



Collabria Care
Collabria Hospice



2017
Gratitude Report

Keeping Community In the Forefront



While this report covers how your support made a difference to our community in 2017, I am excited to share some more recent news with you.

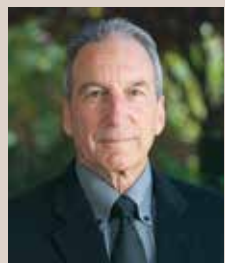
Following nearly two years of explorations and in-depth discussions, Collabria Care and St. Joseph Home Care

Network (SJHCN) have signed an agreement to integrate our organizations. We have determined that working more closely together will make the vital services both organizations provide to this community even stronger.

As a nonprofit healthcare organization and the only hospice based in Napa County, it is imperative that Collabria Care be able to continue to make its services available to all who need them. Integrating into a larger nonprofit healthcare system—one that we have long admired and trusted—will help us continue to do so.

This partnership offers a positive solution to many of the challenges in healthcare today—from flattening reimbursements and increased competition from for-profit hospice organizations to a rising demand for services—and will benefit our patients, program participants, supporters, employees, volunteers, and the community at large. It improves our ability to provide the seamless, specialized care that individuals and their families need as they age, including our Alzheimer's, palliative and hospice services.

This integration will bring Collabria Care into St. Joseph Health Northern California's network of hospitals and clinics, which includes SJHCN, Santa Rosa Memorial Hospital, Queen of the Valley Medical Center, St. Joseph Hospital – Eureka, and



For the past nine years, I have had the pleasure of serving as Board Chair for Collabria Care. During that time I have made

many friends, whose company I hope to enjoy for years to come. Over the course of our tenure, the Board of Directors has seen much growth in our Hospice Service and Day Program, along with the implementation of other important services, most notably Palliative Care.

As they say, change is constant, and in that regard, this past April I passed the gavel to Deborah Macdonald, who is not only a dear friend, but a very capable and committed member of our Board. I am confident that the Board will continue to thrive under her leadership as Chair.

In July of this year we joined St. Joseph Home Care Network (SJHCN)—another exciting change! We are pleased to be a part of this great nonprofit organization. SJHCN mirrors our mission and values,

Redwood Memorial Hospital. Essentially we're going back to our roots, since we began in 1979 as part of a larger healthcare system before becoming a small, separate 501(c)(3).

Collabria Care will continue, however, to maintain its own 501(c)(3) status and does not anticipate any changes to current programs or services.

We have to stand on our own two feet operationally and continue to operate efficiently, effectively and sustainably. As a nonprofit, **Collabria Care will continue to rely on community donations** to underwrite the enhanced services we offer, including charity care, caregiver training, community education workshops, and grief counseling. **All donations made to Collabria Care, including bequests, will continue to be used exclusively for Collabria Care services, programs, and operations.**

You can see in the following pages just a few of the ways your support has touched and changed lives within our community. And with this new partnership, we'll be able to ensure that this kind of compassionate care continues to be available for generations to come.

Thank you for your unwavering support of our organization and our mission of compassionate care. Please don't hesitate to contact me directly at (707) 258-9080 with any comments or questions.

Respectfully,

Linda Gibson, President & CEO

and working together will allow us to better serve those who need our vital services in the community. With their partnership and guidance, we look forward to the challenges ahead.

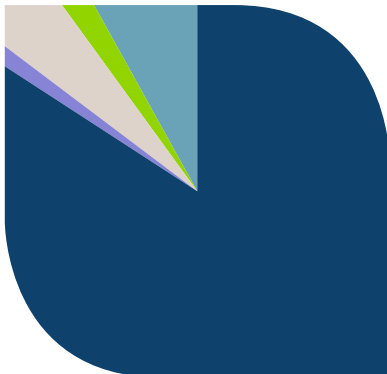
I remain committed to Collabria Care and will continue to be a member of the Board. I look forward to seeing you soon!

