



HOSPICE OF THE  
GOLDEN ISLES

ANNUAL REPORT 2016

*We are here when you need us, wherever you need us.*



# MESSAGE FROM THE CEO

*Karen Brubaker, LCSW, ACHE*

2016 was an eventful year for Hospice of the Golden Isles. We survived a record-making hurricane, significant changes to our reimbursement, and increasing for-profit hospice competition while remaining a vibrant, sustainable organization and accomplishing key strategic goals.

Last fall, we constructed and dedicated our lovely new Chapel and the William P. and Erma K. Portman Bereavement Center. We were fortunate to add two highly talented members to our senior leadership team: Susan Conway, Chief Clinical Officer and Patty Crosby, Vice President of Development.

We are proud to report that in 2016 our Hospice once again earned Deyta's national *Hospice Honors* award recognizing exceptional quality of care that exceeds national standards. Hospice of the Golden

Isles is the only Georgia hospice to receive this award for four consecutive years. Our team accomplished this goal while also serving almost 600 patients and their families, more than ever before in our agency's history.

This year we collaborated with the Southeast Georgia Health System through a new company, Golden Isles Palliative Care (GIPC), to provide expert palliative care for people coping with serious illness. Unlike hospice care, palliative care can be provided at the same time as curative treatment and at any stage of an illness.

Hospice of the Golden Isles has been here to serve you and your family for more than 36 years and, with your continued support, we will be here for many more. We are your non-profit, community hospice. We are here when you need us, wherever you need us.



## HOSPICE HONORS

Hospice of the Golden Isles is distinguished nationwide as being among the top performers related to quality care and customer satisfaction. HGI is the only hospice in Georgia to achieve Deyta's *Hospice Honors* all four years it has been awarded. Hospice Honors recognizes hospices that provide exceptional quality care and customer satisfaction.

## OUR DEDICATED VOLUNTEERS

From providing compassionate support for patients and their caregivers to helping with light clerical and administrative duties, our active hospice volunteers are an integral part of our interdisciplinary team.



*Ann Granger, Susan Ricci, Ruth Shaul*



*Sophia Condon, Dr. Mike Cordle, Larry Sechler*

## HURRICANE MATTHEW

Although we hoped we would never need to enact our disaster plans, we were ready. Years of disaster preparedness training and full-scale exercises prepared us for Hurricane Matthew. Most of our patients evacuated with their caregivers or long term care facilities; however, many home patients evacuated to our hospice facility along with the Hospice House patients who were too fragile to withstand ambulance transportation and remained at the facility. HGI incurred over \$55,000 in expenses due to staffing, patient care, transportation, supplies and groceries. Our entire leadership team, Board of Directors president, and volunteer staff members sheltered at the facility to provide care, meals and comfort for our patients.



**JAYNE LAMBRIGHT –**  
*Retired Elementary Educator and Assistant Principal*

Hospice of the Golden Isles has been a very important part of my family’s life for the past 12 years. We’ve lost five immediate family members during this time – for four, we were blessed to call Hospice of the Golden Isles our second family during their illnesses. The caring and compassionate staff were extremely informative and knowledgeable. The facility was everything we could have hoped for and more and was tailored to fit all of the needs of our family and our loved ones. The in-home care for one of our loved ones was just as fabulous. The staff’s routine visits, phone calls, and resources were phenomenal.

The follow up and after care when our loved ones passed away was amazing. The staff provided a wealth of information and resources to assist our family during the bereavement process.

We highly recommend Hospice of the Golden Isles for anyone who may have the need for outstanding care; either in the comfort of your own home or in their fabulous facilities staffed with the most wonderful professionals we’ve ever encountered. They are truly the most warm-hearted, dedicated and attentive “angels” on earth.



