team?

- Board-Certified Physicians
- Advanced Practice Registered Nurses
- Registered Nurses
- Licensed Practical Nurses
- Social Workers
- Certified Nursing Assistants
- Spiritual Care Team
- Complementary Therapists
- Trained Volunteers
- Hospice Medical Transport

Our Work



Vision Statement

No one should end the journey of life alone, afraid or in pain.

Mission Statement

Nathan Adelson Hospice is the hospice of choice, employer of preference, training center of excellence and the community's trusted partner for comprehensive end-of-life care.



Community Care

Total patients receiving hospice care in 2019:

4,601



Hospice and palliative care to the uninsured and underinsured, as well as the unreimbursed services and programs that set Nathan Adelson Hospice apart:

\$2,811,348

From the CEO

Continuing the Journey of Excellence

It is a privilege to present Nathan Adelson Hospice's 2019 Annual Summary. We remain the hospice of choice in Southern Nevada. The successes achieved by our organization are a tribute to the dedication and hard work of our team: the physicians, nurse practitioners, nurses, social workers, chaplains, volunteers, donors, members of the Board of Trustees and so many others, who never fail to show the outstanding commitment needed to achieve our mission and support those in our care.

For over 40 years, we have provided hospice and palliative care to over 75,000 patients and families in Southern Nevada. We are thankful for the community's support through donations, volunteering and events. I am pleased to report that we provided over \$2.8 million of support for uncompensated care and unfunded programs and services in 2019.

This has been a year of growth and promise for us as the community's trusted partner for comprehensive end-of-life care. As part of that commitment, we continue along our journey of excellence working towards achieving the next level of Baldrige National Quality Award recognition. Once again, we were recognized as one of the *Best Places to Work in Healthcare* in the country by *Modern Healthcare* magazine, launched our new Care Companions initiative and successfully managed the CEO transition.

It is an honor to lead this organization.



Karen Rubel
President and Chief Executive Officer



This has been a
year of growth and
promise.”

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NAH Founder

The Molasky Group of Companies

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Nathan Adelson Hospice

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President and CEO

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Bob Barengo

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Executive Director,

Nathan Adelson Hospice Foundation





Patient Story

Group Effort

Although he was only 54 years old, Samuel* had been troubled by multiple illnesses for more than four years. Samuel's wife, Emily, and his close-knit family had watched as the medications and treatments failed to alleviate his suffering. By the time his physicians confirmed a diagnosis of terminal cancer and recommended Nathan Adelson Hospice, Samuel's family was exhausted, exasperated, and skeptical of the medical community. They had lost faith in healthcare professionals, and didn't believe it was possible for Samuel to receive expert compassionate care.

When Samuel arrived at Nathan Adelson Hospice he was in severe pain and troubled by deep anxiety. Immediately after admitting him into our IPU, the care team took action to alleviate his symptoms. Within days his pain and anxiety were manageable, so he could return home where he wanted to spend his final days.

Yet, caring for Samuel at home brought on a new set of issues. Emily quickly became overwhelmed as she struggled with his round-the-clock care. Providing the personalized, complex care Samuel deserved required the involvement of every member of Samuel's Care Team.

The RN and APRN continuously monitored his medications, adjusting them as needed for his comfort. CNA care was provided to assist his spouse and provide welcome relief. Our social worker assisted with community resources, a referral for our Meal Delivery Program, and supportive counseling for caregiver grief and stress. The chaplain visited for spiritual support and scheduled a visit from a local priest for the anointing of the sick.

Additional aid and comfort were made possible through the Bonnie Schreck Complementary Therapies Program. Samuel's 9-year-old granddaughter lived with them and art therapy helped her better understand and cope with the situation. Samuel's anxiety was reduced while he was in the IPU, thanks to tailored aromatherapy.

Samuel was the family's only source of income. After he passed, the Nathan Adelson Hospice Foundation made arrangements to assist with the rent, giving Emily time to find work and get back on her feet again. The bereavement department continues to assist the family with their grief and has even provided referrals for assistance for Samuel's son, who lives out of state.

Samuel received care from virtually every Nathan Adelson Hospice discipline and department. Together, the entire team made sure that he did not *end the journey of life alone, afraid or in pain.*

**All patient and family names changed to protect privacy*



Elaine Wynn Palliative Care

Elaine Wynn Palliative Care Program

Palliative care is specialized medical care for people with advanced and serious illnesses. It is focused on providing patients with relief from the symptoms, pain and stress of a serious illness.

A team of doctors, nurses and other specialists work to provide an extra layer of support. Palliative care is appropriate at any age and at any stage in a serious illness, and can be provided together with curative treatment.

