The Centers for Medicare & Medicaid Services announced that Kentucky Appalachian Transition Services (KATS) was selected to participate in the federal Community-based Care Transitions Program. The program’s goal is to lower readmissions in partner hospitals while improving care and services to Medicare patients in southeast Kentucky.

The Board of Directors in conjunction with staff produced a new strategic plan that will guide Hospice of the Bluegrass for the next 3 years. The plan identifies facility needs, strengthening strategic partnerships and managing changes in the healthcare system including adjustments in revenue as priorities.

The Joint Commission once again issued its Gold Seal of Approval to Hospice of the Bluegrass for outstanding patient care. The triennial survey recognized the quality work provided to patients by an exceptional staff.

Frankfort Volunteer Opal Phillips received the 2013 Volunteers are the Foundation of Hospice Award. Opal has logged more than 5,000 volunteer hours in a variety of roles ranging from fund-raising and speeches to work with children and 11th hour care since 2002.

Hospice held two conferences for clinicians interested in palliative medicine and end-of-life care. Participants had the opportunity to hear expert presenters at the End-of-Life Nursing Consortium Train the Trainer Conference, followed by the daylong Art and Science of Palliative Medicine Conference.

Hospice established Intake Centers to better serve the needs of patients and families as well as being an information resource for the community. Located in Hazard and Frankfort, these centers coordinate patient referrals with the site admission teams for the entire agency.

Three HOB sites received the 2013 Hospice Honors award recognizing excellence in patient care as rated by the patient’s caregiver. Earning the awards are Cynthiana, Greg & Noreen Wells Hospice Care Center in Hazard and the Hospice Care Center in Lexington.

Vicki Merrill was promoted to Clinical Counseling Coordinator and Monica Couch to Associate Vice President of Eastern Kentucky Operations. There are also new leaders in four sites – Paul Sluss in Hazard, Brian Hensley in Corbin and Harlan, DenEllen Coldiron in Lexington and Wendy Shouse in Frankfort.

HOB launched an enhanced website offering a revamped, user-friendly style. One new feature gives physicians, family members or concerned others the ability to make a confidential referral. Please visit our new website at www.hospicebg.org.

More than forty children attended Camp HOPE at the Cathedral Domain Camp and Conference Center in September. The weekend retreat is for children, ages 6-12, who have experienced the death of a loved one within the past two years.

Hospice hosted several public forums presenting the nationally acclaimed program, The Conversation Project, dedicated to helping families talk about their wishes for end-of-life care long before it is needed. Tools are available at www.theconversationproject.org.

Marking 35 years of care, Hospice celebrated this milestone by honoring ten special supporters as the inaugural class of BB&T Hospice Heroes. The heroes have provided indispensable support for HOB as it has grown from a grass-roots start-up to a respected and trusted resource serving more than 700 terminally ill patients daily in 32 Kentucky counties.
2013 Hospice of the Bluegrass
ADMISSION STATISTICS

Lexington ............................................. 1,579 (36%)
  Fayette ................................................... 948
  Jessamine ............................................. 197
  HCC ...................................................... 434

Frankfort ............................................. 425 (9%)
  Anderson ............................................... 98
  Franklin ................................................. 210
  Owen ..................................................... 33
  Woodford ............................................... 84

Cynthiana ............................................. 375 (9%)
  Bourbon ............................................... 77
  Harrison ............................................... 118
  Nicholas ............................................... 44
  Scott .................................................... 136

Mountain Community ......................... 692 (16%)
  Breathitt ............................................ 62
  Knott ................................................... 29
  Leslie ................................................... 43
  Letcher ............................................... 103
  Morgan ............................................... 48
  Perry ................................................... 168
  Wolfe ................................................... 73
  GNW–HCC ............................................ 166

Mountain Heritage (Corbin) ................. 260 (6%)
  Clay ..................................................... 64
  Knox ...................................................... 54
  Laurel ................................................... 38
  Whitley ............................................... 104

Mountain Heritage (Harlan) ................. 230 (5%)
  Bell ...................................................... 80
  Harlan .................................................. 150

Northern Kentucky ......................... 576 (13%)
  Boone .................................................. 138
  Campbell ............................................. 139
  Carroll ............................................... 24
  Gallatin ............................................... 37
  Grant ................................................... 28
  Kenton ............................................... 210

Mountain Rivers ............................... 263 (6%)
  Floyd ................................................... 61
  Magoffin ............................................. 193
  Pike ..................................................... 193

PATIENT AND REFERRAL STATISTICS

- 4,400 patients were admitted to Hospice in 32 counties.
- 5,271 patients and families were served.
- 40% patients admitted had a cancer diagnosis.
- The leading non-cancer diagnoses included Alzheimers/dementia, heart disease, chronic obstructive pulmonary disease, and stroke.

