



HOSPICE

OF THE CAROLINA FOOTHILLS

Annual Report 2005

Dear Friends,

2005 was a busy year as we responded to the increasing need for our services in Polk County and Upstate South Carolina.

We provided compassionate care to 264 terminally-ill individuals and their families. Our average daily census was 46, compared to 37 in 2004. Our staff and volunteers made over 17,000 visits to patients and bereaved families in homes, assisted living facilities, nursing homes and hospitals, coordinating care with dozens of area healthcare providers.

Bereavement services expanded with the addition of our first full-time bereavement care coordinator. This person has directed the support of nearly 400 families and also responded to numerous requests from churches and schools for on-site grief support and education.

Other staff members facilitated community education on topics that included dementia, caregiver stress, support beyond the crisis and *The Four Things That Matter Most*—the book chosen by us as this area’s first “One Book, One Community” event.



Jean H. Eckert
Executive Director



Ronald E. Smith
Chairman of the
Board

We sought and easily received widespread community support for a Certificate of Need to build a Hospice House on a 14-acre site in Landrum. We hope to receive approval from the State of SC in 2006 to begin construction.

Our growing services and plans for the future are made possible by the generous financial and volunteer support of this big-hearted community. We are most grateful.

A recent letter from a Hospice family included these words: "Thank you so much for being there when our family needed you."

The privilege was ours. And we look forward to continuing to provide end-of-life services, programs and counsel to you, our friends and neighbors.

Sincerely,

A handwritten signature in black ink that reads "Jean H. Eckert". The signature is written in a cursive style.

Jean H. Eckert
Executive Director

A handwritten signature in black ink that reads "Ronald E. Smith". The signature is written in a cursive style.

Ronald E. Smith
Chairman of the Board



*“Thanks for taking
so much fear away
concerning dying.”*

Mission Statement

Hospice of the Carolina Foothills promotes and provides compassionate end-of-life care, meeting the medical, emotional and spiritual needs of individuals and their families.



2005 Staff and Volunteers

As our services and programs have expanded and increased, so has our staff.

There were a total of 42 employees:

34 full-time, 4 part-time, and 4 PRN (as needed). Our active volunteer staff totaled 134: 44 patient companion and 90 program support.



A full-time employee works 2,080

hours per year. We had the equivalent of more than 3 full-time employees in the 6,420 volunteers hours donated in 2005. At the dollar value, including benefits, of \$17.55 per hour, HoCF

volunteers saved this

organization \$112,671.

(Dollar value provided by Independent Sector, a non-profit information center.)



“Thank you for all you do. Please don’t ever stop. You have no idea how you change lives.”

2005 Highlights

- Conducted a pilot program of a Palliative Care Support Team in partnership with Lutheran Hospice and Magnolia Manor Nursing Home in Inman, serving people who are seriously ill but not hospice appropriate.
- Hired our first full-time Bereavement Care Coordinator to continue serving our families and to expand our service to the communities we serve.
- Presented 28 programs of hospice education and grief support in the community; and participated in numerous health fairs, holiday parades and other community events in Saluda, Columbus, Tryon, Landrum, Inman and Spartanburg.
- Opened our building to groups from the community for 28 events.
- Held 25 educational/support programs for the community and 49 educational programs for staff and volunteers.
- Recruited and trained 13 new volunteers.
- Held a Remembrance Gathering in May for bereaved families, volunteers and staff.
- Celebrated our 6th Annual Tree of Remembrance, with 234 people participating with donations of \$7,775.





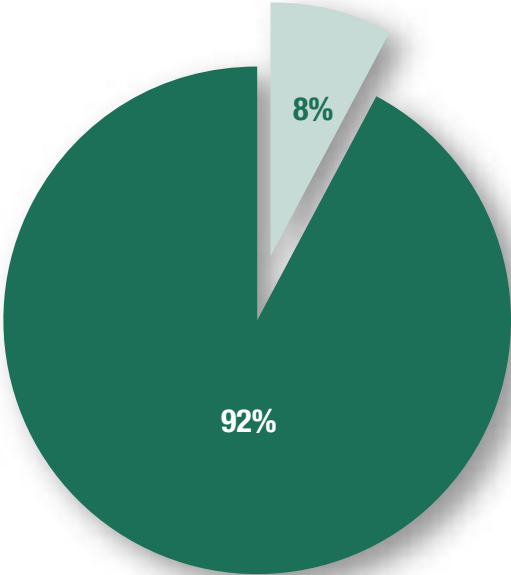
- Sponsored with Polk County Public Library and Landrum Library the first “One Book, One Community” program in the Carolina Foothills, bringing the community together to read and discuss *The Four Things That Matter Most: A Book About Living* by Dr. Ira Byock. Twelve formalized groups were held; 12 dozen books sold; and library circulation topped 150. The book was recorded and donated to us for replication by public radio’s “Radio Reader,” Dick Estell.
- Was the grateful beneficiary of \$6500 raised by a local “Voices for Hospices” concert—another “first” for our Hospice and our area. It was hosted by The Episcopal Church of the Holy Cross and featured The Choristers of that church and additional community singers and musicians, directed by Dr. Crys Armbrust.
- Sponsored an exhibit for the community of paintings and sculpture by artist and art therapist Marilyn Field that emerged from experiences of personal and collective grief and reminiscence.
- Began publication of a quarterly newsletter—the *Hospice Medical Memo*—for physicians and other healthcare providers.
- Published a four-part series of articles and ads in local newspapers during National Hospice Month on the importance of advance care planning.
- Prepared a Certificate of Need for a Hospice House, which we plan to build on land purchased in 2004 in Landrum.