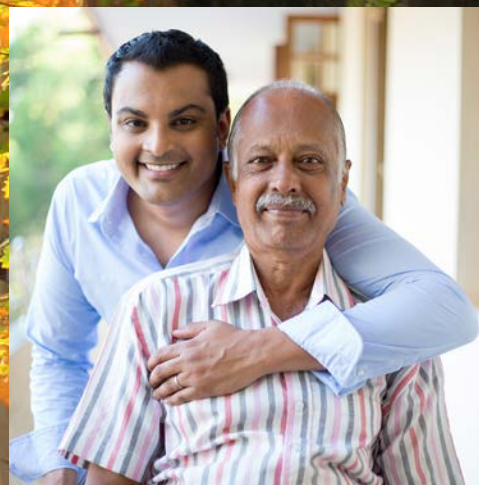
THE ELAINE WYNN PALLIATIVE CARE PROGRAM GOALS

IMPROVE the quality of life of patients and their families facing the problems associated with advanced illnesses.

MAINTAIN the patient in a community-based setting and prevent unnecessary treatments and hospitalizations.

PROVIDE an interdisciplinary approach to care coordination including physical, emotional, spiritual and social service needs.

Overall, **3,931** patients received palliative care; **343** of those patients received palliative care at home and **7,427** palliative consultations were provided in hospitals.



Program (EWPCP)

How EWPCP Impacts Lives

George* had no family in the Las Vegas Valley. In fact, he had not seen his children in ten years. His congestive heart failure led him to begin palliative services with the Elaine Wynn Palliative Care Program at the beginning of 2019.

George's biggest fear was to live, or die, alone on the streets – especially during the infamous summer heat. As temperatures rose, George's anxiety about housing increased. His search had been continually interrupted by hospitalizations needed to treat his symptoms.

The Palliative Care team focused on treating his symptoms and keeping him out of the hospital, while the social worker focused on finding secure living arrangements and financial resources. Through their efforts, George found

shelter in a behavioral health facility in town. While he was there, he mentored some of the younger men there going through their recovery process. The living facility asked George to speak to a panel of legislative representatives. George moved them to tears. His story was published in the local newspaper. All this sparked new purpose in George's life: to help and advocate for those in recovery, despite his declining condition.

Doctors told him they did not believe there were many options left for him. As George coped with the difficult news, he was able to reunite with his sister, children, and ex-spouse. The palliative team continue to care for him, ensuring he will not die *alone, afraid or in pain*.

**Patient name changed for privacy*

Fellowship Program

Nathan Adelson Hospice prides itself on being a training center of excellence. We are home to Nevada's ONLY osteopathic fellowship, one of only eleven in the country.

Our Fellowship Program is now dually accredited by both the American Osteopathic Association (AOA) and the Accreditation Council for Graduate Medical Education (ACGME).

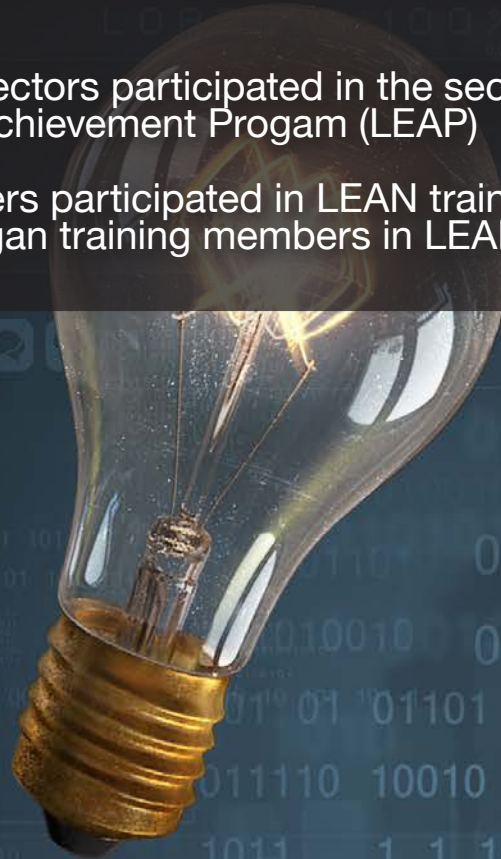


**2019 Fellow
Dr. Kang Choi**



2019 Initiatives

- Launched Care Companions, a non-profit personal care assistant agency
- As part of Senator Jacky Rosen's bipartisan initiative to increase funding for Palliative Care training, NAH sponsored a round table event with staff and local providers
- Participated in the global *Before I Die ...* wall in two locations, UNLV and Downtown Summerlin
- Seven managers and directors participated in the second class of Leadership Excellence Achievement Program (LEAP)
- Operations Team members participated in LEAN training and Black and Green Belt members began training members in LEAN principles



Quality Initiatives

One of the things that sets Nathan Adelson Hospice apart is the dedication to a culture of excellence and quality.

