



TRELLIS
Supportive Care

Palliative • Hospice • Family Support

2023

IMPACT
report



It's often said that "change is the only constant in life," and that has been true of Trellis Supportive Care as we have evolved and grown. Yet two things have not changed; our mission of caring, and the strong presence of community support we have felt since 1977. That support was ever-present in 2023 as we received an overwhelming response to our care**forward** campaign to fund the modernization of our 25+ year old KBR Hospice Home.

Community support, and your faith in our mission, is foundational to the care we provide. We have always cherished the certainty that we were built by the community – for the community. We take to heart our responsibility, and privilege, of being exceptional stewards of the trust placed in our organization.

We believe our team, nearly 300 people strong, is unparalleled in delivering care. Their compassion, combined with their expertise, is our most treasured asset – making the biggest impact.

We recognize, too, that those who have been touched by our care know better than anyone the impact of Trellis Supportive Care. You'll hear from a few of them in the pages of this report. We thank you for your continuing interest in, connection to, and support of Trellis.

Sincerely,

Linda Darden,
President & CEO

Mike Gwyn,
Chair, Board of Directors

Our impact is compounded with advocates by our side.

It's as if our founders planted a seed, and what blossomed was a medical community eager to endorse our mission, individuals and businesses wanting to fund this worthy cause, and volunteers ready to help in any way possible. That was in 1977 and, today, we gratefully still feel that momentum.



What does impact feel like?

“As a caregiver, when I really started to feel relief was when Trellis got involved. The amount of weight that was lifted off my shoulders was tremendous. The quality of life my dad had in the time he had left was invaluable.”

– John Timothy Hurst



Hospice Care

A comfort. A relief. A blessing.

Central to the hospice philosophy is receiving holistic, compassionate care at home. A team of specially trained professionals and volunteers visit, making sure that the patient is comfortable physically, emotionally, and spiritually. Both the patient and their family are supported, providing peace of mind that we will be with them every step of the way.

“I know I keep using the word comfort... It was such a relief to know we were supported the way we were with Trellis. My sister and I just felt like we were in your hands – and Mom did too. It was truly a blessing.”

– Marjorie Childress



Over **2,800** patients received hospice care throughout our 13-County service area
We provided nearly **155,000** days of care to those in our community



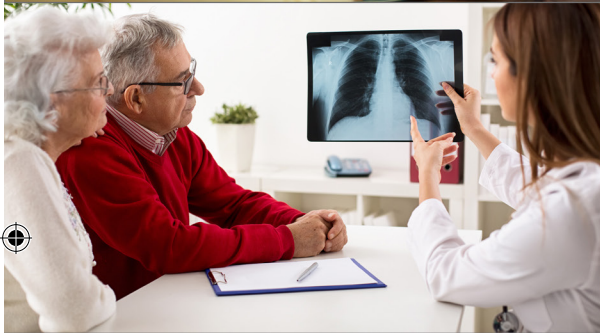
KBR Hospice Home

Our Hospice Home is a safe harbor where a team of compassionate, specialized professionals are by your side around-the-clock so you can breathe a little easier.

“It’s a wonderful feeling for me – not just his caretaker but his mom – to know that everyone here knows how to care for Patrick. I had never been away from him, and it was difficult. I cried all the way home. Yet having him in respite care allowed me the time I needed. I have never, ever, in all these years, felt this supported.”

– Mother of patient

Nearly **1,000** patients received care at the KBR Hospice Home



Specialized Care

Each patient is unique and so is their care. A personalized care plan is created to honor goals and wishes. Likewise, different illnesses have different effects and symptoms. Specialized Cardiac Care, Lung Care, Veteran Care, and Dementia Care programs focus on the unique needs of patients. Developed in partnership with national organizations, these programs utilize best practices in care.

With advanced treatments and therapies provided at home, hospitalizations are greatly reduced, giving patients and families peace of mind and more time to focus on the precious time they have together.



Advanced
CARDIAC CARE



Advanced
LUNG CARE



Advanced
DEMENTIA CARE



Palliative Care

Easing physical symptoms is central to palliative care. The goal is to control pain, nausea, anxiety, and other symptoms to improve quality of life. Care is often provided alongside curative treatment and in coordination with the primary physician.