Financial Highlights

OPERATING REVENUE

- Medicare/Medicaid, Private Insurance and Other Income
\$2,710,039
- Community Support
\$240,475

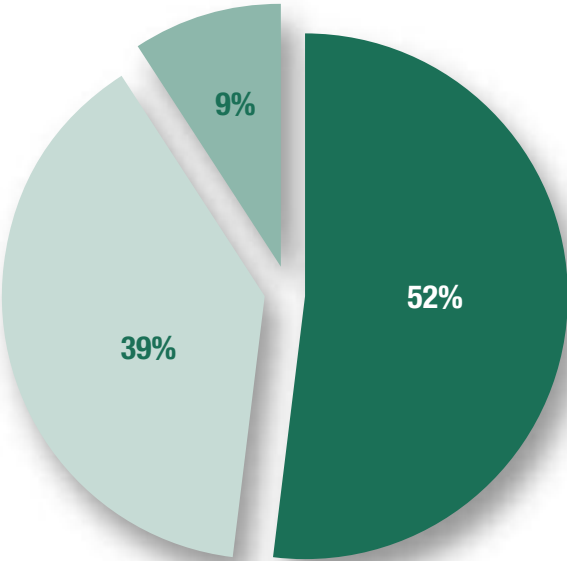
\$2,950,514 Total Operating Revenue



OPERATING EXPENSES

- Staffing Expenses
\$1,502,898
- Patient-related Medical Expenses
\$1,138,355
- Other Expenses and Depreciation
\$258,796

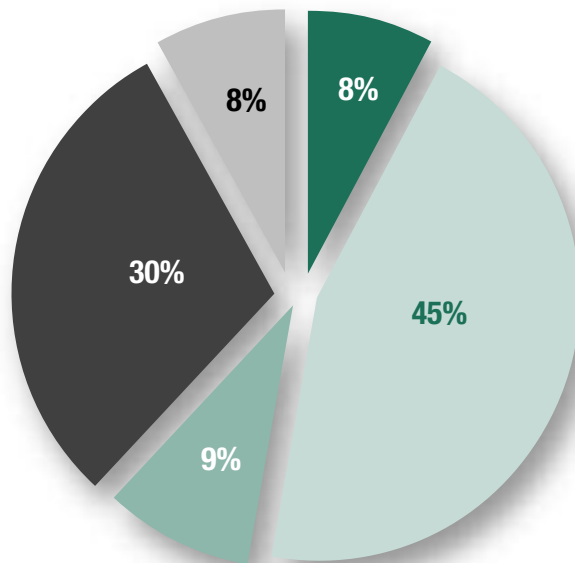
\$2,900,049 Total Operating Expenses



SUMMARY OF NET ASSETS

- Cash & Investments, unrestricted
\$257,364
- Investment in Property/Equipment
\$1,426,425
- Reserve for Capital Replacement
(Board designated)
285,712
- Hospice Memorial Fund
(Board designated)
968,495
- Hospice House Fund
(Board designated)
\$244,249

Total Net Assets
\$3,182,245



About HoCF 2005 Operating

Revenue ■ Most of our operating revenue is from medical insurance reimbursement, which is received at rates set by Medicare, Medicaid and private insurance. ■ Reimbursement does not cover all of Hospice's services and expenses; therefore, community support—more than \$240,000—is critical.

About HOCF 2005 Operating Expenses ■ HoCF staffing – salaries and benefits – represent 52% of the operating expenses. ■ Seventy percent (70%) of staffing costs are directly related to patient care. This includes the services of the Medical Director, nurses, nursing assistants, social workers, chaplain and bereavement counselor. ■ While in hospice care, a patient's medical expenses are coordinated through and paid by hospice and represent 39% of operating expenses. Among these expenses are the cost of medicines, medical supplies, durable medical equipment and care from specialized medical providers when needed.