Nathan Adelson Hospice proudly achieved Deemed Status by the Joint Commission, and is the only hospice in Southern Nevada certified by the National Institute of Jewish Hospice. Nathan Adelson Hospice belongs to two national organizations committed to the advancement and advocacy of hospice and palliative care, and works with community partners like the Veterans Affairs to participate in programs such as *We Honor Vets*, dedicated to understanding the special needs at the end of life for those who served our country.

This year's quality initiatives included:

- Provided 137 days of Netsmart training to clinical staff
- Performed 15,842 Joint Commission tracers/documentation audits
- Initiation of AllDocs for efficient electronic medical record storage
- Developed a Nursing Care Dashboard
- Staff presentation at the NHPCO Interdisciplinary Conference was rated 5/5 stars by 80% of attendees
- Operations Team members participated in LEAN training, a continuous improvement system. Staff members began introducing LEAN principles to the organization.
- Implemented *Lean Rapid Improvement Event*, significantly reducing lost revenue

NIJH



ACCREDITED



National Partnership
for Hospice Innovation



NHPCO

National Hospice and Palliative
Care Organization



WE HONOR VETERANS

Volunteer Services

Carole Fisher
Meal Delivery Program
9,360 meals delivered

Patient Advocate Program
8,510 calls to patients and
family members to ensure
needs are being met

DOLLAR VALUE OF
VOLUNTEER HOURS

\$604,129

346

ACTIVE VOLUNTEERS

28,975

TOTAL VOLUNTEER HOURS

**PAWS
FOR
PAUL**

The Paul Ames
Pet Therapy Program

In 2018, Nathan Adelson Hospice rebranded the Pet Therapy program as Paws for Paul. Paul Ames, brother of actor and comedian Brad Garrett, was a passionate advocate for animals, especially the dogs he cared for during his life. To honor his memory, Garrett and Nathan Adelson Hospice have created a program that enhances the services provided to those in its care and their furry friends.

Assisted 41 families

Provided pet food and
supplies for 28 patients'
families and their pets

Collected over 1,000
individual items for our
Annual Pet Shelter
Supply Drive



2019 Community Outreach

Nathan Adelson Hospice reached **8,783** individuals through **224** community outreach events, including:

- Senior Centers
- Faith-Based Communities
- Veterans Administration Hospital
- Veteran Pinning Ceremonies
- Veterans' Cafés
- Nevada Academy of Family Physicians — 30th Annual CME Meeting
- Clark County Employee Fair
- Valley Health Systems Informational Fair
- Southwest Gas Employee Fair

Bonnie Schreck Memorial

Complementary Therapies

Bonnie Schreck passed away in February of 1999 and her husband, Frank, established the program to keep her memory alive. Many complementary therapies reduce stress, anxiety and depression. The staff is comprised of certified therapists and licensed practitioners who offer caring emotional support and attention to the mind, body and spirit.

1,371 Nathan Adelson Hospice patients and families received complementary therapy sessions in **2019** including:



2,499 Massage Therapy

2,032 Aromatherapy

275 Pet Therapy

262 Reiki

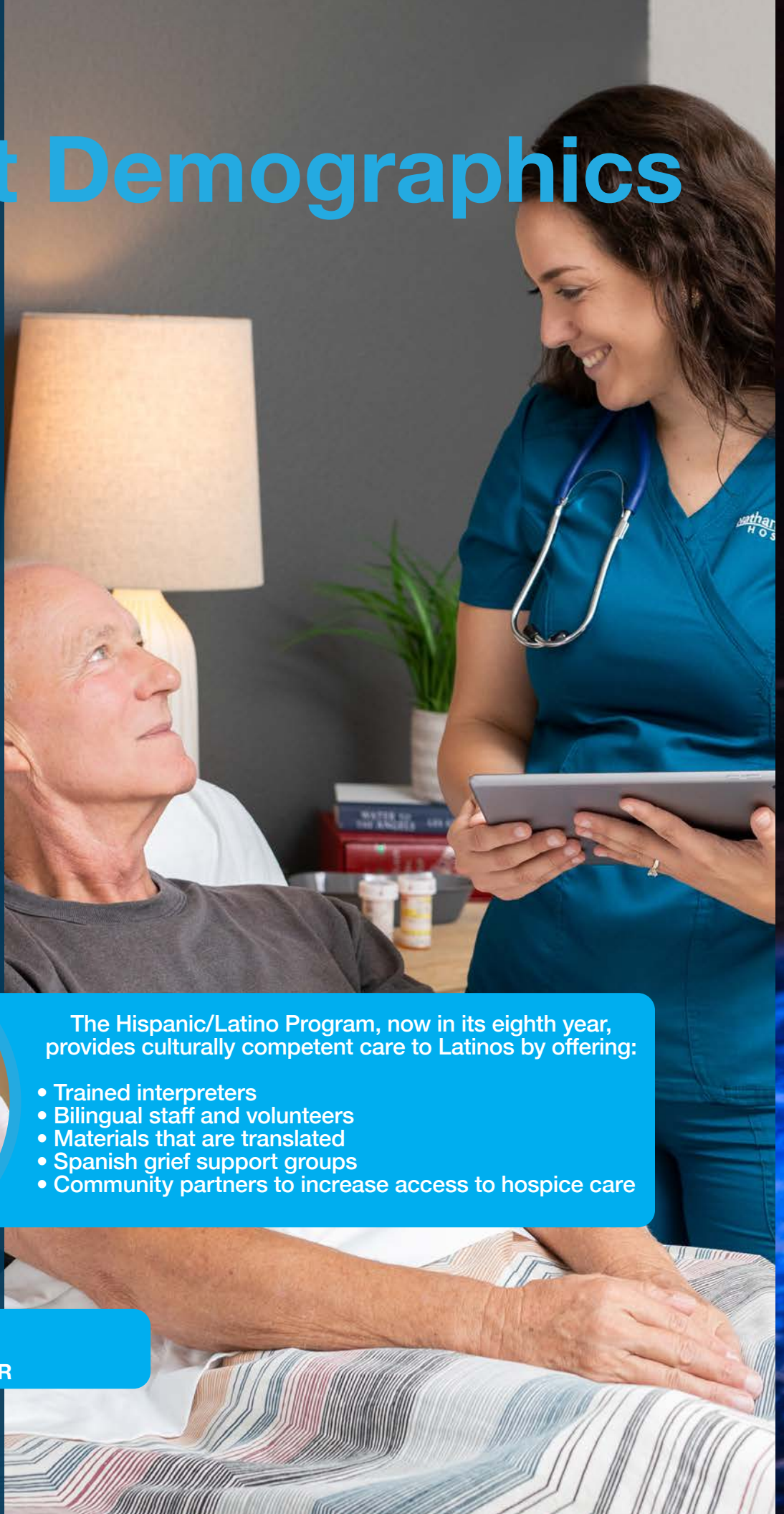
60 Art Therapy

14 Other

Patient Demographics



Research continues to show that patients live longer and are more satisfied with their care when palliative and/or hospice care services are in place.



The Hispanic/Latino Program, now in its eighth year, provides culturally competent care to Latinos by offering:

- Trained interpreters
- Bilingual staff and volunteers
- Materials that are translated
- Spanish grief support groups
- Community partners to increase access to hospice care

1,119

VETERANS CARED FOR

NAH Foundation Events

15th Annual Multicultural Luncheon
\$21,893

Butterfly Release (Las Vegas and Pahrump)
\$27,823

Flair for Care Fashion Show and Luncheon
\$487,142

20th Annual Wine and Food Tasting
Extravaganza
\$67,842

24th Annual Serenades of Life –
Doctors in Concert
\$65,664

Festival of Trees
\$3,628

Mondays Dark
\$10,000

Diversity In Action Award The Valley Health System

Multicultural Luncheon



Brad Garrett Humanitarian Award

Carole Fisher

Principal Advisor for Strategic Initiatives
Nathan Adelson Hospice

Serenades of Life - Doctors in Concert



CEO Transition



On June 30, 2019, Carole Fisher stepped down as the CEO of Nathan Adelson Hospice after 14 years with the organization, 13 of those as its leader. Carole's impact on Nathan Adelson Hospice and the community can not be summed up easily.

However, to celebrate Carole's many achievements, we thought it only fitting we honor her with the newly-christened *Carole Fisher Meal Delivery Program* and the *Carole Fisher Courtyard*. She has been an invaluable guiding star for the hospice and an advocate for hospice and palliative care nationwide for over a decade.

In 2020, Carole will continue to serve in a new role as Nathan Adelson Hospice's *Principal Advisor for Strategic Initiatives*.

Thank you Carole, for adding your impressive legacy to that of Nathan Adelson Hospice and helping make sure *no one ends the journey of life alone, afraid, or in pain*.

Camp Erin

In June, NAH held its 29th annual Camp Erin,[®] a bereavement camp for children, at Potosi Pines.