A palliative care specialist can turn the diagnosis of a serious illness from overwhelming and confusing to a scenario where patients have guidance with decision making, better clarity, and a greater degree of control in their care.

“It was like having a personal advocate explain everything and it’s exactly what we needed.”

– Husband of patient

Nearly **950** patients received palliative care services



Scan here for a closer look
at Complementary Therapies

Complementary Therapies

Hospice care has always been defined as holistic care. The added layers of complementary therapies are a beautiful addition to the expert medical, social, and spiritual care patients receive – providing a sense of peace and connection that can make all the difference.

The practice of music, art, and massage therapies soothes the soul, relax the body, bring meaning, and promote comfort and wholeness for both the patient and family.

“Music therapy gave him the voice that he needed to talk about things that were inside that he had never talked about before. He put those things in song, and he does it with the most joy.”

– Sandra Stinson



Over **2,000** patients received Music Therapy and Massage Therapy, reflecting over **3,000** visits





Grief Support Services

Grief is a natural part of healing, and the journey is different for everyone. The support of our grief counselors is available to anyone in the community who has experienced the death of a loved one, regardless of their Trellis connection.

Whether virtually or in person, counseling provides a pathway towards healing. It is an opportunity to share feelings of loneliness, sadness, anger, and anxiety, in the hope of remembering your loved one with less pain.

Grief Counselors provided over **2,900** individual counseling sessions
Nearly **150** children benefited from grief counseling
Over **600** individuals attended group counseling sessions

Community Outreach

We know that cultures and traditions are as varied as the people in our care; that faith is deeply personal and comes in many forms, that love is love, that we come in different shades, and from small towns and big cities. Above all – we know that our care is for ALL people.

Our Inclusion, Diversity, Equity, and Access (IDEA) initiative is centered on creating a culture of belonging within our organization and the communities we serve.





Providing information and education is vital in creating easy access to services for all people. Programs such as grief counseling, advance care planning, training classes designed to boost caregiver confidence, and veteran outreach are a few of the ways we connect to and support our community.

Our community outreach includes:

- grief support and education
- partnering with senior centers
- volunteering throughout the nonprofit community
- veteran coffees and programs
- participation in Juneteenth, PRIDE Parade, Fiesta, & the Karenni Community Fair



Community Support – Donor Relations

We are grateful to those who believe so strongly in our mission that they become investors. Whether an investment of time, expertise, or financial support, being surrounded by community has made us stronger. It has also afforded us the ability to provide so much more than traditional hospice care.

The impact of community support means all people:

- receive compassionate care, regardless of their access to insurance
- have access to extraordinary grief support, regardless of their connection to Trellis
- may attend an Advance Care Planning workshop
- can find support as caregivers who need tips and tools to feel more confident
- receive layers of support beyond traditional hospice care, like music and massage therapy

*Thank you for believing,
and investing, in our care.*

We provided over
\$225,000 in charitable care

In 1996, with the promise of community support, we broke ground on our beautiful KBR Hospice Home. After a quarter-century of embracing countless patients and families, it is time to modernize this treasured facility. In 2023, our care**forward** campaign proved, once again, that the community is our partner. From the very cornerstone placed more than 25 years ago, to the new smart beds, enhanced technology and modernization happening today – we look forward to welcoming patients for the next 25 years.





Volunteers

Often referred to as the heart of hospice, our volunteers wear many hats. From administrative support, help with fundraising, to patient visits and so much more, their impact is profound.

“After three or four visits where we had gotten comfortable with each other, I got up to leave after our two-hour visit, and she said ‘Bye - I love you,’ and I said I love you too. That’s the whole reason for doing it.”