**JAMES VIVENZIO –**  
*Hospice of the Golden Isles Board of Directors, Vice-president; Volunteer*

My father was cared for at Hospice of the Golden Isles in 2004 and the wonderful care he received made me want to give back and help others. I saw something special in everyone I met there. It was clear to me that this was a special place. We are all touched by the great work they do. In my case, it was a call to action to be part of something so worthwhile. I’ve been a volunteer for Hospice of the Golden Isles going on 12 years now and a member of the board of directors for 4. I felt very inadequate at first going into rooms and interacting with patients and families. By prayerfully preparing myself to do what volunteers do, God provided me the wisdom and peace to soldier on. It was apparent that reaching out to patients and families was something that is always so needed. We can never have too many people volunteering to be a part of serving the patients and families at Hospice of the Golden Isles. To others I say, don’t hesitate to become part of something bigger than yourself.

## OUR COMMUNITY PARTNERS, ADVOCATES AND FRIENDS



**CLAUDIA SCHNEIDER –**  
*Teacher, Frederica Academy*

My husband, Tom, was tall and big on the outside but gentle and unassuming on the inside. Tom went to the doctor and thought he had bronchitis and they found a mass on his lung that was already stage 4. At that moment, he looked at me and said, ‘I want to go to hospice today.’ He knew that not only would he be cared for by hospice but that we would be cared for by hospice. Care doesn’t stop when you walk out the door. The sooner you call the sooner you are given that sense of peace and that sense of rest.



**VIOLA BAKER**  
*Hospice of the Golden Isles Volunteer*

I choose Hospice of the Golden Isles because of the way they show compassion toward patients and family. It’s a ‘feel good,’ positive atmosphere and I’m happy to be part of this special team of people.

I became a Hospice of the Golden Isles volunteer because I want to show compassion, support and care for patients and families. My way of serving the Lord is to give back, pay it forward, and give from the heart. My Dad and Uncle were hospice patients. The hospice team reached out to me as a caregiver and it was almost like a spiritual relief to know that people are there to help our family and support our needs as well as our sick loved ones.

I have been volunteering for 9 years and I wish I could volunteer more hours. I have a love for putting a smile on someone else’s face. The experience of joy and appreciation I receive from patients and family members is like no other feeling in the world.

I am Hospice of the Golden Isles.



**ANN GRANGER & DUFFY**  
*Hospice of the Golden Isles Pet Therapy Volunteers*

My sister, Sara, and her family were provided home hospice care at the end of her 22-year valiant fight with breast, liver and ultimately brain cancer. She was only 51 years old with her goal to raise her son and daughter to adulthood. Thanks to the loving care of hospice staff, she was able to die peacefully at home surrounded by her family.

My golden retriever therapy dog, Duffy, and I joined the HGI volunteer family two years ago and go every week to the facility. Duffy loves the staff and patients and enjoys the attention he receives. It is his job to make the day a little bit happier and comforting for the patients and their families. I’m proud to be his “mom” and glad to represent the Therapy Dog International (TDI) organization.

**“Care doesn’t stop when you walk out the door.”**

Claudia Schneider

## Highlights of 2016

# BEREAVEMENT CENTER AND CHAPEL DEDICATED AND DECORATED



*Karen Brubaker, Erma and William Portman,  
Rev. Marcia Cochran*



*Elaine Griffin, Monica Rich*

In 2016, the William P. & Erma K. Portman Bereavement Center and Chapel were completed. The Portmans, whose generous donation helped to fund the Bereavement Center, were present for the blessing and dedication in their honor. The chapel addition was made possible by several anonymous donors. HGI CEO, Karen Brubaker said, “We are truly grateful to Bill and Erma Portman for their generous gift that made this project a reality and are delighted to name this facility in their honor. We are also most appreciative of a generous gift from a group of anonymous donors who helped hospice achieve their fundraising goal.”

HGI bereavement coordinator, Monica Rich, enlisted the expertise of nationally known interior designer, Elaine Griffin to decorate the chapel. Griffin chose soft colors borrowed from the area’s coastal landscape saying, “The chapel is a quiet space meant to nurture you during moments of grief. We chose a Zen-like color palette... and arranged the furniture so that there are places to be both alone and in company.”



