



THE ELIZABETH HOSPICE – CARE FOR EVERYONE

Our Mission: To enhance the quality of life for those nearing the end of life's journey and for those who grieve.

The Elizabeth Hospice (TEH) and its team of compassionate professionals achieve excellence by anticipating and providing medical, emotional and spiritual support to anyone in need. Since TEH opened its doors in 1978, services have been provided to more than 70,000 patients and families at the most critical time in their lives *regardless of ethnicity, gender, age, religion, disease, insurance status, or ability to pay*. As the premier hospice provider in North San Diego County, TEH is the **first** to offer the following programs in our community:

- * *Transitions*, a pre-hospice program that assists with advanced care planning, provides community resources and emotional support and is a link to hospice care for individuals and families facing a life-limiting illness.
- * An exclusive Spanish-language volunteer training program that meets the diverse needs of the growing North County Latino population and serves as an essential communication link between Latino families and their hospice professionals.
- * *Portable Classroom* – tailor-made educational programs that are taken out into the community and address end-of-life issues such as grief support in the workplace and support for grieving children.

TEH also provides the following comprehensive programs to the community:

- * The Center for Compassionate Care counsels over 2,500 bereaved each year, trains and assigns over 350 volunteers each year to provide patient care, special events and administrative support and offers educational workshops for professionals.
- * *It's About How You LIVE* – a national campaign focused on improving the quality of end-of-life care; **Learn** about your options for end-of-life services and care, **Implement** a plan to ensure your wishes are honored, **Voice** your decisions to family, friends and health care providers, **Engage** in personal or community efforts to improve end-of-life care.

TEH is:

- * Non-profit organization 501(c)(3)
- * California Licensed Hospice
- * Medicare and Medical-certified Hospice
- * Accredited by The National Institute for Jewish Hospice

Serving with Integrity Since 1978

150 West Crest Street * Escondido California 92025 * Phone: 760-737-2050 or 800-797-2050
www.elizabethhospice.org



THE ELIZABETH HOSPICE STORY

Our Vision: The Elizabeth Hospice aspires to a world in which every life ends with compassion, dignity and peace.

In 1978 few knew the word hospice and even fewer recognized its potential to alleviate suffering. But one woman held a vision of what this philosophy of care could mean to her community. This nurse, Betty Bulen, invited three of her friends, Betty Benz, Ann Elizabeth Warren and Kay Austin to work with her in establishing an organization of compassionate volunteers devoted to offering care to the terminally ill and their families.

To strengthen their vision, Betty Bulen and Betty Benz paid a visit to St. Christopher's Hospice in London. Inspired, they came home to organize the first agency meeting and develop an inaugural Board of Directors. They named this new entity The Elizabeth Hospice (TEH) recognizing that not only did each of them have "Elizabeth" as part of their names, but that the name means "devotion to God's service."

Following incorporation later that year, they offered their first volunteer training. In less than a year, 20 hospice volunteers were meeting the special needs of 8 patients in North San Diego County. By early 1980, 255 volunteers had been trained and more than 100 patients and their families had received medical, emotional and spiritual support.

In July of 1985, TEH joined the Palomar Pomerado Hospital District (PPHD) and acquired its Medicare and Medi-Cal certification. Patients who qualify under the Medicare Hospice Benefit and choose hospice care receive a full scope of non-curative medical and support services. In addition, TEH is able to provide free bereavement and community education services that are not funded through the Medicare Hospice Benefit to the community. This is made possible through an endowment originally started in 1987 by Sam and Rose Stein with a generous donation of \$400,000 which was matched by PPHD and community support that continues to this day.

A period of rapid expansion followed, the community and its physicians were beginning to understand more clearly the role of hospice in full family care. Betty Bulen received the *United Way Silver Bowl* in recognition of her faithful dedication to making her hospice dream a reality. This was followed in 1995 by national recognition for Betty when she was named the National Hospice Association's *Volunteers Are the Foundation of Hospice Award*.

In 2001, TEH separated from its long-term partner, PPHD. The newly independent agency spread its wings and increased the breadth and quality of its services.

Today, with a staff of 200 and approximately 250 trained volunteers, TEH cares for an average of 300 patients and their families daily. Since TEH opened its doors in 1978, services have been provided to more than 70,000 patients and families at the most critical time in their lives *regardless of ethnicity, gender, age, religion, disease, insurance status, or ability to pay.*

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THE ELIZABETH HOSPICE MILESTONES

1978

- * *The Elizabeth Hospice* (TEH) is the first hospice program in North San Diego County. Founded by Betty Bulen and three fellow nurses (Ann Warren, Betty Benz, and Kay Austin) who saw a need for specialized care for the terminally ill in the community.
- * First volunteer training program started. In one year, there were 20 volunteers and 8 patients.
- * Received federal status as a non-profit, 501(c)(3) corporation.

1979

- * The Los Rancheros Kiwanis Club donated the first service club money to TEH.
- * Opened its first office in a small house on Kalmia St. with only six staff members.

1980

- * 255 volunteers had been trained and 100 North County patients and families received hospice services.
- * Volunteers started a rummage sale and proceeds benefited the hospice. Moved into their first thrift shop on Escondido Blvd.

1982

- * Licensed as Home Health Agency specializing in hospice care.
- * The first *Light Up A Life*, an annual remembrance ceremony for loved ones is held.

1985

- * TEH joins Palomar Pomerado Hospital District.
- * TEH becomes Medicare and Medi-Cal certified.
- * First donation received from the Sam & Rose Stein Charitable Trust to assist in caring for families who have limited financial resources or are indigent.

The Elizabeth Hospice Milestones – page 2

1994

- * Betty Bulen received the *United Way Silver Bowl Award*.

1995

- * Betty Bulen received the *Volunteers Are the Foundation of Hospice Award* from the National Hospice Organization.

1996

- * Purchased current office building located at 150 W. Crest St. in Escondido.

1998

- * TEH hosts Inaugural Humanitarian Tribute Luncheon to William Boyce, M.D.

2000

- * TEH receives \$1 million donation from Franklin “Chuck” Neuberger.
- * TEH library dedicated in the memory of Rose Stein.

2001

- * TEH becomes independent and separates from Palomar Pomerado Hospital District.

2002

- * Founder, Betty Bulen receives the *North County Times Woman of Merit Award*.
- * *Transitions*, a pre-hospice program that assists with advanced care planning, provides community resources and emotional support and is a link to hospice care for individuals and families facing a life-limiting illness begins.

2003

- * Celebrates 25th Anniversary with *Magnolia Ball* raising \$150,000.

2004

- * *The Elizabeth Hospice Foundation* (TEHF) is organized as a separate 501(c)(3) corporation to aid in raising funds for TEH. The first Board of Trustees holds office.

The Elizabeth Hospice Milestones – page 3

2005

- * Accredited by the *National Institute for Jewish Hospice*.

2006

- * The **first** and **only** Spanish-language volunteer training program is launched in an effort to meet the diverse needs of the growing North County Latino population and serve as an essential communication link between Latino families and their Anglo Hospice professionals. Seven certified community outreach hospice volunteers graduate from the first training.