About HOCF 2005 Net Assets ■ Our Administration & Program Center, equipment (including information technology and systems) and land represent 45% of our net assets ■ \$257,364 (8%) of net assets is operational working capital (cash and short term investments supporting the daily operation of the organization.) ■ Another 9% are funds invested in the stock market reserved by the board of directors to pay for replacement equipment as it becomes outdated. ■ HoCF is particularly fortunate and grateful to be the recipient of several bequests. The board has designated these gifts as The Hospice Memorial Fund. This fund provides economic stability to withstand changes in the healthcare field and our investment in non-reimbursed programs such as Bereavement Care and the Palliative Care Support Team. During 2005, the board established the Hospice House Fund representing our commitment to build a Hospice House. Together, the Hospice Memorial Fund and Hospice House Fund represent 38% of our net assets. ■ During 2005, The Hospice Memorial Fund had non-operating income of \$533,587—bequests of \$262,525; investment dividends and interest of \$62,443; realized gain of \$208,992 on exchange of a mutual fund investment; and unrealized investment loss of \$373.



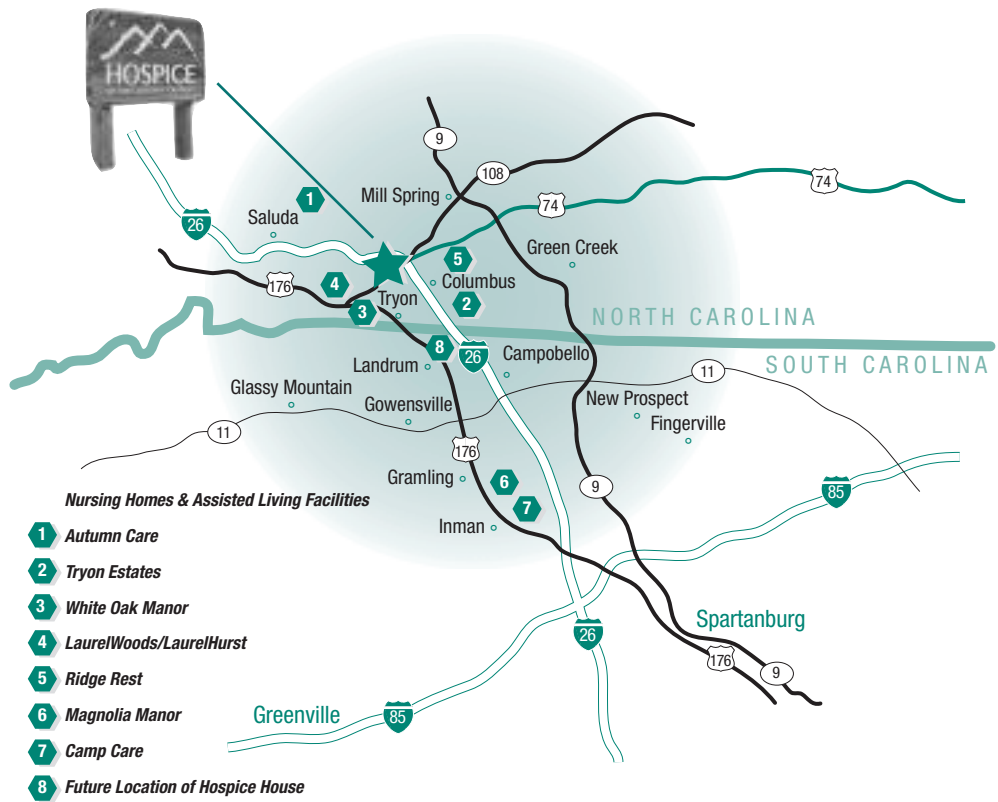
2005 By the Numbers

■ 264 terminally-ill individuals and their families served ■ 74% of patients served had a non-cancer diagnosis ■ 52% of all deaths in Polk County were served by Hospice ■ 92% of our expenses were reimbursed by Medicare, Medicaid and private insurance ■ 393 bereaved families served ■ 13,606 staff visits to patients and bereaved families ■ 3,420 volunteer visits to patients and families ■ 41,193 miles driven by volunteers ■ \$130,870.81 dollar value of total volunteer hours and mileage donated ■ \$240,475 in public donations ranging from \$5 to \$5000 from over 1700 donors

“Thanks for all the good work you and your coworkers at Hospice of the Carolina Foothills do for the community. We appreciate it all.”

Our Service Area

Serving individuals and families within the circle and close to home



Cover: Watercolor by Brian Dunlop, Wiltshire, England — brother of HoCF patient companion volunteer Denis Dunlop

Quotations are excerpted from letters written by those served by HoCF.

HOSPICE

OF THE CAROLINA FOOTHILLS

Serving Polk County,
North Carolina
and upstate
South Carolina

Jean H. Eckert
Executive Director

Garry Snipes, MD
Medical Director

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