



**HOSPICE** OF THE  
**GOLDEN ISLES**

*Southeast Coastal Georgia's Premier Non-Profit  
Hospice Provider for Almost 35 Years*

*2013* Annual Report



## *From the CEO*

At Hospice of the Golden Isles, I am continually amazed by the care and services our incredible staff provides. Since 1980, Hospice of the Golden Isles (HGI) has had the privilege of serving as coastal Georgia's only not-for-profit hospice delivering unparalleled quality of care and services to this community. In 2013, Hospice of the Golden Isles served more patients than ever before in our 34-year history. In the midst of this growth, HGI was honored to receive Deyta's national **Hospice Honors** award recognizing HGI as a top 100 hospice provider out of over 1,200 hospices nationwide. Ensuring a culture of continuous improvement, in 2013 we continued to invest in our staff and their expertise and more and more of our nursing staff have obtained their Hospice & Palliative Care Certification.

Through the hands, hearts and dedicated will of our staff, our mission to provide superior quality of hospice care to all who need us continued to thrive in 2013. Meeting our patients' needs through our services within their homes, in our inpatient facility or in the only residential hospice home in this region, HGI provides services to all eligible patients regardless of ability to pay. In 2013, HGI provided over \$671,000 in uncompensated services to care for some of the most fragile residents of our community. Operating at full capacity in our inpatient and residential facilities in 2013, our mission will be greatly enhanced with the planned building expansion to construct four additional residential patient rooms in 2014.

All hospices are not the same and our non-profit hospice has deep roots here. Hospice of the Golden Isles was founded by members of this community, who 34 years ago, saw the community need for our Hospice. Our dedicated and experienced team and volunteer Board of Directors live in the counties we are honored to serve. We continue to flourish through our enormously generous volunteers and the financial support from our hometown.

We are pleased to share this publication with you and it is our sincere privilege to serve this community each day celebrating the lives of our patients. Thank you for helping us continue to thrive and entrusting your loved ones to our care.

- Karen Brubaker, LCSW, ACHE  
*Chief Executive Officer*



### *Hospice of the Golden Isles Receives Hospice Honors Award for Excellence*

In 2013, Hospice of the Golden Isles (HGI) served 546 patients, more than ever before in our 34-year history. In the midst of this growth, HGI remained dedicated to providing excellent quality of care. In April 2013, Hospice of the Golden Isles received a prestigious national **Hospice Honors** award from Deyta, LLC, a company specializing in quality measurement. Our Hospice was ranked in the top 100 of over 1,200 hospices nationwide for providing superior quality of care and customer satisfaction.

Karen Brubaker, HGI's Chief Executive Officer, and Dr. John Shaner, HGI's Chief Medical Officer, accepted the Hospice Honors award at the National Hospice and Palliative Care Organization's leadership conference in Washington D.C. "We were proud to accept this award on behalf of our exceptional, dedicated team of professionals that provides the highest quality hospice care in our local community," says Brubaker. "We are excited to be recognized as a top performer in the hospice industry, ranking among the very best programs in the nation. Our Board of Directors and hospice team are so pleased that 99% of families who have used our services would 'definitely recommend' our hospice to others."





## Nurses Achieve Certification

In 2013, three nurses at Hospice of the Golden Isles (HGI) earned the distinguished Certified Hospice and Palliative Nurse (CHPN) designation. HGI now employs nine certified Registered Nurses and Nursing Assistants. Certification involves a rigorous process that evaluates a clinician's expertise in the specialty area of hospice and palliative care and indicates mastery of that knowledge. The entire clinical staff at HGI strives to continually enhance their knowledge and skills and provide exceptional patient care. The HGI Leadership Team encourages all of our nurses and nursing assistants to attain hospice certification.

**Standing:** Gail Shiroky, RN and Erika Cooper, CNA **Seated:** Mary Edge, RN, Crystal Logue, RN, Miriam Cristobal, RN, **Not Pictured:** Richard Dancel, RN, Darlene Strickland, RN, Tamika Samuel, RN, Sandra Sams, RN, Mary Bradley, RN, and Casey Rentz, CNA

## HOSPICE VOLUNTEERS

Hospice volunteers are an integral part of our hospice team. Hospice of the Golden Isles is fortunate to have an active group of over 75 vibrant and dedicated volunteers. They support patients and their families by offering companionship, assistance with errands, or respite time for the caregiver. Some volunteers play music and provide pet therapy for the residents of our Hospice House. Volunteers may also provide administrative and clerical support and work with the bereavement program. Specially trained volunteers provide companionship to actively dying patients who do not have family or friends available. Our volunteers ensure that our mission of compassionate help is extended beyond the care of nurses, aides, social workers and chaplains.



