

2022 Community Impact Report



Your family. Our purpose. **Together.**

HOSPICE OF THE WESTERN RESERVE

provides palliative end-of-life care, caregiver support, and bereavement services throughout Northern Ohio. In celebration of the individual worth of each life, we strive to relieve suffering, enhance comfort, promote quality of life, foster choice in end-of-life care, and support effective grieving.



4 STAR COMPARISON RATING ON MEDICARE.GOV

2022 Highlights

HANES FAMILY CHILDREN'S GARDEN

A ribbon cutting event was held in May for people of all ages to enjoy the new garden features. Enhancements included a new perimeter fence, plants, and named garden features which included the rowboat, willow hut, and serpent.

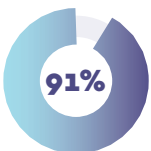
In the Fall, whimsical metal signage with a nautical theme was installed to recognize donors who contributed to the enhanced space. [Click here to read more.](#)



METROHEALTH CARDIAC PROGRAM

HWR collaborated with MetroHealth to provide in-home transitional and palliative care to patients with heart failure upon discharge from the hospital. Wini, a patient of this program, has provided information about her experience and the impact it had on improving her life. See her story on the next page.

The preliminary results indicate:



91% reported improvement in quality of life and satisfaction with the services (using a standardized survey administered before and after the transitional care program).



30-day readmission rates were below both the MetroHealth and the National 30-day readmission rates for heart failure patients.



Claim payments were reduced by **39%**.

HWR ACQUIRES STEIN HOSPICE

The merger of HWR and Stein Hospice created the leading provider of hospice care in Northern Ohio, ensuring future generations will continue to have access to the best and most comprehensive end-of-life services. HWR's footprint now spans over 16 counties in Northern Ohio. [Click here to read more.](#)



HMC HOSPICE OF MEDINA COUNTY INPATIENT CARE

After a temporary suspension of operations due to COVID-19, the Medina Hospice Inpatient Unit reopened in 2022.

Generous support from the Tom & Jill Lincoln Foundation increased the operating capacity and enabled HWR to care for 399 patients in 2022. [Click here to read more.](#)



PROJECT TALK

Project Talk is an organization that aims to engage underserved communities in Advance Care Planning, empowering residents to start conversations about their end-of-life goals and wishes. HWR collaborated with Project Talk in September 2022 to hold the region's first community event at Mt. Zion Church in Cleveland with 24 participants.



Serving the Northern Ohio counties of Ashland, Ashtabula, Cuyahoga, Erie, Geauga, Huron, Lake, Lorain, Medina, Ottawa, Portage, Sandusky, Seneca, Stark, Summit and Wayne.

