



Your Hometown

Your Choice, Your Hospice

Volume 10

“Discover the Difference”

WINTER 2017

Richmond County Hospice, Inc., Hospice Haven, Anson Community Hospice



Each year Richmond County Hospice has the honor of recognizing our local veterans at our “Salute to Veteran’s” event. This 6th annual event was held on November 4, 2016, with a total of 300 individuals in attendance. The day began with windy conditions as is typical for this event, but once the show was underway, it was clear skies and bright sunshine. The order of events was as follows:

- Family Services Manager, Jessica Mims, opened the program with thanks to all the veterans for their sacrifice for our country and being in attendance.
- The presentation of colors was provided by the Richmond County Sheriff’s Office Honor Guard
- The Opening prayer was offered by Hospice Chaplain, Chris Thornton
- Richmond Senior High School JROTC Drill Team provided a demonstration.
- Remarks were made by Guest Speaker Col. Jeffrey Klotz, M.D.
- The National Anthem was performed by violinist Kate Leyden.
- Remarks were made by Guest Speaker Robert Street.
- The 82nd Airborne Division Band/Brass Quintet serenaded the audience with patriotic Selections.
- A 21 Gun Salute & Taps were performed by Richmond County Sheriff’s Office and Brass Quintet
- The Wings of Love provided a Dove Release.
- The Closing Remarks and Prayer were offered by Sheriff James Clemmons.
- Smithfield’s Chicken & BBQ provided lunch.

We would like to thank these area businesses for their continued support through sponsorships and in-kind donations for this wonderful event. Sponsors for this event: Wise Hospice Options, Mabry’s Drug & Home Care, Act of Kindness Transportation, Epsilon, Inc., & HospiceSoft

In-Kind Sponsors for this event: 82ND Airborne Division All American Brass Quintet; Ace Golf Carts; Col. Jeffrey Klotz, M.D.; Kate Leyden, Marks Creek Presbyterian Church, Outreach for Jesus, Pattan’s Downtown Grille, Chris Maples/Congressman Richard Hudson’s Office, Richmond County Sheriff’s Office, Richmond County Memorial Park, Richmond Senior High School JROTC Drill Team, Dr. Robert Street, Sheriff James Clemmons, Smithfield’s Chicken & BBQ, Stephanie Thornton, & Wings of Love.

This event is always a joy to host, and we hope that you can join us for the 7th annual event on Friday November 3, 2017.

Meet Our Hospice Family

HOSPICE AIDES

Tammy Bull, CHPNA
Hospice Aide Coordinator

Stephanie Baldwin, Hospice Aide

Tina Blake, Hospice Aide

Teresa Graham, Hospice Aide

Sybil Oxendine, Hospice Aide

Sharna Quick, Hospice Aide

Esmeralda Rodriguez, Hospice Aide

Sinatra Slater, Hospice Aide

Annalisa Thompson, Hospice Aide

Kay Brewington, Patient Care Technician

Victoria Brown, Patient Care Technician

Audrey Martin, Patient Care Technician

LaToya Ratliff, Patient Care Technician

JoeAnn Smith, Patient Care Technician

Kathy Taylor, Patient Care Technician

Nicole Wilkes, Hospice Aide-PRN

Kelly Williams, Hospice Aide-PRN

HOSPICE NURSES

Tammy Driggers, RN/CHPN Case Mgr.

Peggy Gatewood, RN/Case Mgr.

Lori Jenkins, RN/Case Mgr.

Michelle Rogers, RN/Case Mgr.

Cayce M. Terry, RN/Case Mgr.

Lisa Wood, RN/CHPN Case Mgr.

Kathleen Camp, RN/CHPN
Inpatient Case Mgr.

Shonda Crump, LPN/Inpatient Case Mgr.

Lacey Hogan, RN/Inpatient Case Mgr.

Karen Geiger, RN/Inpatient Case Mgr.

Ann Elise Taylor, RN/Inpatient Case Mgr.

