Annual Report 2019

2019 Senior Leadership Team

Liz Fowler  
MPH, President & CEO

Todd Coté  
MD, FAAFP, FAAHPM, Chief Medical Officer

Croswell Chambers  
Chief Information Officer

Amy Doane  
MHA, Vice President of Marketing & Business Development

Stephanie Greene  
MHA, Vice President & Chief Hospice Officer

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

Cassie Mitchell  
MSN, MBA, RN, Chief Operating Officer, Clinical Services

Danita Ross  
SPHR, Vice President of Human Resources

Susan Swinford  
MSW, Vice President

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

Laura Klumb  
Vice President of Philanthropy

Turner West  
MPH, MT, Assistant Vice President of Health Policy and Director of Palliative Care Leadership Center

To see our entire leadership team, please visit: www.bgcarenav.org/more-about-us/about-us/meet-our-leadership

2019 Board of Directors

Shannon Arvin  
Chair

Richard Hopgood  
Vice Chair

David Fogg  
Secretary

Zachary Moore  
Treasurer

Liz Fowler  
MPH, President & CEO

Nana Mensah  
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David Brennen  
Jenna Canning  
Bo Cofield  
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Steve Fryman  
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Katie LaMonica  
Rhonda Love  
Ellen Miller  
J.D. Miller  
Greg Milward  
Zachary Murray  
Mark Nabity  
Jeff Raines  
Ron Ring  
Robert Rosenstein  
George Wallace
In my five years serving as CEO of Bluegrass Care Navigators, I have been consistently amazed at our organization’s capacity for growth and innovation. This past year is no exception, with the launch of several new programs to enhance care and support our patients and families. They include:

- Expansion of our palliative care services with a dedicated pediatric program called Bright Path.
- Development of an integrative medicine program to provide complementary therapies for patients and families, including music, art and animal-assisted therapy.
- Receipt of a $1 million grant from HHS Administration for Community Living to develop an Alzheimer’s care program.

In addition, we completed many major projects and received recognition for our care. In 2019 BCN:

- Implemented clinical visit design models to enhance consistency and quality in patient care.
- Earned Hospice Honors status for our patient experience.
- Began participation in UK’s HEALing communities research study on opioid overdose deaths.
- Moved our NKY Regional Office to a new location and began construction on a new headquarters for the organization.
- Finalized plans for a new electronic medical records system.

Join me in congratulating our entire team for making these accomplishments a reality, while continuing to care for more patients throughout our local communities.

Our achievements in 2019 position our organization strongly for continued growth and success in 2020, including the opening of our new headquarters and implementation of our new electronic medical records system. **These major milestones will set us up for success and growth in years to come!**

*Liz Fowler*, President & CEO
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2019 By the Numbers

Providing hospice care in 32 Kentucky Counties

1 of Only 9 Palliative Care Leadership Centers Nationwide

1.8 Million Reached
60,600 Engagements
3.3% Engagement Rate

Jan. 2019: 13,098 Likes
Dec. 2019: 14,108 Likes

2.88 Million Miles traveled for patient care

15,867 Deliveries & Pickups completed by our Durable Medical Equipment staff

74,361 Prescriptions filled by our pharmacy

1,451 Veterans Served (25% of all 2019 hospice care patients)

495 volunteers providing 24,222 Volunteer Hours

1,612 Patients supported with Grief Care

565 Employees

545 full-time
20 part-time

HOSPICE HONORS Annual recipient Since 2014

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HOSPICE HONORS Annual recipient Since 2014
2019 All Service Line Totals

16,387 Total Patients Served

- Hospice Care: 6,366
- Transitional Care: 4,785
- Palliative Care: 3,305
- Grief Care: 1,612
- Home Primary Care: 181
- Extra Care: 124
- Adult Day Health Care: 14

2019 Total Income =

$73,392,681

- Patient Revenue: $62,817,476
- Investment: $8,579,095
- Philanthropy: $1,754,203
- Other Income: $214,907

2019 Total Expenses =

$63,948,460

- Patient Services: $53,307,249
- Admin & Program: $10,013,640
- Fundraising: $627,571
2019 Hospice Care Admissions by Location

5,803 Total Hospice Care Admissions

- Lexington: 2,359 (40.65%)
- Hazard & Pikeville: 1,267 (21.83%)
- Barbourville: 625 (10.77%)
- Northern Kentucky: 579 (9.98%)
- Frankfort: 497 (8.56%)
- Cynthiana: 476 (8.20%)

2019 Palliative Care Location of Service

12,085 Total Palliative Care Visits

- Hospital: 8,109 (67.10%)
- Palliative Home: 1,491 (12.34%)
- Nursing Facility: 1,212 (10.03%)
- Primary Care: 729 (6.03%)
- Palliative Clinic: 544 (4.50%)
Lila’s Final Wish

Kristin, a social worker at Bluegrass Care Navigators, recalls a special patient and helping her final wish come true:

“I’ll never forget the moment that Lila saw her grandchildren walking toward her bed. Tears poured down her face as she reached out her arms to them. It was beautiful to watch Lila get her final wish. You see, Lila was raising her four grandchildren on her own when she became seriously ill and was admitted to Bluegrass Hospice Care. There were no other family members able to care for the children, so they were placed in different foster homes. From the moment I met Lila, all she talked about was seeing her grandbabies one more time.

