

2010

Hospice of the Carolina Foothills

It's About LIVING!



Promoting and providing compassionate end of life care, meeting the medical, emotional and spiritual needs of individuals and their families in Polk County NC and Spartanburg and Greenville counties SC.

Staff & Volunteers: the backbone and heart of our mission

"To Hospice Staff, Palliative Care Team, volunteers and others who were so dear to our mother: Thank you seems so inadequate for the professional and compassionate care, encouragement and comfort you gave all of us. I am truly in awe of the seamless and efficient caring way Hospice coordinates the care of families and their loved ones."

~a daughter in Tryon

Our 2010 staff of 89 full- and part-time employees bring decades of experience and compassion to their jobs, and hone their expertise each year with further training and education. We are proud that our medical director is fellowship trained and board certified in palliative medicine; 4 of our nurses have attained CHPN credentials (Certified Hospice & Palliative Care Nurse); and 2 of our Certified Nursing Assistants have CHPNA credentials. Eight staff members hold advanced degrees in Social Work, and in 2010 one was certified by EAGALA in equine assisted psychotherapy. Seventeen of our staff are trained as dementia specialists, making it possible for them to provide improved care and assistance to patients and families affected by dementia. Outstanding honors in 2010 went to Jane Foster, RN, who received North Carolina's top hospice clinical services award; and Gwen Painter, RN, who graduated from Spartanburg County's Grassroots Leadership Development Institute. Every staff member polished their professional skills with participation in at least one of over 50 in-services.



Volunteers outdid themselves in 2010, working more hours and driving more miles than ever to add priceless value to the care and services we provide. Men, women and teenagers from all over our 2-state and 3-county service area donated many hours of loving care directly to patients and their families in homes, nursing facilities, and at the Hospice House. "Caring Canines" lit up eyes and triggered many smiles. 11th hour volunteers lifted burdens for facility staff and out-of-town family, ensuring that no one has to die alone. In supportive roles, our volunteers worked in both North and South Carolina offices, at the Thrift Barn, in their churches, and at community events. Their dedicated service is valued by Independent Sector, a non-profit information center, at \$374,848!

Dear Friends & Supporters,



It is with a great deal of gratitude that we share this report of the year just past. Many of the statistics and photographs represent a family and a circle of friends and colleagues deeply affected by the illness of a single individual. Others represent the dedicated and expert care and comfort provided by our staff and volunteers.

Under our organization's umbrella of services, we offered a continuum of care that begins with our Palliative Care Program's consultations with patients and families. After many years of teaching people about hospice, our focus has expanded to respond to the increased need for and interest in Palliative Care. In addition, our Hospice Homecare Program served more people than ever in its 29th year and is clearly viewed as the expert in end of life care.

2010 was our first full year of operation at the Hospice House, where patients, families, and referral sources expressed continued appreciation for excellent care. Some of the debt incurred in start-up costs was paid down, and we are developing a 3-year plan to pay off this debt entirely.

Education and Bereavement Care are woven throughout the delivery of all services to complete our continuum of care for individuals, families, and community groups such as churches and schools.

Although healthcare reform and Medicare adjustments presented challenges, we were eager to face them because we are undoubtedly part of the solution. Study after study shows that our services deliver high quality care, achieve high patient and family satisfaction, are cost-effective, and help extend life for many.

As valued members of our mission, you play a crucial role. Your steady support is critical, and we are eternally grateful.

Sincerely,

Jean H. Eckert

Jean H. Eckert
Chief Executive Officer

Bill Jenks

William P. Jenks
Chairman of the Board

Financials

Revenue

Reimbursement	\$5,485,806
Community Support & Grants	350,510
Bequests	49,640
Thrift Barn net income	110,741
Investment Activity & Other Income	<u>(14,423)</u>
Total Revenue	\$5,982,274

Expenses

Patient Related	\$4,291,866
Care for the Uninsured	13,897
General & Administrative	1,457,394
Fundraising	127,114
Interest Expense	<u>140,805</u>
Total Expenses	\$6,031,076

A Year in Review

"Under our organization's umbrella of services, we offered a continuum of care that begins with our Palliative Care Program's consultations ..."