– Donna Emmary, Volunteer



Nearly **150 volunteers** provided over **17,000 hours**
Volunteer time was valued at nearly **\$600,000**



Patient Caregivers

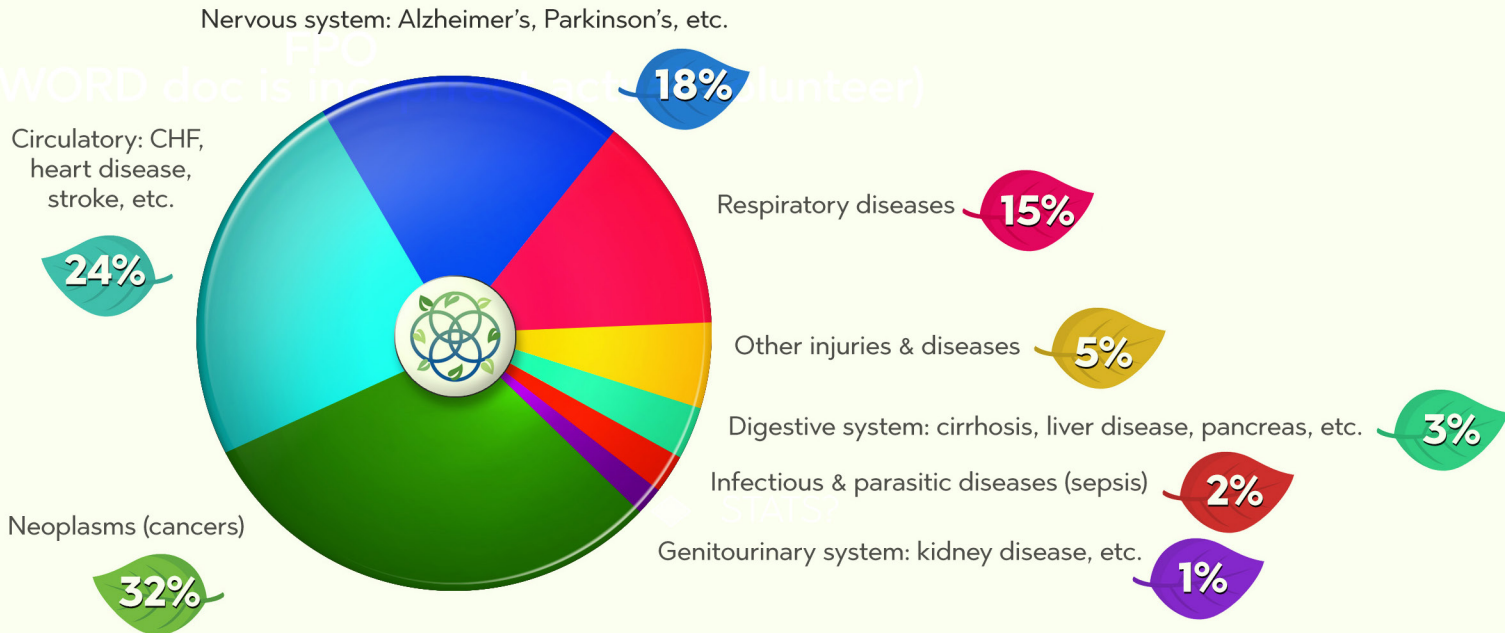
Compassion and expertise are two of the hallmarks of those who are called to this meaningful work. Many will tell you the greatest reward is making an authentic connection with those we serve and doing everything possible to help ease the journey.

Each member of the Trellis Supportive Care team, whether providing hands-on care, raising funds or awareness, ensuring quality, or otherwise contributing to the success of the organization, is vital to the mission.

Patients and their loved ones come to us at a sacred time in life and take their rightful place at the center of our care. Their comfort and peace of mind matter most, and their goals and wishes guide our care.

