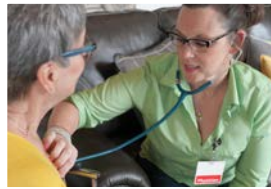




HOSPICE

RED RIVER VALLEY



2023 HOSPICE OF THE RED RIVER VALLEY

ANNUAL REPORT

MISSION

Hospice of the Red River Valley's mission is to provide comfort and care through life's journey.

VISION

Our vision is to enrich every person's life by honoring their goals and priorities, and providing the right care, in the right place, at the right time.

PRIMARY VALUE

The needs of the patient and family come first.

VALUES

Hospice of the Red River Valley has **HEART!**

Honor: I accept the honor of service to hospice patients, families and communities.

Excellence: I strive for excellence in my work, as we stand on hallowed ground.

Attitude: I choose a positive attitude at work.

Respect: I treat people with the same respect I wish to be given.

Teamwork: I value everyone's contribution in delivery of care, operation of the organization and stewardship of our resources.

BOARD OF DIRECTORS

Erik Barner,
President

Dr. Mary Dockter,
Vice President

Nancy Andrews,
Secretary/Treasurer

Jon Benson,
Past President

Rev. Laurie Natwick

Paul Diederich

Dr. Mike Lillestol

Tom Eide

Nate Vollmuth

Rachel Rogen

Trisha Pearson

Todd Fisher

LEADERSHIP TEAM

Tracee Capron,
Executive Director

Becky Pfau,
Director of Clinical Operations

Brenda Iverson,
Director of Marketing & Community Relations

Heather Collins,
Director of Human Resources

Jim Sterling,
Director of Corporate Compliance

Liz Sterling,
Director of Education & Quality

Michael Meyer,
Director of Philanthropy

Theresa Stahl,
Director of Finance

Dr. Tracie Mallberg,
Medical Director

I am thrilled to welcome you to our 2023 annual report, a testament to the remarkable journey we've embarked on together. This past year has been marked by significant achievements and milestones that underscore our unwavering commitment to providing compassionate end-of-life care.

One of our most notable accomplishments has been working towards the completion of our long-awaited Hospice House. Heather's House will stand as a beacon of comfort and support for patients and families in their time of need, offering a serene and nurturing environment where compassionate care knows no bounds.

In addition to our physical expansion, we have remained steadfast in our mission to serve the diverse needs of our local and rural communities. Despite the challenges posed by distance and geography, we have continued to extend our reach, as we are passionate about everyone receiving care where they call home.

Furthermore, our commitment to House Calls has allowed us to redefine the boundaries of traditional primary and palliative care. By bringing our expertise and compassion directly to the homes of those in need, we have provided comfort and support where it matters most, ensuring that every patient receives the personalized care and attention they deserve.

As we reflect on the past year, I am filled with gratitude for the dedication and generosity of our staff, volunteers, donors and community partners who have made these accomplishments possible. Together, we have made a profound difference in the lives of countless individuals and families, offering solace, dignity and peace during life's most challenging moments.

Looking ahead, I am excited to continue our journey together, guided by our shared values of compassion, respect and excellence. Thank you for your continued support as we strive to make a meaningful difference in the lives of those we serve.

With gratitude,



Tracee Capron



A MESSAGE FROM TRACEE

Tracee Capron, RN, BS Ed., MAOL, CNED
Executive Director

OUR PATIENTS THE KERIANS STORY

In 1991, Steven Kerian, the three-year-old son of Pat and Larry Kerian, became amongst the first pediatric patients served by Hospice of the Red River Valley. In the comforting presence of his parents and two brothers, Steven received compassionate care from Hospice, at home.

The Hospice nurses, doctors and volunteers that cared for Steven also provided an immense amount of support to the Kerian family. "There's a saying, 'care for the caregiver,'" said Larry, "it was a real blessing." Hospice of the Red River Valley helped the Kerian family through the care of Steven, his passing and also in the grief that followed.