## A Special Thank You

Each year Hospice of the Golden Isles (HGI) faces special challenges to serve residents of our community who need hospice care. Thanks to the generosity of our community, our expert team cares for anyone who is hospice eligible, regardless of their ability to pay. Southeast Georgia Health System is a valuable partner and provides our linen service and assistance with maintenance of the property, such as repaving the parking lot and driveway. The United Way of Coastal Georgia supports HGI through grant funding and designated workplace giving. The Saint Simons Food and Spirits Festival again selected Hospice of the Golden Isles as the beneficiary of the funds raised during this exciting weeklong event. For the 8th year, the R. E. Thomas Family held their annual fundraising dinner for Hospice of the Golden Isles. In addition, many church groups, individuals and community organizations took the initiative to support HGI with educational speaking opportunities, live music events, and even a dinner theater production. The Auxiliary of Hospice of the Golden Isles continues to advocate for HGI by promoting awareness of HGI's services and raising funds through its many endeavors. Through these dedicated fundraising efforts and the support of our community, HGI remains southeast coastal Georgia's premier, not-for-profit hospice provider. We are incredibly grateful for your support.





## WE HONOR VETERANS

This whole organization is a real asset to this community. The care they give to the people in their last days is just immeasurable. The staff and volunteers who sat with my wife are here because they are committed to serving their fellow human beings. You come out here at 12 o'clock at night and you're going to find the staff out here doing their work. We have some dedicated people on this team. It means a lot to a person to be without pain, and the patients are cared for 24/7.

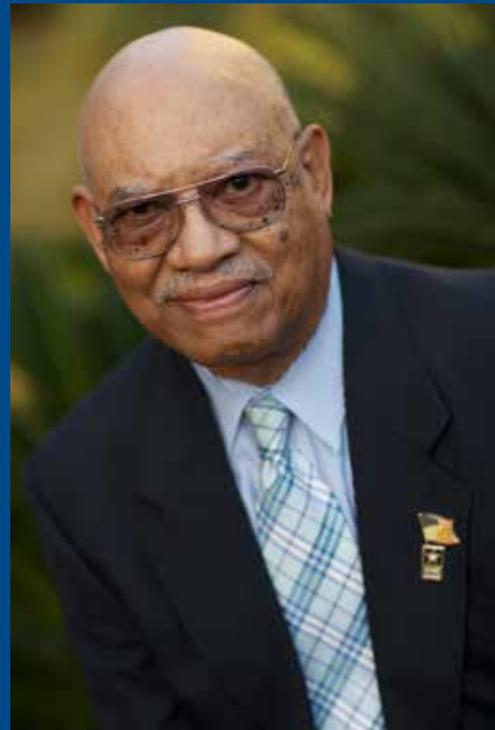
*"We're here to serve the people..."*

We're not here for profit; we're here to serve the people. We do not turn people away if they don't have the ability to pay. Everyone deserves to die with dignity.

