

ANNUAL REPORT 2014



HOSPICE OF THE
GOLDEN ISLES

WE ARE HUMBLLED AND GRATEFUL FOR THE OUTPOURING OF LOCAL SUPPORT THAT POSITIONS US TO REMAIN STRONG FOR THE FUTURE

Karen Brubaker, LCSW, ACHE
Chief Executive Officer



Since 1980, Hospice of the Golden Isles has provided exceptional quality services for residents of our community at a time when families need us the most. In recent years, we have cared for more patients than ever before, primarily in their homes, nursing homes, and also in our freestanding Hospice House.

2014 was a memorable year in many respects. Our Hospice Team received a national award recognizing our excellent quality of care. A variety of successful fundraisers helped to ensure that our hospice care will remain available to all in need, regardless of ability to pay. Our Hospice House is almost always full with a waiting list, and construction is underway to increase our patient rooms and promote access to our unique residential services.

Hospice of the Golden Isles was founded by volunteers as a non-profit agency and belongs to this community. We are humbled and grateful for the outpouring of local support that positions us to remain strong for the future. We sincerely appreciate all of our friends and ambassadors who value and support our very important work with vulnerable residents of our community who are entrusted to our care.

HOSPICE HONORS ELITE AWARD



Hospice of the Golden Isles is among only 39 hospices out of a group of 1,700 providers nationwide to achieve the 2014 Hospice Honors Elite designation.

Superior customer satisfaction and exceptional quality hospice care are Hospice of the Golden Isles' top priorities. In order to achieve these goals, our hospice contracts with an independent quality measurement agency, Deyta, LLC, to benchmark our customer satisfaction results with over 1,700 other hospice providers nationwide. The survey tool evaluates family satisfaction with several key indicators, including the following:

- Overall hospice care the patient received
- Communication with the family about the patient's condition
- Prompt response to needs that arise during evenings and weekends
- Whether they would recommend our hospice to others

Deyta's Hospice Honors awards program annually recognizes the best hospice performers in the industry. In 2014, Deyta identified an elite group of Hospice Honors recipients who exceeded national averages on all evaluated survey indicators. **HGI is among only 39 hospices out of a group of 1,700 providers nationwide to achieve the 2014 Hospice Honors Elite designation.** Only two hospices in Georgia received this prestigious honor.

2014

2014 was a year filled with incredible events reflecting our community's tremendous generosity.

WINE, WOMEN & SHOES

February 22, 2014



The Auxiliary of Hospice of the Golden Isles hosted its inaugural **Wine, Women & Shoes** event at The Cloister on Sea Island. Ladies enjoyed sipping fine wines served by handsome Shoe Guys, shopping market vendors from around the country, and being treated to a wonderful luncheon and fabulous fashion show.

R. E. THOMAS MEMORIAL BENEFIT

August 23, 2014



This ninth annual event was presented in loving remembrance of the patriarch of the Thomas family. The evening included a delicious steak & shrimp dinner provided by Mudcat Charlie's and entertainment by Elvis impersonators including host, Johnny Thomas. Hospice deeply appreciates the faithful support of the Thomas family and the generous surprise donation made by the Brunswick Yacht Club.

ST. SIMONS FOOD & SPIRITS FESTIVAL

October 1-5, 2014



The 3rd annual Festival featured seven signature events throughout the week, celebrating the bounty of Georgia's Golden Isles. One event highlight was the Georgia Crown Barbeque Pro-Am on Rainbow Island with Davis Love III, Southern Soul Barbeque and other pro pit-masters and golf legends.

LIGHTS OF LOVE COMMUNITY MEMORIAL SERVICE

December 4, 2014



Tens of thousands of lights illuminated our Hospice campus as the community joined together at our eighth annual memorial service and lighting ceremony during the holiday season. This meaningful event is open to everyone in our community and is a time to honor and remember our loved ones.

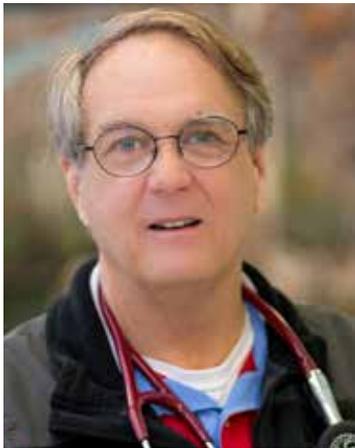
OUR COMMUNITY PARTNERS, ADVOCATES AND FRIENDS



Gary R. Colberg, FACHE

President & CEO, Southeast Georgia Health System

My experience with Hospice of the Golden Isles goes back to my mother; while there, she received exemplary care, compassion and kindness, as did my father and I. Hospice of the Golden Isles' services speaks for itself; it's a team of special people. Our community benefits greatly from this dedicated staff.



Dr. William Grubb

*Referring Physician
Marshes Medical Diagnostic Clinic*

I recommend Hospice of the Golden Isles to my patients and their families because they are a very professional organization that does what it promises. Dr. John Shaner, their medical director, is the best at what he does and a true asset to our community.



The Rev. Tom Purdy

Rector, Christ Church Frederica

When families in our parish face major life-limiting health concerns, I encourage them to work with Hospice of the Golden Isles. I have seen first-hand how the care and attention given to patients and their families, both at their facility and in the patient's home, is a true blessing during a difficult time.



Janice Lamattina

Hospice Advocate

Every person deserves to transition from this life with dignity, surrounded by compassionate care. Hospice of the Golden Isles is a vitally needed resource for our community. It is important to me to know that Hospice will be there for me, my friends and my family.