Warm regards,

Steve Silva

2017 Financials

Money coming in



- Program Revenue **85%**
- Grant **1%**
- Events **4%**
- Thrift Store **2%**
- Annual Contributions **8%**

Total \$15,372,909

Money going out



- Program Expenses **77%**
- Fundraising & Retail **9%**
- Management & General **14%**

\$15,372,400

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Collabria Hospice Hope Found

Thanks to the generous support of our donors, Collabria Hospice provides medical, emotional, and spiritual care for those facing the end of life and their loved ones, such as Stacy and her mother Marianne. As a nonprofit program, we are not driven by shareholder value but by doing what is best to provide a comfortable and dignified end of life experience to any who need it, as well as support for loved ones during care and after—regardless of diagnosis, cost, or ability to pay. With your help, we invest in the services and support that meet our patients' goals and values: exceptional care, a comprehensive bereavement program, social and spiritual support, and alternative therapies.

Things were going well for Stacy: a social worker who worked with adult mental health patients, she was overseeing a new program developed through Napa County. She loved helping clients gain skills and experience needed to become gainfully employed, and was a staunch advocate for them. She had recently purchased a new car for her commute from her home near Lake Berryessa to her work in Napa. Her two children were grown and she had a young grandson.

But then Stacy began losing her balance. Even some of her clients commented on it. So she made an appointment with her doctor, who ordered x-rays. While on her way to the doctor's office for the results, the doctor called and told her not to come in, but to go straight to the hospital.

"I found out that day—a Monday—I had four tumors on my brain," Stacy said. "That Friday, they operated." Surgery was followed by whole-brain radiation. As she recovered from the radiation, she had her first chemotherapy treatment. But after that first one, especially given the low success rate for treatment of metastatic brain cancer, she decided, "No more."

"Success to me was not about quantity of life as much as quality," she said. "I told my doctor I didn't want to continue with treatment. He admitted 'I wouldn't either.'"

So in November 2016, Stacy became a patient of Collabria Hospice.

Stacy's Hope

"All I wanted was to be able to enjoy time with my kids and my grandson."

For more than a year, Stacy was able to live at home on her own. But in January 2017, with her legs weakening, she moved in with her mother Marianne in Yountville. She was able to rely on a walker and wheelchair to get around, until this February, when she became bedridden. She continued living with her mother, and as she had hoped, enjoying the company of her mother, children, and grandson until May 2018.

Marianne's Hope

"My prayer as Stacy entered hospice care was that she wouldn't suffer excruciating pain.

"When she decided to stop pursuing treatment, as a mother, part of me wanted her to continue to fight. But I also understood that winning that fight might mean nothing more than a few extra months during which she wouldn't feel good. So I felt that hospice was the right decision. "And in the 18 months she's been on care, she has been kept comfortable without the pain I feared."

We couldn't do this alone

"Even with family to help, you—as a caregiver—need support. I couldn't take such good care of Stacey here in my home without all the support we've received from Collabria Hospice.

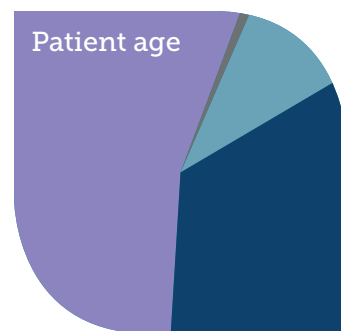
"I understand Stacy's prognosis, but like most, I've never dealt with the day-to-day of a serious illness. Having professionals available to answer the questions that pop up, to look at something that concerns us, and to catch things we might not...when you're busy with the details, another person's perspective and reassurance is priceless.

"I've also found that it's easy to unintentionally be disrespectful of a person unable to fully care for themselves. But Stacy's team respects and honors our needs and wishes. They are observant and just delightful."

