



Shepherd's Cove

Our Heart Sets Us Apart

2019 ANNUAL REPORT



WWW.SHEPHERDS COVE.ORG



WHAT IS HOSPICE?

Hospice care is a type of health care that focuses on the palliation of a terminally ill patient's pain and symptoms and attending to their emotional and spiritual needs at the end of life.

WHY SHEPHERD'S COVE?

Care with Shepherd's Cove Hospice is not about death but rather about providing every person peace and comfort as they near the end-of-life journey. Our team is here to support each person to live each day fully and to enjoy precious moments with loved ones. This support extends to family members as Shepherd's Cove Hospice helps them cope with their own unique emotional and spiritual concerns. Care is provided in the patient's home, whether that home is a long-term care facility, assisted living facility or private residence. We also provide care in our short-term hospice inpatient unit.





OUR MISSION:

It is the mission of Shepherd's Cove Hospice, a non-profit agency, to provide, with a servant's heart, exceptional, individualized care for those coping with end-of-life issues.



2019 AT A GLANCE

TOTAL HOSPICE PATIENTS SERVED

836

TOTAL DEATHS

446

AVERAGE DAILY CENSUS*

92.3

*AVERAGE DAILY HOMECARE CENSUS

86.6

*AVERAGE DAILY INPATIENT UNIT (IPU) CENSUS

5.7

2019 TOP 5'S

TOP 5 COUNTIES SERVED

| | |
|----------|-----|
| MARSHALL | 73% |
| DEKALB | 13% |
| ETOWAH | 11% |
| JACKSON | 2% |
| BLOUNT | 1% |

TOP 5 DIAGNOSES

| | |
|---------------|-----|
| HEART DISEASE | 29% |
| ALZHEIMERS | 25% |
| COPD | 20% |
| SARCOPENIA | 15% |
| LUNG CANCER | 11% |





EXCELLENT CARE HIGHLIGHTS*

92.4%

RATED PATIENT CARE AS "EXCELLENT"

95.4%

WOULD RECOMMEND THIS HOSPICE

96.2%

FELT PATIENT WAS TREATED WITH RESPECT

90.3%

STATED PATIENT RECEIVED HELP WITH PAIN AND SYMPTOMS

97.7%

RECEIVED "EXCELLENT" EMOTIONAL AND RELIGIOUS SUPPORT

*THESE RESULTS WERE PRODUCED BY HEALTHCAREFIRST SURVEYS GIVEN TO PATIENT FAMILIES AFTER SERVICE.





OUR LEADERSHIP

HOSPICE BOARD OF DIRECTORS

JAMIE GORE | *PRESIDENT*
MARY KATE BEARD | *VICE PRESIDENT*
ANNETTE CEDERHOLM | *SECRETARY/TREASURER*
GREG HUDLEY
COLLEEN LEE
NORMA WELLS
THOMAS MOORE
PATRICK WHITE
GINGER YOUNG
ANNA NOOJIN

FOUNDATION BOARD OF DIRECTORS

KELLY ADAMS | *PRESIDENT*
ASHLEY WHEELER | *VICE PRESIDENT*
ANNETTE DUNCAN | *SECRETARY/TREASURER*
MORGAN LAVENDER
JON HENDERSON
JAMIE GORE
DUSTIN HORNBuckle
CHRISTY FARMER

PALLIATIVE BOARD OF DIRECTORS

NORMA WELLS | *PRESIDENT*
KRISTY WALKER
CINDY SPARKMAN

LEADERSHIP TEAM

RHONDA OSBORNE, RN, BSN | *CEO*
DR. JOEL MILLIGAN | *MEDICAL DIRECTOR*
STORMY DISMUKE, CRNP | *CHIEF NURSING OFFICER*
KRISTIE MORTON | *CHIEF PERSONNEL OFFICER*
BETH ANN PARNELL | *CHIEF RELATIONS OFFICER*

EMPLOYEE FACTS

TOTAL EMPLOYEES*

92

**FULL TIME EMPLOYEES*

86

**PRN EMPLOYEES*

6

LONGEVITY (IN YEARS)

| | |
|---------|------|
| 20< | 4.8% |
| 15 - 20 | 7% |
| 10 - 15 | 13% |
| 5 - 10 | 16% |
| 1 - 5 | 51% |
| <1 | 13% |

THAT'S MORE THAN 420 YEARS COMBINED!