## PALLIATIVE PARTNERSHIP



*Bonnie Gramm, RN Nurse Navigator, Dr. John Shaner, Ashley Head, FNP-C*

In 2016, Hospice of the Golden Isles partnered with Southeast Georgia Health System to deliver palliative care services at the health system’s Brunswick campus. In coordination with your Attending Physician, our Palliative Care team, including a physician, nurse practitioner, and nurse navigator, provides inpatient consultations for patients in the hospital setting. Additionally, our Palliative Care team sees patients at an outpatient clinic located in the Southeast Georgia Health System Outpatient Care Center, Brunswick Campus.

Palliative Care is the medical team-based specialty focused on providing relief from the symptoms and stress of serious illness. The goal is to improve quality of life for both the patient and the family. Palliative care is provided by a team of doctors, nurses, social workers and other specialists that works together with a patient’s other doctors to provide an extra layer of support. It is appropriate at any age and at any stage in a serious illness and can be provided along with curative treatment.

## Signature Events



### Wine Women & Shoes

The Auxiliary of Hospice of the Golden Isles presented its third annual Wine Women & Shoes event at Sea Island's Cloister Ballroom. Guests shopped the spectacular Marketplace of national vendors, bid on auction lots in the silent and live auctions and were served divine wines by dashing Shoe Guys. The event culminated with a fabulous fashion show and delicious luncheon where the King of Sole was crowned – this honor is bestowed upon the Shoe Guy who raised the most money in his Crowdrise fundraising campaign.



### R.E. Thomas Memorial Benefit

2016 marked the 11th year Johnny and Joyce Thomas, along with their children, grandchildren and large extended family, hosted the R.E. Thomas Benefit in memory of their beloved patriarch and event namesake. Delicious food and fun entertainment are the mainstay for this family-planned event that has raised more than \$200,000 for HGI over the years. We are extremely grateful for the faithful support and legacy created by the Thomas family.



### St. Simons Island Food & Spirits Festival

Organizers and Volunteers worked very hard to make the fifth St. Simons Island Food & Spirits Festival (SSIF&SF) the anticipated annual event it has become, but Mother Nature had different plans for our little island. Hurricane Matthew swept through the week of the scheduled event. The mandatory evacuation thwarted plans for the Festival as well as many other area events. Fortunately, our island was spared catastrophic damage and event planners were able to rally and hold a one day event in December which was aptly called the After "MATTH" celebration. Planning is already in full swing for SSIF&SF 2017 and it will come back stronger than ever!



### Veterans Day Appreciation Lunch

At our Veterans Day Appreciation Lunch, we had the honor and pleasure of serving a BBQ lunch to 72 veterans and 92 of their friends and family. The al fresco event was held in the Pier Village on St. Simons Island immediately following the Veterans Day parade. We look forward to making this a yearly event to honor those who serve and have served our country. This event was also presented by Southern Soul BBQ, Saltwater Cottage, Coldwell Banker Platinum Partners, Chick-fil-A SSI, and Honor Flight Coastal GA.



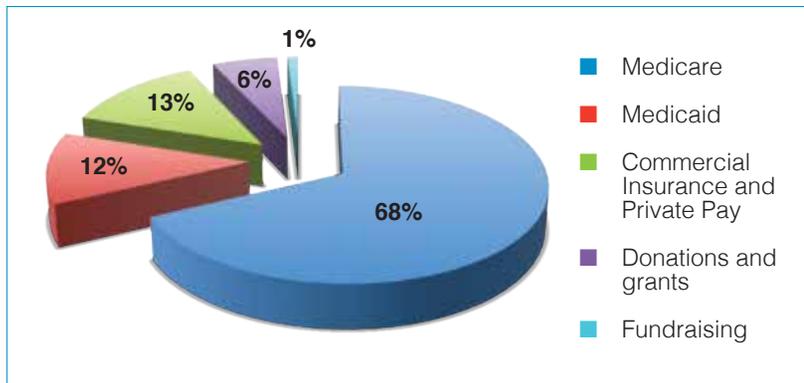
### Lights of Love

Our anticipated annual memorial service featured readers from the HGI staff, board, and volunteers accompanied by special holiday music by local performers. The program culminated with the beautiful lighting of the campus followed by refreshments. A reception for the Dove Society (the donors who contributed \$1000 or more over the course of the calendar year) was hosted by the HGI Board of Directors. 2016 marked the tenth Lights of Love service and campus lighting. Many thanks to our sponsors, volunteers, and staff members who make this distinctive community event possible each year.