Eunice Ellis

Hospice Volunteer

Often people enter our facility with concern over a family member or friend yet the warm atmosphere and pleasant faces help to put them at ease. As a volunteer I can make a difference greeting individuals and letting them know they are welcome and surrounded with excellent care.



▲
PAUL MCKENZIE

Here's my hospice story....

Hospice of the Golden Isles was just a beautiful environment. This was basically where we lived and it was a great experience. We could be with her [my wife]. We had dinner here. We never had a need. The staff would come in and check on us...everybody was so nice. At that point our children were really small so this was a big deal for them to be where Mommy was.

▶
MINDY OVERLY

Here's my hospice story....

Every other day they would come to help with medications and bathing. There was always someone to come by the house and help us get all the essentials that we needed. We knew that my mom was at peace and was comfortable. That makes the biggest difference. Hospice not only took care of my mother, they took care of us. They are angels on earth.



◀
AMY CARTER

Here's my hospice story....

Whenever you hear about Hospice of the Golden Isles, listen to the message. It may not mean anything now, but when you are faced with that situation, it will be like peace just floods your soul and you'll say, "That's what I want." If you have that diagnosis and heroics aren't going to change that outcome, talk to hospice and let them help you.



2014 COMMUNITY IMPACT

Thanks to generous donors like you and supporting organizations, including our Auxiliary, Southeast Georgia Health System and the United Way of Coastal Georgia, we can provide expert hospice care to anyone who needs us regardless of ability to pay.

YOUR GENEROSITY HELPED US FUND:

Bereavement Support

Your support helps Hospice provide an extraordinary range of services for children, teens and adults who are grieving the loss of their loved one.

Charitable Care

Many patients have no insurance or are under-insured and therefore have no means to obtain the care they so desperately need. Your contributions keep our doors open for anyone who needs us.

Clinical Support

Grants to purchase medical equipment, donations of automobiles and supplies enable our clinical team to serve our patients both in their homes and at our Hospice House.

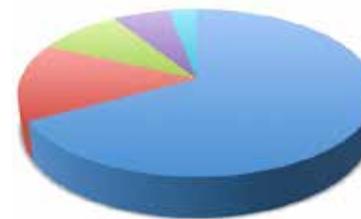
Hospice Facility Growth

Donations to Hospice will support a four-room expansion of our residential hospice facility that always has a waiting list. In addition, much-needed space for staff training, patient/family meetings, and community events will be constructed.

Securing the Future

The Hospice of the Golden Isles Foundation was dissolved in 2014 and the \$2M reserve account was transferred under the management of Hospice of the Golden Isles. This fund is administered by the Board of Directors and serves as a means to secure our future.

2014 Revenue Sources



- 67% Medicare
- 15% Commercial Insurance and Private Pay
- 9% Medicaid
- 6% Donations and grants
(Excludes funds transferred to HGI from the HGI Foundation upon its dissolution in 2014.)
- 3% Fundraising

Uncompensated Care and Services CY 2014



- \$334,728 Uncompensated Residential Care
- \$93,892 Bereavement Program
- \$78,756 Uncompensated insurance claims and contractual adjustments
- \$55,951 Charitable Care



Expenses

- 76% Patient Care
- 17% Administrative
- 4% Fundraising
- 3% Depreciation

FACTS IN NUMBERS

99%

Percentage of families who would recommend Hospice of the Golden Isles to others.

When families whose loved one was cared for by our Hospice were asked if they would recommend us to others, over 99% responded, "Yes!" We are committed to providing exceptional quality hospice care to all regardless of how complex the illness or one's ability to pay.

1

Our full-time Hospice Chief Medical Officer is the only physician in southeast coastal Georgia who is Board certified in Hospice and Palliative Medicine.

Dr. John Shaner has practiced medicine for 26 years and has vast experience in internal medicine, geriatrics, and hospice and palliative care. He has an excellent reputation in our local medical community, and is the preferred hospice doctor for numerous physician practices.

20

Current number of patient rooms at our private and peaceful Hospice House.

Only 10% of hospices nationwide operate freestanding facilities in addition to a home hospice program. We provide a unique and important safety net for some of the most fragile patients in our community.

94% of patients

cared for wherever they call home

459 patients served in our community

1,396 family members

supported with bereavement services

6,972 hours

volunteers gave of their time

2,576 hours

of training for staff and volunteers



2014 HOSPICE OF THE GOLDEN ISLES BOARD OF DIRECTORS

Standing left to right: James Vivenzio, Christy Jordan, Rev. Bob Brearley, Pat Lee, Dr. Michael Heeg, Rev. Marcia Cochran, Rev. Paul McKenzie, Jodi Waters, Dave Snyder. Seated left to right: Teri Moore, Julie Martin, Margie Dorsey. Not pictured: Helen Billings, John Galland, Charles Martin

2014 Auxiliary of Hospice of the Golden Isles Board

Teri Moore	Maryalice Kimel	Debbie Holland	Nancy Muldowney	Mary Ellen Parkins	Sandy Storino
Patsy Bryan	Dottie Fielder	Marguerite McKenzie	Lyn Neal	Charlotte Raymond	Bonnie Thompson
Margie Dorsey	Sheila Glaeser	Mary Moretto	Kathy Otto	Janet Shirley	Thornton Willingham

2014 Hospice of the Golden Isles Foundation Board

Tommy Stroud, Sandi Channell, John Pope, Susan Shipman, Jack Markley, Debbie Holland, Patsy Bryan

FOR INFORMATION OR REFERRALS

Call us toll-free at 866-275-6801 or 912-265-4735

Serving Glynn, Camden, McIntosh, Brantley and Charlton counties

1692 Glyngo Parkway | Brunswick, GA 31525 | www.hospice.me

501(c)(3) non-profit organization | License #GA063007H

