

HOSPICE GENERAL STATISTICS 2014 2013

Number of Patients Admitted.....	798	743
Number of Patients Carried Over.....	141	132
Total Number of Patients Served.....	939	875
Number of Patient Deaths	689	662
Home	191	175
Hospice House.....	331	347
Hospital.....	48	39
Nursing Home.....	119	101
Number of Patient Discharges	91	72
Average Number of Patients Per Day.....	169	151
Average Length of Stay (Days)	74	73
Median Length of Stay (Days)	16	15

HOSPICE ADMISSION STATISTICS 2014 2013

Gender: Male	337	318
Female	461	425
Race: Caucasian	669	638
African American.....	124	99
Other.....	5	6
Average Age.....	77	78
Patients Under Age 65.....	151	137
Patients Age 65 and Over	647	606
Age Range	2-101	14-104

HOSPICE SERVICE STATISTICS 2014 2013

Total Number of Days of Service	61,629	55,146
Home	41,036	36,873
Hospice House.....	7,908	7,931
Hospital.....	597	670
Nursing Home.....	12,088	9,672
Total Number of Visits.....	32,691	33,776
Nurse	14,400	13,584
Social Worker.....	4,414	4,428
Hospice Aide.....	8,131	8,660
Spiritual Care.....	2,092	2,887
Volunteer	1,481	1,616
Hospice Physician	2,173	2,601

TOP ADMITTING PHYSICIANS 2014

Dr. Forrest Thompson.....	27
Dr. Daniel Davis	15
Dr. Gideon Besson	10

WENDOVER HOSPICE HOUSE 2014 2013

Number of Patient Admissions.....	240	242
Number of Patient Deaths	196	200
Number of Patient Discharges	47	43
Number of Residential Days of Care.....	3,392	3,399
Number of Inpatient Days of Care	1,956	1,963
Occupancy Rate: Residential.....	92.9%	93.2%
Inpatient.....	89.3%	89.8%
Avg Length of Stay: Residential (Days)	62	72
Inpatient (Days)	8	8

KINGS MOUNTAIN HOSPICE HOUSE 2014 2013

Number of Patient Admissions.....	160	178
Number of Patient Deaths	135	147
Number of Patient Discharges	27	28
Number of Residential Days of Care.....	1,304	1,339
Number of Inpatient Days of Care	1,256	1,230
Occupancy Rate: Residential.....	89.3%	91.7%
Inpatient.....	86.0%	84.3%
Avg Length of Stay: Residential (Days)	30	56
Inpatient (Days)	7	7

VOLUNTEER STATISTICS 2014 2013

Number of New Volunteers.....	96	163
Total Volunteers Reporting	183	184
Total Volunteer Hours Reported	8,877	10,249

BEREAVEMENT STATISTICS 2014 2013

Number of Families Served.....	790	734
Number of Individuals Served	4,683	4,311
Number of Bereavement Contacts	6,510	6,207

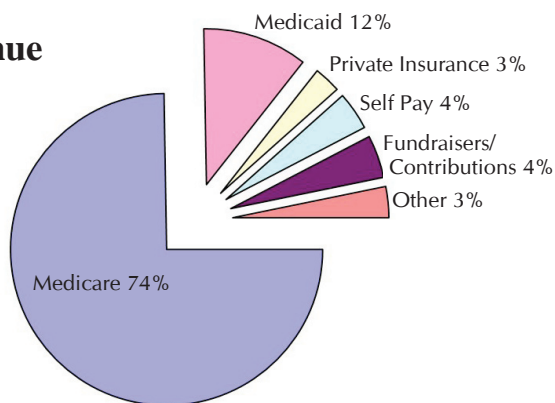
PALLIATIVE CARE STATISTICS 2014 2013

Number of New Patient Consults.....	373	697
Total Number of Patients Served.....	594	889
Total Palliative Care Visits	1,955	3,049