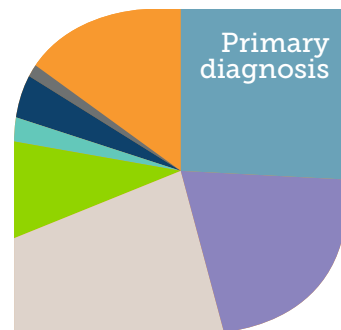
"Hospice has been so good for her—and for me. I've been surprised by the number of things they help with: not only things like medication, but ordering and arranging setup of equipment like the hospital bed, and picking up the bodycare supplies she needs so I don't have to leave her to shop—I can just focus on her."

"With Collabria Hospice, I'm able to just enjoy being with my daughter."

Hospice at a glance



Total participants: 773



City of residence



*Yountville, Oakville, Rutherford, St. Helena, Angwin, Calistoga, Pope Valley, Lake Berryessa

For-profit vs. nonprofit hospice care: does it matter?

National statistics say it does.

Fewer than 25% of all hospice providers in the US today are nonprofits, as compared to 95% in 1990. For-profit hospice programs have an economic incentive to focus on services that generate profit; nonprofit hospice programs are driven by providing care that meets and exceeds patient goals and values.

- Nonprofit hospice patients are twice as likely to receive a full range of services and support, as compared to for-profit hospice patients (*Icahn School of Medicine, Mount Sinai, NY*)
- Nonprofit programs are much more involved in staff training, education, research, and charity care. (*Icahn School of Medicine, Mount Sinai, NY*)
- Publicly traded large hospices generate profit margins nine times higher than those of large nonprofits. (*Journal of Palliative Medicine*)
- Nonprofit hospice programs operate with thinner margins, but frequently score above national and state averages on key quality indicators. (*Journal of Palliative Medicine*)

Collabria Day Program

Big Dreams and the Little Steps to Get There

In six hours, 35-year-old Moises went from a healthy, hardworking young man to one fully paralyzed and dependent on people or machines for everything.

Moises was the one in 100,000 people who contract Guillain-Barre syndrome, a rare and little understood autoimmune disorder, where the body's immune system attacks the nervous system, affecting all parts of the body.

Moises spent two months in the hospital and eight months in a nursing home, bedridden, but working to regain the ability to move. After discharge, he continued rehabilitation—but still unable to walk or use his hands, he was stuck at home and unable to work, and he became depressed. His doctor suggested he add the Collabria Day Program to his rehabilitation efforts.

The Day Program was the last place he thought he wanted to be. “I spent eight months in one room in a nursing home,” Moises explains. “I was afraid this would be more of the same.”

But he began coming three days a week. Within a few months, Moises' endurance and strength had improved and he now walks comfortably with a walker. He was unable to hold a pen and had to use his tongue to dial his phone when he started, but he can now write and dial his phone by hand. He joined the men's support group, and his father now also attends the Day Program, so he no longer feels isolated, and enjoys the company. He is also studying English and practicing his writing.

But the Day Program has helped beyond rehabilitation and support, by helping Moises regain the confidence to think big again—to focus on life beyond his illness—and help him find the steps to get there.

Having worked in construction for eight years, Moises has begun the process of applying for his contractor's license, as well as researching other options for running his own business—“so I can bring in an income again”—with the

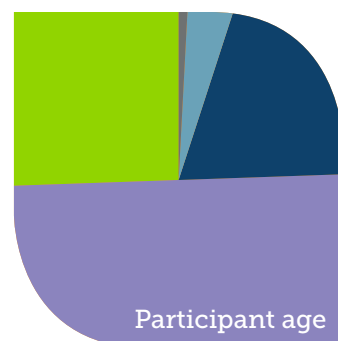
help of staff and the Day Program's iPads to conduct his research.

“When I was in the hospital, I just wanted to run away—I felt hopeless. But the Day Program? It's given me back hope for my future.”

