



2015 Annual Report

A Message from the CEO

14,000. Many are surprised to learn of the number of people Hospice of the Bluegrass cared for in 2015. Our family of services includes not only hospice care, but also palliative care, KATS, private duty nursing and grief counselling. I am proud of the superior care our team of doctors, nurses, social workers, chaplains, aides, volunteers, counselors and therapists provide on a daily basis. In the 2015 Annual Report you can learn more about the impact of each of our programs and services on individuals. I encourage you to read our stories and ask those you know to call us directly when they need help.

2015 was an excellent year for Hospice of the Bluegrass. Because of our mission-based and innovative approaches, our organization received one National and two State awards for improving the quality of life of those living with serious illness. I am grateful for your ongoing support that helps us meet healthcare needs in our communities as well as be recognized as a leader.

2016 will be an exciting year. We are asking ourselves, “What do you call a hospice that does more than hospice?” Please stay tuned. As Hospice of the Bluegrass has grown to provide more than hospice in our communities, one thing is certain. “Hospice of the Bluegrass” as our brand name doesn’t reflect the evolving range of expert care and support we provide. In the coming months, we’ll be exploring options for a new brand name that represents the spirit and scope of what we do, while reflecting the legacy of the company you’ve trusted for 38 years. Market research will help fuel our process. You’ll be informed, involved or both along the way. 2016 is shaping up to be an exciting year...with a new name for success.

Gratefully,



Liz Fowler

President and CEO

Our Programs...

Hospice of the Bluegrass provides specialized care for seriously ill patients in the last phase of life. Care is delivered by the Hospice team made up of highly trained medical professionals who give expert support to the patient and family. In 2015, more than 5,000 patients and their families across 32 counties in Kentucky received care from Hospice of the Bluegrass.

A Flight of a Lifetime

One thing that Sherwin Reynolds hoped to experience in his life was riding in a helicopter. Once his Hospice of the Bluegrass team heard about his dream, they went right to work trying to make his wish come true. Sherwin's Hospice nurse and staff at his nursing home worked with Wings Air Rescue in Pikeville to set up a flight of a lifetime. On a warm sunny day, the nursing home van brought Shewin to Bob Amos Park in Pikeville to catch his special ride. The Wings Air Rescue team flew him all over Pike County and in Sherwin's own words "it was the best experience he ever had!" He went on to say how grateful he was to Hospice of the Bluegrass and his team for giving him this experience. "By being a Hospice patient I made the decision to live and take control of my life," said Sherwin "Hospice has given me the opportunity to get out and live my life with dignity and a little adventure."

Palliative Care Center of the Bluegrass (PCCB) is designed to complement life-prolonging and curative treatments in the hospital by providing pain and symptom control, care of psychological and spiritual needs, family support, coordination among doctors and assistance transitioning between care settings. This past year, Baptist Health Lexington partnered with PCCB to provide this much-needed care to their patients.

Many Ways of Care

Betty was diagnosed with stage 3 breast cancer three years ago. Following a double mastectomy with a difficult recovery, she underwent chemotherapy and radiation treatments. Spending time in and out of the hospital, trying to manage the pain and symptoms from the treatments was difficult for Betty. Her husband John was doing everything he could to help but she was working with multiple doctors, on several medications and it became very overwhelming. She talked with her doctor who referred her to the Palliative Care Center of the Bluegrass (PCCB). Within a few weeks of her initial visit, Betty's pain had lessened and the PCCB team had worked with her doctors to better coordinate her care. This is just one of the ways the Palliative Care Center can help, to learn more visit - www.hospicebg.org/palliativecare or call 859-278-4869.

Extra Care Private Duty Nursing provides the highest quality health care and supportive services to meet client and family needs in all settings. This specialized program offers 24-hour care, seven days a week for clients in their home, nursing home, or assisted living facility. The care can be provided by skilled nurses, certified nursing assistants and companions/sitters. Extra Care received approval to establish an education program to train certified nursing assistants - the Extra Care Nurse Aide Training Center opened in March of 2016. During the past year Extra Care expanded services to the UK Gill Heart Institute and Good Samaritan Hospital in Lexington.

A Special Thanks!

Debbie Cook has overseen the growth and development of Extra Care Private Duty since the program began in 2002. What started as a service caring for a few people in Fayette County has grown to serve nearly 100 people annually in 27 Kentucky Counties. After 13 years of dedicated service, Debbie retired in January of 2016. You will see a familiar face leading Extra Care into the future, Sandy Gowdy has been promoted to director. Sandy began her career at Hospice in the Lexington clinical program in 1995, joined the Extra Care Team as the program's scheduler in 2003 and later program coordinator. For more information about Extra Care Private Duty visit www.extracareprivateduty.org or call (859) 296-0513.

Kentucky Appalachian Transition Services (KATS) is a demonstration project funded by Medicare. KATS nurses help patients after a hospitalization manage their health needs through education and referrals to community resources. The goal is to help patients who are at-risk of returning to the hospital stay at home and prevent hospital readmissions. KATS was originally one of the 101 entities awarded the CMS Demonstration and the only hospice program in the project. It is now one of the 16 high performers remaining and has expanded to provide services at the Baptist Health Corbin, University of Kentucky Gill Heart Institute and Good Samaritan Hospital.

