

# 2017 ANNUAL REPORT



The Best Care When it Matters Most

Southeast Coastal Georgia's Premier Non-Profit Hospice Provider Since 1980



HOSPICE OF THE  
GOLDEN ISLES

## 2017 message from the CEO



*Karen Brubaker Miller*  
LCSW, ACHE

# WE ARE PROUD TO PROVIDE THE BEST CARE WHEN IT MATTERS MOST

2017 was another record-setting year for Hospice of the Golden Isles (HGI). Our dedicated Hospice team persevered through another hurricane, received ongoing national recognition for outstanding quality of care, and expanded the scope of our palliative care services.

At the National Hospice & Palliative Care Organization's leadership conference in Washington D.C., HGI received Deyta Analytics' national Hospice Honors award recognizing exceptional family satisfaction with our services for the fifth year in a row. Hospice of the Golden Isles is the only Georgia hospice that has received this special recognition every year since the inception of the award.

In September, facing a mandatory evacuation order for Hurricane Irma, we transported 32 patients to Coffee Regional Medical Center in Douglas, GA and housed 35 hospice team members who cared for them throughout the storm. I was incredibly proud of how our team

pulled together to meet our patients' needs in the midst of very challenging circumstances for themselves and their own families.

Our new Palliative Care program is growing rapidly and making a real difference in the lives of patients living with serious illness in our community. Golden Isles Palliative Care partners with Southeast Georgia Health System to operate the hospital's Palliative Care Center through inpatient consultations and an outpatient clinic and promotes quality of life for patients coping with serious illness at any stage in their illness.

Hospice of the Golden Isles has been here to serve you, your family, and neighbors for almost 40 years and with your continued support, we will be here for decades more. We are your local, trusted, non-profit, community hospice. We are proud to provide the best care when it matters most.



### HOSPICE HONORS

2017 marked the FIFTH consecutive year that Hospice of the Golden Isles (HGI) was named a Hospice Honors recipient by Deyta Analytics. HGI is the ONLY hospice in Georgia to receive this national award all five years it has been awarded and is the ONLY local hospice to be recognized this year. Hospice Honors is a prestigious program that recognizes hospices that provide the highest level of quality care and achieve exceptional customer satisfaction.

### HURRICANE IRMA

A mere eleven months after Hurricane Matthew, we certainly did not expect to find ourselves facing another hurricane but along came Irma. Although the evacuation had a substantial financial and logistical impact on our hospice and many other coastal area organizations and businesses, our patients and their families who evacuated with us received outstanding care and attention and were virtually unaware of these burdens. Our entire Leadership Team, including our Board President, along with clinical staff, social worker, chaplain and volunteer coordinator (totaling 35 staff members), evacuated with 32 hospice patients to Coffee Regional Medical Center in Douglas, GA. Many family members and pets of our staff evacuated with them while others were separated from their loved ones during this time. Our team worked tirelessly to provide our patients with the expert, quality care that Hospice of the Golden Isles has been known for since 1980.

## Our Community Partners



### OUR DEDICATED VOLUNTEERS

Our devoted volunteers donate their time and talents in many important areas, including pet therapy, light clerical and administrative duties, as well as providing compassionate support to patients and caregivers. Volunteers are valuable members part of our hospice interdisciplinary team.

# Jim Sprague FULL CIRCLE



*Hospice Champion, Hospice Volunteer,  
Hospice Patient*

After witnessing the tremendous hospice care his mother received in South Florida in the late 1970's, Jim Sprague recognized the need for compassionate end-of-life care in his own community. In 1980, a steering committee was assembled to establish a grassroots hospice program in Glynn County. Jim served on that steering committee and later served on the first Hospice of the Golden Isles board of directors and eventually held the position of Board President.

Upon his retirement from banking, Jim became a volunteer for Hospice of the Golden Isles. He volunteered for many years in numerous capacities, ultimately finding himself at the front desk of the Hospice House greeting and directing visitors.

37 years after helping to found Hospice of the Golden Isles, Jim's hospice journey came full circle at the Hospice House, surrounded by family and friends and in the loving care of the hospice staff.

Jim leaves a legacy that now reaches five Southeast Coastal Georgia counties. Hospice of the Golden Isles cares for patients and their loved ones wherever they call home, as well as providing care in the Hospice House residential and in-patient facility; a much needed safety net for the most vulnerable in our community.