Pat & Larry Kerian



Steven & his two brothers



Steven Kerian

2023 QUICK STATS

PATIENTS SERVED:

2,471

AVERAGE LENGTH OF STAY:

71.5 DAYS

MEDIAN LENGTH OF STAY:

18 DAYS

ADMISSIONS:

2,058

REFERRALS:

2,635

PATIENTS SERVED DAILY:

396

HOSPICE OF THE RED RIVER VALLEY



2023 EDUCATION HIGHLIGHTS

CLINICAL EDUCATION

Hospice of the Red River Valley understands the importance of clinical education for those who care for individuals with terminal illnesses. We are committed to providing education to help equip health care professionals with the necessary skills and practices to ensure each patient is treated with dignity and compassion. Our courses feature hospice-specific topics, giving nurses and social workers the opportunity to earn continuing education credits.

CLINICAL EDUCATION (RN, SW, CNA)

✓ 109 Sessions with 2,000+ Attendees

COMMUNITY EDUCATION / BOOTHS

✓ 252 Sessions with 5,790+ Attendees

970+ LUNCH & LEARN ATTENDEES IN 2023

Health care professionals are invited to Hospice of the Red River Valley's Lunch and Learn events to explore topics related to end-of-life care. Lunch and Learns are held virtually and provide one contact hour of continuing education credits to social workers.

✓ 124 Attendees in January

✓ 213 Attendees in March

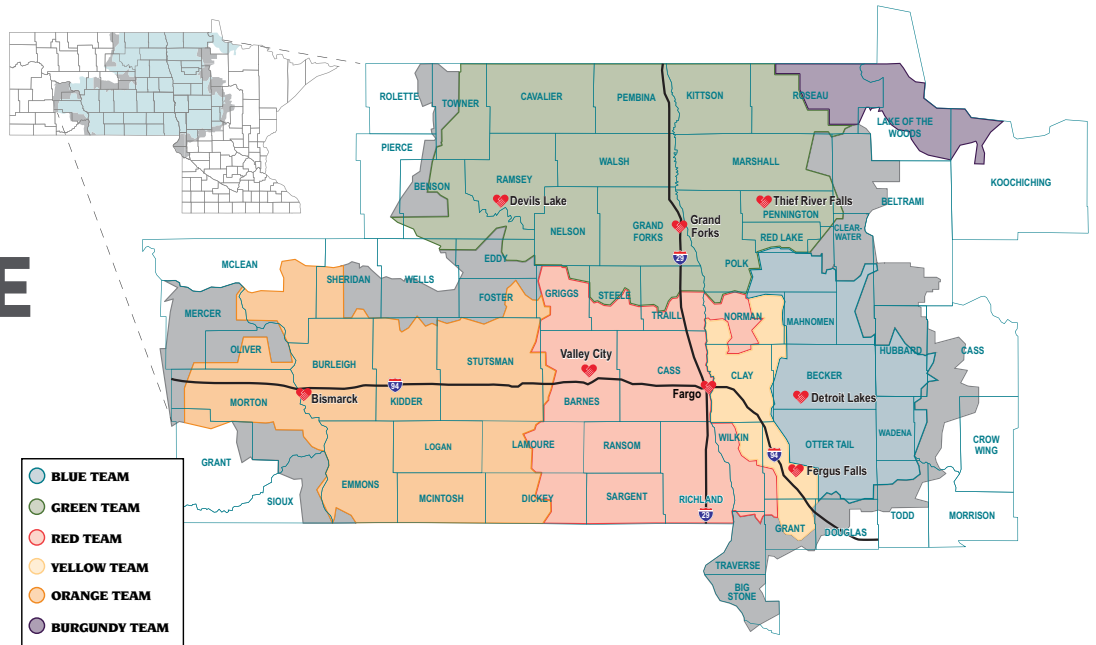
✓ 179 Attendees in May

✓ 129 Attendees in July

✓ 206 Attendees in September

✓ 112 Attendees in November

SERVICE AREA



CLINICAL & COMMUNITY EDUCATION

GRIEF SUPPORT

Our grief program is a free community resource available to anyone, regardless of whether they had a family member served by Hospice of the Red River Valley. We provide support to families, individuals, schools, churches and workplaces.