GRIEF SUPPORT REVIEW

Community grief support services are offered to anyone grieving a loss at no charge, thanks to Foundation support.

INDIVIDUALS SERVED THROUGH THE COMMUNITY GRIEF SUPPORT PROGRAM

121

CHILDREN SERVED THROUGH OUR IN-SCHOOL PROGRAM

381

NUMBER OF SCHOOLS WE SERVE

65

We serve students in **12** school systems across **4** different counties.

TOTAL FAMILY CAMP HOPE PARTICIPANTS

106

WHAT IS PALLIATIVE CARE?

Palliative care is compassionate care focused on comfort. "To palliate" means to relieve. Palliative care allows patients to seek curative treatments but provides relief from pain and other distressing symptoms. It also utilizes a team approach to integrate emotional and spiritual aspects of care for those living with a life-limiting illness. Palliative care is provided through collaborating with the patient's attending physician. The goal is to allow patients to live as actively and comfortably as possible, and to help families and caregivers cope with the patient's illness.

TOTAL PATIENTS SERVED

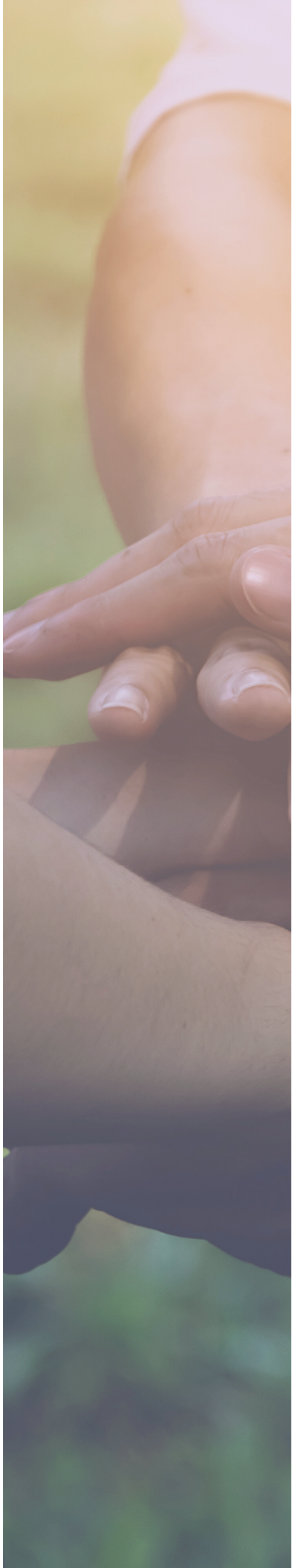
127

TOTAL PATIENT DAYS

8,088

PATIENT TRANSITIONS TO HOSPICE

15



FOUNDATION SUCCESS IN 2019

Thank you for making 2019 our best fundraising year yet! Partnerships with compassionate individuals, businesses, and other organizations in our nine-county service area are vital to ensure everyone has access to life-changing experiences made possible through palliative care, hospice and grief support programs.

TOTAL FUNDS RAISED IN 2019
\$885,609

IN REVIEW

| | |
|--------------------------|-----------|
| EVENTS | \$212,925 |
| GRANTS | \$70,980 |
| UNITED WAY CONTRIBUTIONS | \$55,000 |
| INDIVIDUAL GIFTS | \$448,703 |
| THRIFT SHOPPE | \$98,000 |



2019 VOLUNTEERISM

Medicare requires at least 5% of direct patient care from a hospice agency be done by volunteers. **In 2019, direct patient care hours totaled 7.32%. This provided a cost savings of \$89,325.12.**

DAY OF CARING

More than **500** volunteers came together in 2019 from over **70** companies and organizations throughout Marshall County to collectively change our community for the better by donating their time and a multitude of supplies to complete **91** projects. During the event, SCH was chosen for **24** projects. Additionally, SCH staff participated in **2** projects.

INDIGENT CARE

In 2019, we provided **\$327,065.11** in unreimbursed care. This represents revenue we would have earned if there had been a billable payor source.



Shepherd's Cove

Foundation | Grief Support | Hospice | Palliative Care | Thrift Shoppe

256.891.7724 | www.shepherds Cove.org

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