

Community Impact Report for 2019

For 35 years, it has been our honor to serve patients in the Davidson County community in need of end-of-life care and to provide critical services to their families.

To all of the staff for their tireless efforts...
To every volunteer who selflessly gave their time and talents...
To our donors who gave so generously of their resources...

Thank you for making 2019 such an

incredible year!

Below gives you a snapshot into the impact we had in the community over the past year.

Facility Visits

Members of the clinical care team provided care for patients in clinical care facilities through **10,474 visits**.



10,474

Patient Visits

Patients & families benefited from more than **27,000 visits** in their homes or residences from our hospice care team members.



27,000

Admissions

We provided care for **937 patients** in 2019.



937

Days of Care

The Hinkle Hospice House team provided **3,012 days of care** across general inpatient, routine and respite stays.



3,012

Volunteer Hours

Volunteers contributed **4,525 patient care hours** resulting in nearly \$100,000 in cost savings.



4,525

Patient Care

The daily average number of patients in our care for 2019 was **159**.



159

Chaplain Visits

Home Care & Facility Chaplains provided spiritual support through **more than 1,600 visits**.



1,600

Access to Care

Physician office referrals for care **increased by over 14%** in 2019.



14%

Social Work

The Social Worker team provided psychosocial support through more than **3,000 visits** to patients and families.



3,000

Education and Community Outreach

Hospice of Davidson County hosted **86 educational events** for faith-based organizations, civic groups, and healthcare partners.



86

TeleHealth Added

The implementation of **TeleHealth** via TapCloud allowed patients and families to stay well-connected.



Recognition

Received national recognition through **Healthcare First** as a "Hospice Honors" provider.



Veteran Care

Developed the **We Honor Veterans Committee** made up of staff, volunteers, and community members to serve our county's veteran population better.





We are grateful to have served the Davidson County community since 1985. It is only through the generosity of people like you that we have been able to reach this landmark anniversary.

Your continued support will allow us to continue to serve for another 35 years, and beyond!

Please visit HospiceOfDavidson.org/donate to learn about your giving options. Thank you!

To view our 2019 Annual Report online, including a complete list of donors, visit HospiceOfDavidson.org/Annual-Report.

An Open Letter to the Davidson County Community

In 2019, Hospice of Davidson County fulfilled its mission to provide quality, end-of-life care, and counseling resources to individuals living in Davidson County. During the year, nearly 940 area residents and their caregivers were supported by our expert staff as they faced terminal illness. An additional 1,500 individuals received grief and bereavement counseling support.

Quality and the patient care experience were the top priorities as the agency adopted visit-design standards for all clinical and administrative positions. Staff's dedication to their field and level of expertise was demonstrated by the successful achievement of a stringent reaccreditation process. This success followed by being recognized by a national quality forum as a **Hospice Honors** program.

During the year, Hospice of Davidson County integrated several new technologies to enhance patient care and operational practices. Agency providers adopted prescribing software, and staff education was moved to a virtual platform. Our most significant implementation was a **HIPAA-compliant patient care telehealth platform, TapCloud**. Patients and caregivers quickly adopted this program as it offered enhanced methods for providing care.

Meeting the needs of our community through valued health and human service partnerships remained at the forefront of several initiatives. Hospice of Davidson County partnered with Davidson County Senior Services, The Life Center, and Wake Forest Baptist Health to offer a **year-round educational forum for caregivers** in our community. Education for staff on a variety of topics was presented at area nursing and long-term care facilities. Grief counseling services expanded programming to support children through a partnership with the YMCA.

On our campus, we completed several **capital investment projects that were funded by the More Meaningful Moments campaign**. After ten years of service, Hinkle Hospice House patient rooms and several common areas were updated with new furniture. The Serenity Garden was also enhanced with several donor-funded sculptures.

From our Board of Directors and staff, **thank you for entrusting us** with the mission to care for our community at the end of life and help individuals process through grief and loss. With your continued support and partnership, we can ensure that those living in Davidson County will receive **exceptional end-of-life services**.

Laura Owen
Chief Executive Officer

A handwritten signature in black ink that reads "Laura Owen".

Daniel James
Chair, Board of Directors

A handwritten signature in black ink that reads "Daniel James".

Our main focus is to help our patients manage pain and symptoms, and provide spiritual and emotional support for patients and their caregivers.