

# PATHWAYS

Home Health   Hospice   Palliative Care



## Annual Report

FISCAL YEAR 2017-2018



**Barbara Burgess**  
Chief Executive Officer



**LEADERSHIP**  
EXECUTIVE TEAM

**BARBARA BURGESS**  
Chief Executive Officer

**SCOTT ROBINSON**  
Chief Operating Officer

**SATU JOHAL**  
Chief Financial Officer/Chief  
Administrative  
Officer

**SANDRA COOLIDGE**  
President of Philanthropy

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*

**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**

585 North Mary Avenue  
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](http://www.PathwaysHealth.org)

**OUR CAREGIVING STAFF:**

**9**  
SPIRITUAL CARE  
PROVIDERS

**26**  
THERAPISTS

**8**  
PHYSICIANS

**101**  
NURSES

**13**  
SOCIAL WORKERS

**31**  
HOME  
HEALTH  
AIDES

**2**  
DIETITIANS

**6**  
NURSE  
PRACTITIONERS

**25**  
BEREAVEMENT STAFF

**187**  
VOLUNTEERS

**13,115**  
VOLUNTEER HOURS

**HOME HEALTH  
AND HOSPICE  
BOARD**

- GREG WALTON, PRESIDENT
- DIANA RUSSELL, VICE PRESIDENT
- KIM OSBORNE, TREASURER
- SHERIE AMBROSE
- ANITA CHANDRASENA, MD
- REV. TOM HARSHMAN
- SANGEETA KOPARDEKAR, MD
- STEVE LAI, MD
- DEB MURO
- CHERYL REINKING
- NAN STRAUSS

**FOUNDATION  
BOARD**

- MARK KELSEY, CHAIR
- CHRISTINE ALLOO, VICE CHAIR
- RONALD A. CASTELLINO, MD
- MARI CHAZEN
- GINA CONNELL
- MINDA CUTCHER
- CLARENCE FERRARI, JD
- GUNILLA FOLLETT
- HARVEY HINMAN, JD
- KINGSLEY JACK
- FRANCIS A. MARZONI, MD
- CAROL PROFFITT

**HONORARY BOARD**

- KINGSLEY JACK, CHAIR
- RICHARD BABB, MD
- PATTI CAVENDER
- JO DARIUS
- GARY DUNKER
- JEFF DUNKER
- GUNILLA FOLLETT
- TOM FOLLETT
- KRIS KLINT
- PAULA KUSHLAN, MD
- KATHRYN LADRA
- JANET LARSON
- PHILLIP MARESCA
- ROSEMARY MARESCA
- PRISCILLA MARZONI
- DIANE SPIRANDELLI
- SUZANNE SMALL SPITTERS
- ISAAC STEIN
- MADLINE STEIN
- RITA WILLIAMS



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

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

# Our Impact This Year

Home Health Visits  
36,960



Hospice Visits  
63,865



## OUR BEREAVEMENT SERVICES

Support for our patients' families and all members of the community.