We offer a variety of programs including grief support groups, classes, one-on-one meetings and presentations. Our support is available to all ages, from children to adults. Grief affects everyone regardless of age, so we ensure that even the youngest in our community are supported through our Children's Grief Retreat.

In June, we hosted our Children's Grief Retreat at the Red River Zoo. The retreat was a time for those ages 8 to 14 to come together after experiencing the loss of a loved one. It was a memorable event as we engaged in many group activities, outdoor play and helped children in our community learn about the grief process and healthy ways to cope.



2023 QUICK STATS

GRIEF CLIENTS TREATED:

2,140

SUPPORT GROUPS FACILITATED:

94

SUPPORT GROUP ATTENDEES:

537

GRIEF SUPPORT MAILINGS:

10,175

PHONE CALLS & PERSONAL VISITS:

5,012

GRIEF SUPPORT



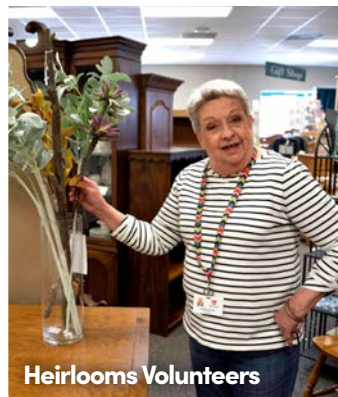
Veteran Volunteers

Hospice of the Red River Valley volunteers play a crucial role in our daily operations, positively impacting lives in our communities.

Our volunteers take on various roles, from directly supporting patients and families to assisting with administrative tasks. Opportunities for direct patient support include companionship, respite care, pathway, courier, hairstyling and therapy sessions, including pet and massage. We also offer special volunteer roles for Veterans who can help assist during We Honor Veterans Pinning Ceremonies or provide Vet-to-Vet companionship.

For those interested in non-patient care roles, there are opportunities for assisting with in-office support, special events, celebration bear sewing and volunteering at our thrift store, **Heirlooms Thrift & Gift** (3120 25th St S, Fargo).

All proceeds from Heirlooms directly benefit Hospice of the Red River Valley. We deeply appreciate the dedication of our volunteers, whether they are helping customers, managing sales or accepting donations. Their commitment has been invaluable, especially as Heirlooms Thrift & Gift celebrated its 20th anniversary in 2023!



Heirlooms Volunteers



Veteran Pinning



2023 QUICK STATS

MILES TRAVELED:

44,655 MILES

430 VOLUNTEERS TIME SPENT:

14,615 HOURS

HOW VOLUNTEER HOURS ARE SPENT:

5,789 HRS

2,971 HRS

5,855 HRS

OFFICE HELP

PATIENT VISITS

HEIRLOOMS

VOLUNTEERS & OPPORTUNITIES

THANKS to generous contributions from friends, patients and families, Hospice of the Red River Valley can exceed the standard of care and extend our services to all.

As a nonprofit community-based organization, we provide compassionate hospice care to everyone in need, regardless of their ability to pay. As not all services are covered by insurance, philanthropic support is crucial. Philanthropic funding is vital in areas including our continued expansion of care to rural areas in North Dakota and Minnesota, our grief and bereavement programming, special volunteer projects such as our Celebration Bears along with our focus on honoring our Veterans through our We Honor Veterans Program. In 2023, due to the community's continued support, we were able to support so many within our region.

