



RISING TO MEET
THE CHALLENGE

Pathways ®

2020
ANNUAL REPORT
TO THE COMMUNITY

LETTER FROM OUR PRESIDENT & BOARD OF DIRECTORS

2020 was a year unlike any other in living memory. We all faced significant challenges and found new and different ways to stay connected to one another. Thanks to you, and with your care and support, Pathways not only survived but thrived, finding new ways to provide the high-quality, life-enhancing support that means so much to our patients and their loved ones.

As you can imagine, the impact of the COVID-19 pandemic added significantly to the anxiety and emotion evoked by hospice and palliative care in normal times. Faced with a world turned upside down and driven by their dedication to our patients, aided by your backing, our team of compassionate caregivers rose to the challenge to meet the needs of our patients, their loved ones, and our community. An outpouring of community aid provided new technology and increased personal protective equipment (PPE), enabling us to meet the constantly changing restrictions and requirements, so we could continue to honor every moment of life.

Guided by our mission to provide compassionate, excellent, comprehensive community care in Larimer and Weld Counties for those who have an advanced medical condition and those who are grieving, we served even more patients than ever before.

In 2020, with your support we worked to fulfill this mission by increasing our capacity and capabilities to serve those in need. Among many advances you made possible in 2020 were:

- Achieving accreditation from the Accreditation Commission for Health Care (ACHC) – considered the gold standard for measuring quality of a hospice care organization and reflecting our commitment to a high level of performance and patient care.
- Purchasing and renovating a new office building in Greeley, providing a larger space for us to accommodate the increased demand for our services in Weld County, and adding dedicated space for grief support and counseling services. This new, permanent home for Pathways in Greeley is a long-term investment signifying our commitment to continue to serve Weld County for many years to come.
- Serving more and more patients and families in need of our services by increasing patient access to hospice and palliative care during the COVID-19 pandemic when access to healthcare services was limited.
- Launching a capital campaign to raise \$8 million to build a stand-alone Inpatient Care Center on our campus on Carpenter Road between Fort Collins and Loveland, with anticipated completion in the Summer of 2022. With the support of our board and you, our supporters, nearly \$1.2 million has been received in gifts and pledges.
- Achieving 100% on 7 of 7 quality of care measures based on the Centers for Medicare & Medicaid Services Hospice Item Set quality reporting requirements
- Provided grief counseling and support both virtually and in-person (when safe to do so) to over 700 grieving individuals via 119 support group meetings and over 3,700 counseling sessions.

Your care fuels our dedication to the highest-quality, life-enhancing care and to create ways to be more responsive and better equipped to address the needs of our community. We invite you to read more about how you and Pathways made a difference to thousands of patients and loved ones in 2020.

As we enter 2021, we know that with you beside us, Pathways will continue to meet the needs of our community. Thank you for your support in these unprecedented times.



Nate Lamkin

Nate Lamkin
President



Karen R. Dawson

Karen Dawson
Chair, Board of Directors

2020 FINANCIAL HIGHLIGHTS

Pathways provides high-quality, life-enhancing hospice and palliative care services for patients with a life-limiting illness or terminal diagnosis. We offer patients and families more options and more control about how they want to manage their illness and their day-to-day lives, allowing them to enjoy more from life.

Our counselors also coordinated 119 group counseling sessions in which 540 individuals participated. These group sessions were tailored to newly bereaved individuals; bereaved parents; kids, teens, and adults; families; and widowed persons. Sessions took place at our Pathways for Grief & Loss counseling center, which has rooms that are designed and furnished for specific classes, age groups, and therapies.