## testimonials



**JUTTA SPRAGUE,  
JUDY SPRAGUE CROUCH**

"Dad's care at hospice was so sweet. He enjoyed the visits from friends and family so much. Mom was able to enjoy those visits as well since she was more relaxed and rested after being his primary caregiver for so long. Our family enjoyed the freedom to come and go as frequently as we wanted and to stay as long as we desired. Eric, my brother, was so happy to be able to bring Dad's beloved dog, Angus, to visit. There was a feeling of peace and calm in knowing that Dad's needs were continually met. What touched us most was the tender and dignified way Dad was addressed and made comfortable even when he wasn't even alert. For mom, she particularly appreciated the constantly evolving and effortless way that Dad and the family were cared for at every stage during this time. We all felt especially blessed knowing Dad would spend his last days in the care of the hospice he believed in wholeheartedly."

*Judy Sprague Crouch, daughter of Jim Sprague*

"Jim brought me to this country from Germany with a promise that he would never leave or abandon me. During his hospice stay, he assured me that hospice would be there for me throughout and long after. His promise has surely been fulfilled by Hospice of the Golden Isles."

*Jutta Sprague, wife of Jim Sprague*



**ALISON DONNELLY**

"The only thing harder than watching a parent slip away, is doing it from a thousand miles away. When my father's COPD advanced to end-stage, Hospice of the Golden Isles was the best choice for him, and for us. We knew he would get the care he needed as he went through the dying process, but the care my family also received was paramount. Between my visits to Georgia, I had full access to the HGI team in charge of my father's care.

As an in-home patient, his nurse stayed in touch with me and sent updates after every visit. When my father moved to the Jolley House, I called every day and not only got updates on his progress, I also got great emotional support from the staff. The ability to be in touch with HGI 24-hours-a-day was an enormous comfort. I was on a first name basis with his nurses and CNAs and they were all so compassionate and empathetic to the difficulty of long-distance caring of a dying parent.

Losing my father was the most heartbreaking experience of my adult life. I am so grateful for the care and compassion of everyone at Hospice of the Golden Isles."



**LEAH BEASLEY HALL,  
ANNABELLA COLACO BEASLEY,  
SUBE BEASLEY LAWRENCE**

"In such a short time, all the staff we encountered, from reception to housekeeping to nursing, felt like friends. It would be easy for people in hospice to become immune to the sting of death, but not this team. They were patient with us, reassuring, and told us what was physically occurring with each step as our daddy neared the end - which oddly enough, was of comfort. This isn't just a job for this team; family by family, loss by loss, they are special angels that comfort, explain and sometimes just listens as the families go through a flood of overwhelming emotions. The hospice team doesn't just treat the patient, but the family as a whole; they are a special group of people dedicated to the care and comfort of the entire family as they face one of life's most heartbreaking moments. Because of our experience, now when we visit the Hospice House, it doesn't bring back sad memories but peaceful ones as we're reminded of the exceptional care that was provided for our family at the loss of our daddy."

*Sube Beasley Lawrence, daughter*

"Everyone was so compassionate and sympathetic; very loving. Our hospice experience was not stressful for us - it was what we needed, when we needed it."

*Leah Beasley Hall, daughter*

"I was very much at ease and truly appreciated the efforts of the HGI staff to make us all comfortable. The transition was the sweetest experience I've ever known. Thank you Hospice of the Golden Isles for genuinely caring for my husband and family."

*Annabella Colaco Beasley, wife*

## highlight of 2017

# HOSPICE OF THE GOLDEN ISLES ENDOWMENT



*Patty Crosby, HGI VP of Development and Paul White, Communities of Coastal Georgia Foundation President/CEO*

Hospice of the Golden Isles (HGI) is delighted to announce the establishment of a new endowment fund at the Communities of Coastal Georgia Foundation (CCGF). This fund is an investment in sustaining our mission of providing trusted, compassionate hospice care regardless of one's ability to pay. With the generous support of faithful donors, HGI was able to move forward with creating this special avenue of giving for generations to come.

Paul White, President and CEO of CCGA stated, "The creation of the Hospice of the Golden Isles Endowment Fund is a vitally important development in our community. Few organizations are able to impact the lives of Coastal Georgians in a more meaningful way than our Hospice. Intersecting with families at such vulnerable moments makes an immeasurable impact. I am proud that the Foundation can help our community's local, non-profit hospice deliver this invaluable service to even more families when they need compassion and expert care the most."