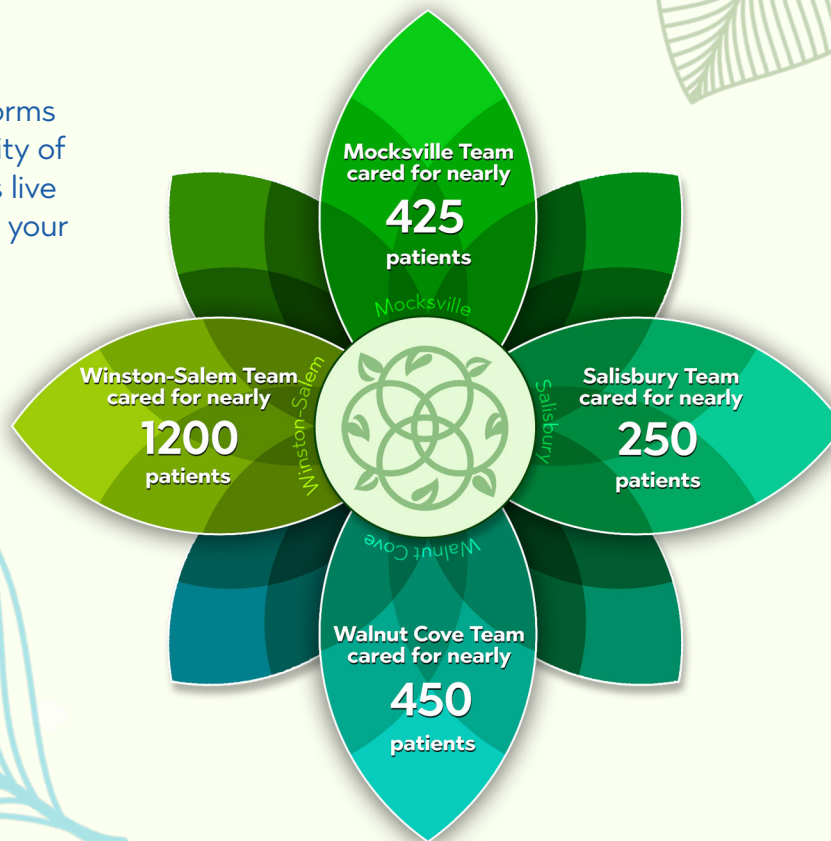
76% of staff provided patient care and support
24% served in administrative / operational roles

Percentage of Patients Served by Disease Category



Our Service Area

We know that peace of mind comes in many forms and that quick response times and the familiarity of your team are important. Trellis team members live and work in the communities we serve. We are your neighbors, and our care teams are often people from your own community. We serve 13 counties. Nearly one-third of patients receive care at our KBR Hospice Home.



Trellis Supportive Care 2024 Board of Directors

Mike Gwyn, Chair
Teresa Lindsay, Vice Chair
Darcie Lewis, Secretary
Della Wildfong, Treasurer
Peter Juran, Past Chair



Trellis Supportive Care Foundation 2024 Board of Directors

Elizabeth Madden, Chair
Jimmy Strickland, Vice Chair
Chris Munnely, Secretary
David Twine, Treasurer
Lottie Kay, Past Chair



Cynthia Aguirre, MD
Richard Bennett
Suzanne Caroon
Raul Colon
Tembila Covington
Stan Fuller, MD
Haley Gingles
Stephanie Joseph
Tom Kangur

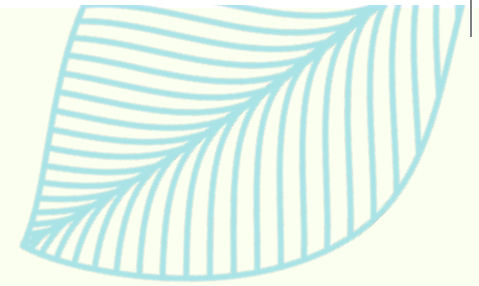
Michael Kenyon
Samara Llewellyn, MD
Chris Pardue
Isaac Perry
Dee Stokes
Ramon Velez, MD
Sarah White
Nancy Young

Emeritus
James Smith

Steve Ashworth
Carla Brown Rumph
Scott Cawood
Danny Freeman
Jeff Herman
Hof Milam
Susan Pfefferkorn
Keisha Redd

Hal Rollins
Amy Smith
Aaron Spivey
Bryan Thompson
Amir Young
Brad Zabel

Emeritus
JoAnn Davis



*The greatest impact is easing the journey for patients and families.
It's about providing quality, personalized care so they have peace of
mind that they've made the best choice for care and support.*





TRELLIS

Supportive Care

Palliative • Hospice • Family Support

www.TrellisSupport.org

888-876-3663