*- Col. Thomas Fuller*

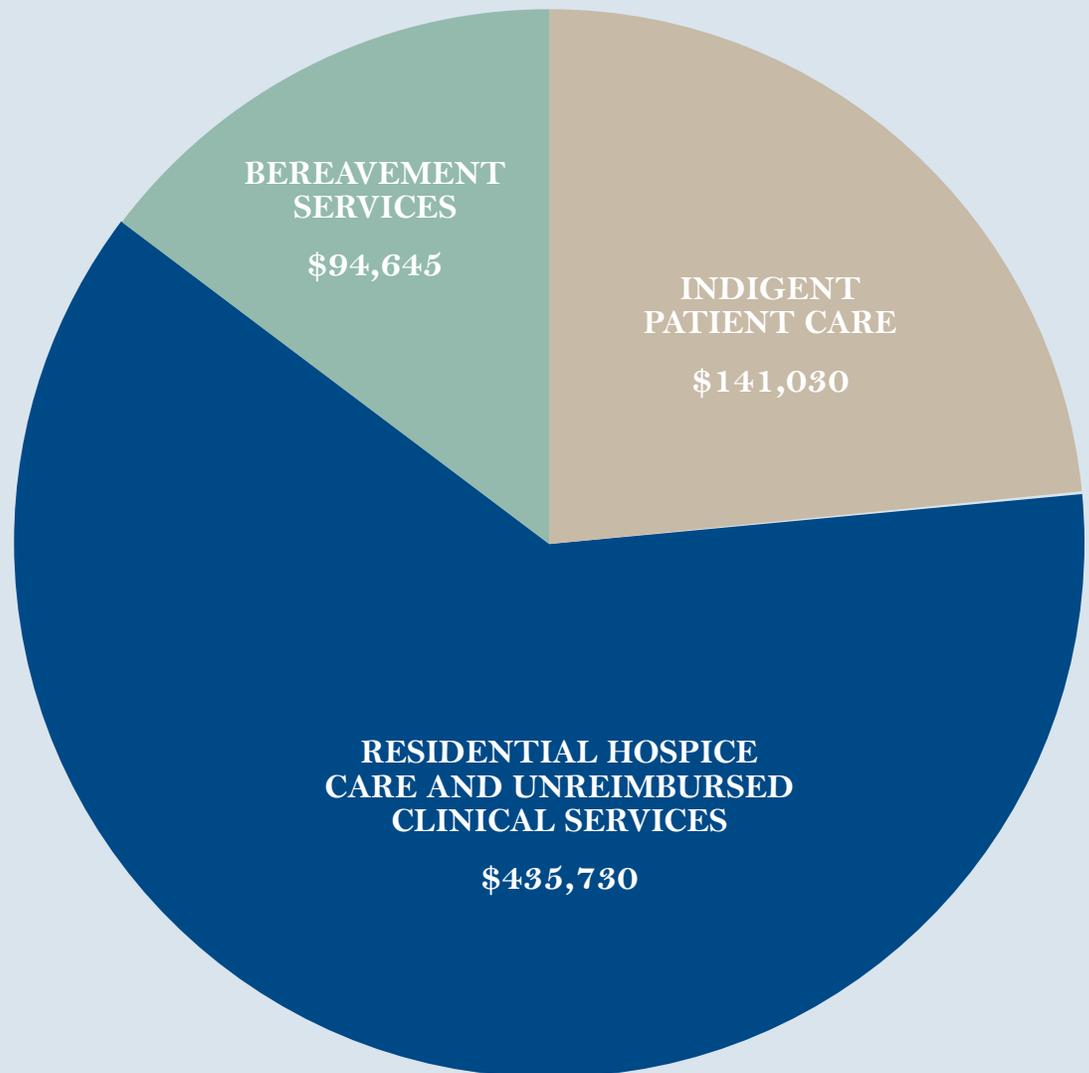
**Please visit [www.hospice.me](http://www.hospice.me) for more of these testimonials.**

Hospice of the Golden Isles collaborates with the Veterans Administration (VA) Hospice and Palliative Care Program and has established a Hospice-Veteran Partnership program to honor veterans in our community. This partnership facilitates coordination of care and benefits across VA and hospice care settings. One out of every four dying Americans is a veteran (*source: [www.wehonorveterans.org](http://www.wehonorveterans.org)*), and a Hospice-Veteran Partnership program offers the most efficient and effective way to serve veterans and meet their needs at the end of life. Our Hospice is proud to participate in the We Honor Veterans (WHV) program and was pleased to achieve a Level 2 WHV Partnership in 2013.



## UNCOMPENSATED CARE AND SERVICES Calendar year 2013

*In 2013 HGI provided \$671,405 of uncompensated care and services.*



*How we care for the most vulnerable of residents among us, especially the sick and the dying, is a reflection of who we are as a community.*

*Generous support from our community allows us to provide a vitally important safety net for local families, many of whom are our friends and neighbors. Bridging the gap of medical costs not covered by Medicare, Medicaid or private insurance and providing support and counseling to all in our community resulted in over \$671,000 in expenditures for 2013.*



## *2013 Hospice of the Golden Isles Board of Directors*

**Standing left to right:** James Vivencio, Dave Snyder, Rev. Bob Brearley, Rev. Marcia Cochran, Charles Martin, Pat Lee, Tom Fuller, Rev. Paul McKenzie **Seated left to right:** Christy Jordan, Margie Dorsey, Julie Martin **Not pictured:** Dr. Michael Heeg

### *2013 Auxiliary of Hospice of the Golden Isles Board*

Maryalice Kimel  
Janet Shirley  
Barbara Bruce  
Suzanne Kane

Carolyn Dowdy  
Debbie Holland  
Patsy Bryan  
Jan Lane Harper

Janice Lamattina  
JoAnn Mooney  
Teri Moore  
Mary Moretto

Nancy Muldowney  
Kathy Otto  
Mary Ellen Parkins  
Charlotte Raymond

Judy Saalfield  
Susie Salvatore  
Sandy Storino

### *2013 Hospice of the Golden Isles Foundation Board*

Tommy Stroud  
Sandi Channell

John Pope  
Susan Shipman

Jack Markley  
Spencer Wiley

### *For information or referrals*

Call us toll-free at 866-275-6801 or 912-265-4735  
Serving Glynn, Camden, McIntosh, Brantley and Charlton counties  
[www.hospice.me](http://www.hospice.me)



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National Hospice and Palliative Care  
Organization