



Shepherd's Cove

Our Heart Sets Us Apart

2022 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.

OUR VALUES:

- Dedication
- Excellence
- Service
- Integrity
- Reverence
- Ethics



2022 AT A GLANCE

TOTAL HOSPICE PATIENTS SERVED

697

TOTAL DEATHS

502

AVERAGE DAILY CENSUS*

106.92

*AVERAGE DAILY HOMECARE CENSUS

102.4

*AVERAGE DAILY INPATIENT UNIT (IPU) CENSUS

4.47

2022 TOP 5'S

TOP 5 COUNTIES SERVED

MARSHALL

DEKALB

ETOWAH

JACKSON

BLOUNT

TOP 5 DIAGNOSES

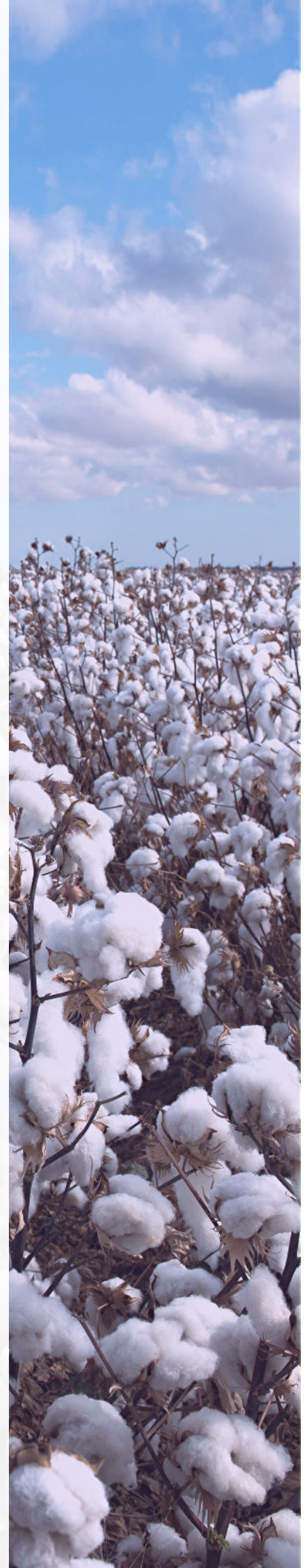
HEART DISEASE

ALZHEIMER'S DISEASE

SARCOPENIA

COPD

STROKE





EXCELLENT CARE HIGHLIGHTS*

92%

RATED PATIENT CARE AS "EXCELLENT"

94%

WOULD RECOMMEND THIS HOSPICE

98%

FELT PATIENT WAS TREATED WITH RESPECT

87%

*STATED PATIENT RECEIVED HELP WITH
PAIN AND SYMPTOMS*

94%

*RECEIVED "EXCELLENT" EMOTIONAL AND
RELIGIOUS SUPPORT*

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



A vertical photograph on the left side of the page shows the silhouettes of several people standing in a field, looking out over a sunset or sunrise. The sky is a mix of blue, purple, and orange. The silhouettes are dark against the bright background.

OUR LEADERSHIP

HOSPICE BOARD OF DIRECTORS

JAMIE GORE | *PRESIDENT*

GINGER YOUNG | *VICE PRESIDENT*

ALLISON ROSS | *SECRETARY/TREASURER*

THOMAS V. MOORE

CADE B. SMITH

JOHN ROSS

VALORIE PARRISH

MIKE HARDIN

DR. CHARISSE JORDAN WILSON

RACHEL LAMBERT

DR. LISA BROCK

JEFF BUTTRAM

PAM BUTTRAM

DR. CAROLINE SPRUIELL

FOUNDATION BOARD OF DIRECTORS

KELLY ADAMS, *PRESIDENT*

DUSTIN HORNBuckle, *VP*

ANNETTE DUNCAN, *SEC./TREAS.*

CHRISTY FARMER

JAMIE GORE

JON HENDERSON

ANITA ALLEY

TODD MITCHEM

TORREY WHITAKER

BARBARA WALLS

MELISSA PONDER

WAYNE EAST

PALLIATIVE BOARD OF DIRECTORS

NORMA WELLS | *PRESIDENT*

KRISTY WALKER

MEAGAN NESMITH

LEADERSHIP TEAM

STORMY DISMUKE, CRNP | *CEO*

DR. JOEL MILLIGAN | *MEDICAL DIRECTOR*

JENNY KNIGHT, LMSW | *CHIEF CLINICAL OFFICER*

KRISTIE MORTON | *CHIEF PERSONNEL OFFICER*

WHITNEY BOULDIN | *CHIEF FINANCIAL OFFICER*

MANDY CHANDLER | *COMPLIANCE OFFICER*



EMPLOYEE FACTS

TOTAL EMPLOYEES*

90

*FULL TIME EMPLOYEES

81

*PRN EMPLOYEES

9

LONGEVITY (IN YEARS)

20<	5%
15 - 19	6%
10 - 14	6%
5 - 9	17%
1 - 4	47%
<1	19%

THAT'S MORE THAN 518 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 HOSPICE BEREAVEMENT PROGRAM

1549

INDIVIDUALS SERVED THROUGH THE COMMUNITY GRIEF SUPPORT PROGRAM

128

CHILDREN SERVED THROUGH OUR IN-SCHOOL PROGRAM

302

NUMBER OF SCHOOLS WE SERVE

65

We serve students in **11** school systems across **4** different counties.

TOTAL FAMILY CAMP HOPE PARTICIPANTS

93

TOTAL SCHOOL CAMP HOPE PARTICIPANTS

208

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

54

TOTAL PATIENT DAYS

8,805

PATIENT TRANSITIONS TO HOSPICE

17



FOUNDATION SUCCESS IN 2022

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.

THANKS TO THE GENEROSITY OF THE COMMUNITY, FUNDRAISING REVENUE INCREASED BY 11% IN 2022, AS COMPARED TO THE PREVIOUS YEAR. THIS MEANS MORE PEOPLE FOUND HOPE, COMPASSION, AND SUPPORT ON THEIR JOURNEY THROUGH CHRONIC ILLNESS, THE END OF LIFE, AND GRIEF.

**FUNDS RAISED IN 2022 BY FOUNDATION
TO SUPPORT THE AGENCY'S MISSION**

\$637,187.50

IN REVIEW

EVENTS	\$250,553.42
GRANTS	\$131,036.42
UNITED WAY CONTRIBUTIONS	\$9,052.00
INDIVIDUAL GIFTS	\$244,603.18
THRIFT SHOPPE	\$96,000.00
PALLIATIVE & SCA	\$5,942.48



2022 VOLUNTEERISM

Medicare requires at least 5% of direct patient care from a hospice agency to be done by volunteers.

In 2022*, and despite the CMS waiver, direct patient care hours totaled 9.38%. This provided a cost savings of \$52,520.79.

*Due to COVID-19, the 5% requirement was waived by CMS.

DAY OF CARING

In 2022, volunteers came together with companies and organizations throughout Marshall County to collectively change our community for the better by donating their time, talents and a multitude of necessities and supplies for those in need. **67** service projects were adopted throughout Marshall County, with over **30** different agencies in the county participating, while **47** companies and organizations participated in the event by holding a Casual Day. During the event, Shepherd's Cove Hospice was chosen for **20** projects. Additionally, SCH staff participated in **2** projects.

INDIGENT CARE

In 2022, we provided **\$265,348.29** in unreimbursed care. This represents revenue we would have earned if there had been a billable payor source.

Of the indigent care provided, Marshall County recieved **54%** and all other counties served received the remaining **46%**.



Shepherd's Cove

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

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