Teresa Balzer, RN,CHPN-PRN

Krista W. Phifer, RN-PRN

Malinda J. Thomas, RN-PRN

Patricia Wheeler, RN-PRN

ON CALL NURSES

Johanna Poole, RN/On Call Nurse

Sylvia Webb, RN/ On Call Nurse

ADMISSIONS & OUTREACH

Heather Monroe, RN,CHPN
Clinical Specialist

Teri Cowan, LPN
Referral Intake Liaison

FAMILY SERVICES

Sandy Black, BSW
Bereavement Coordinator

Christopher Thornton, CPC
Chaplain

Kenneth Lyerly, MDIV.
Chaplain-PRN

Stephanie Thornton, BA
Inpatient Care Coordinator/Social Worker

Shannon Huff, BA
Social Worker

Mary Martha Warnock, BSW
Social Worker

Courtney A. Pope, BSW
MSW Intern

Lisa O'Neal, AAS
Volunteer Coordinator

MEDICAL STAFF

Dr. Thai Trihn, Hospice Physician-PRN

Dr. Jennifer Yates, Hospice Physician-PRN

SUPPORT STAFF

Jane Burnette, Billing/Account Specialist

Faith Jones, Clinical Office Coordinator

Patricia Hogan/Housekeeping/Haven

Rosa G. English/PT Housekeeping/Admin

Buddy Edwards, Maintenance Technician

Jewel Mabe/PT Medical Coder

Linda Russell, Secretary/Receptionist

MANAGERS & DIRECTORS

Kristina Leyden, MSW- LCSW
Chief Executive Officer

Steven Strobel, MD
Chief Medical Officer

Julie Woody, RN,CHPN
Director of Compliance

Marvin Taylor, BS
Director of Finances

Arturo De Aguilar, MA, MDIV.
Director of Human Resources

Jessica Mims, BSW
Family Services Manager

Jenny Mabe, RN, CHPN
Home Care Nurse Manager

Hollie Smith, RN, CHPN
Inpatient Nurse Manager

BOARD OF DIRECTORS

Neal Watkins, Chairman

Linda Bayless

Wayne Burgess

Vickie Cox

Anne Edwards

Rev. Chris Hawks

Carlotta Griffin-Knotts

Sharon Hutchinson

Patti Jenkins

James McLester

Michelle Parrish

Dennis Quick

Donnie Richardson

Gerald Witherspoon

All of our volunteers who are
part of our Richmond County
Hospice Family
Their gift of time and dedication
makes our organization the best
"Home Town Hospice" around!





Every year, nearly 1.6 million people living with a life-limiting illness receive care from hospice and palliative care providers in this country. Last year, RCH took care of 363 patients in our service area. We admitted 81% of the patients who were enrolled in hospice care in Richmond County and received Hospice Honors for our positive survey results. In 2016, we have a 91% satisfaction rate of excellence and a 98.4% overall satisfaction from the customer satisfaction survey results. We pride ourselves on our quality care, our excellence in customer service, and our mission to serve all end-of-life patients regardless of payer source. We are the hometown hospice for Richmond County!

The theme this year for hospice month is “Know Your Options!” What are the options? Well, the first option families often have to discuss is the option for hospice care vs. aggressive care. Did you know that with an earlier referral to a hospice program, patients may receive care that results in better management of symptoms, leading to stabilization of their condition and prolonged survival (New England Journal of Medicine). In another study published in the *Journal of Pain and Symptom Management*, it found that patients who received hospice services lived on average 29 days longer than those who did not elect hospice care. As we have said so many times, hospice is about life!

When a patient or family member make the decision to receive care from a hospice and to forgo aggressive treatments, their next option is to pick a hospice provider. There are 3 main hospice providers in our county but we are the only hospice provider that is non-profit and who also provides GIP in our own building (Hospice Haven).

What is the difference between for profit and non-profit? Research shows that for profit providers spend less on nursing per patient (the difference of 17% less per day), and have higher rates of live discharges (an average of 22% of live discharges for-profits vs. 14% for non-profits). Non-profits are much more likely to provide the more intense services of continuous nursing care and inpatient care (with non-profits offering/providing 10 times more of this per patient day than for-profits), and are more likely to provide nursing visits in the patients final days of life.

Elizabeth Bradley, a Yale health policy professor, has conducted several studies on profit vs. non-profit in hospice care and found that for-profit hospices offer less overall care for patients, provide a narrower range of services (bare minimum of CMS requirements), and restrict enrollment of patients with potentially high cost care. One difference that allows non-profits to offer more services and provide a higher level care is that they can fundraise and use donations to offset costs. Bradley’s study revealed that an average of 11% of non-profit budgets come from donations and fundraising. This additional money source allows for care beyond the basics; it allows the difference between the standard and excellence.

The Carolina Center, a resource for hospice and palliative care in North and South Carolina, has a great article on their website about selecting a hospice. These tips allow family members to ask the right questions and give families the guidance on how to discern the difference between hospices. Here is the link for your information: <http://cchospice.org/resources/professional-resources/tips-selecting-hospice/>. Our staff at Richmond County Hospice is happy to give anyone a tour of our campus, explain our services, and show the difference in our care among our competitors. If you or anyone you know would like additional information, a presentation for any organization; or small group discussion, please contact us at 910-997-4464.

As we continue to provide our care to the community, we hope that when a member of our community faces a life-limiting illness, they will know their options and choose Richmond County Hospice as their hometown non-profit hospice provider.

ANNUAL SALUTE TO VETERANS





Sponsors

 **Richmond County Hospice, Inc.**
Hospice Haven & Anson Community Hospice

 **WISE HOSPICE OPTIONS**

 **Mabry's Drugs Home Care**

 **EPSILON**
epsilon-inc.com

 **HospiceSoft**

In-kind Sponsors

82nd Airborne Military Band • Ace Golf Carts
Chris Maples/Congressman Richard Hudson's Office
Col. Jeffrey K. Klotz, M.D. • Dr. Robert Street
Jamie and Missal Boone • Kate Leyden
Marks Creek Presbyterian Church
Outreach for Jesus • Pastor Steve Crews
Pattan's Downtown Grille
Richmond County Sheriff's Office
Richmond County Memorial Park
Richmond Senior High JROTC Drill Team
Sheriff James Clemmons • Smithfield's Chicken & BBQ
Stephanie Thornton • Wings of Love



Light of Life Memorial Service



On November 10, 2016, we hosted our bi-annual Light of Life memorial service. Freedom Baptist Church graciously opened their doors to us as we gathered to remember loved ones who had passed away within the last six months. Kim Caulder and the Hospice Choir, accompanied by Linda Hatcher, provided the special music by singing “Amazing Grace.”