As her care team, we wanted to make her wish come true. It wasn’t easy. We had to work with state authorities and the foster parents to get permission for the visit and to arrange a time for them to gather at their grandma’s bedside. But we made it happen – we had to, for Lila. The children brought her flowers, cards and their most recent school picture. Lila gave them each their favorite candy. They took pictures together on the bed. They said their final good-byes.

Lila was holding on for this time spent with her grandbabies. Shortly after their visit, she left this world – with closure and in peace.”
Construction of New Headquarters in Lexington

In May, Bluegrass Care Navigators leadership, team members, past and present board members, and many community members celebrated the kickoff of construction and renovation work for a new headquarters in Lexington.

The organization’s base of operations for the state will move to a five-acre campus with nearly 60,000 square feet of office space at 1733 Harrodsburg Road. The move allows BCN’s administrative and Lexington clinical teams to move from three separate buildings into one shared space, providing operational efficiencies and more collaboration.

Lexington Mayor Linda Gorton spoke at the groundbreaking, and noted that “as a registered nurse, I know how important it is to have quality hospice care. With this new facility, Bluegrass Care Navigators will be able to meet the needs of Kentucky families for many years to come.”

The headquarters will include many new improvements, including a dedicated bereavement center for grief care, clinical training areas and multipurpose outdoor venues. The legacy of donors and volunteers who founded the current Lexington campus will be commemorated at the new location.

“These new opportunities are only made possible by those who paved the way, particularly through the support of the Kaufmann family who funded our current campus,” said Board Chairwoman Shannon Arvin. “As we plan the design of our new headquarters, those who have contributed to our past buildings will continue to be honored.”
Federal Grant for Alzheimer’s Care Awarded to Bluegrass Care Navigators

Bluegrass Care Navigators has received a $1 million grant to support Kentuckians who have Alzheimer’s disease and their families. The award comes from the federal Administration for Community Living/Administration on Aging, under the U.S. Department of Health and Human Services. Bluegrass Care Navigators is one of 13 organizations in the nation awarded the grant and the only one in Kentucky.

The grant is intended to address gaps in services for Kentuckians with Alzheimer’s and age-related dementia, as well as caregivers of those with the disease. With the funding, Bluegrass Care Navigators will develop programs to support people with Alzheimer’s who live alone, and those who have intellectual or developmental disabilities with Alzheimer’s disease. Additionally, the organization will provide training to help caregivers cope with the stress of caregiving responsibilities.

Bluegrass Care Navigators plans to enroll at least 190 patients and caregivers in the program in the first year and serve an additional 370 patients and caregivers in each of the next two years. The program will serve 930 Kentuckians in 32 counties across northern, central and eastern Kentucky.

Enrollees should experience fewer hospitalizations, emergency department visits and institutionalizations, and caregivers should experience reduced feelings of burden and depression.

To achieve these goals and outcomes, Bluegrass Care Navigators has partnered with a coalition of health providers across the state, including: The Alzheimer’s Association; UK HealthCare; University of Kentucky Sanders-Brown Center on Aging; Bluegrass Area Development District Area Agency on Aging and Independent Living; Easterseals Cardinal Hill; Baptist Health Group Memory Care Clinic; Baptist Health Lexington; Baptist Health Corbin; CHI Health and Appalachian Regional Healthcare.
Bluegrass Care Navigators is pleased to offer a new service called Bright Path, a pediatric palliative care program serving central, northern and eastern Kentucky counties.

**Bright Path offers specialized medical care for infants, children, adolescents and young adults who are living with a serious illness.** The goal of Bright Path is to provide comfort to these children through symptom management and care coordination at home, while building the confidence of the parent or caregiver with education and support.

Bright Path can help manage symptoms for many pediatric illnesses and chronic conditions, including progressive cancer, neuromuscular disorders, genetic or congenital diseases, neurodegenerative disorders, cardiovascular conditions and pulmonary disorders.

