• Population of 883,000
• 3 Counties
  -Urban and Rural
• 8,000 people
• 6 Hospices offering care
• 25 years
Delaware Hospice, Inc.

• Community based

• Not for Profit

• Serving Delaware since 1982

• Three offices statewide
TRANSITIONS

- Living the best you can with a serious illness
- Non-Medical
- Counseling/Resources
NEW HOPE

• Focus on Children
• Counseling/Support/Resources
• Community Funded
DELAWARE HOSPICE CENTER

– 16 bed Inpatient Unit
– Community Outreach
– Family Support
VOLUNTEERS

• 650+ Statewide
• Patient/Family Support
• Fundraising
• Integration into Community
• Backbone of Our Care
MEDICARE

• 90% of Patients Served

• 90% of Patient Days

• No CAP Issues
Mrs. O
FINANCIAL PERFORMANCE

• Budget of $28 Million

• Operating Surplus Averages 3%

• Fundraising Support Enhances Community Outreach

• Volunteer Support – in excess of $500,000
INCREASING NEED FOR SERVICES

• Patients served 17% annually
• Cancer patients 54%
• Non-cancer 46%
• LOS 53 days to 70 days
• Median length of stay – 23 days
LOCATION OF CARE

71% - Home

23% - Nursing Home

4% - ALF

2% - Hospital
QUALITY OF CARE

• NHPCO Family Evaluation of Care
• OCS-Outcome Concept Systems
• Multiview
• Suncoast Solutions
• Performance Improvement
• Joint Commission Accredited
• NHPCO Quality Partner
SURVEY/CERTIFICATION

- Last Medicare Survey
- Probe Edit on Specific Diagnosis
CHALLENGES

• Manage Resources Under the Per Diem
  - Rising Prescription Drug Costs
  - Travel
  - Staffing
MEET THE INCREASED NEED

• More Patients

• Changing Needs
Sarge
MOVING FORWARD...

- Gather more information
- Oppose proposal to phase out budget neutrality adjustment
- Encourage surveys
- Engage providers
- Update Medicare benefit appropriately