- Ages Served:
  0 - 17: ......................... 44
  18 - 34: ......................... 40
  35 - 64: ......................... 1,062
  65+: ......................... 4,125

- Payment Sources:
  Medicare ......................... 85%
  Medicaid ......................... 8%
  Private Insurance .............. 6%
  Indigent ......................... 1%
- The top four sources of referrals were:
  hospitals ......................... 44%
  physicians ......................... 24%
  nursing facilities ............... 12%
  families ......................... 11%
  other ......................... 10%

- Hospice received 5,778 referrals.
- Bereavement counselors provided 7,515 hours of counseling time and had over 9,200 visits in 2013.
FINANCIALS

INCOME
Patient Revenue .................................................$ 56,584,974
Development Income ........................................... $ 2,828,324
Investment Income ............................................. $ 6,061,351
Other Income .................................................. $ 141,660
Total ...........................................................$ 65,616,309

EXPENSES
Patient Services .................................................$ 48,950,253
Admin. & Program .............................................$ 11,370,145
Fund Raising ...................................................$ 611,514
Total ...........................................................$ 60,931,912

OTHER FINANCIAL INFORMATION
Change in Net Assets ......................................... $ 4,684,397
Ending Net Assets ............................................ $ 77,361,870

Hospice of the Bluegrass provided $ 329,000 in indigent care during 2013.

VOLUNTEERS

Volunteers provided 26,136 hours of their time in 2013 which calculates to a cost savings to the agency of $569,503.

EMPLOYEES

Full-time employees ............................................. 522
Part-time employees .............................................34
PRN employees .................................................. 49
Extra Care full-time employees ........................... 12
Extra Care PRN employees .................................. 122
Senior Management Team

Gretchen M. Brown, MSW, CSW
President/CEO

Todd R. Coté, MD, FFAFP, FAAHPM
Chief Medical Officer

Deede Byrne
Chief Clinical Officer

Susan Swinford, MSW
Vice President of Administration

Eugenia Smither, BS, RN, CHP, CHE
Corporate Compliance Officer
Vice President for Compliance & Quality Improvement (CQI)

Susan M. Ware, CFRM
Vice President of Development

Carol Ruggles, MBA
Chief Financial Officer, Vice President of Finance

Holly Hodge, CPA, MBA
Controller

Danita Ross, SPHR
Vice President of Human Resources

Croswell Chambers
Chief Information Officer

Vicki Merrill, MSW, LCSW
Clinical Counseling Officer

Amy Quinn, RN, CHPN
Clinical Services Officer

Sue Snider, RN, MSN, MSW, CHPN
Clinical Nursing Officer

Monica Couch, RN, CHPN
Associate Vice President, Eastern Kentucky Operations

Board of Directors

Woodford Webb, Chair

Mark E. Nabit, Vice Chair

Eric Frankl, Secretary

Jen Shah, Treasurer

Gretchen M. Brown, MSW, CSW
President and CEO

Shannon Bishop Arvin
Melba S. Bjornson
Bruce Brooks
Betsy Clemons
Jack Cunningham
Terri Fryman
Tonya Jackson
Joan Palmore Key

Katherine North LaMonica
Nana Mensah
J.D. Miller
John B. Milward
Zach Moore
John H. Rasnick
Susan H. Stempel
George E. Wallace
Administrative
Maurice Kaufmann Hospice Center
2312 Alexandria Drive
Lexington, Kentucky 40504
(859) 276-5344
(800) 876-6005

Lexington
2409 Members Way
Lexington, Kentucky 40504
(859) 296-6100
(800) 876-6005
Serving Fayette & Jessamine Counties

Frankfort
663 Teton Trail
Frankfort, Kentucky 40601
(502) 223-1744
(800) 926-1302
Serving Anderson, Franklin, Owen & Woodford Counties

Cynthiana
1317 US Highway 62-E
Cynthiana, Kentucky 41031
(859) 234-6462
(800) 756-6005
Serving Bourbon, Southern Grant, Harrison, Nicholas & Scott Counties

Mountain Community
57 Dennis Sandlin MD Cove
Hazard, Kentucky 41701
(606) 439-2111
(800) 560-1101
Serving Breathitt, Knott, Leslie, Letcher, Morgan, Perry & Wolfe Counties

Mountain Heritage
160 Village Center
Harlan, Kentucky 40831
(606) 573-6111
(800) 371-6112
Serving Clay, Knox, Laurel, Whitley, Harlan & Bell Counties

Mountain Rivers
101 Hibbard Street, Suite 101
Pikeville, Kentucky 41501
(606) 437-3700
(877) 807-3054
Serving Floyd, Magoffin & Pike Counties

Northern Kentucky
7388 Turfway Road
Florence, Kentucky 41042
(859) 441-6332
(800) 200-5408
Serving Boone, Campbell, Carroll, Gallatin, Northern Grant & Kenton Counties

Hospice Care Center
St. Joseph Hospital
One St. Joseph Drive
Lexington, Kentucky 40504
(859) 313-2770
Serving Central & Northern Kentucky

Greg & Noreen Wells Hospice Care Center
101 Dennis Sandlin MD Cove
Hazard, Kentucky 41701
(606) 487-2800
Serving Southeastern Kentucky

Center for Grief & Education
2409 Greatstone Point
Lexington, Kentucky 40504
(859) 277-2700

Palliative Care Center of the Bluegrass
2407 Members Way
Lexington, Kentucky 40504
(859) 278-4869

Extra Care
2312 Alexandria Drive
Lexington, Kentucky 40504
(859) 276-5344

Development
2312 Alexandria Drive
Lexington, Kentucky 40504
(859) 276-4404
(800) 929-9404

www.hospicebg.org