2023 FUNDRAISING HIGHLIGHTS

- ✓ Giving Hearts Day with over **\$528,000** raised in one day to support our programs and the building of Heather's House.
- ✓ Heather's House received over **\$2.8 million** in support towards our \$20M private support goal.
- ✓ The Grateful Friends and Family Program launched in 2023 with an initial 19 donors expressing their gratitude for the exceptional care their loved ones received. These supporters **paid it forward** so that others can also experience the same level of compassion and comfort.
- ✓ Memorial gifts are a meaningful way to support Hospice of the Red River Valley. In 2023 nearly **4,000 memorial gifts** were made in honor of loved ones who have passed.
- ✓ Generous volunteers and committees throughout our communities organized and hosted eight different fundraising events to support HRRV. They included:
 - 19th Annual Naytahwash Nightriders Hospice Ride (Naytahwaush, MN).
 - 5th Annual RibBest at Pinehurst Resort & Lodge (Naytahwaush, MN).
 - 14th Annual Sweet N' Stickey in Dickey (Dickey, ND).
 - 8th Annual JJ's Hog Roast for Hospice (Pelican Rapids, MN).
 - 14th Annual Ole's Ride (Vergas, MN).
 - 18th Annual Lillian Bridgeford Memorial Scramble (Crookston, MN).
 - 33rd Annual Redeemer Lutheran Spaghetti Dinner (Thief River Falls, MN).
 - 9th Annual Tree Walk for Hospice (Thief River Falls, MN).



2023 GIFTS & PLEDGES SUPPORTING THE CARE



5,182
SUPPORTERS

8,240
GIFTS

\$4,706,454
DOLLARS RAISED

HEATHER'S HOUSE GIFTS AND PLEDGES:

\$2,849,646

OTHER DONATIONS TO HRRV:

\$815,334

REALIZED BEQUESTS/ESTATES:

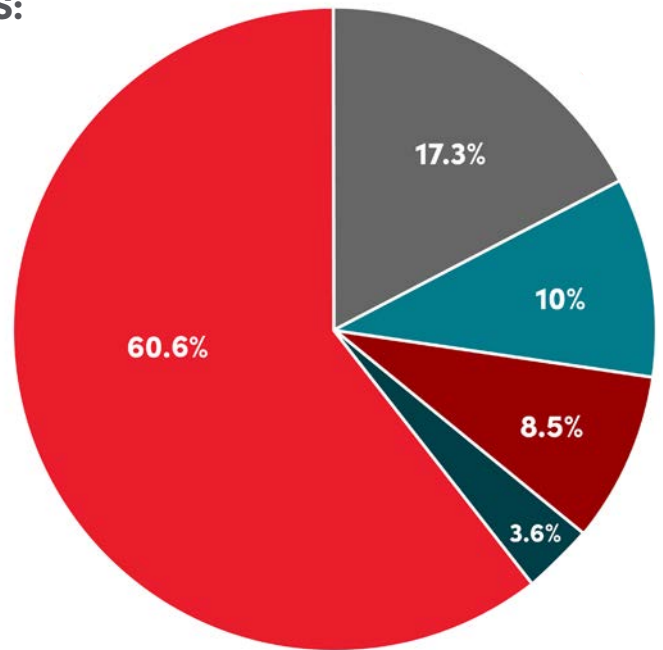
\$471,425

MEMORIALS & HONORARIUMS:

\$400,049

ENDOWMENT:

\$170,000



**WHERE YOUR
DOLLARS GO**



◀ More information about
Hospice of the Red River Valley
800.237.4629 | www.hrrv.org



SITE PLAN & KEY FEATURES

SCHEELS CAMPUS

3800 56TH AVE S, FARGO, ND 58104



We are excited to move into Heather's House Fall of 2024 and begin serving patients early 2025!

Heather's House will be the first FREE-STANDING hospice house in the region. This means it is not a wing in a hospital, but rather a building designed to have a home-like feeling for loved ones and their families. Heather's House will offer comfort while knowing the necessary medical care is provided.

2023 QUICK STATS

DOLLARS RAISED FOR HEATHER'S HOUSE:

\$2,849,646

2023 PROGRESS:

75% COMPLETED

TOTAL SQUARE FEET:

55,000

PATIENT ROOMS:

18

COMING SOON: HEATHER'S HOUSE



Heather's
House
HOSPICE RED RIVER VALLEY



Peace Plaza



Main Entrance

I learned of hospice care from Dr. Joy Query, a lifetime family friend and exceptional woman. When she started advocating for hospice care in our community, few of us knew much about it, but over the years we have seen a great need and I have known many people whom have benefited from the help of the Hospice of the Red River Valley, so when Heather's House was announced we felt it would be of great benefit to our community and our family decided it was worthy of our support. My daughter and I have visited during construction and both of us are encouraged by what we see and excited to have been able to support the new facility.

