



CRATER COMMUNITY HOSPICE

2014-15 ANNUAL REPORT

Crater Community Hospice Inc. (CCH) individualizes care to the needs and wishes of each patient to ensure their dignity and comfort. For families, hospice care eases their burden through the coordination of medical services, training, support and respite care. Hospice provides cost savings to households for medications, medical equipment, oxygen and health supplies. The whole family is cared for and supported by a team of multi-disciplinary health professionals available on-call, 24-hours, 7-days a week. The team of caring professionals are dedicated to providing the highest level of physical, emotional, psychosocial and spiritual support for families coping with life-limiting illness.

A 501 (c) 3 nonprofit hospice, CCH was founded in December 1994 through the joint efforts of Southside Regional Medical Center and John Randolph Hospital, both community hospitals at that time. Since then, CCH has provided over 6,000 families with hospice care, bereavement and education throughout the far-reaching 2,548-mile Crater Planning District. Today, CCH continues to be the only non-profit hospice located in the Tri-Cities and surrounding counties.

*Crater Community Hospice's Mission:
to educate the community
on serious illness and
end-of-life concerns
and provide families and patients
with quality care and
supportive services.*

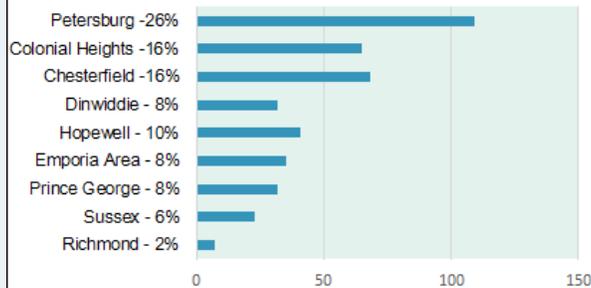
FOR FURTHER INFORMATION:

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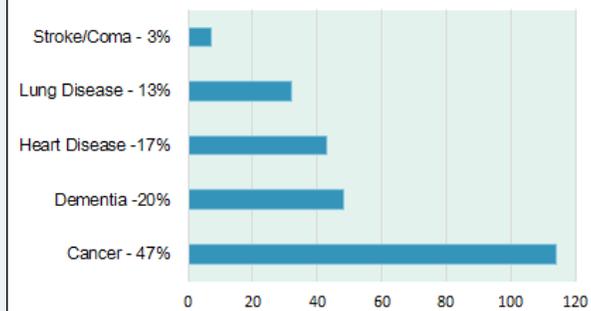


CRATER PLANNING DISTRICT

Families served by location



Most Frequent Diagnosis



CCH IMPACT

In fiscal year 2014-15 CCH served 412 families with hospice care; 362 patients were admitted and 19,875 patient days of care were provided. The average length of stay was 50.18 days.

- ◆ In 2014-15 CCH saw an increase of 39% more families with an increase of 34% in patient days. Of those families, 70% of the patients resided in their home or the home of family members and relied on family caregivers. 30% of CCH's patients resided in assisted care or a long term care community and 8% of the patients received hospice care in hospitals.
- ◆ 26% of patients served resided with a family member who maintained employment outside of the home. Hospice care provided essential support to family members to remain in the workforce and provide household income.
- ◆ 14% of CCH's patients were under age 64, potentially impacting households with a loss of income. Hospice care offered savings to families providing services with no out-of-pocket charges for medications, supplies and durable medical equipment.
- ◆ 90% of CCH patients received Medicare benefits. 86% of CCH patients were over 65 and 37% were over 85 years of age.
- ◆ 57% of the men admitted were veterans comprising one quarter of all CCH's patients.
- ◆ 56% of CCH's patients were female; 25% of CCH patients were African-American.
- ◆ The average CCH patient was 79 and was diagnosed with cancer although many patients were diagnosed with advanced dementia and cardiopulmonary disease.
- ◆ CCH provided \$20,048 in uncompensated care.
- ◆ In a blind survey, 91% of the families served would recommend CCH. CCH exceeded state and national quality measures in like-size hospices.

We Honor Veterans: With a quarter of all CCH families having served in the US Armed Forces, CCH is committed to serving and honoring veterans with hospice support that acknowledges their service and sacrifice. CCH holds the highest level of achievement in the *We Honor Veterans Program* and puts considerable effort into honoring veterans by:

- Identifying and recognizing patients and immediate family members who have served our country.
- Educating our clinical professionals on an on-going basis to provide individualized care to patients with a history of military service and specific needs relating to military service.
- Working collaboratively with Sitter & Barfoot Veterans Care Center and McGuire VA Hospital.
- Providing veteran-specific resources in the CCH library.
- Recruiting and training Veterans to provide specialized volunteer services to veterans.

