

ANNUAL REPORT 2021

Hosparus Health's Grief Counseling Center has been a cornerstone for our organization that sets us apart from other organizations and elevates the quality of care for the patients and families we serve. Grief counseling services are expansive, inclusive, and diverse.



THE MISSION OF THE GRIEF COUNSELING CENTER (GCC) IS THAT THROUGH COMPASSION, DIGNITY AND EXCELLENCE WE SEEK TO ENHANCE QUALITY OF LIFE BY PROMOTING HEALTHY GRIEVING AND EMPOWERING PEOPLE TO REBUILD AFTER LIFE-CHANGING LOSS.

THE VISION IS TO BE THE PREFERRED PARTNER FOR BEREAVEMENT SERVICES IN OUR REGION THROUGH CLINICAL EXCELLENCE AND WITH A CULTURE OF GRACE AND COMPASSION. SERVICES ARE OFFERED IN A 41-COUNTY AREA, INCLUDING 6 GRIEF COUNSELING SITES AND WE HAVE 9 LICENSED GRIEF COUNSELORS.

2021 can be characterized as the year of endurance. Many of us believed that we might see some sense of normal after the previous year. What we came to understand is that we have a new normal and it showed that many individuals in our community are grieving and needing support more than ever. How did we adjust to the new normal in 2021?

For one, the need for a more streamlined approach to our services, allowing easier access and better quality of care for our clients. To achieve this, we added a bereavement coordinator position to triage clients to the appropriate level of care in our services.

Another very clear realization is that telehealth and easier access to services will now forever be a part of the grief counseling practice, and fortunately, allow more individuals to access services.

Our team continued to work towards the goals identified in our strategic plan, including setting the framework to bill insurance for our community clients, expanding access through telehealth, and opening an office in West Louisville as an extension of our services and offering a physical presence that will reduce barriers to the care we can provide in the community.

DATA HIGHLIGHTS FOR 2021:

- We served significantly more clients than in previous years.
- Majority of the clients served were our hospice families. Our data reflects families who had a loved one in our hospice care utilized and accessed bereavement services more than ever.
- 14% increase in number of unique clients served:
 - 95% of those served were hospice families
 - 5% were community clients
- In addition to our bereaved families, grief counseling served 214 hospice patients who were grieving their own deaths.



HOSPARUS HEALTH EMPLOYEE/VOLUNTEER SUPPORT

As our community and world have had collective grief, our staff have as well. We provided bereavement cards/ emails to 143 employees at Hosparus Health who suffered a loss. We also provided:

- Four memorials/support services for employees that we lost in 2021
- A Burden Basket ceremony for staff to tend to their own grief during the pandemic
- Support services to our Barren River community staff after a devastating tornado

COMMUNITY SUPPORT

Hosparus Health Grief Counseling Center provides such a variety and expansive list of services primarily through funding from our generous donors and grants. In 2021 we:

- Received \$178,133 in grants for grief counseling
- Provided \$87,777 in charity care to community clients

SUPPORT GROUPS AND PROFESSIONAL EDUCATION

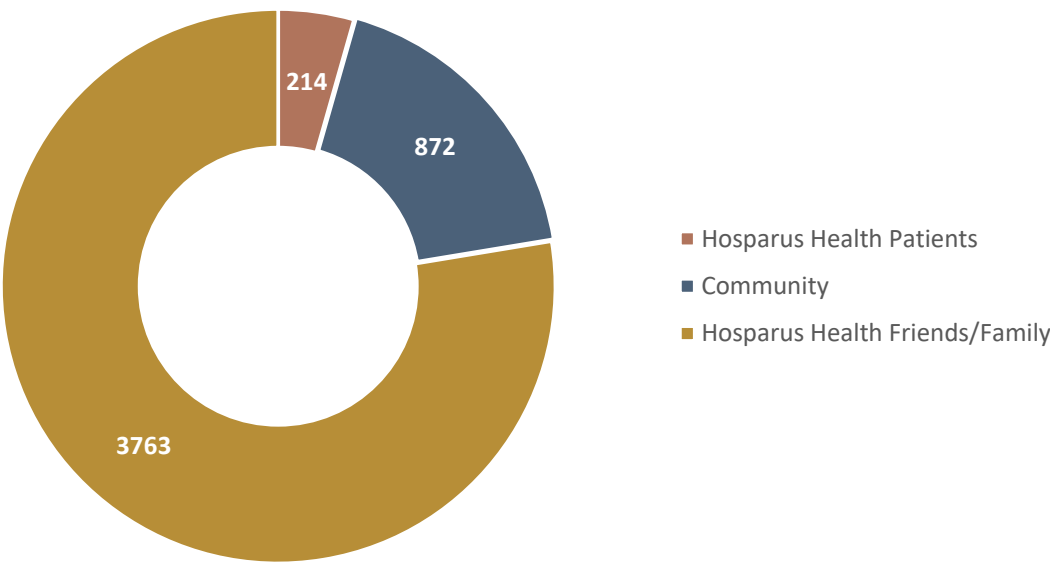
During the pandemic, we continued to offer support groups that are relevant to the changing needs of our community and hospice families. We hosted 264 support groups, and served 1660 clients in those groups. These groups included:

- family caregiver support for families of our active hospice patients
- support in nursing homes
- general grief loss for adults
- homicide loss
- child loss
- parent loss
- grief support for those that identify as LGBTQ+
- spouse loss
- young adult parent loss



We additionally provided 80 presentations, education, specialty programming, memorials, and school groups serving over 235 individuals.