- Matthew Morh



Lake & Pier Overlook

Nearing the end of life often brings feelings of uncertainty and can be a frightening and confusing time for individuals and their families. Heather's House brings a new opportunity for end-of-life care to our area. Families will feel at home in this warm inviting place. They will be able to spend time on what is most important to them, knowing they are surrounded by a loving community of competent professionals and volunteers caring for their needs.

- Steve and Kathy Johnston

The hearts of Hospice personnel are ones I will always remember as they helped me navigate my Dad's illness and passing. My family and I were fortunate enough to have my Dad stay in his home with the help of Hospice of the Red River Valley, however if this option was not available to us I wholeheartedly see the benefits and blessing of having a place such as Heather's House. We are supporting Heather's House because no one should have to have the fear of not being able to care for their loved one in a safe environment.

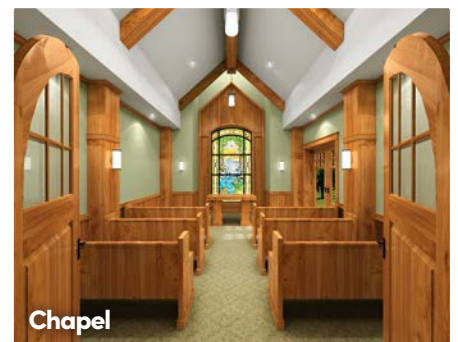
- Macey Jones



Family Room



Patient Rooms



Chapel

COMMUNITY IMPACT

2023 HEATHER'S HOUSE PROGRESS



JANUARY - MARCH 2023

- Wall framing started.
- Parking lot finished with curb and gutter.
- Concrete poured in 2/3 of the building.
- Plumbing and electrical hookups roughed in.



APRIL - JUNE 2023

- Framing completed on east side of the building and roof trusses set.
- Roof sheeting on east side of the building completed.
- Framing continues for the rest of the structure.
- Majority of administrative portion completed.



JULY - SEPTEMBER 2023

- External and internal walls placed.
- Roofing and shingling progressed.
- Excavation finished on west and east ponds.
- Fire protection throughout the roof trusses installed.
- Finalizing of all patient pads and call systems progressed.
- Diligent work on patient care internal structures and furnishings to ensure comfort of patients and families.



OCTOBER - DECEMBER 2023

- Progress with enclosing the building continues.
- Focus shifts to interior completion during winter months.



◀ More information about Heather's House
800.237.4629 | www.hrrv.org/hospicehouse

