



# Rainbow Hospice and Palliative Care

## Community Benefit Report

December 2009

# The Rainbow Hospice and Palliative Care Community Benefit

As one of Chicagoland's oldest and most experienced community hospice organizations, Rainbow Hospice and Palliative Care continues to meet the changing and growing needs of the many communities we serve. Around-the-clock availability, customized care, medical and therapeutic options, teams of dedicated professionals and volunteers, and community resources are defining qualities of all Rainbow Hospice and Palliative Care services.

From the Palliative Care Consultations offering symptom relief and treatment planning ... to Patient and Family Services providing choices in comfort and care ... to crisis counseling and support for the grieving ... to research, education and outreach addressing best practices, Rainbow Hospice and Palliative Care strives to be Chicagoland's foremost provider of palliative care, as well as its most vital resource for end-of-life education.

In addition to the care we provide our patients and families, Rainbow Hospice and Palliative Care makes significant contributions to the health and well being of the greater Chicagoland community. Though it isn't possible to put a value on all of the benefits provided to our community, there are several areas that are worthy of showcasing. The activities listed in the seven primary categories below, exemplify the value that Rainbow Hospice and Palliative Care brings as a community-based, nonprofit organization.

- Community Involvement
- Family Information and Education
- The Rainbow LIFE Institute for Learning
- Financial Assistance
- Volunteer Opportunities and Education
- Bereavement Services
- Special Service Programs

## Community Involvement

Rainbow Hospice and Palliative Care is rooted in the community in which it serves. Beyond care of hospice and bereaved patients and families, members of Rainbow Hospice and Palliative Care serve in a myriad of ways and provide true community leadership. The following events and activities make up part of Rainbow's community benefit:

- Membership in Rotary, Kiwanis and other societies
- Membership on the Park Ridge Healthy Community Partnership
- Service on Park Ridge and Des Plaines Crisis intervention teams
- Service on local hospital cancer and ethics committees as well as other associations
- Service on 2 statewide committees and 6 Chicago area coalitions and initiatives

**Total Community Benefit: \$107,341**

## Family Information and Education

Hospice is not always an easy choice for patients and families. And by the time a patient and/or family discerns whether Rainbow Hospice and Palliative Care is the option they'd like to pursue, it is often too late and the patient dies before we have a chance to serve. The following make up part of Rainbow's community benefit:

- 1961 hours of nursing/social work visits were made to patients and families discerning hospice options. These visits are not reimbursed.

**Total Community Benefit: \$71,619**

## LIFE Institute for Learning

*The purpose and mission of the Rainbow Hospice and Palliative Care **LIFE** Institute for Learning is to influence and inspire health care professionals and the public to understand that the end of life can be a time of comfort and personal growth for people who are dying as well as for those who love and care for them.*

Through the activities of the Rainbow Hospice and Palliative Care **LIFE** Institute for Learning, healthcare professionals, consumers and community leaders will have expanded knowledge and advanced competence to improve the way they support and serve people who are dying and those who are bereaved. The following accomplishments make up part of Rainbow's community benefit:

- Trained 67 residents from 10 medical schools
- Trained 165 students from 7 schools of nursing, a 225% increase from last year
- Trained 3 interns from Loyola University
- Presented to more than 71 community groups reaching more than 10,000 community and business people throughout the six county metro area on a variety of topics including Hospice 101, Advance Directives, Five Wishes and Music Therapy
- Presented at multiple statewide conferences including the Governor's Conference on Aging in Chicago and the Life Services Network Annual Conference at Navy Pier

**Total Community Benefit: \$327,277**

## Financial Assistance

Rainbow Hospice and Palliative Care is dedicated to providing hospice services to its community, including persons with limited or no financial resources. RHPC uses its resources to provide community bereavement services, hospice education, and to provide financial assistance for the uninsured and underinsured, within its financial capacity to carry out this aspect of its mission.

Rainbow Hospice and Palliative Care has a stewardship interest in the prudent use of its financial resources and has an obligation to insure that resources committed to financial assistance are used wisely, fairly and consistently.

All patients are treated with respect and dignity regardless of their ability to pay for medical care. Financial Assistance is available for hospice services provided to patients who meet the financial and documentation criteria defined in this policy. Urgent and emergent services have never been delayed or refused due to lack of financial ability. 22 families received financial assistance in Fiscal Year 2009 totaling 694 days of care.

**Total Community Benefit: \$291,280**

## Volunteer Services and Education

Rainbow Hospice and Palliative Care volunteers are considered to be part of our care team for patients and families. As an agency that is rich in its heritage of community relevance and presence, volunteers are held in high regard in the community because they are joining a staff of the finest volunteers, clinical and support professionals in the Chicagoland area. The following events and activities make up part of Rainbow's community benefit:

- 3 volunteer trainings were hosted at Rainbow Hospice and Palliative Care, providing each of the 45 participants over 16 hours of formal education. (\$1,446)
- 9 educational in-services were provided for volunteers, providing each of the participants relevant information on topics related to hospice and end-of-life issues. (\$3,254)
- Rainbow Hospice and Palliative Care volunteers reported 20,314 hours of service for patient care. Using the nationally-set average value for volunteer time (\$20.25 per hour), this amounts to \$411,359

