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 our 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 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 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 primary categories below exemplify the value that we bring as a community-based, nonprofit organization.

- Community Involvement
- Special Service Programs
- The Rainbow LIFE Institute for Learning
- Financial Assistance
- Family Information and Education
- Volunteer Services and Education
- Bereavement Services
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 and other service organizations
- 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 National, Statewide and Local area coalitions and initiatives

*Total Community Benefit:  $131,986 in 1,714 hours of service*

Special Service Programs

Integrative therapies are provided through Rainbow Hospice and Palliative Care by specially trained hospice professionals with experience in their therapeutic field. These special services help to reduce physical symptoms and provide emotional support along with the opportunity for patients and families to make meaningful connections with their values and spiritual beliefs. Rainbow Hospice also accepts requests to officiate funeral and memorial services for patients:

- Last year, 2,942 music, massage and pet therapy encounters were made to Rainbow Hospice and Palliative Care patients and families.
- Special bereavement service language programs supported more than 222 Spanish and Polish speaking clients.

*Total Community Benefit:  $437,136*
The Rainbow LIFE Institute for Learning

The purpose and mission of the Rainbow Hospice and Palliative Care Leading Innovators For end-of-life Education (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 LIFE Institute for Learning, healthcare professionals, consumers and community leaders have expanded knowledge and greater competence to improve the way they support and serve people affected by terminal illness. The following accomplishments make up part of Rainbow’s community benefit:

- Trained 62 residents from 5 hospitals including Lutheran General, Resurrection Medical Center, and Swedish Covenant
- Trained 270 students from 10 schools of nursing including Rush, Loyola University, and the University of Illinois Chicago
- Hosted 10 interns from in the fields of social work, gerontology, art therapy, counseling, and movement therapy
- Hosted multiple chaplain residents for Clinical Pastoral Education
- Provided 273 community and professional presentations with a total of more than 9,982 participants throughout the six-county metro area on a variety of topics including Hospice, Advance Directives, Music Therapy and Caregiving
- Continued Comfort Care for Advanced Dementia and Dementia with Dignity, a program at Rainbow Hospice to provide education and resources for Alzheimer’s Disease and other dementia related illnesses
- Provided 220 hours of professional education in dementia care training to staff members

Total Community Benefit: $944,253
Financial Assistance

Rainbow Hospice and Palliative Care is dedicated to providing hospice services to the community, including persons with limited or no financial resources. Rainbow Hospice 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 end-of-life care. Financial Assistance is available to all eligible patients who meet the agency’s financial assessment criteria. Urgent and emergent services have never been delayed or refused due to lack of financial ability. During Fiscal Year 2014, 15 families received financial assistance totaling 921 days of care at a cost of $193.28 per day.

Total Community Benefit: $178,011

Family Information and Education

Hospice is not always an easy choice for patients and families. 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. To help families understand and make their own decisions, Rainbow Hospice provides education during the decision process.

- Nurses and Social Workers provided 718 visits to patients and families still discerning hospice options. These visits are not reimbursed by Medicare or private insurance.

Total Community Benefit: $101,941
Volunteer Services and Education

Rainbow Hospice and Palliative Care volunteers are considered a part of our care team for patients and families. As an agency rich in a heritage of community relevance and presence, volunteers are held in high regard in the community because they are joining a staff of the finest clinical and support professionals in the Chicagoland area.

Rainbow Hospice and Palliative Care far surpasses the Medicare requirement for volunteer hours, using volunteer involvement for patient care and general support such as bereavement services, assistance with fundraising, education in the community and community outreach.

The following events and activities make up part of Rainbow’s community benefit:

- Rainbow Hospice and Palliative Care volunteers reported 23,859 hours of service. Using the Independent Sector’s volunteer-dollar value for volunteer time ($22.14 per hour), the value contributed by volunteers totals 568,023.

- 352 hours of volunteer training to numerous participants were hosted at Rainbow Hospice and Palliative Care.

- 152 hours of educational in-services were provided for volunteers, providing each of the participants relevant information on topics related to hospice and end-of-life issues.

Total Community Benefit: $748,916
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 and throughout the whole community, even if the family was never served by hospice.

Program highlights unique to Rainbow Hospice include The Good Mourning Program, the oldest and largest family-focused children’s bereavement program in Chicagoland. The Grief in School and Grief in the Workplace programs that provide crisis management and educate school or business professionals on understanding and responding appropriately to a loss.

The following events and activities make up part of Rainbow’s community benefit:

- 21 community support groups and workshops including continuous and ongoing support groups, totaling nearly 1,500 contact hours
- The Good Mourning Program for Children, Teens and their Families served a total of 296 participants. 75% came from outside our hospice program.
- Nearly 3,500 Widowed Support Newsletters mailed out to participants in our WPS program
- A total of 8,525 individuals served

Total Community Benefit: $1,210,282
**Economic Impact**

In addition to the contributions actively made to the community, Rainbow Hospice and Palliative Care is also involved in contributing to the economic health of the community and local businesses. In our role of providing care, education and support, employees and volunteers of Rainbow Hospice, most of whom live in the communities we serve, also contribute to the economy of the Greater Chicagoland Area. Rainbow Hospice supports local businesses by shopping, dining and purchasing services.

*Total Economic Impact: $9,299,933*

**Stewardship of Space**

Beyond specific services and programs, some elements of Rainbow Hospice and Palliative Care’s community benefit are difficult to put into exact dollar amounts. Chief among these is the use of Rainbow Hospice locations. The use of physical space can offer great value to the community and to families. Some of the ways Rainbow Hospice and Palliative Care is able to give back through the use of space include:

- The 25% of families and friends who use overnight accommodations available at the Rainbow Hospice Ark Inpatient Unit. Typically, 3 families spend the night at least 4 times per week.

- 111 Days of room and board provided to our temporarily undomiciled patients at The Ark Inpatient Unit.

**Community Benefit Reporting Guidelines**

Rainbow Hospice and Palliative Care follows the guidelines established by the Catholic Health Association of the United States for its procedures in responsibly reporting community benefit data. Consistent with our values, a conservative approach was taken in determining these calculations which include a percentage of overhead expenses.
Community Benefit
Fiscal year 2014

TOTAL COMMUNITY BENEFIT FISCAL YEAR 2013: $3,752,525

6-YEAR COMMUNITY BENEFIT TREND
Rainbow Hospice and Palliative Care
1550 Bishop Court
Mount Prospect, IL 60056
888-70-RAINBOW (888-707-2462)

Additional offices in:
  Chicago
  Park Ridge
  Oak Park

www.RainbowHospice.org