Small Measures that Count

When you live with a chronic disease, coming in and out of the hospital can be hard. Sweet Mr. B is an elderly gentleman who has diabetes and does not have a lot of resources. His wife died a few years ago and the only other relative lives far away. With minimal caregiver support and a recent discharge from the hospital, he was referred to KATS. Early into the first home visit, while the KATS nurse was talking with him about his medications, she realized he couldn't read. The nurse quickly went to work first helping Mr. B to better understand his prescriptions. She gave him a special pillbox with stickers showing a sun for the pills he is to take in the mornings and a moon for the pills he is to take in the evening. Mr. B also needed a follow up visit with his doctor so she scheduled an appointment and arranged for transportation with the local Senior Citizen bus. She worked with his doctors office to be sure they wrote in his medical chart that he would need special attention regarding medical instructions. Mr. B is so grateful for these small measures that have been critical in helping him stay out of the hospital and remain safely in his own home as he wished.

2015 Hospice of the Bluegrass ADMISSION STATISTICS

<p>Lexington 1,678 (38%)</p> <p>Fayette 1101</p> <p>Jessamine 232</p> <p>HCC..... 345</p> <p>Frankfort 459 (10%)</p> <p>Anderson 94</p> <p>Franklin..... 249</p> <p>Owen 32</p> <p>Woodford..... 84</p> <p>Cynthiana..... 394 (9%)</p> <p>Bourbon 68</p> <p>Harrison..... 120</p> <p>Nicholas..... 47</p> <p>Scott..... 159</p> <p>Mountain Heritage 549 (12%)</p> <p>Bell 104</p> <p>Clay..... 69</p> <p>Harlan 124</p> <p>Knox..... 65</p> <p>Laurel 62</p> <p>Whitley 125</p>	<p>Mountain Community 832 (19%)</p> <p>Breathitt..... 51</p> <p>Knott..... 39</p> <p>Leslie 44</p> <p>Letcher..... 89</p> <p>Morgan 37</p> <p>Perry..... 127</p> <p>Floyd..... 84</p> <p>Magoffin..... 11</p> <p>Pike..... 118</p> <p>Wolfe 65</p> <p>GNW-HCC..... 167</p> <p>Northern Kentucky 535 (12%)</p> <p>Boone 110</p> <p>Campbell..... 131</p> <p>Carroll 61</p> <p>Gallatin 29</p> <p>Grant..... 49</p> <p>Kenton 155</p>
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PATIENT AND REFERRAL STATISTICS

- 4,447 patients were admitted to Hospice in 32 counties.
 - 5,072 patients and families were served.
 - 37% patients admitted had a cancer diagnosis.
 - The leading non-cancer diagnoses included heart disease, Alzheimers/ dementia, and pulmonary disease.
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| <ul style="list-style-type: none"> • Ages Served: 0 - 17: 20 18 - 34: 35 35 - 64: 1050 65+: 3,967 | <ul style="list-style-type: none"> • Payment Sources: Medicare 86% Medicaid 8% Private Insurance..... 6% Indigent..... 1% | <ul style="list-style-type: none"> • The top four sources of referrals were: hospitals 47% physicians 20% nursing facilities..... 12% families 12% |
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- Hospice received 5,783 referrals.
 - The average number of days we cared for patients was 53 days.
 - The average number of patients we cared for each day was 671.
 - Bereavement counselors provided grief support to 1,400.

FINANCIALS

INCOME

Patient Revenue	\$ 47,126,932
Development Income.....	\$ 1,999,330
Investment Income.....	(\$1,891,784)
Other Income	\$ 299,657
Total	\$ 47,534,135

EXPENSES

Patient Services	\$ 39,211,463
Admin. & Program	\$ 8,469,868
Fund Raising.....	\$ 401,789
Total.....	\$ 48,083,120

OTHER FINANCIAL INFORMATION

Change in Net Assets	\$ (548,985)
Ending Net Assets	\$ 74,918,921

VOLUNTEERS

Volunteers provided 23,996 hours of their time in 2015 which calculates to a cost savings to the agency of \$556,795.80

EMPLOYEES

Employees.....	475
Full-time employees.....	379
Palliative Care employees	24
Part-time employees.....	81
Extra Care/KATS full-time employees.....	13
Extra Care/KATS part-time employees	88

Senior Management Team

Elizabeth D. Fowler, MPH
President and CEO

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

Deede Byrne
Chief Clinical Officer

Susan Ware, CFRM
Vice President of Development

Susan Swinford, MSW
Vice President of Administration

Holly Hodge, CPA, MBA
Chief Financial Officer/Vice President of Finance

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

Danita Ross, SPHR
Vice President of Human Resources

Croswell Chambers
Chief Information Officer

Cassie Mitchell, MSN, MBA, RN
Vice President Marketing & Business Development

BOARD OF DIRECTORS

Eric J. Frankl, *Chair*

Nana Mensah, *Vice Chair*

Jen Shah, *Treasurer*

Shannon Arvin, *Secretary*

Mark Nabity, *Past Chair*

Elizabeth D. Fowler, *President and CEO*

Anne Bolton
David Brennen
Jenna Canning
Laura Feltner
David Fogg

Steve Fryman
Joan Palmore Key
Katie LaMonica
Ellen Miller
J.D. Miller

John B. Milward
Zachary Moore
Jeff Raines
John H. Rasnick
George E. Wallace

of the Bluegrass Hospice

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

2972 S US Hwy 25E
Barbourville, Kentucky 40906
(606) 277-2160
(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) 276-5344

Extra Care

2407 Members Way
Lexington, Kentucky 40504
(859) 276-5344

Palliative Care Center of the Bluegrass

2407 Members Way
Lexington, Kentucky 40504
(859) 278-4869

Development

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