Contents

Message from the President 3

Board of Directors & Senior Leadership Team 4

Financial Report 5

Service Lines
2018 All Service Line Totals 6
2018 Hospice Care Admissions by Site 7
2018 Palliative Care Location of Service 8

2018 By the Numbers 9

Our Services 10
Bluegrass Care Navigators celebrated a major milestone as we marked our company’s 40th anniversary of providing hospice care in Kentucky!

To commemorate this occasion and capture memories of our history, we conducted a campaign called “40 Voices” throughout the year. Each unique perspective added color to our organization’s history, inspired us in our service to our communities and challenged us to keep innovating.

Bluegrass Care Navigators – then called Community Hospice – cared for our first patient in March of 1978. In those first years, our organization operated as a group of medical professionals and volunteers in a house on Nicholasville Road. Under the leadership of our founding Executive Director, Gretchen Brown, Community Hospice grew rapidly, achieving Joint Commission Accreditation, developing grief care and spiritual care programs, and palliative care. With this growth and a new name – Hospice of the Bluegrass – our organization became a trusted partner throughout Kentucky for managing serious illness and end-of-life care.

The remarkable support and dedicated board members, donors and volunteers has sustained our mission in Kentucky for four decades. It has also allowed us to continually expand and innovate to care for more Kentuckians.

In 2018, we cared for a record-breaking 5,584 hospice patients, including more than 2,200 in central Kentucky and more than 1,100 in eastern Kentucky. Adding all services together, Bluegrass Care Navigators cared for 14,638 people across the Commonwealth in 2018.

Those services include the addition of an Adult Day Health Care program in Frankfort. Opening in April 2018, the Adult Day Health Care center offers a medical model for adult day care, with onsite nursing, personal care support and social activities for aging adults with physical or mental conditions who want assistance and social activities to participate in during the day.

In addition, we were honored in 2018 to partner with hospital, civic organizations and the Lexington – Fayette Urban County Government to develop a Medical Respite Program in Lexington through our Bluegrass Transition Care program. The program supports medically vulnerable individuals who experience homelessness by providing short-term housing and medical care, particularly for those who are discharged from a hospital emergency room visit or inpatient stay.

As we look forward to 2019 and beyond, our board of directors has designated a special fund for complementary therapies to support our patients, including aromatherapy, music therapy, art therapy and pet therapy.

In addition, we plan to begin a pediatric palliative care program, assisting Kentucky children and their families with symptom management and support through a serious illness or chronic condition.

And with this continued growth in our care services, we know we’ll need more space for innovation and collaboration. Bluegrass Care Navigators has purchased five acres on Harrodsburg Road for a new headquarters, and throughout 2019 we will complete and extensive renovation of that property. By consolidating our Lexington offices into a single headquarters, we will be better equipped to provide groundbreaking care to the individuals and families who need us most. With reduced overhead expenses, we can allocate more funding to direct patient care. Our team members will be under one roof, improving our opportunity to communicate, collaborate and innovate together on our patients’ behalf.

Thank you for being part of our successful 2018!

Liz Fowler, President & CEO
Bluegrass Care Navigators
## 2018 Board of Directors

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<thead>
<tr>
<th>Name</th>
<th>Role</th>
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<tbody>
<tr>
<td>Nana Mensah</td>
<td>Chair</td>
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<td>Shannon Bishop Arvin</td>
<td>Vice Chair</td>
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<tr>
<td>David Fogg</td>
<td>Secretary</td>
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<tr>
<td>Zachary Moore</td>
<td>Treasurer</td>
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<tr>
<td>Eric Frankl</td>
<td>Past Chair</td>
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<td>Jim Blancet</td>
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<td>Anne Bolton</td>
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<td>David Brennen</td>
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<td>Jenna Canning</td>
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<td>Laura Feltner</td>
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<td>Steve Fryman</td>
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<td>Amanda Henson</td>
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<td>Richard Hopgood</td>
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<td>Katie LaMonica</td>
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## 2018 Senior Leadership Team