REVENUES

TOTAL REVENUE: \$41,368,089



Net Revenues for Hospice Services
\$37,922,476

Gifts, Investments & Other Income
\$3,445,613

EXPENSES

TOTAL EXPENSES: \$41,544,222

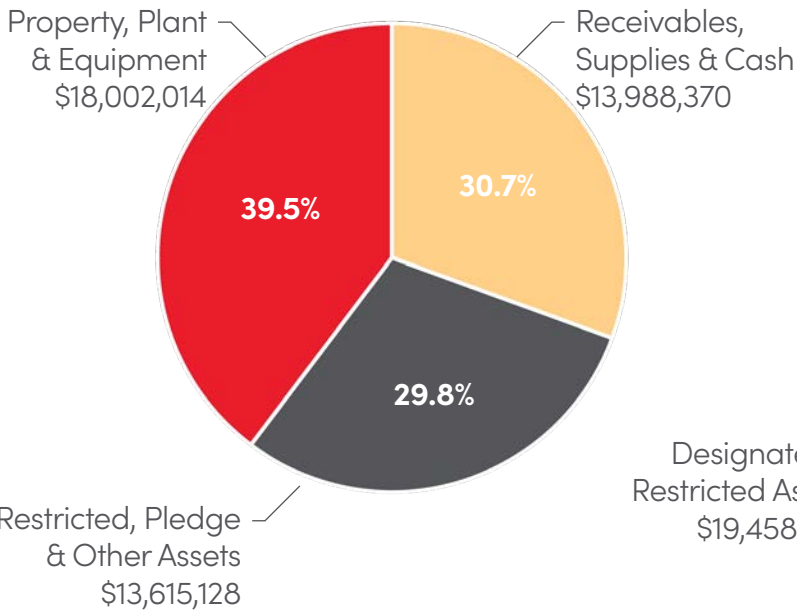


Salaries & Benefits
\$20,753,804

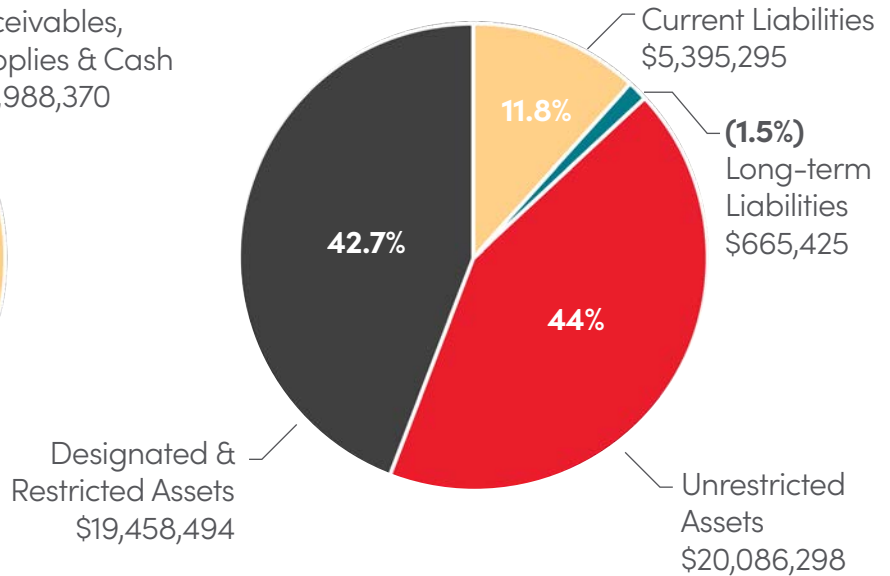
Supplies, Purchased Services & Other
\$19,521,203

(3%) Depreciation, Occupancy & Rentals
\$1,269,215

ASSETS



LIABILITIES & NET ASSETS



TOTAL ASSETS: \$45,605,512 | TOTAL LIABILITIES & NET ASSETS: \$45,605,512

2023 FINANCIALS

SERVING OUR COMMUNITY

Guided by the desire to provide the right care, in the right place, at the right time, House Calls provides a healthcare solution by offering primary and palliative care to chronically ill adults who have difficulty leaving home for routine clinic appointments. Specializing in geriatric and palliative medicine, House Calls providers assist adults in effectively managing symptoms while maintaining a fulfilling lifestyle at home.

As the aging population in North Dakota and Minnesota continues to increase, House Calls remains dedicated to delivering exceptional in-home care, customized for each individual's goals and needs to patients in the Red River Valley. In 2023, House Calls further expanded its reach in Bismarck, extending coverage to nursing homes, offering primary and palliative care services. This expansion follows the commitment to broadening House Calls' services in our region, prioritizing patient-centered care within the familiar home environment.