“So many of our Day Program participants, on the first day? They don't want to be there. A week later? They wish they had started a year ago.”
—“Gusta” Ruygers, Collabria Care volunteer

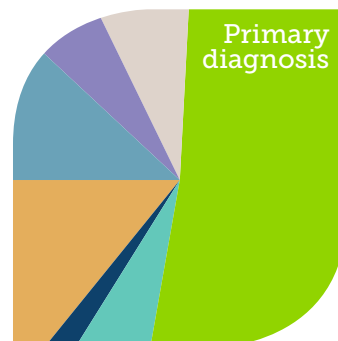


Day Program at a glance



- 18-30: 1%
- 31-45: 5%
- 46-64: 20%
- 65-84: 49%
- 85+: 25%

Total participants: 199



- Alzheimer's Disease/ Dementia 52%
- Stroke 12%
- Cardiac Disease 8%
- Diabetes 6%
- Mental Health Diagnosis 6%
- Parkinsons Disease 2%
- Other 14%



- Upvalley 7%
- City of Napa 75%
- American Canyon 6%
- Other 12%

Bereavement Services

Chapter Two

“By the time my husband Bernie’s cancer was diagnosed, it had already metastasized,” says Judy Jankewicz. “The doctor gave him two years. I said ‘No way’ and took over his care: working with his doctors, administering medicine, reviewing test results, and so on.

“He lived another 11 years, and it wasn’t until the last 18 months that he was in and out of the hospital, and eventually on hospice care. He lived long enough for the arrival of our seventh grandchild and to spend a few weeks with him.

“I am so grateful for those 11 years. But Bernie’s care had been my whole life during that time, and then he was gone and the busy days were gone. I was lost.

“I hadn’t realized how worn down I was. I didn’t want my daughters to feel responsible for me, and I knew I had to move on with my own life. Do you know what the hardest part was? Taking out the garbage cans every week. I would become so frustrated and upset every time.

“A friend told me about the bereavement program at Collabria Care and suggested I meet with Janeen Fabulae, the bereavement counselor.

“I didn’t know what to expect then, but I can now say that I don’t know where I’d be today if it weren’t for Collabria Care’s bereavement services.

“Janeen was so kind, understanding and supportive, and I always felt better after we met.

“After a few sessions, I thought I had to hurry up and get better, that the visits would end before I was ready. But Janeen

would say, ‘We’re here as long as you need us. I won’t extend the time between visits if I don’t think you can do it.’ That showed her confidence in me, and gave me the comfort of knowing that I would have that time with her to process what I was going through.

“She helped me through big and small issues. In fact, it was Janeen who helped me realize that taking out garbage wasn’t what upset me, but that it had been Bernie’s job. I was upset because he was no longer there to do that.

“Now I chuckle to myself when I wheel those cans in and out—that’s when I knew I was getting better.

“Janeen always told me that Bernie had been chapter 1 of my life, that I would get better and there would be a chapter 2. She was right. I made it through, and there is a happy and full second chapter for me. I’m so grateful that Collabria Care’s bereavement services gave me the strength to write it.”



Bereavement services at a glance

158 community members served through bereavement workshops

616 community members who received individual bereavement counseling

854 hospice patients’ family members served

Palliative Care Stand by Me

“Several years ago, my mother, Nina, was playing tennis as part of her recovery from a stroke the year before,” says Barbara Jacobsohn Phelps. “She was also able to travel, so we had gone on a family reunion trip to Montreal. Unfortunately, she had undiagnosed atrial fibrillation, and a few days after the trip, suffered a transient ischemic attack (TIA)—a mini stroke—while playing tennis.

“Two weeks later, she still couldn’t swallow, so a stomach tube was inserted. She couldn’t move without assistance, and when she did her pulse rate would skyrocket. She was discharged after several weeks to a nursing home to recover but had to be readmitted to the ER.

“Back in the hospital, Mom’s only advocate was me: she had no primary care physician at that time, so no medical professional knew her pre-stroke abilities.