~Eckert & Jenks

Palliative Care Program

"Palliative Care came into our lives at just the right time. Your caring, professional help meant so much, and you fill a very definite need. You all are a true blessing to this area."
~a family in Columbus

In its fifth year, the Palliative Care Team assisted 220 individuals, plus their families, with chronic healthcare concerns. The team worked in conjunction with clients' personal physicians, providing a helpful extra set of eyes and ears. The option for consults in our Columbus and Landrum offices was offered to clients, in addition to meeting in their own homes.

Hospice Care

"Thank you for your help for our sister during this difficult time. Your staff showed such compassion for her and helped our family so very much. We also want to commend you for the wonderful nurse on duty the day she died." ~an Inman family

Hospice care is full of help and hope for the best quality and quantity of life possible. It also allows for the creation of good memories that can be enjoyed forever by family members. In its 29th year, we brought medical, emotional and spiritual help and hope to 430 individuals and their families, many of whom wrote us of their gratitude for happy endings. The men and women we cared for lived in many communities in Polk, Spartanburg and Greenville counties. They ranged in age from 41 to 104, and one-fifth of them were veterans.

Hospice House

"Thank you so much for all the support we received from your staff. We know my mother was comfortable at your House and it was such a blessing to be somewhere her entire family could visit. We were overwhelmed by the experience." ~a son in Lyman



In 2010, our first full year of service, we cared for 182 hospice patients at the House. Referrals were made from hospitals, other hospice providers, physicians, and from our homecare

program. 2010 saw the "House" transformed into a "home" with donations of exquisite artwork, beautiful furniture and stained glass, and landscape renovations. The Path of Remembrance grew to include 242 bricks and pavers honoring and memorializing loved ones in a distinctive place of permanence.

Bereavement Care

"Thank you again for your kindness and support for me. I am finally beginning to handle each day with a sort of normalcy. It is nice knowing I still have your thoughtful support." ~a Tryon Estates widow



In 2010, we supported 615 hospice bereavement clients, in addition to individuals from the community who attended groups, presentations, and individual counseling, or who simply came by or called for supportive

literature for themselves, family members, or friends. Grief groups and counseling support was provided for students at Landrum High School, O.P. Earle Elementary, and Polk Virtual School. Bereavement care was also extended to nursing home staff and residents, local organizations and a children's camp.

Community Education & Resources

"Thanks so much for the donation of educational materials to the Saluda Senior Center. We are all grateful for the wonderful work that Hospice does and are happy to help spread the word about the services that Hospice provides."
~Board chairman, Saluda Senior Center



Education and assistance with healthcare resources are part of our mission in the communities we serve. Last year, we sponsored or participated in 68 educational events in our two-state service area. We have a daytime Information Desk dedicated

to taking phone calls of any kind related to healthcare concerns (828-894-7000 or 864-457-9122). Our website and Facebook page are available 24-7. We are committed to helping people make informed decisions about their health and their choice of care.



Faces of Hospice of the Carolina Foothills

Jean H. Eckert
Chief Executive Officer

Andrew Kamell, MD
Medical Director

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NC Services,
Columbus NC
828.894.7000

SC Services,
Landrum SC
864.457.9122

Hospice House,
Landrum SC
864.457.9100

Hospice Thrift Barn,
Landrum SC
864.457.7348

www.hocf.org



Healthcare & Community Partners

"If anyone deserves an award for services rendered as a hospice nurse, Jane Foster does. You have allowed love and skill to work together to create a masterpiece. I appreciate all the expert care you have given to my patients." –A. T. Pagter, Jr., M.D.

12 skilled nursing and assisted living facilities in Saluda, Columbus, Tryon, Inman, and Greer where we partnered to provide their residents with Palliative Care consultations and Hospice Care services.

78 physicians and hospitals in North and South Carolina who referred patients to our services.

60 Good Samaritan Churches in North and South Carolina who supported us financially with direct donations, with items collected for our patient "wish list," with volunteers and with referrals to our services.

1605 donors of money, in-kind gifts, and Thrift Barn goods. 851 first-time donors.

A complete listing of individual, church, business, foundation, and civic club donors can be found on our web site at www.hocf.org. Click on "Publications" to view the 2010 Donor List.