Children and teens who have experienced the death of someone close to them participated in traditional camp activities. This was combined with grief education and emotional support led by grief professionals and trained volunteers.

Camp Erin provides a unique opportunity for campers to bond with other children facing similar life circumstances.

51
YOUTH ATTENDED

39
VOLUNTEERS PARTICIPATED

Spiritual & Bereavement Department

All grief and bereavement groups are open to the entire community. NAH provides:

Eight weekly support groups in Las Vegas and Pahrump and one weekly support group in Spanish

Monthly memorial services to honor loved ones

3,171 spiritual care visits to patients at NAH inpatient facilities and 2,218 visits at home

5,436 spiritual care phone calls

8,864 bereavement phone calls and 464 visits to families to provide support



Organizational And Staff Achievements

- Named one of the *Best Places to Work in Healthcare* in the country by *Modern Healthcare* magazine, making this the 8th time receiving this prestigious national recognition in a decade
- NAH won Clark County Medical Society's President's Award
- Achieved Level Four of the *We Honor Veterans* program
- Received SWAE Achievement Award (Level 3) for Excellence
- Carole Fisher honored with the Healthcare Heroes Lifetime Achievement Award from *Nevada Business Journal*
- Carole Fisher honored with Las Vegas HEALS Inspired Excellence Award

Donor Spotlight



Bud Weil first met Nate Adelson in the 1960's when Adelson owned Market Town Grocery in the White Cross Drug center at Oakey and Las Vegas Boulevard. They maintained their friendship into the 1970's when Mr. Adelson became the CEO of Sunrise Hospital.

When Bud was a patient at Sunrise Hospital for a minor procedure, the temperature of the room made him unable to rest. After notifying the nurse of his discomfort, it wasn't long before Nate Adelson showed up in Bud's room — his arms full of flowers and apologizing for the room temperature. Bud remembered, "That is just how Nate was — always trying to make everyone else comfortable."

After Nate's death, Bud's affection for his friend was his initial inspiration for supporting the newly-created Nathan Adelson Hospice. However, Bud said dozens of his friends, neighbors and loved ones have been cared for over the years by the hospice that bears his friend's name.

Bud supported Nathan Adelson Hospice for longer than there are donation records and he included a gift to the hospice in his will. Bud passed away in 2019 and we miss him, his stories and his devotion to our mission.

Founders - \$25,000 +

Albertini Family Charitable Fund
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Jeri and Rick Crawford

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Sylvia & Stefan Paster Trust
Mabel Ruf
Windsong Trust
The Elaine P. Wynn & Family Foundation

Benefactors \$5,000 - \$24,999

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Daniel Habel
The Heaton Family
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Geraldine Hanson
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Ambassadors \$500-\$4,999

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HealthInsight
Health Services Coalition
Hershey's Chocolate World
Lois M. Hough
Glenda Houghland
The Howard Hughes Corporation at Summerlin
Dawn and Christopher S. Hume
The Hunteerton Family
Intalere
Invaserv, LLC
Anamari Irwin
Sharon Israel
Florence Jameson
Sharon Jenkins
Joe's Stone Crab - Las Vegas
Helen and Chip Johnson
Saundra and Gary Johnson
Laurie L. Johnson
Jeanne Jones
Butch Jordan
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Ambassadors \$500-\$4,999

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Judith Roberts
Anna Robins
Christina Rogers
Mark Rogers
Romero's Mexican Restaurant
Matt Rose
Thomas Rose
Beverly Rosenthal
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Karen Rubel
Mona and Clemens Rybacki
Saddle West Hotel Casino and RV Park
Tom Sands
Saks Fifth Avenue
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Michelle Shuler
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Touro University
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Ronald Ziance
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**Thank you
for your
continued
support!**

Nathan Adelson
HOSPICE

www.nah.org



Main Facility :

Nathan Adelson Hospice
4141 University Center
Drive
Las Vegas, NV 89119
Tel: 702.733.0320

Tenaya Facility:

Nathan Adelson Hospice
3150 N. Tenaya Way,
Suite 350
Las Vegas, NV 89128
Tel: 702.733.0320

Pahrump Office:

Nathan Adelson Hospice
2270 E. Commercial
Road, Suite A/B
Pahrump, NV 89048
Tel: 775.751.6700

Henderson Office:

1201 Nevada State Drive
Henderson, NV 89002
Tel: 702.733.0320

Foundation:

Tel: 702.796.3132

Center for

Compassionate Care:

Tel: 702.796.3167

**Elaine Wynn Palliative
Care Program:**

Tel: 702.947.6980



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