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<tr>
<th>Name</th>
<th>Title</th>
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<tbody>
<tr>
<td>Liz Fowler, MPH</td>
<td>President &amp; CEO</td>
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<tr>
<td>Todd Coté, MD</td>
<td>Chief Medical Officer</td>
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<tr>
<td>Croswell Chambers</td>
<td>Chief Information Officer</td>
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<tr>
<td>Amy Doane, MHA</td>
<td>Vice President of Marketing &amp; Business Development</td>
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<tr>
<td>Stephanie Greene, MHA</td>
<td>Vice President &amp; Chief Hospice Officer</td>
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<tr>
<td>Holly Hodge, CPA, MBA</td>
<td>Chief Financial Officer &amp; Vice President of Finance</td>
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<tr>
<td>Cassie Mitchell, MSN, MBA, RN</td>
<td>Chief Operating Officer, Clinical Services</td>
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<tr>
<td>Danita Ross, SPHR</td>
<td>Vice President of Human Resources</td>
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<td>Susan Swinford, MSW</td>
<td>Vice President</td>
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<tr>
<td>Eugenia Smither, BS, RN, CHP, CHE, CHC</td>
<td>Corporate Compliance Officer &amp; Vice President for Compliance &amp; Quality Improvement (CQI)</td>
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<tr>
<td>Susan Ware, CFRM</td>
<td>Vice President of Philanthropy</td>
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<tr>
<td>Turner West, MPH, MT</td>
<td>Assistant Vice President of Health Policy and Director of Palliative Care Leadership Center</td>
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To see our entire leadership team, please visit: [www.bgcarenav.org/more-about-us/about-us/meet-our-leadership](http://www.bgcarenav.org/more-about-us/about-us/meet-our-leadership)
Financial Report

2018 Total Income = $68,867,209

- Philanthropy: $2,820,514
- Investment: $2,923,463
- Other Income: $353,177
- Patient Revenue: $62,770,055

2018 Total Expenses = $68,098,417

- Admin & Program: $8,320,023
- Fundraising: $624,978
- Unrealized Investment Losses: $5,869,452
- Patient Services: $53,283,964
Service Lines

2018 All Service Line Totals
14,638 Total Patients Served

- Hospice Care: 6,077 (41%)
- Transitional Care: 3,690 (25%)
- Palliative Care: 2,953 (20%)
- Grief Care: 1,727 (12%)
- Extra Care: 82 (<1%)
- Adult Day Health Care: 5 (<1%)
- Home Primary Care: 104 (<1%)
Service Lines

2018 Hospice Care Admissions by Location
5,584 Total Hospice Care Admissions

- Lexington 2,255 (40%)
- Hazard & Pikeville 1,173 (21%)
- Northern Kentucky 602 (11%)
- Cynthiana 485 (9%)
- Frankfort 467 (9%)
- Barbourville 602 (11%)
Service Lines

2018 Palliative Care Location of Service
10,692 Total Palliative Care Visits

- Hospital: 7,486 (70%)
- Palliative Home: 1,078 (10%)
- Primary Care: 518 (5%)
- Palliative Clinic: 521 (5%)
- Nursing Facility: 1,089 (10%)
2018 By the Numbers

Social Media

- Facebook:
  - December 2018: 13,111 Likes
  - January 2018: 11,668 Likes

- Twitter:
  - December 2018: 1,802 Followers
  - January 2018: 1,793 Followers

- LinkedIn:
  - December 2018: 1,223 Followers
  - January 2018: 1,060 Followers

Miles Driven

- Bluegras Hospice Care: 2,592,269
- Bluegrass Palliative Care: 24,201
- Bluegrass Extra Care: 23,531
- Bluegrass Transitional Care: 7,718

Total miles: 2,647,718

That’s equal to driving around the earth at the equator more than 100 times!

Our Durable Medical Equipment staff completed more than 15,200 deliveries and pickups in 2018.

Our pharmacy filled more than 69,000 prescriptions in 2018.

562 Employees

- 482 full-time
- 80 part-time

Volunteers provided 29,135 hours of their time, which equals a cost savings to the agency of $715,919.06.

959 Veterans Served

- Barbourville: 99
- Cynthiana: 100
- Lexington & Lexington HCC: 376
- Frankfort: 95
- Hazard & Hazard HCC: 146
- Northern Kentucky: 143

976 Children, Adults, Staff & Volunteers Participated in our Camp Programs
Our Services

**Bluegrass Extra Care:** a private pay, personalized service for clients in their home, nursing home, or assisted living facility. Service can include homemakers, certified nursing assistants, sitters and skilled nursing, and service can range from one time to intermittent to 24-hour care.

**Bluegrass Home Primary Care:** comprehensive, ongoing expert care for chronic medical conditions in those who are “home limited.”

**Bluegrass Adult Day Health Care:** an engaging program for adults whose physical or intellectual competency has been compromised by age or illness.

**Bluegrass Transitional Care:** a program provided by the hospital or insurance provider that helps patients after a hospitalization transition to care at home.

**Bluegrass Palliative Care:** a physician consult service providing specialized medical care focused on relief from the symptoms and stresses of a serious illness, with the goal of improving quality of life, including a dedicated pediatric service.

**Bluegrass Hospice Care:** a program providing expert care for the final months of life, including medical, nursing, emotional and spiritual support for the patient and entire family.

**Bluegrass Grief Care:** a unique counseling service for support and guidance through anticipatory grief and bereavement.