“The decisions were left to me, but how was I to know whether to first address her heart condition or the stomach tube? I had no one to turn to. Then came Jamie McNamara from the Collabria Care Palliative Care team.

“Jamie became our palliative care nurse case manager and advocate, and helped get Mom to the baseline I knew she was capable of. Her compassion and clear thinking were invaluable.

“A few weeks later, after Mom was able to swallow again we were able to transition her to a board-and-care facility. Jamie and I were surprised to notice that her blood thinner was not being administered. Jamie also found inaccuracies in her discharge records.

“If Jamie hadn’t been there, we might not have caught the errors—or I might



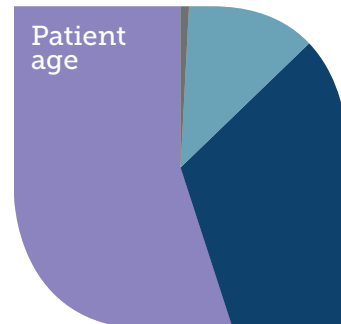
not have had the courage to question them. Mom could easily have suffered another stroke.

“Jamie was open with us, explaining the cyclical nature of Mom’s conditions, and the realities of life-sustaining medical procedures. With that information, my family and I were able to revise my mother’s DNR to better reflect her wishes, and to adjust to the idea of hospice care as a way to ensure Mom’s quality of life. When we were ready, Jamie helped her transition to hospice care.

“Fortunately, Mom’s health improved. She was able to eat normally, walk daily, ride the bus and attend the Collabria Day Program, all during which her heart was stable. **For three years, she no longer needed hospice care. We know that her improved health was a direct result of the exceptional care she received from Collabria Care.**

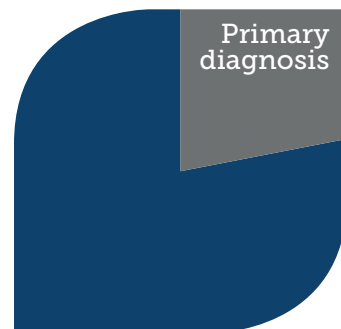
“Thanks to Jamie’s meaningful discussions, we were prepared when earlier this year, at age 95, Mom returned to hospice care. From our experience with Collabria Care over the last five years, we know we have the care, support, and guidance to face whatever lies ahead.”

Palliative Care at a glance



■ 19-40: 1%
■ 41-64: 12%
■ 65-84: 32%
■ 85+: 55%

Total participants: 137



■ Cancer: 22%
■ Non-Cancer: 78%
(heart disease, COPD/emphysema, chronic kidney disease, dementia)



■ Upvalley: 31%
■ City of Napa: 64%
■ American Canyon: 5%

Legacy Society Members

Gertrudis C. Agcaoili, MD
 Nancy Baracosa
 Linda C. and Edward I. Barwick
 Nancy L. Brimhall
 Ulla and John Brown
 James Schull and Richard D. Buth
 Eileen Crane
 Cookie Deckter
 Sioux and Terry* Elledge
 Dorothy and Ron Fagundes
 Mary Jane Fay
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 William Chiat and James S. Gladfelter
 Ursula Haase
 Billie A. Hewitt
 The Dick Maher Family
 Mary Ellen and Didier L. Makowski
 Majbritt Murdock
 Valerie and Robert P. Peebles
 Nancy Pollacek
 Betty and Ronald L. Profili
 Dorothy and Jim Roberts
 Emily Schmidt
 Suzanne Shiff
 Kathleen and Stephen Silva
 Margo and John Simons
 Cricket and Jim Smith
 Joanne I. Starke
 Doris L. Stewart
 Joanne Sutro and Wayne Cain
 Caroline Templeton
 Bonny and Thomas Thrower
 Joan Quinlan and Sandi Van Male
 Sherlyn and Dave Zumwalt

nonprofit healthcare programs like Collabria Care. These are the programs that provide services based on community need rather than shareholder value,” says Ron, “so it’s an investment in the long-term health and wellbeing of our community.”