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COMPASSION • EXCELLENCE • QUALITY
INTEGRITY • SERVICE • STEWARDSHIP



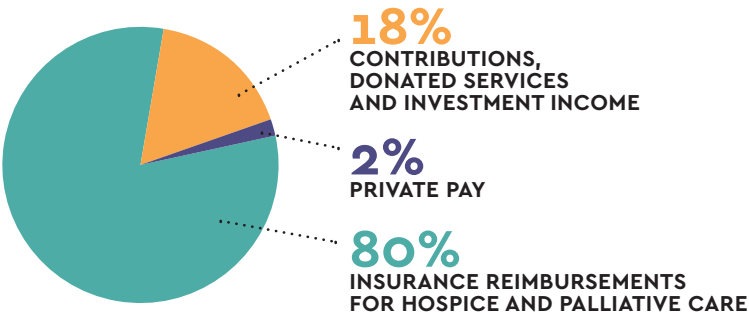
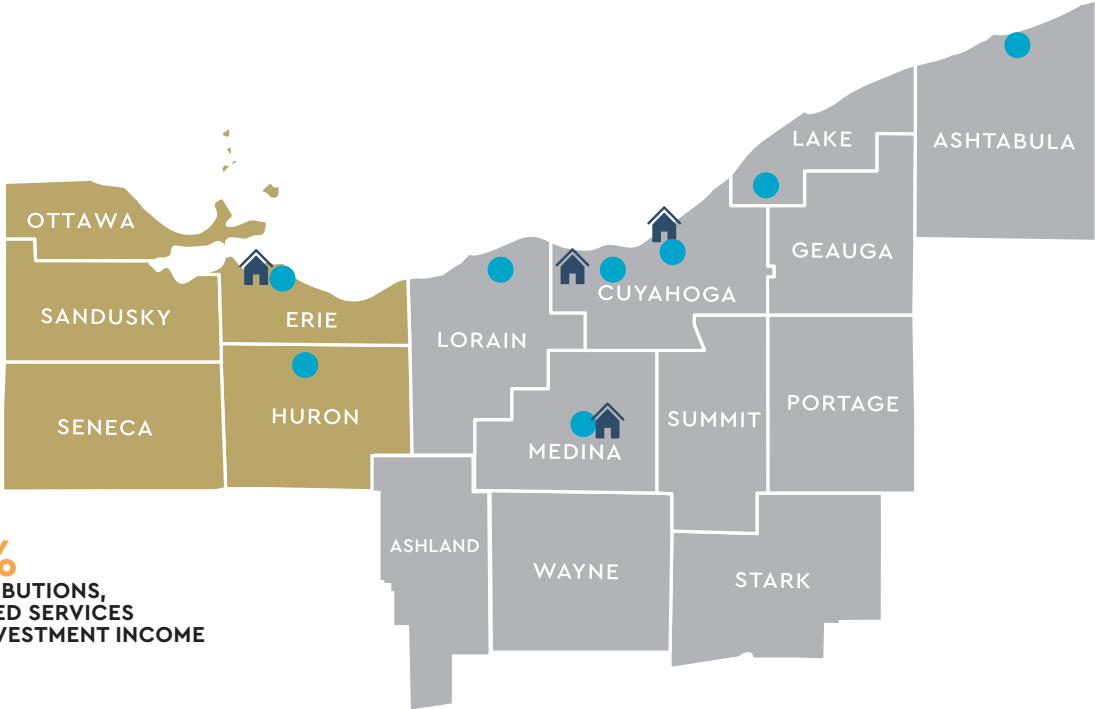
BY THE NUMBERS

4
HOSPICE HOUSES

44
YEARS OF SERVICE

8
OFFICES

16
COUNTIES



Wini, an 83-year-old great-grandmother with congestive heart failure, has gone from barely functioning to baking bread again.

The MetroHealth System and Navigator transitional care program helped Wini and her family by teaching them how to manage her symptoms at home. Funded through a generous grant from The Cleveland Foundation, the program is available to qualified cardiac patients who have been discharged from the hospital. To date, 100% of the program's patients and family caregivers have reported a significantly improved quality of life.

In addition to an advanced practice nurse, social worker and volunteer, the program adds care from a registered nurse for 90 days. The RN works with the patient and their family caregivers to manage symptoms, make lifestyle changes, educate, and explain medications.

"Before I started the program, I couldn't breathe. I couldn't even go into the kitchen to do the dishes or make a sandwich," Wini said. "It's like night and day how I felt then and how I feel now. I don't think I would still be here without the program." [Watch her video here.](#)



PATIENT CARE

1,613 NAVIGATOR PATIENTS SERVED
9,598 HOSPICE CARE PATIENTS SERVED
2.7 MILLION MILES DRIVEN BY CLINICIANS TO CARE FOR PATIENTS
165,000 CALLS ANSWERED BY THE CARE SOLUTIONS CENTER TEAM
95% ANSWER RATE BY THE CARE SOLUTIONS CENTER TEAM



GRIEF SERVICES

135 SESSIONS OF GRIEF SUPPORT GROUPS
374 PATIENTS RECEIVED BEDSIDE ART/ MUSIC THERAPY
6,500 BEREAVED FAMILIES SERVED
94 BEREAVEMENT CAMP PARTICIPANTS



PEACEFUL AND PROUD

1,148 VETERANS SERVED
55 VETERAN CEREMONIES



HEALING ARTS

86 GROUPS
358 PARTICIPANTS



VOLUNTEER SERVICES

48,887 HOURS OF VOLUNTEER SERVICE
693 VOLUNTEERS SUPPORTING PATIENTS



WALK TO REMEMBER

2,200 PARTICIPANTS IN THE WALK TO REMEMBER