NUMBER OF VISITS BY TYPE





People Served:

2,837 UNIQUE CLIENTS SERVED

(14% increase from 2020)

- 2,627 adults & 210 children

Visits:

4,692 TOTAL VISITS

- 2,923 (63%) telehealth visits
- 1,714 (37%) in Person/office visits

Special Programs:

- **80** PRESENTATIONS, EDUCATION, SPECIALTY PROGRAMS, MEMORIALS, AND SCHOOL GROUPS.
- **235** INDIVIDUALS SERVED THROUGH THESE EVENTS AND SESSIONS.

Grief Support and Education Groups

- **264** GRIEF SUPPORT GROUP SESSIONS
- **1,660** PARTICIPANTS IN GROUP SESSIONS

Grief Education and Outreach

- **5,265** BEREAVEMENT LETTERS
- **11** ENEWSLETTERS

CLIENT EVALUATION OF SERVICES AND QUALITY INDICATOR

We are very proud of the quality of care that our clients receive in grief counseling. The HGCC client satisfaction survey was completed by 116 of our clients. The survey is sent to all clients after their 1st session (individual, family or group) to evaluate the services they received.

96% of these clients felt heard and understood by their counselor, 86% learned helpful information for themselves and/or their child, and 96% would recommend grief counseling services to others that are grieving.

PATIENT FAMILY ADVISORY COUNCIL

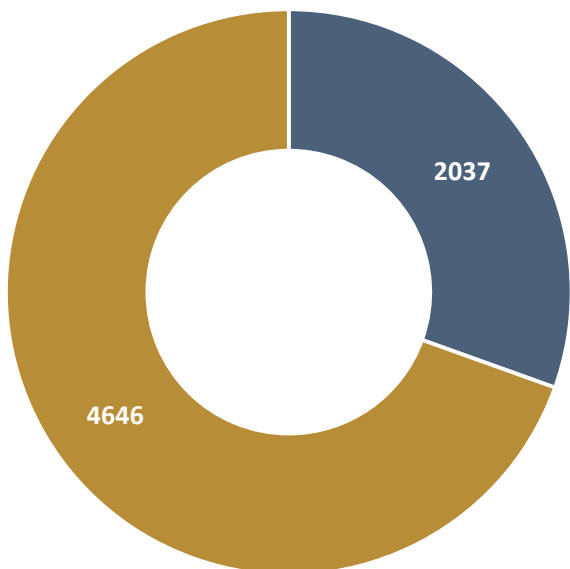
We provided 2 Patient Family Advisory Councils with 13 families participating. These sessions focused on inpatient services and nursing facilities and resulted in multiple action plans based on the feedback from families.

As a result of direct feedback from our 2021 Patient Family Advisory Council, we implemented a new initiative for the entire organization: increase the number of bereavement calls to families after the passing of a loved one. The entire Interdisciplinary team is involved and has made this successful bringing families more closure, especially with the team that took care of their loved ones. This initiative has also allowed more support and referrals to bereavement services when appropriate or needed.



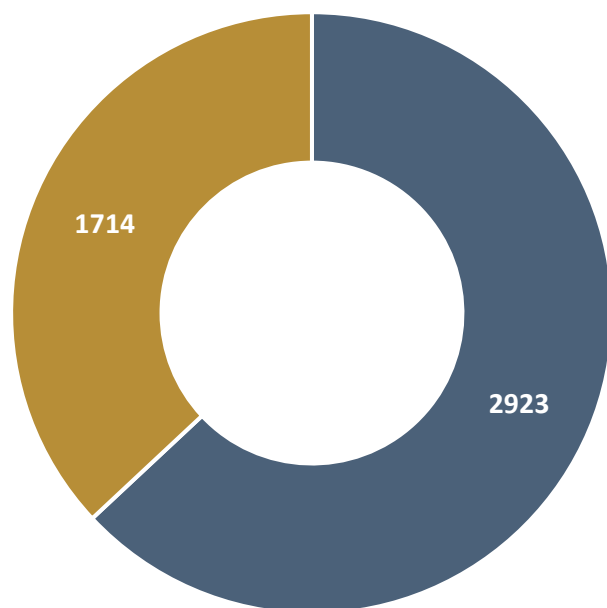
PERCENTAGE OF GCC SESSIONS BY HOSPARUS HEALTH LOCATION

- Southern Indiana, Green River, Barren River, Central Kentucky
- Louisville



VISITS BY APPOINTMENT TYPE

- Telehealth
- In Person/Office



Hospices are required to provide bereavement services for 13 months for families that had a loved one in our care. However, Hosparus Health has chosen to offer families much more.

There is a variety of offerings that they can participate in—individual counseling, support groups, memorials, and speciality programming throughout the year.

We also choose to provide all of these services to our community that have experienced a loss that weren't in hospice. We are very proud that the commitment, depth, and quality of bereavement services provided far exceeds what many other hospices are offering to hospice families and their communities.



Hosparus Health Grief Counseling Centers provide grief support through counseling, educational classes, and groups for children and adults. The Grief Counseling Center is a program of Hosparus Health.

HosparusHealth.org/grief-counseling
502-456-5451

 **HOSPARUS HEALTH**[®]
 GRIEF COUNSELING CENTER