Volunteers are the
of hospice.



Throughout our 20 years, volunteers have been the heart of Crater Community Hospice, providing respite for caregivers and much-needed emotional support for families and patients. As educators and advocates, they share personal stories of the loving care and support to families at a time when help is needed most. In 2014-15 CCH volunteers:

- ◆ Donated 5,811 hours at a savings of \$110,108 in personnel dollars.
- ◆ Volunteers provided 586 patient visits to 31% of CCH's patients.
- ◆ 30 new volunteers were trained to provide care to CCH families and carry new skills into homes and neighborhoods.
- ◆ 9 faith communities participated in the *Ambassador Program* in a network of ongoing education and support to families seeking caregiver's resources.
- ◆ Fourteen dedicated and skilled volunteer board members provided leadership and vision throughout CCH's service area.

BEREAVEMENT CARE Bereavement care offers hospice families monthly newsletters and educational materials, support groups, memorial services, calls and visits by staff and volunteers. Most significantly, and thanks to our donors, any family who has suffered a loss in the community may participate in support groups offered throughout the CCH service area. Support groups may be specialized to address the needs of widows, parents coping with the loss of a child and loss and grief in the workplace. CCH offered bereavement support groups throughout the service area including two memorial services, six support groups, two holiday coping programs and a webinar for professional training on *Alzheimer's & Caregiving* on the campus of John Tyler Community College. Nine additional workshops were offered throughout the community at churches, with professional associations.

CCH THRIFT SHOP: The CCH Thrift Shop opened in April 2013 to increase revenues to serve families cared for by CCH. The shop offers affordable household items and clothing maximizing the use of donated merchandise. The shop employs a full time and four part time employees to manage the busy retail business. Since opening, donations have doubled. In 2015, 100 volunteers and community organizations assisted with merchandise stocking and collections of donations. Thrift Shop volunteers donated 3347 hours of their time. All proceeds from the CCH Thrift Shop are used for hospice services, bereavement care and

“At CCH we know that the end-of-life deserves as much beauty, care and respect as the beginning.”

Complementary Care: CCH’s complementary therapies add an extra dimension of care to nurturing the body, mind, and spirit. These non-invasive, holistic practices include massage, Reiki, aromatherapy and reflexology and promote comfort and relaxation for both patients and their caregivers. Approximately 20% of CCH’s families were able to benefit from the program last year. Funding for the program comes entirely from community donations.

Community Education: In 2015 CCH participated in workshops, community programs and health fairs reaching 2,600 individuals to strengthen access to hospice services. CCH’s Resource Library is available to the public and offers publications, books and web-based materials. A monthly newsletter, *Serious Illness*, is emailed to families and professionals. Educational contacts were provided to area physicians and health professionals on Medicare benefits and the positive impact of hospice on family life and health care dollars.

Quality Measures: outcomes of an independent, confidential survey and measured against benchmarks from like-size hospices throughout the U.S.	Responses of Satisfaction with CCH
Favorable rating of Patient Care	88.1%
Favorable rating of Information Continuity	89.5%
Favorable rating of Treating Family with Respect	92.6%
Favorable rating of support with Spiritual Beliefs	98.2%
Favorable ratings of providing Emotional Care	96.5%
Would recommend CCH	90.9%



CRATER COMMUNITY HOSPICE

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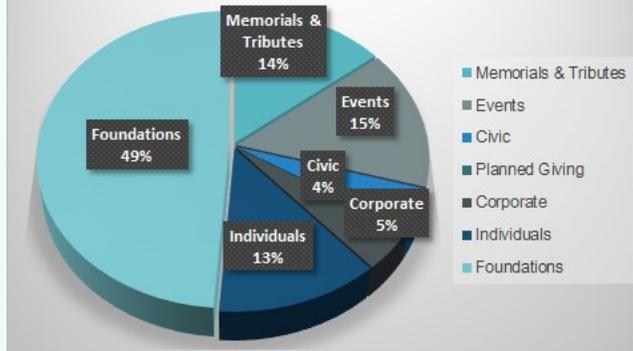
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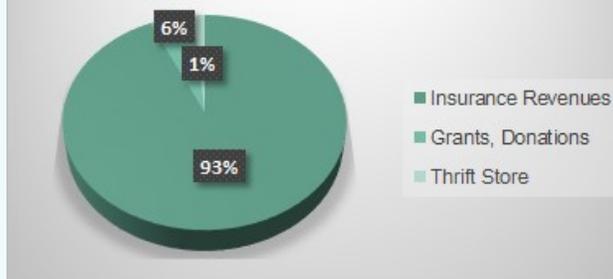
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Community Support



Revenues



Expenses