Contributions to the Hospice of the Golden Isles Endowment should be made to the Communities of Coastal Georgia Foundation and earmarked for the Endowment. With their permission, major donors will be included in the new Friends of Hospice Wall that will be dedicated in December 2018.

# PALLIATIVE PROGRAM EXPANDS



*Ashley Head, Stephanie Taylor, Bonnie Gramm, and Dr. John Shaner*

In 2017, Golden Isles Palliative Care expanded its team to include an Administrative Manager and, with generous support from the Southeast Georgia Health System, established a permanent outpatient clinic location in addition to the program's inpatient hospital services.

Palliative Care is specialized medical care for people with serious illness that focuses on providing relief from symptoms and stress. The goal is to improve quality of life for the patient and the family. Palliative care is provided by a team of doctors, nurses, and other specialists who work together with a patient's primary physician to provide an extra layer of support. Palliative care is appropriate at any age and at any stage of an illness and can be provided along with curative treatment.

The Golden Isles Palliative Care clinical team includes Dr. John Shaner, a physician who is board certified in both Hospice and Palliative Medicine and Internal Medicine, Ashley Head, nurse practitioner, and Bonnie Gramm, nurse navigator. For more information, please visit [www.goldenislespc.org](http://www.goldenislespc.org).

## signature events

### WINE WOMEN & SHOES



Under the leadership of event co-chairs Becky Derrick and Stephanie Jacobs, the Auxiliary of Hospice of the Golden Isles presented the fourth annual *Wine Women & Shoes* at Sea Island's Cloister Ballroom.

At the largest fundraising event to benefit HGI each year, guests experience the best "Girl's Day Out" by shopping the spectacular Marketplace, bidding on silent and live auctions, sampling divine wines and a delicious luncheon, engaging with the charming Shoe Guys and culminating with the trendsetting fashion show.

### R.E. THOMAS MEMORIAL BENEFIT



Joyce and Johnny Thomas, along with their family and friends, hosted the 12th Annual *R.E. Thomas Memorial Benefit* for HGI. This eagerly anticipated annual event, held at the Brunswick Shrine Club, has raised nearly \$250,000 in twelve years. Following a hearty meal of fried shrimp and prime rib, guests enjoy entertainment provided

by the Thomas family and friends. We continue to be humbled by the support and generosity of the R.E. Thomas family.

### ST. SIMONS ISLAND FOOD & SPIRITS FESTIVAL



This iconic island event did not disappoint on this post-hurricane rebound year. The *St. Simons Island Food & Spirits Festival* hosted various culinary experiences across the island from Gascoigne Bluff to the airport hangar and culminated with the RSM partner event "Taste of the Golden Isles" in Neptune Park. Sublime food, creative mixology, and live music helped make 2017 a record breaking donation year for the SSF&SF to HGI. In its 5th year, a record-breaking \$27,000 was raised.

### VETERANS DAY APPRECIATION LUNCH



Following the annual Veterans Day parade and celebration in the Pier Village on St Simons, we were privileged to provide a

BBQ lunch for our WWII, Korea, and Vietnam veterans and active military. Thank you to all of our sponsors who partnered with us to make this a successful second year event - Southern Soul Barbeque, Berkshire Hathaway Home Services Hodnett Cooper Real Estate, Beachview Event Rentals and Design, Chick-fil-A of St. Simons Island, HomeBridge Financial Services, McGinty-Gordon & Associates, Golden Isles Republican Party, United Community Bank, Parker's and Honor Flight of Coastal Georgia.

