About our Finances (continued)

Contributions by Source

- Donations & Bequests: 21%
- Memorials & Honorariums: 27%
- Fundraising: 48%
- Grants: 4%

Where Hospice of Southern Illinois Dollars Go

- Program Services: 74%
- Administrative/General Fundraising: 26%

Program Services Expenses

- Human Resources (Staff & Volunteers): 59%
- Pharmaceuticals: 4%
- Medical Equipment/Supplies/Other: 7%
- Room & Board: 14%
- Inpatient Care/Transportation: 5%
- Staff Mileage: 4%
- Other Program Services: 7%

Cost per patient day is: $167.21

Community Benefit

Community Benefit activities are defined as programs or services that aim to improve the health of the people and communities we serve, over and above revenue-generating, fee-for-service in-patient and out-patient healthcare operations. Hospice of Southern Illinois’ Community Benefit activities will target community needs related to end-of-life care. These activities may include, but are not limited to: training healthcare students, speaking engagements, bereavement and counseling services, veterans’ services, community memorial services, and unreimbursed costs of providing care to patients.

In 2019, paid staff made 4,508 bereavement contacts and sent out 14,232 bereavement mailings. Approximately 356 individuals within our communities attended one of our grief support groups and/or memorial services. These services are unique to hospice care and are non-reimbursable.

2019 ANNUAL REPORT

1.800.233.1708
www.hospice.org
OUR MISSION: The Mission of Hospice of Southern Illinois is to enhance the quality of life for individuals and their loved ones touched by a terminal illness.

Hospice of Southern Illinois is a not-for-profit, free standing, community-based hospice offering Southern Illinois and St. Louis Metro-East communities a range of services for people of all ages at the end of life. We have been providing compassionate care to terminally ill patients and their families in their home or a home-like setting since 1981. Since that time, Hospice of Southern Illinois continues to put our patients’ and families’ needs first.

Not all hospice providers are the same. While most have a similar philosophy, each hospice is a different company, offering different services. The best time to learn about hospice care is before you need it. At any time during a life-threatening illness, it is appropriate to discuss all of a patient’s healthcare options, including hospice care. Our reputation is a direct result of our desire to do more than what is required or expected. This can be seen in the passion and commitment of our employees and volunteers to provide excellent hospice care through all the services we provide.

We have seen many changes over the past 38 years. Hospice of Southern Illinois has grown in size, service area (27 counties) and structure (20,000 square miles). Our staff of approximately 120 includes a physician, nurse practitioner, pharmacist, nurses, hospice aides, social workers, bereavement counselors, and support staff. In 2019, we served an average of 191 patients and their families per day.

The volunteer program continues to support our patients and families, and help with administrative tasks. Our 250 active volunteers provided 9,724 hours of service in 2019. Volunteers play a vital role in the overall hospice philosophy. They assist in the following areas: patient care, bereavement, office tasks, speaker’s bureau, health fairs, fundraising and committee work. Each year a Volunteer Appreciation Luncheon is held to recognize volunteers for their service. The Luncheon is supported by community sponsors. The Butterfly Award is given annually to volunteers who display a high degree of commitment to Hospice of Southern Illinois.

Thank you for your continued support of Hospice of Southern Illinois.

Please note: Hospice of Southern Illinois conducts an annual audit by a third party accounting firm. Financials were found to be in accordance with generally accepted accounting principles.

### 2019 Statistical Snapshot

<table>
<thead>
<tr>
<th>Income Sources</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Care Income</td>
<td>87%</td>
</tr>
<tr>
<td>Contributions</td>
<td>4%</td>
</tr>
<tr>
<td>Investments</td>
<td>9%</td>
</tr>
</tbody>
</table>

### Patient Care Income

- Medicare: 81%
- Medicaid: 4%
- Private Insurance: 5%
- Room & Board: 10%