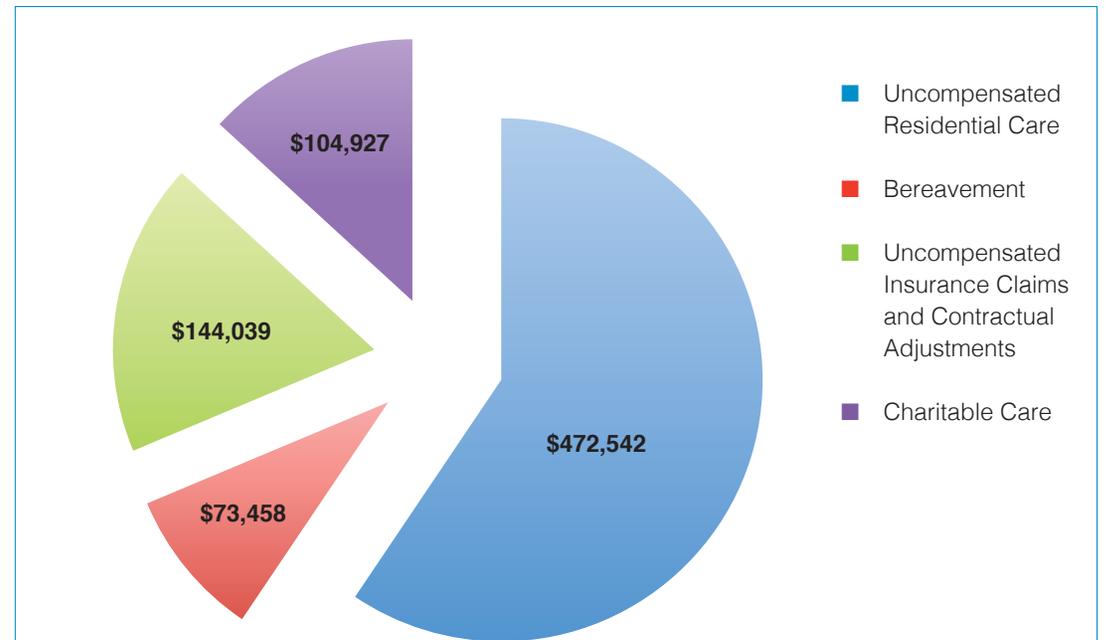
# 2016 COMMUNITY IMPACT

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.

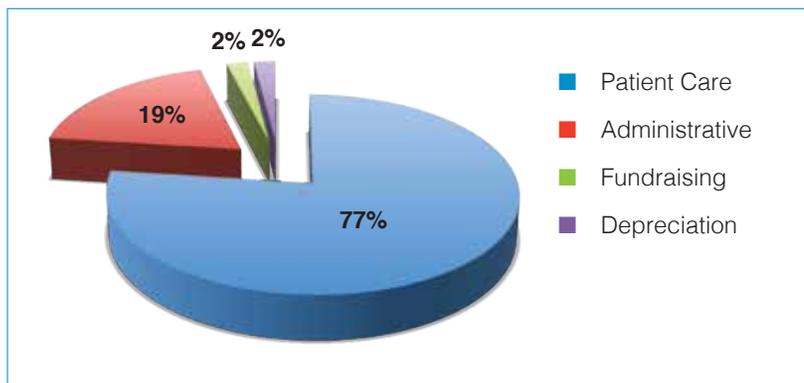
## 2016 REVENUE SOURCES



## 2016 UNCOMPENSATED CARE = \$794,966



## 2016 EXPENSES



In 2016, Hospice of the Golden Isles provided over \$790,000 of uncompensated care for seriously ill patients. This amount represents 10% of our annual operating budget. We are sincerely grateful for the outpouring of community support that enables us to meet this growing need.