To achieve the service’s family-centered goals, a multidisciplinary team works together to make challenging illnesses more bearable. This team consists of physicians, nurse practitioners, nurse coordinators, nurses, clinical social workers and chaplains. **Families have access to providers with a 24-hour call center for support and guidance.**

Bright Path will work closely with the clinical teams at regional children’s hospitals to ease the transition from hospital to home and assist with coordination between providers, and will coordinate with a family’s pediatric primary care physician and specialist care teams.

“**Bright Path is comprehensive palliative care for the whole family, in their own home. By bringing symptom-based care into the home, our hope is to decrease a family’s stress about their medical needs and improve the quality of their daily activities together.”**

Bluegrass Care Navigators
Chief Medical Officer
Todd Coté
Will’s Story

Will knows *Home Alone* by heart and laughs in anticipation of the movie’s antics. Much to his mother’s chagrin – and like many other 14-year-old boys – he cracks up when he gets a sneak peek of the TV show *Family Guy.*

“Doctors told me he would just be in a vegetative state. He’s done things they never thought he’d be capable of,” said his mom, Melissa Sams. “They told me he would not live to be an adult.”

Will was born with hydranencephaly, with fluid in his brain preventing development beyond his brain stem. But his bright smile, contagious laughter and high-fives confirm his place in Melissa’s life and heart each day.

“The first couple of years, we basically lived in the hospital and we had a few close calls,” noted Sams. “I would not wish the stress on anyone, but I wouldn’t change it for the world.”

The stress of caring for a child with complex needs is a burden Sams knows well, as she has journeyed through health systems, bills and resources mostly on her own since Will was an infant.

**That changed in June 2019, when Will became one of the first patients enrolled in Bright Path.** Bright Path includes a clinical team who only treats kids – and supports the whole family through the physical, emotional and spiritual ups and downs of a serious illness.

Bright Path clinicians serve as an extension of a child’s specialty medical team, providing clinical care in the home in the hopes of reducing emergency care episodes and hospital visits.
In addition, the team can help families connect with community resources to further reduce the stress of caregiving.

“I can focus on Will instead of what doctor to call or how to get the equipment we need,” said Sams.

Andrea Haggard said that a big part of her job is making families smile again.

“Our program is giving these kids back their childhood. It is really heavy, what these families are dealing with. And it’s not just about the child. It is the whole family and they are dealing with so much,” said Haggard, who is an Advanced Practice Registered Nurse for Bright Path.

Providing medical care in the home and helping families navigate the complexities of our health system are critical components of the program. But, Haggard said, Bright Path also makes a big difference by providing consistent, family-centered interactions.

“We go in and treat each family member as an individual, not just as a sick family. We try to remove that isolation,” said Haggard. “And in Will’s case, we can’t forget that he is a 14-year-old boy!”

While it’s impossible to know what the future holds for Will, his mom hopes for 14 more years – or more.

“I just want him to be happy,” said Sams. “We still have a long journey ahead, but Bluegrass Care Navigators is making the road easier.”

“They have moved mountains that I haven’t been able to move in 14 years.... As a special needs mom, it’s just a huge weight lifted off. I can tell a big difference in my stress level.”

Bright Path patient Will Sams’ mother Melissa Sams
Integrative Medicine Program Underway
Animal-Assisted, Art, Music and Other Therapies to be Offered in New Program

Patients and families served by Bluegrass Care Navigators will soon have access to supportive therapies to complement their clinical care plan, through a new integrative medicine program.

Integrative medicine brings conventional and complementary practices together in a coordinated way as part of the patient’s medical care plan. The program was developed at the recommendation of the organization’s board of directors, who identified a need for supportive therapies to help make every moment count for patients and families experiencing serious illness.

“The practice emphasizes a holistic, patient-focused approach that mirrors our goals of hospice care,” said program coordinator Whitney Clay. “These therapies help us focus on the emotional and spiritual needs of our patient while also supporting their physical care.”

The Bluegrass Integrative Medicine program will include mind-body techniques such as music and art therapy; body-based techniques such as acupuncture, massage, yoga and aromatherapy; and animal-assisted therapy.

Over the past year, two puppies have undergone extensive training to become the first animal therapists for the organization. Named by BCN supporters, Rosemary and Grace will start providing therapy in 2020. Grace will support eastern Kentucky and live primarily at the Greg and Noreen Wells Bluegrass Hospice Care Center in Hazard, and Rosemary will support our central Kentucky patients and families.

As the integrative medicine program develops, Bluegrass Care Navigators will seek volunteers who are skilled in various therapies to support our patient needs. Volunteers who are interested in lending their expertise to the integrative medicine program in the future can visit www.bgcarenav.org/volunteers for more information and to complete an application.