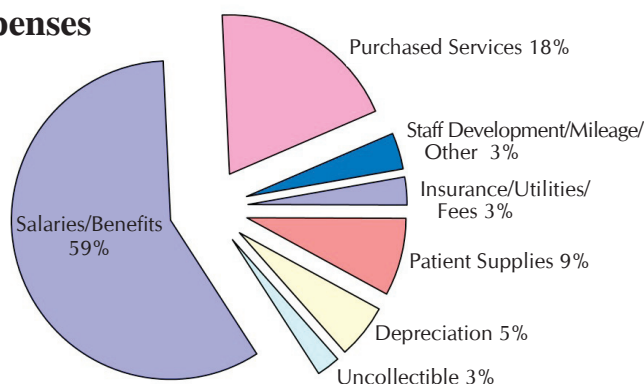
TOP 5 DIAGNOSES 2014

Alzheimer's Disease	94
COPD	55
Lung Cancer	53
Congestive Heart Failure	44
Stroke.....	39

Revenue



Expenses



Accomplishments

- Recognized 29 years of providing high quality, skilled, compassionate hospice care and support to more than 10,000 individuals and their family members.
- Provided hospice services to 939 people in Cleveland County and nearby communities, serving an average of 169 patients each day.
- Provided hospice care to 55% of the people who died in Cleveland County during the year.
- Served 255 patients at our sixteen-bed Wendover Hospice House in Shelby and 165 patients at our eight-bed Kings Mountain Hospice House.
- Served 594 people through our Palliative Care Program, with 220 transitioning to Hospice.
- Hired two cooks to implement on-site meal preparation at the Kings Mountain Hospice House.
- Benefitted from 8,877 volunteer hours, the equivalent of 4.3 full-time employees, saving us \$194,890 based on a wage of \$21.79 per hour, including benefits.
- Held three successful fundraisers that raised more than \$37,000: Hearts for Hospice, Hospice Chicken Dinner, and Corks & Taps.
- Achieved re-accreditation by The Joint Commission, the premier national healthcare accrediting agency, based on an unannounced on-site survey that resulted in no recommendations for improvement.
- Satisfaction survey results indicated that 99% of families served would recommend our hospice to others.
- Created a Clinical Education Coordinator position to ensure that our nurses get exceptional orientation and on-going training in support of our goal to provide excellent patient care.
- Operated The Hospice Store, a re-sale store that supports our mission of serving everyone who needs hospice care, regardless of whether they have a pay source.

Hospice...

“The nurse was ready to address the overall condition of my husband from the first meeting. She put him first and foremost – his feelings, his condition, his mindset – always assuring him that he would remain as comfortable as possible. Additionally, she took the time to ask about my overall condition and my caregiver role. The weekend nurse came twice for emergencies and handled everything with total care and expertise. She was with us when he died. I cannot praise each of these angels enough for all the love and compassion they gave my husband and our entire family.” - wife

“The hospice team was superb. They responded faithfully in meeting the needs of my wife and all of the family. We appreciate the continuous contacts from many team members following her death.” - husband

“I looked so forward to the nurse visits. She answered all of my concerns and questions and was so comforting to me. Watching my mother go through the end of life process was not easy, but I am so very thankful her nurse was there to insure mother’s comfort and to keep the family informed.” - daughter

“I’m a minister and have been involved with hospice during my years in ministry. Hospice is a great ministry itself. Dad’s condition went down very quickly. I have the highest praise for how things happened and am more than pleased at the care which was given to my dad. Thank you for your help.” - son

“The nurses and staff are all excellent in their fields. They have close feelings for their patients and families which means a lot at life’s end. I appreciate the services we received for my father in 2011 and now for my mother. May God bless the work of hospice.” - son

“These people are awesome. They cared for my mother as if she was their mother. I saw all the love and compassion given by the nurses, the hospice aides, and even the sweet lady who cleaned my mother’s room. Thank you so much!” - daughter

“One staff member made me feel truly cared for the day they hugged me and told me that I could take breaks and cry. I more than love my hospice family and thank you for making a very painful situation bearable.” - daughter

peace. *It doesn’t mean to be in a place where there is no noise, trouble, or hard work. It means to be in the midst of those things and still be calm in your heart.*