**Total Community Benefit: \$416,059**

## Bereavement Services

Rainbow Hospice and Palliative Care responds quickly and sensitively with its therapeutic resources and nationally recognized bereavement specialists to assist those mourning a loss. Counselors, support groups, annual events and on-going programs are made available at various times of the day and evening to serve the needs of grieving individuals. Bereavement support serves people of all ages at any stage of loss. Unique Grief in School and Grief in the Workplace programs educate school and business professionals to understand and respond appropriately to grief and loss. The following events and activities make up part of Rainbow's community benefit:

- 20 community support groups and workshops
- Good Mourning Program for Children, Teens and their Families
- Widowed Support Services program
- Serving a total of 6,124 individuals

**Total Community Benefit: \$288,164**

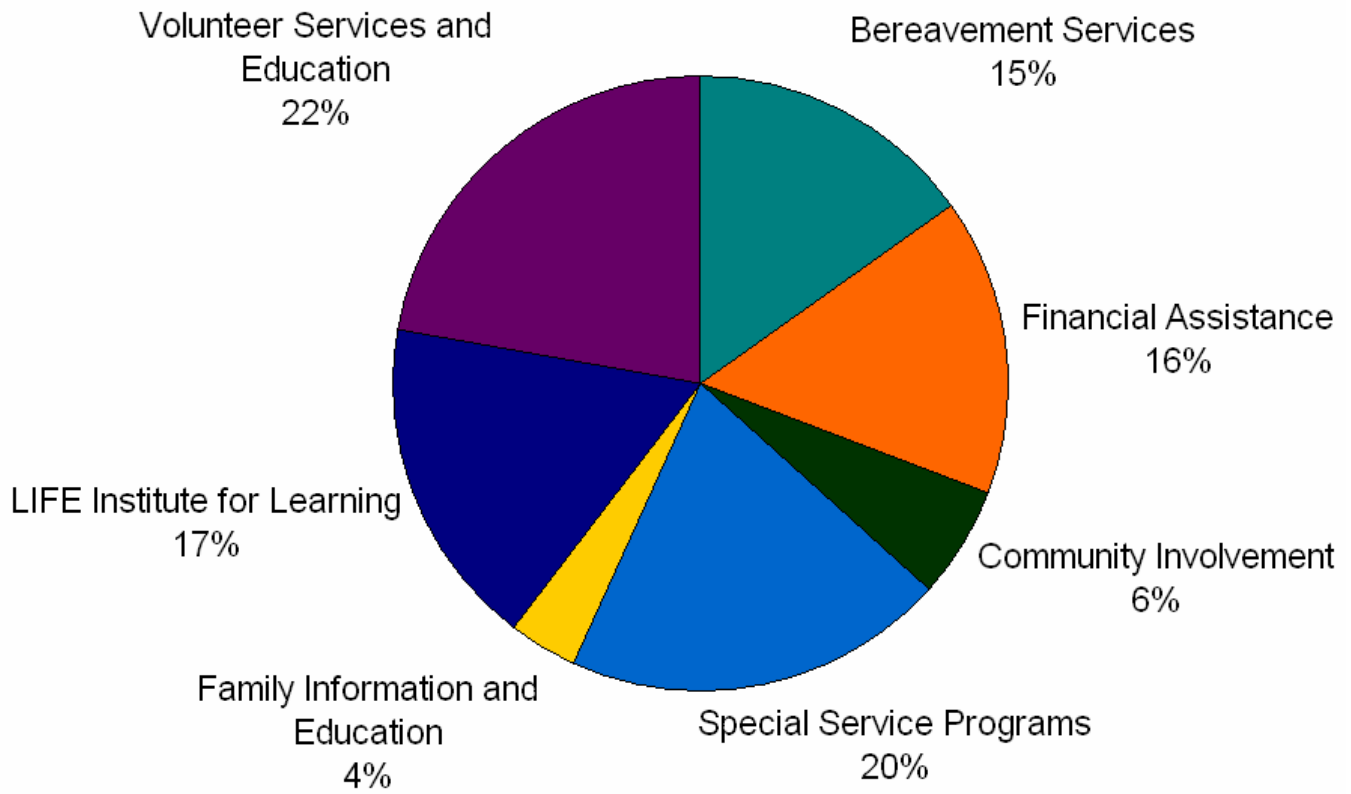
## Special Service Programs

Integrative therapies are provided through Rainbow Hospice and Palliative Care by specially trained professionals with experience in their therapeutic field as well as in hospice and palliative care. These special services help to reduce physical symptoms such as pain, agitation and shortness of breath. They also provide emotional support and the opportunity for patients and families to make meaningful connections with their values and spiritual beliefs.

Last year, more than 1,800 music, massage and pet therapy visits were made to Rainbow Hospice and Palliative Care patients and families.

**Total Community Benefit: \$374,835**

## Community Benefit Fiscal year 2009



**TOTAL COMMUNITY BENEFIT FISCAL YEAR 2009: \$1,876,575**

Your community resource for comfort, care and education.



# Rainbow Hospice and Palliative Care

Rainbow Hospice and Palliative Care  
444 North Northwest Highway, Suite 145  
Park Ridge, Illinois 60068

(847) 685-9900

[www.RainbowHospice.org](http://www.RainbowHospice.org)