# THE DOVE SOCIETY

Tiggie and Dewey Benefield  
 Irwin R. Berman  
 Pam and Jeff Bickel  
 Helen and Don Billings  
 John C. Boney  
 Megan Caldwell  
 Marcia Cochran  
 Grace E. Compton  
 Michael A. Crosby  
 Mark W. Crosby  
 Margie and Bud Dorsey  
 Phoebe Flickinger  
 Sinclair Frederick, III  
 Donald P. Gammon  
 Heather G. Gill  
 Sam T. Greene  
 Daniel Hocutt  
 Anne and Roy Hodnett  
 Debbie and Con Holland  
 Margaret Hutchinson  
 Christy and Chris Jordan  
 Lynn Keene  
 Katherine Kelleher  
 Bill Kirby  
 Janice Lamattina  
 Stephen K. Lambright  
 Deb Luginbuhl  
 Alfred Link  
 Julie Martin  
 Susan McIntyre  
 John Neu  
 Linda Oglesby  
 Helen Peppiatt  
 Ann Pequigney  
 Arthur Pittman  
 Dana Pope-Manning  
 Erma K. and William P. Portman  
 Jonathan S. Raclin  
 John A. Rodman  
 Danny Rogers  
 Darlene Saccente

Maria Savoldi  
 Jeanne and Roger Schilf  
 Patricia E. Strampe  
 Karleen Thompson  
 Catina Tindall  
 Hal Trammell  
 James Vivenzio  
 John Warren  
 James G. Waters  
 James D. Wethern  
 Thomas Wheeler  
 Frederick L. Williford

Auxiliary of Hospice of the Golden Isles  
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 Dignity-Edo Miller & Sons Funeral Home  
 Fraternal Order of Eagles  
 Georgia Crown Distributing Co.  
 Georgia Power Foundation  
 I-95 Toyota & Scion  
 Infinity, Inc.  
 Low Country Cremation  
 Network for Good  
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 Southeast Georgia Health System  
 St. Mark's Episcopal Church Ministry  
 HelloGoodbuy  
 St. Marys United Methodist Church Foundation, Inc.  
 St. Simons Presbyterian Church  
 St. Simons United Methodist Church  
 Sunbelt Rentals  
 Terry Thomas Foundation  
 The Azalea Fund  
 The Woodcrest Foundation  
 Turner & Associates Insurance, Inc.



## 2016 HOSPICE OF THE GOLDEN ISLES BOARD OF DIRECTORS

*Seated, left to right:* Julie Martin, Margie Dorsey, Helen Benefield Billings, *Secretary*, Cissy Thompson.  
*Standing left to right:* Rev. Bob Brearley, *Treasurer*, Rev. Marcia Cochran, *President*, Catina Tindall,  
 Pat Lee, Dr. Michael Heeg, James Vivenzio, *Vice-President*, Rev. Paul McKenzie.  
*Not pictured:* John Galland, Christy Jordan, Teri Moore, Molly Norrett, David Snyder.



## 2016 AUXILIARY OF HOSPICE OF THE GOLDEN ISLES BOARD

Teri Moore, *Co-President*, Patsy Bryan, *Co-President*, Lucy Thomas, *Vice-President*, Denesha Summers, *Recording Secretary*,  
 Cynthia Swanson, *Corresponding Secretary*, Debbie Holland, *Treasurer*, Donna Johnson, *Membership Co-Chair*, Glenn  
 Ferrell, *Membership Co-Chair*, Sally Stroud, *Hospitality Chair*, Elaine Goodwin, *Patient Projects Chair*, Charlotte Raymond,  
*Historian*, *Fundraising Chairs:* Becky Derrick and Stephanie Jacobs *Wine Women & Shoes*, Lyn Neal, *Open Homes Open  
 Hearts*, Barbara Bruce, *Bridge Benefit*.



## SHARE OUR VISION

In 1980, Hospice of the Golden Isles began with a volunteer staff and a handful of patients. Today, the vision has become a reality with over 100 team members and 75 volunteers. HGI proudly provides expert hospice care to hundreds of families in our coastal community. If you wish to make a contribution, please call us or visit our website for more information.

**Every gift makes a difference.**



**FOR INFORMATION OR REFERRALS**

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

[www.HOSPICE.me](http://www.HOSPICE.me)

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WE HONOR VETERANS