2023 QUICK STATS

PATIENTS SERVED WITH PRIMARY & PALLIATIVE CARE:

760 PATIENTS

REFERRALS TO PRIMARY & PALLIATIVE CARE:

515 PATIENTS

NEW PATIENTS TO PRIMARY & PALLIATIVE CARE:

345 PATIENTS

PATIENTS WHO TRANSITIONED TO HOSPICE CARE:

151 PATIENTS

HOUSE CALLS 2023 GROWTH



MEET THE TEAM



Dr. Tracie Mallberg, MD
Medical Director



Jessica Reier, MBA
Director of House Calls



Megan Ahern, APRN, DNP-BC
Nurse Practitioner



Breanna Mohagen, AGPCNP-BC
Nurse Practitioner



Ashley Murrey, FNP, AOCNP
Nurse Practitioner



Heidi Borowiecki, FNP-C
Nurse Practitioner

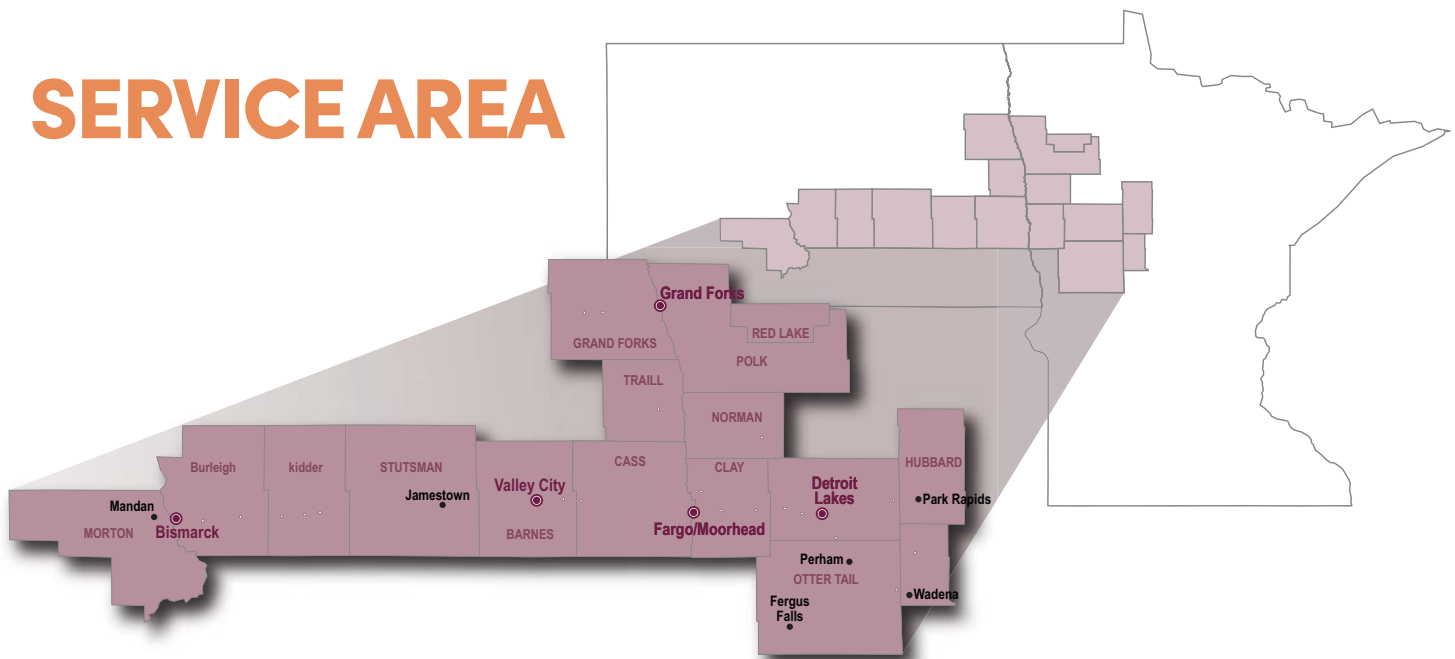


Leah Neugebauer, FNP-C, WHNP-BC
Nurse Practitioner



Melissa Fofana, APRN, FNP-C
Nurse Practitioner

SERVICE AREA



◀ More information about House Calls
800.929.8891 | www.carethatcomestoyou.org



HOSPICE
RED RIVER VALLEY

www.hrrv.org | 800.237.4629