



Statement of Need

Introduction

Over two decades ago, a dedicated group of people were convinced of the critical need for an end-of-life care agency in our community – “to provide comfort, care, and assurance to families and patients with life-limiting illnesses, and to educate and nurture others in this care.” From this grassroots beginning in 1984, Arbor Hospice has remained true to its mission in serving thousands of patients and family members throughout southeastern Michigan.

Today, Arbor Hospice’s interdisciplinary team of more than 200 professionals – physicians, nurses, medical social workers, therapists and counselors – work together to manage the individualized care plans and needs of each patient and family, enabling them to complete their lives with a sense of dignity, comfort and peace.

Arbor Hospice provides comprehensive care to more than 1,400 people each year. This includes addressing the patient’s physical needs as well as the emotional, spiritual and psychosocial issues faced at the end of life.

Furthering Our Reach



With branches in Ann Arbor, Northville and Trenton, Arbor Hospice cares for a growing number of individuals and families, and it supports thousands more through its extensive grief support services. Communities now in the service area range from those in Lenawee, Livingston and Oakland counties to Wayne, Washtenaw, Jackson, and Monroe.

Our radius of hospice care extends from persons living in Bloomfield Hills, Milford, Howell, Jackson, Manchester, and Tecumseh to Brownstone, Ecorse, Detroit, Grosse Ile, and Dearborn.

While there are other agencies providing similar kinds of



care, Arbor Hospice offers a complete range of primary and supplemental services at unsurpassed levels of quality.

Without the assistance of direct public funding, this highly specialized community resource has been recognized as one of the finest hospice agencies in the state. It also serves as a professional training center for University of Michigan Medical School, University of Michigan School of Nursing, and Madonna University, among others.

Arbor Hospice’s programs, people and achievements are exceptional:

- The number of return or referral patient families and the level of customer loyalty and personal financial support for the agency itself reflect the quality of service provided.
- Unparalleled grief support programs and services are recognized nationwide as models of excellence, particularly those developed for children.



- Pediatric hospice care requires a special set of skills and resources to care for a dying child. Arbor Hospice holds a steadfast commitment to help kids through the pain and emotional turmoil of terminal illness.
- For much of the past decade, fundraising has enabled Arbor Hospice to maintain its net assets while making advances in patient care services — a considerable achievement given continual reimbursement restrictions by third-party payers.
- Through the delivery of high-quality care and planned growth, Arbor Hospice's revenue has increased by over 100%, along with corresponding growth in patient admissions.
- Successful debt refinancing has resulted in substantial reductions in both absolute debt level and interest costs.
- Recruiting and retention of outstanding professional caregiving staff has increased, and continuing educational and training programs have been expanded.
- Arbor Hospice services are culturally sensitive and recognize varying approaches to end-of-life care based on spiritual and cultural beliefs and life experiences.

Taking Care of Tomorrow

The need for hospice care will continue to expand due to an aging population, the increasing concern about end-of-life care, and rising health care costs.

Both medical professionals and the general public are choosing hospice care over other forms of health care delivery because of its holistic, patient-family, and in-home-centered philosophy.



Building on nearly a generation of caring, Arbor Hospice must now address critical needs for new program support, education and training resources, and the recruitment and recognition of outstanding dedicated professional staff — allowing Arbor Hospice to continue its traditions of excellence and service to children, adults and their families well into the 21st century.

Renewed Commitment

Arbor Hospice has demonstrated its operational strength and stability during the past several fiscal years by generating budget surpluses that have been reinvested in the agency's programs and people.

Based on successfully meeting its current financial obligations from a solid operating budget and by carefully developing short and long-term goals and objectives, Arbor Hospice has recommitted itself to its mission with new energy and determination. This commitment is underscored by the response Arbor

Hospice receives from patient families who are grateful for the physical, emotional and spiritual care they receive in a personalized and compassionate setting.

The Arbor Hospice Foundation will help advance the agency's already strong operating position and to ensure its permanent and sound financial future. The Arbor Hospice Foundation guarantees that all gifts, grants and bequests from families, friends and supporters will be directed to meeting the growing needs of the region served by Arbor Hospice without compromising the success of its daily operations.



Securing leadership support from all areas of our community — individuals, foundations and corporations — is a priority that will help fund The Arbor Hospice Foundation and ensure the long-term success of Arbor Hospice.

The Arbor Hospice Foundation is operated exclusively for the charitable and educational purposes of the agency. It qualifies as a 501(c)(3) tax-exempt organization.

Among the priorities and plans for use of The Arbor Hospice Foundation support:

- Strengthen and expand all aspects of family-centered services across the entire seven-county service area.
- Recognize current caregiving staff with competitive salaries, and recruit professionals committed to careers in hospice care and education.
- Extend community educational programs to include greater numbers of counselors, clergy and referring physicians regarding end-of-life care.
- Establish financial reserves and funding to ensure permanent support for services.

New Opportunities

Arbor Hospice is a vital resource for the future of the community and to those it serves in southeastern Michigan. With a significant infusion of new philanthropic support, The Arbor Hospice Foundation will help make possible the finest family-centered care for adults, children and their loved ones, while retaining Arbor Hospice's leadership position as one of the best agencies of its kind in the country.



Now is the time for the community to make a renewed commitment to Arbor Hospice by providing The Arbor Hospice Foundation with the financial and physical resources required to ensure this new age of excellence.