Dear Friends,

Thank you for your continued support. It is your commitment of time, talent, and treasure that enables Pathways to provide the person-centered care in the home that has been our hallmark for 41 years and counting. Each year we pause to reflect on all that your support has made possible for Pathways’ patients and families, our accomplishments, obstacles overcome, and our vision for the future. As you look through this report, we hope you take pride in the many accomplishments you make possible at Pathways.

This year we made the decision to transfer our Private Duty non-medical, personal care services to a respected, local, longtime, nonprofit partner. This change, a reflection of the pervasive labor shortages in the Bay Area, has allowed Pathways to direct our precious resources to our core strengths in Hospice and Home Health care. In this way, we opened the door to expanded emphasis on education, person-centered care and advanced technology.

Serving this high-tech, and uniquely diverse community, we strive to stay abreast of the latest in health care advancements while maintaining our commitment to always put the patient and family first. With your help, we are honored to have served the Bay Area since 1977, establishing Pathways as both tenured and tech-savvy, experienced yet nimble. We look forward to exploring new ways of working with like-minded not-for-profits so that nonprofit home healthcare and hospice providers can continue to thrive over time in our community.

Thank you once again for the many ways you contribute to Pathways’ success. It is only with your help that our caregivers, our volunteers, and the many who work behind the scenes can deliver the extraordinary home health and hospice care our community deserves, wherever they call home.

Together we will keep care moving forward in the Bay Area.

Barbara Burgess
Chief Executive Officer

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FAMILY OF SERVICES

- Home Health
- Hospice
- Palliative Care
- Foundation

ADDITIONAL PROGRAMS:

- Bereavement Services
- Transition Care Programs
- Veterans Services
- Volunteer Services
- Clinical and Community Education

Joint Commission Accredited
A Bay Area Not-for-Profit
501(c)(3) Organization

CORPORATE OFFICE
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Sunnyvale, CA 94085
888-755-7855 • info@pathwayshealth.org

To Donate, please call the Foundation at 408-730-1200 or go to www.PathwaysHealth.org

Pathways volunteers receiving well-deserved recognition at our Volunteer Appreciation Luncheon.

Pathways is grateful for the support and dedication of its many volunteers. Our volunteers help in Pathways offices and work directly with patients.
Our Impact This Year

**Our Patients**

- **Cities Served from East Bay & San Francisco to the South Bay**
- **Counselling Sessions**
  - 207 for Kids
  - 418 Group Counseling Sessions
- **Support Calls**
  - 2,896
- **Support for our patients’ families and all members of the community.**
  - 6,015 Individual Counseling Sessions
- **60 Cities Served from East Bay & San Francisco to the South Bay**

**Our Service Area**

**Our Bereavement Services**

- **Hospice Visits**
  - 63,865
- **Home Health Visits**
  - 36,960

**2017-2018 Achievements**

**Caring Connections**

Volunteers provide friendly calls and visits to high risk patients and their families after discharge to ensure their health care needs are met and to help prevent re-hospitalization.

**High Quality Scores**

As we continually strive to enhance the patient/family experience, Pathways has significantly improved Home Health and Hospice quality scores, which equal or exceed most state benchmarks.

**Palliative Care Expansion**

Our community-based palliative care program expanded to serve the entire Peninsula including San Francisco. Plans are currently in place to expand to the East Bay.

**Bone Marrow Transplant Program**

Pathways partnered with Stanford Healthcare to develop and implement a home-based BMT program to provide skilled care and 24-hour patient access for this very specialized care at home.

**EPIC Electronic Health Record Expansion**

Pathways successfully connected EPIC with the Stanford BMT program and a PAMF physician which enabled real-time sharing of patient medical record information to improve quality of care.

**Award-Winners**

In connection with a generous grant from the Peninsula Health Care District, Hospice volunteers Marjorie Goldman and Carleen Trawes were honored for their 26 years of unique team support for our hospice patients and families.

**Launching:**

Generation 3 Telemedicine

Telemedicine allows health care professionals to evaluate, diagnose, and treat patients at a distance using telecommunications technology. This approach has been through a striking evolution in the last decade and it is becoming an increasingly important part of the American healthcare infrastructure. Pathways has successfully upgraded its telemedicine program. This advanced program’s goal is to prevent re-hospitalization of high risk patients with severe chronic illnesses.

**Aiming Toward:**

Level 4 Certification

Pathways is very proud to be a part of the We Honor Veterans hospice partnership program. Our organization has achieved Partner Level Three for our many programs, partnerships, presentations and educational resources for veterans and their families. Thanks to specially recruited and trained veteran volunteers, we continue to integrate this content into our staff and volunteer orientations and trainings. Our outreach for veterans goes beyond our offices and extends to partner hospitals, medical professionals, and organizations to ensure that every veteran has access to all of the resources they and their families need. We look forward to achieving Partner Level Four, the highest certification.
YOUR INVESTMENTS IN CARING

MAKE A REAL DIFFERENCE

1,923 DONORS CONTRIBUTED

6,505 GIFTS

Amounts Contributed

- $1,000,000
- $750,000
- $500,000
- $250,000
- 0

LEGACY SOCIETY — SPRING
Our thank-you event for donors who have designated gifts to Pathways in their estate plans and trusts. Next event is scheduled for Spring 2019.

SUMMER RECEPTION — JUNE
Our Summer evening event to promote the annual fundraising events. Next reception is scheduled for June 2019.

LINKS TO THE HEART — JULY
Our annual golf tournament raises much-needed support for community services. Next tournament is scheduled for July 2019.

SPEAKER RECEPTION — OCTOBER
Our Fall evening event to thank our major donors for supporting OFTH Breakfast. Next event is scheduled for October 2018.

ONE FROM THE HEART — OCTOBER
Our annual fundraising breakfast and awards event honors all donors for their valued support and generosity. Please join us on October 25, 2018.

YOU MAKE IT HAPPEN

- Dream Team: Night and weekend caregiver teams provide 24-hour care.
- Hospital to Home Program: Teams help patients make a smooth transition.
- Integrative Therapies: Alternative therapies can enhance quality of life.
- Wound and Ostomy Care: Certified nurses manage complex patient cases.
- Disease Management: Coordinated care for patients with complex diseases.
- Heartful Memories: Provides grieving kids a way to express emotions through art.
- Bereavement Services: Individual and group support for all community members.
- Care-oriented Technology: Pioneering use of innovative technologies to improve care.
- Un- and Under-Insured: Ensures patients receive the care they need.
- Vigil Services: To comfort families through the most challenging part of their grief.
- Heartful Memories: Provides grieving kids a way to express emotions through art.
- Bereavement Services: Individual and group support for all community members.
- Care-oriented Technology: Pioneering use of innovative technologies to improve care.
- Un- and Under-Insured: Ensures patients receive the care they need.
Founded in 1977
by a group of Stanford physicians and community members, Pathways is a Bay Area pioneer, leader and innovator in Hospice, Home Health and Palliative Care services.

Our Mission:
Pathways provides high-quality, patient and family-centered care in the home, with kindness and respect, promoting comfort, independence, and dignity.

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