**6,015**  
INDIVIDUAL COUNSELING SESSIONS

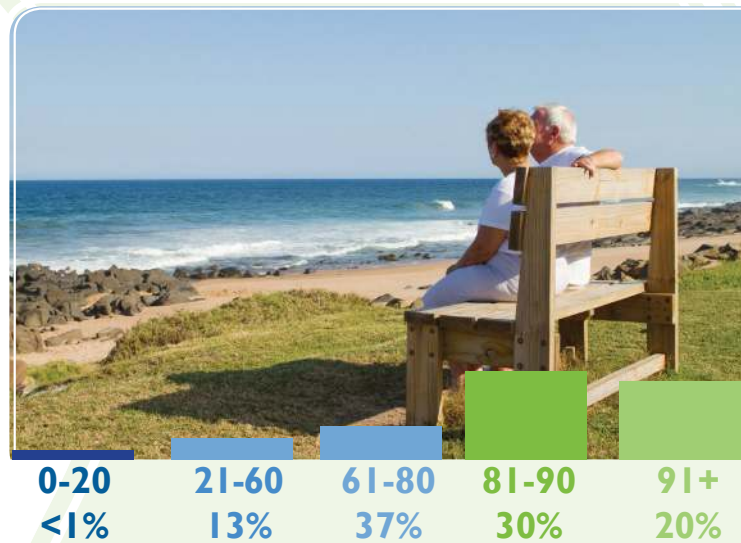
**207**  
COUNSELING SESSIONS FOR KIDS

**418**  
GROUP COUNSELING SESSIONS

**2,896**  
SUPPORT CALLS

**327**  
PARTICIPANTS AT WORKSHOPS AND EVENTS

## OUR PATIENTS



## OUR SERVICE AREA



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 Trares were honored for their 26 years of unique team support for our hospice patients and families.

## LAUNCHED: 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.



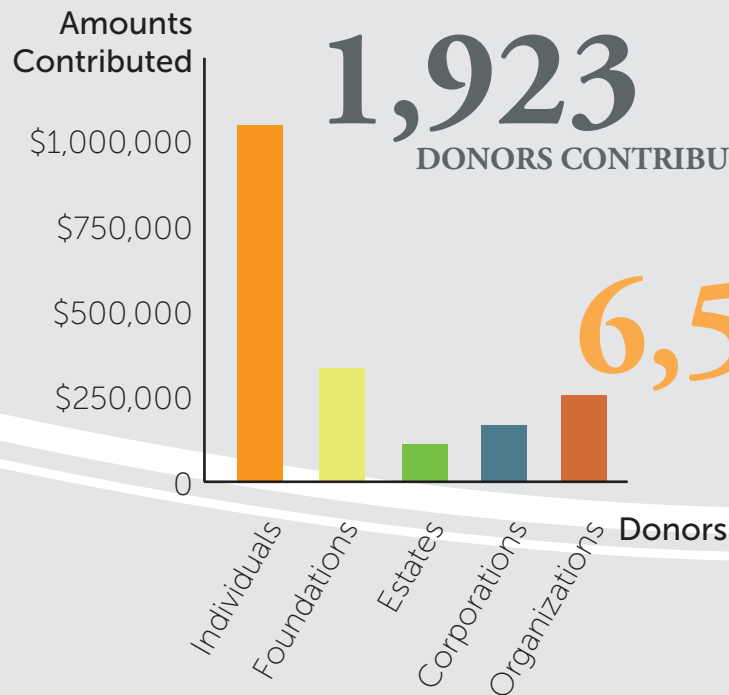
## AIMING TOWARD: Level 4 Certification

**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



THE 1<sup>ST</sup> AGENCY IN NORTHERN CALIFORNIA

AWARDED  
a certificate of  
distinction by the  
Joint Commission for  
Community-Based  
Palliative Care

## YOUR GIFTS IN ACTION

**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.

FROM  
**THEIR HEARTS**  
TO OURS



COMMENTS

Pathways Hospice -  
DA BEST !!!

COMMENTS

I appreciate the pathways team  
very much. They come at least  
once a week to check on mom's  
condition. They are excellent,  
caring people. They did  
everything they could to  
ensure mom's comfort.

If you  
incl

COMMENTS

We were more than  
happy by everyone  
that blessed us, with all  
the care givers - all  
were sensitive and  
thoughtful, as well as  
very professional -

COMMENTS

I have never used Hospice.  
I was amazed how efficient  
& professional the staff was.  
Everything fell into place just  
like they said it would.  
What a wonderful idea this is.  
Dying with dignity

If your comments exceed the space of this box please  
include additional comments on a separate sheet

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include additional comments on a separate sheet

## YOU MAKE IT HAPPEN

**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 fund-  
raising 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



EVENTS BRING THIS  
COMMUNITY TOGETHER

OVER **40**  
YEARS  
MOVING CARE FORWARD



## 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.

San Francisco Office  
395 Oyster Point Blvd., Suite 128  
South San Francisco, CA 94080

Sunnyvale (Main) Office  
585 North Mary Avenue  
Sunnyvale, CA 94085

East Bay Office  
333 Hegenberger Rd, Suite 700  
Oakland, CA 94060