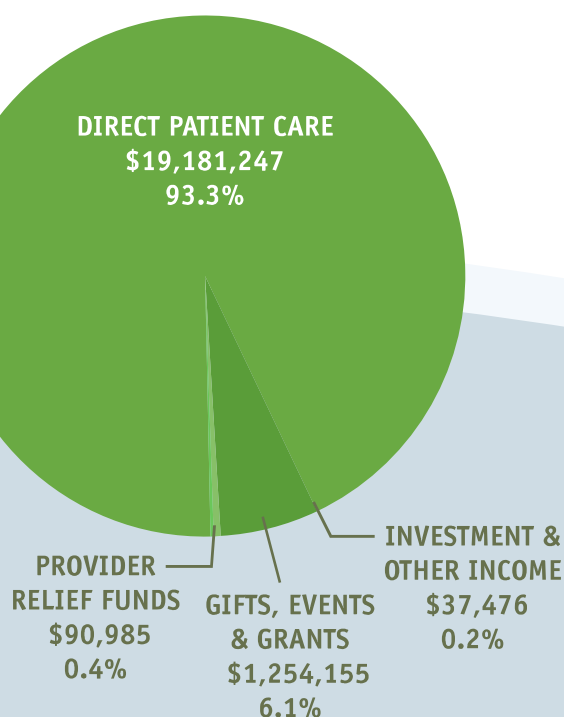
In 2020, Pathways provided care to over
3,000 PATIENTS.

REVENUE AND EXPENSES

Our work is guided by our not-for-profit mission to put people before profits and encircle those facing advanced illness with unprecedented levels of comfort, compassion and expertise. We frame all decisions, strategies, personnel, programs and community outreach with the single focus on what is best for patients and families. Our service to the community includes providing hospice and palliative care to those in need and no ability to pay.

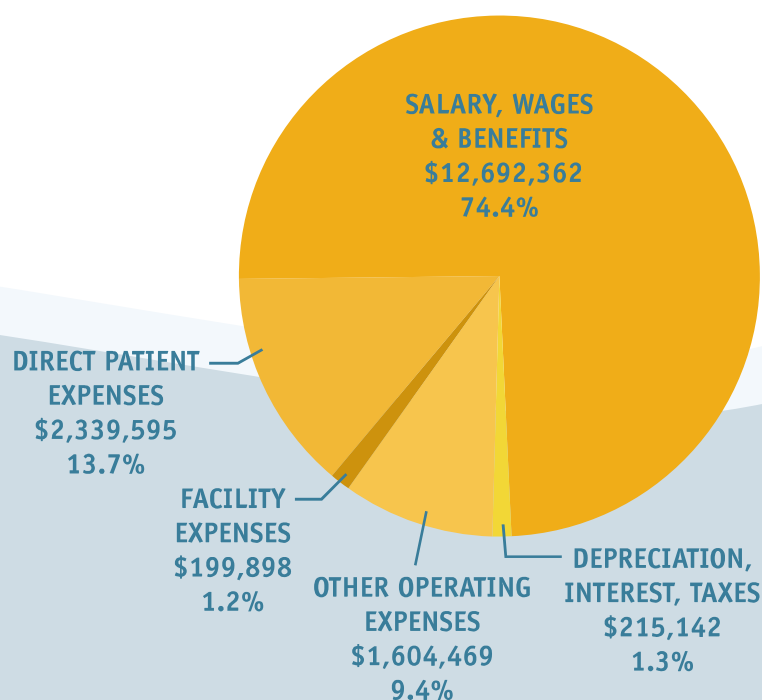
REVENUE:
\$20,563,863

SOURCES OF REVENUE



EXPENSES:
\$17,051,466

HOW WE SPEND THE FUNDS ENTRUSTED TO US



PATHWAYS STORIES



WILMA FEELEY ON
HER LAST DAY AT
PATHWAYS

NURSE WILMA FEELEY RETIRES AFTER 30 YEARS

The year 2020 marked the culmination of nurse Wilma Feeley's 30-year career with Pathways. Kind of.

Working a couple days a week, Wilma continues to help with training new admissions employees. She didn't plan on staying, but then the coronavirus pandemic foiled her and her husband's plans for traveling in their retirement.

A nurse at Poudre Valley Hospital through the 1980s, Wilma was drawn to caring for patients who were dying. She found value in providing comfort care for patients and their families. That's how she found herself working for the local hospice.

Initially, Wilma thought she'd only stay for a few years. Working in the field of death and dying usually does not make for a long career, she assumed. As it turns out, she never moved on.

"In hospice nursing, it feels like you get a complete picture of the whole person in a way that you don't in any other specialty," she reflected. "You get to meet patients where they're at, and to get them on the path of comfort care is satisfying."

She learned a lot over the years, chiefly the importance of informing and supporting patient decisions about death. Wilma saw her role as a nurse as one of guidance and education because those under her care have to make the decisions themselves.