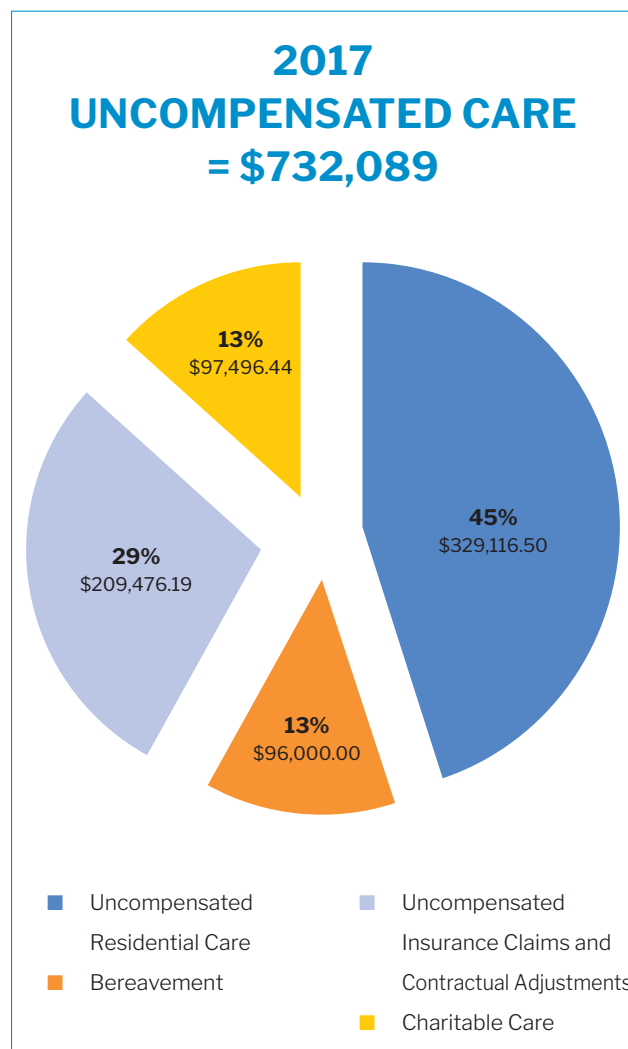
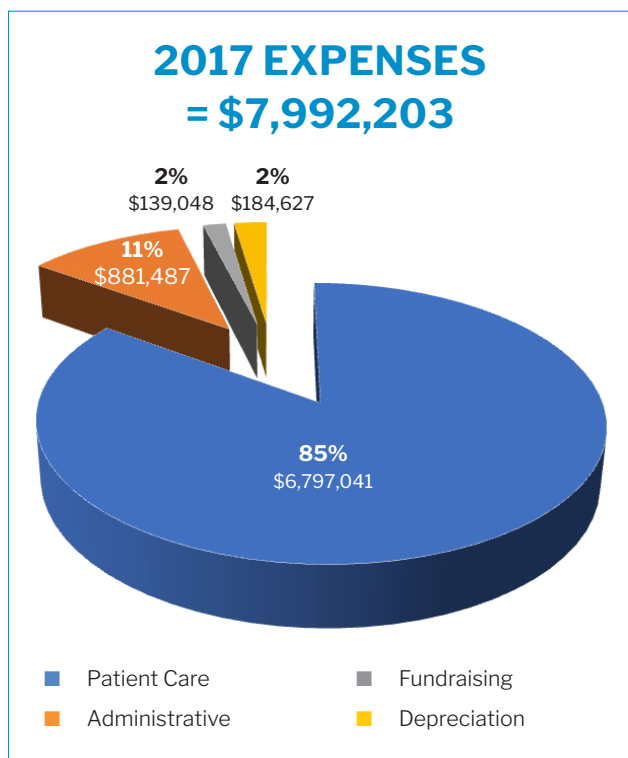
### LIGHTS OF LOVE



For over a decade, the Southeast Coastal Georgia community has kicked off the holiday season with the *Lights of Love* service of remembrance and campus lighting at Hospice of the Golden Isles. For the first time in eleven years, the weather did not cooperate. However, the rain did not deter the almost 150 guests who came out for the holiday tradition. The festivities continued indoors with the memorial service, scripture and poetry readings, and special music provided by HGI staff and volunteers. The rain stopped in time for the campus lighting which was followed by refreshments. Prior to the service, a reception was held in honor of the Dove Society, the donors who contributed \$1000 or more during 2017.

## 2017 in numbers

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.



**108 EMPLOYEES**

**43 NURSES**

**27 CERTIFIED NURSES AIDES**

**14 HOSPICE & PALLIATIVE  
CERTIFIED NURSES + AIDES**

**33,315 PATIENT DAYS**

**610 PATIENTS SERVED**

(FOR YEAR)

**91 AVERAGE DAILY CENSUS**

**44 VOLUNTEERS**

**5410 VOLUNTEER  
HOURS**

**ANNUAL REVENUE \$7,982,193**

## Dove Society and boards



### 2017 HOSPICE OF THE GOLDEN ISLES BOARD OF DIRECTORS

*Seated, from left: Helen Benefield Billings, Secretary, Margie Dorsey, Board Member Emeritus*