The Legacy Society recognizes those who include Collabria Care in their estate plans or through a life-income gift. We thank the Profilis and all of our Legacy Society members for their generous support.



Legacy Society

Investing in the Fight Against Alzheimer’s

Ron and Betty Profili

With a degree in nuclear physics, a successful career in real estate development, and a deep commitment to numerous philanthropic efforts, Ron Profili has cultivated a unique understanding of the scientific and financial aspects of healthcare, especially as it relates to Alzheimer’s Disease.

“My mother passed away from Alzheimer’s,” says Ron, “and since then I’ve had a passion for supporting efforts related to fighting the disease. Having studied physics, I naturally developed a keen interest in the use of medical imaging for early detection of Alzheimer’s. And Betty and I have been committed supporters of research and prevention efforts, as well as care for Alzheimer’s patients and their families.” In fact, Ron and Betty are members of the Alzheimer’s Association Zenith Society, its highest and most involved level of philanthropy.

As founder of Bay Heritage Financial, Ron enjoyed a successful career in real estate development in Orange County and Northern California. He and Betty purchased a condo at Silverado Resort as

a weekend home in 1982. When they sold the firm, they made the leap to living full time in Napa, building their own home in 1998, and becoming involved in the local nonprofit community.

“We knew of Collabria Care’s work with hospice patients and their families,” says Betty, “so when we found out the organization had a Day Program for those with Alzheimer’s Disease and other conditions, we had to check it out.”

“They invited us to come to not only observe the program, but spend a day there, as a participant would,” says Ron. “We walked away impressed with the people and the program and chose to include them in our living trust.

“We didn’t even know about the Legacy Society until we received a thank-you letter for our estate gift, welcoming us to the Society,” says Betty. “But we’re thrilled to be a part, because we believe Collabria Care is one of the top resources for those with Alzheimer’s in our community.”

“It’s vitally important to invest in local

2017 Donations

We thank all of our donors for their generous support in 2017, including those whose heartfelt donations of less than \$100 are not listed due to space limitations.

President's Circle *Honors those who contribute a total of \$2,500 or more throughout the year.*

\$25,000 AND ABOVE

Area Agency on Aging Serving Napa - Solano
Dorothy and Ron Fagundes
Kathy Edwards and Stan Peterson
Napa Valley Vintners
Queen of the Valley Medical Center
Community Outreach
Anonymous

\$10,000 TO \$24,999

Adventist Health St. Helena
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Leslie and Richard Frank
Linda J. Gibson
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Lorraine Stuart
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Bonny L. and Thomas S. Thrower
Roger Trincherro
U.S. Bank
Ellen Udoff
Delia Viader, PhD
Wells Fargo Bank, St. Helena
Carol T. Williams, RN and Robert C. Williams, DDS
Anonymous (3)

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\$500 TO \$999

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 Northern Nevada Chapter
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 Lesley P. Berglund
 Marla and Dale Bleecher
 Marcia Mondavi Borger
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\$100 TO \$499

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"The days I volunteer at Collabria Care are the best days of my week."

— Augustine "Gusta" Ruygers, Collabria Care volunteer for 10 years

Volunteers

The Best Day

Like many, Gusta became a volunteer after a personal experience with Collabria Care. "I attended a grief support group after my husband passed away. From that, death became a different thing to me – not as scary," she says. "I wanted to share that with others.

"When I retired ten years ago, I started volunteering with Collabria Hospice, providing respite to families and spending time with patients, talking, listening, just being there for them. Then I began volunteering with the Day Program. I now

oversee quilting and "news & clues" groups, and at lunch, I go table to table, introducing new participants to others and helping start conversations. I want participants to feel as if they've gone out for lunch with friends.

"Volunteering gives me a purpose beyond myself, and volunteering at Collabria Care is remarkable because we are an integral part of the care team. It allows us to develop those connections with participants that are so important for them—and for us."