"We empower families to care for their loved ones. Hospice staff might visit for an hour a day, but there's another 23 hours that family members are providing the care. We give honest information to help families look at what they need to care for

their loved one, but also themselves. We encourage and praise them, but we also help them understand the reality of the situation and face it with the right information"

From the first cell phone bricks and portable copier machines, to electronic patient records, Wilma has seen a lot of change at Pathways. She is keenly aware of how dramatically the hospice admissions process has evolved. In the beginning of Wilma's hospice career, the agency was working with approximately 20 patients daily. Pathways now serves about 300 patients.

Wilma's dedication to Pathways will continue to be felt, for years to come!



LAUNCHING OUR CAPITAL CAMPAIGN

During 2020 we made significant progress toward a new Inpatient Care Center, entering the advanced planning stages and launching an \$8 million capital campaign to make the vision a reality.

The Pathways Inpatient Care Center will be for hospice patients who have the greatest end-of-life needs. The Care Center will have a comfortable, home-like environment, distinctly different from a hospital-based center.

Each of the 12 rooms will accommodate groups of visitors as well as family members who wish to stay overnight with a patient. There will be access to outdoor garden spaces where patients will

be able to enjoy the outdoors from the comfort of their bed. Also included will be a chapel, a large, shared communal kitchen, areas for quiet reflection and gardens and walkways throughout the site blending indoor and outdoor spaces.

We worked with MOA Architecture and our owner's rep Stu MacMillan (MacMillan Development) to navigate complex approval processes involving Larimer County and multiple referral agencies including the City of Fort Collins and the Colorado Department of Transportation (CDOT).



MOA completed our construction documents and provided beautiful interior renderings. To get a sense of the facility, take a virtual tour of the building here: pathways-care.org/capitalcampaign.

Also in 2020, we raised over \$1.2 million to help fund the vision. Visit our website at pathways-care.org/capitalcampaign to join the campaign.



CELEBRATING A CENTENNIAL BIRTHDAY FOR A MILITARY VET

On May 9, Pathways hospice patient Stanley Sepulveda was celebrated with a surprise birthday party to commemorate his 100th birthday.

Despite COVID-19 restrictions, the community rallied to ensure a big celebration for Stanley, a lifelong Coloradan and World War II Army veteran.

Family, friends, caretakers and even strangers all contributed to the celebration, which included a vehicle parade of friends and family led by the Colorado State University police and dozens of Patriot Guard motorcycle riders; a short concert by a local singer; a wish granted by Wish of a Lifetime to "see" the locations in

Europe where he served; presentation of a letter of commendation from a four-star Air Force general; and presentation of nearly 100 birthday cards sent to Stanley from veterans and their families across the nation -- including a service coin from an active duty soldier in California.

A proud Army veteran, Stanley built gliders with the Air Corps Service Squadron for the 9th Air Force in World War II that were used in D-Day and the Battle of the Bulge. He grew up in Pueblo and Denver, and moved to Fort Collins in the 1960s.

He worked at CSU for more than two decades, and he also worked in the shoe department at a local Wal-Mart until he was 90.

STANLEY SEPULVEDA
ON HIS 100TH BIRTHDAY



NEW GREELEY OFFICE DELIVERS EXPANDED CARE AND GRIEF SERVICES IN WELD COUNTY

In 2020 we expanded our footprint to Greeley, enabling us to serve the Weld County community. The new Pathways Greeley office, located at 4075 W. 11th St., provides a “home base” for us to serve the Greeley and Weld County communities. Pathways purchased the building about a year ago and renovated the space in 2020. The new space includes offices, dedicated areas for grief and loss counseling services, and a large community space for educational programs.

Pathways has seen an increase in patients and requests in Weld County in recent years, driving the need for a permanent home in Greeley, in addition to our Fort Collins headquarters.

“As the demand for our services increases, we are excited to provide this new home for our staff and community services as we extend our care to more families in Weld County,” said Nate Lamkin, president of Pathways.



PATHWAYS DEMONSTRATES QUALITY AND COMMITMENT TO PATIENT CARE WITH ACCREDITATION



In 2020, Pathways achieved accreditation from the Accreditation Commission for Health Care (ACHC).