*Standing, from left: Julie Martin, Catina Tindall, Molly Norrett, Lucy Thomas, John Galland, Treasurer Rev. Marcia Cochran, President, Rev. Tom Purdy, Brenda Boone-Cove, Pat Cooper, Dave Snyder, Christy Jordan, James Vivenzio, Vice-President, Con Holland*

*Not pictured: Rev. Paul McKenzie*



### 2017 AUXILIARY OF HOSPICE OF THE GOLDEN ISLES BOARD

*From left: Debbie Holland, Maryalice Kimel, Donna Johnson, Elaine Goodwin, Denesha Summers, Lucy Thomas, Patsy Bryan, Sally Stroud, and Glenn Ferrell*



We are extremely grateful for the generosity of the members of our Dove Society whom we recognize on the following levels



#### **Golden Heart Doves (\$10,000 or more)**

Auxiliary of Hospice of the Golden Isles  
Davis Love Foundation, Inc.  
Healthcare Georgia Foundation  
Infinity, Inc.  
James D. "Dewey" Benefield and Family  
R.E. Thomas Family  
Robinson and Associates Insurance  
The Scott Hudgens Family Foundation  
Southeast Georgia Health System  
St. Marys United Methodist Church Foundation  
St. Simons Island Food and Spirits festival  
Terry Thomas Foundation  
United Way of Coastal Georgia



#### **Emerald Doves (\$5,000 - \$9,999)**

Anna Marie and Ed Arbo  
Compton Family Foundation  
St. Simons United Methodist Church



#### **Ruby Doves (\$2,500 - \$4,999)**

Nancy and John Cox  
Episcopal Church Women (ECW) of Christ Church, Frederica  
St. Marys Grand Aerie Fraternal Order of Eagles  
Susan T. Watts • Maria and Thomas Wheeler  
Dr. Frederick Williford • Margaret and Brad Williford



#### **Turtle Doves (\$1,000 - \$2,499)**

Jim Baldwin • Dr. Irwin R. Berman  
Pam and Jeffrey Bickel • Helen and Don Billings  
John C. Boney and Terry Schneider  
Janet and Forrest Brown  
Karen Brubaker and Mark Miller • Mary Burdette Charles  
Burton • Wendy and Dr. Jeffrey Capes  
Axel Carlson • Rev. Marcia Cochran  
Communities of Coastal Georgia Foundation  
Pat Cooper, Berkshire Hathaway Home Services Hodnett  
Cooper Real Estate • Dale and James Davis

Dignity Memorial, Edo Miller and Sons Funeral Home  
Margie and Bud Dorsey  
Tina and Louis Dyer, Golden Isles Cruise Lines  
Harry Easterling • Glenn and Scott Ferrell  
Bob Fisher • Phoebe and Tom Flickinger  
David W. Fox • Jane Fulcher  
June and John Galland • Alice Glenn • Janie Heise  
Michael Hodges, Ameris Bank  
Anne and Roy Hodnett • Debbie and Con Holland  
I-95 Toyota & Scion • Christy and Chris Jordan  
Patricia and Richard Kerns • Maryalice and Larry Kimel  
Antonia Laird • Janice Lamattina • Calvin Lang  
Pamela Long • Julie and Mike Martin • Hugh P. Nunnally  
Harry Owens • Priscilla and Jimmy Parker  
Butch Paxton, Butch Paxton Insurance • Arthur Pittman  
Brigitte Ponsell, Ponsell Heating and Air Conditioning  
Jane and Joseph Prendergast • Vicki Yates Radford  
John Rodman • Sam's Club • Alice and John Selman  
DeRon Senna • Donna and Robert Shupe • Dave Snyder  
St. Mark's Thrift Store (HelloGoodbuy)  
St. Simons Presbyterian Church • Sherry L. Sweek  
Katharine and John Teltsch  
Catina and Wayne Tindall, First Coast Benefits Solutions  
The Moody's Foundation • Karleen Thompson  
Margaret and Hal Trammell  
Betsy and Robbie Turner, Turner & Associates Insurance  
James Vivenzio • James G. Waters • Dr. James Wethern  
Pam Willis • Rachel Zawadzki



## SHARE OUR VISION

In 1980, Hospice of the Golden Isles began with a volunteer staff and a handful of patients. Today, our vision to become our community's premier hospice and palliative care provider has become a reality with over 150 team members and volunteers. HGI proudly provides expert hospice and palliative 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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