ACHC accreditation is regarded as a key benchmark for measuring the quality of an organization and reflects our commitment to a high level of performance and patient care. Pathways received ACHC accreditation for excellence in Hospice Care and excellence in Palliative Care, and the accreditation also will apply to services offered at our new Inpatient Care Center. This is the first time Pathways has been accredited by ACHC, or any other third-party accreditation body.

“ACHC accreditation is one of the many ways that we demonstrate our commitment to the highest standards of quality, performance and care for our patients and families” stated Nate Lamkin, president of Pathways. “We are excited and honored to share this recognition with our staff and community.”

Find information about accreditation: [achc.org/about-accreditation.html](https://www.achc.org/about-accreditation.html)

A NOTE FROM CARE SYNERGY

As the region's largest end-of-life care network, Care Synergy provides mission support services for not-for-profit, community-based hospice and palliative care affiliate organizations, including Pathways.

We understand the impact of the COVID-19 pandemic may have added significantly to the anxiety and emotion that's evoked by hospice and palliative care even in the best of times.

In 2020, Care Synergy worked to fulfill our purpose by helping Pathways and our other affiliated organizations meet the challenge of a world-wide pandemic and better serve the patients and families they serve.

With the direct support and assistance of Care Synergy, Pathways rose to the challenge presented by COVID-19 and actually provided their services to more patients and families than they had in any previous year.

Care Synergy helped to sustain Pathways by helping to acquire critical Personal Protective Equipment (PPE) so that the staff was personally safe and could safely provide care to patients and families. Care Synergy recognized and supported employees with the creation and implementation of additional benefits and compensation programs to protect their jobs, health and livelihood.

Pathways made great progress in 2020 to meet expanding community needs, opening a new office in Greeley and launching an ambitious \$8 million capital campaign to build a new, much-needed Inpatient Care Center.

Driven by the dedication to support the highest-quality life-enhancing and supportive care, Care Synergy affiliated organizations are rising to this challenge to meet the needs of the communities they serve. Thank you for your ongoing support during these unprecedented times.



Tim Bowen

CEO and President of Care Synergy
CEO of Pathways



In 2020, Pathways served 20 patients with COVID-19.

PATHWAYS DONORS

PATHWAYS WOULD LIKE TO THANK THE FOLLOWING DONORS FOR THEIR SUPPORT IN 2020

\$10,000 & UP

William Allnutt
Judith Aranow
Linda & Tim Bowen
Community Foundation of Northern Colorado
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Estate of M. Marie Macy
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Richard & Peggy Holm
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Nate & Leah Lamkin
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Benevity Causes
Edith Brown

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Anonymous (2)

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City Club Foundation
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Michael & Mia Towbin
Vision Financial Group
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\$500 - \$999

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 T. Rowe Price Program for Charitable
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 Karen A Wagner

Karen Walston
 Jeff & Doreen Ward
 Gail Washecka
 Joy Whitesell
 Grant Wilcox
 Ellen Zibell
 Anonymous (4)

\$250 - \$499

Adamson Funeral Service
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 Memorial Foundation
 Amarillo Mortgage Company
 Alan Antczak
 AXA Foundation
 Bales Family Charitable Fund
 Janet & Leslie Batman
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 Shelly Walker
 Don & Nancy Weaver
 Michael Wertzyn
 Brian & Sherrie Wiest
 Mary Williams
 Beverly Wimmer
 Kayla Zimmer
 Zion Lutheran Church
 Anonymous (8)



OUR MISSION

Honoring every moment of life, Pathways provides compassionate, excellent, comprehensive care for those who have an advanced medical condition and those who are grieving.

OUR VISION

Pathways is committed to be the region's preferred provider of hospice services through excellent patient care in all settings and comprehensive grief support. We educate about end-of-life care, partner with caregivers, remain good financial stewards, grow to meet our community's needs, and strive to be an employer of choice.

OUR VALUES

We honor life through compassion, respect, integrity, excellence and stewardship.

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Fort Collins, CO 80525
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www.pathways-care.org

4075 W. 11th St
Greeley, CO 80634
(970) 356-4090

The oldest and largest community-based nonprofit hospice provider in northern Colorado, a 501(c)3 Organization (84-0782874)