Pastor Ronnie McLean offered words of encouragement to those in attendance, and a delicious meal, catered by Hidden Treasures, was the conclusion to this special evening.





Hospice Sabbath

We at Richmond County Hospice, Inc., would like to thank all the churches for your continued support with Hospice Sabbath. This past year we had 42 churches participating throughout Richmond and Anson County!

I would like to take this opportunity to extend an invitation to every church member in our community to become involved with our agency as we make efforts to grow throughout the surrounding communities. Richmond County Hospice Inc. is working on an outreach program to involve more of the churches in the counties that we serve in an effort to truly become your hometown Hospice.

This outreach program is combined of three major parts - Hospice Sabbath, a monthly News Letter, and public speaking engagements within the church. Hospice Sabbath represents a celebration to honor those individuals throughout the community who have passed within the last year.

Hospice Sabbath is not just for those served by Hospice, but also for those not served by Hospice. We would like to take this time to invite any church members in the community who would like to be a part of this special day to contact me at Hospice. Churches that participate in Hospice Sabbath will receive a white rose to place in the sanctuary and bulletins to offer support and encouragement.

Our second form of outreach is a News Letter that I write each month. We are offering churches bulletin inserts for your congregation. These articles are written with the intention of helping to uplift and to unite the body of Christ.

Lastly, our organization would like to be invited into each church to have the opportunity to explain what Hospice is, how it works, who qualifies, and to end the myths that Hospice is just about death.

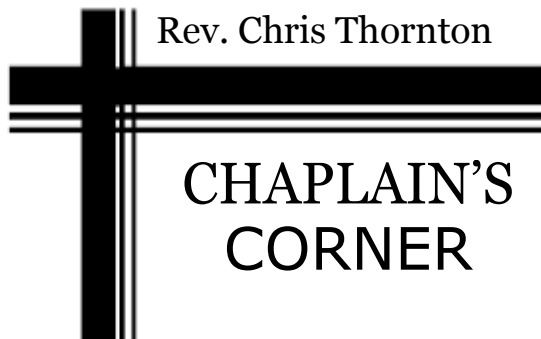
Richmond County Hospice Inc., strives to make a difference in this community. I am excited about this new venture to grow this outreach program and the opportunity to be invited into your church for Sunday services, men and women ministry meetings, or any event you have at your church to explain our services. If you or anyone else you may know would be interested in this outreach program, please contact me as soon as possible at 910/997-4464 or at cthornton@rchospice.com

Thank you so much for allowing me the opportunity to share with you about our outreach program!

In the love of Christ,

Rev. Chris Thornton, CPC

Richmond County Hospice



Jesus is our Perfect Gift this Christmas. As I studied what makes a gift perfect, I found three criteria for it to be considered “perfect.” Number one, the gift should reflect the one who gives it. Number two, the gift should reflect knowledge of the one who receives it—in other words, knowledge of their needs, desires, tastes, and so forth. And number three, the gift should be of a nature and quality that will hold its value as time goes on.

Jesus meets all these criteria. First, Jesus is the perfect Gift because He reflects the Father who gave him. Jesus Himself said that anyone who has seen Him has seen the Father (John 14:9). The Father’s words were spoken from Jesus’ lips. The Father’s mercy and compassion were seen in Jesus’ actions. The Father’s abundant provision was demonstrated through Jesus’ generosity. The Father’s great power and love were revealed to us through Jesus! Jesus is the perfect Gift and the perfect reflection of the One Who gave Him.

Secondly, Jesus is the perfect Gift because God gave Him with knowledge of our needs. God knew we needed a Savior, Deliverer, Redeemer, Healer, and Friend. We needed someone who is fully God and fully man. Only Jesus can meet this need. Being fully God enables Jesus to carry our sin. His Deity enables Him to be the Sacrifice Who bears the sin of the world along with the penalties of sickness, poverty, and spiritual death.

Being fully human allows Jesus to identify with what we go through, enabling Him to provide for all of our needs and desires and caring for us in any situation. Jesus became our Substitute. We owe a debt we can not pay, and Jesus paid a debt He did not owe. Because of Jesus, you and I can be free. If our greatest need had been information, technology, money, or pleasure, God would have sent us an educator, a scientist, an economist, or an entertainer. The truth is our greatest need was redemption, and God sent a Redeemer! God knew what we needed, and He sent the Perfect Gift.

Thirdly, the Gift of Jesus holds its value for all eternity. Jesus is the Gift that keeps on giving. John 3:16 says, “For God so loved the world that he gave . . .” (NIV) and gave and gave and gave—thousands of years later, the Gift of Jesus is still giving! The Gift of Jesus never expires. There is no “use-by” date stamped on Jesus. He won’t go bad or spoil, and you won’t have to ever throw Him out. Neither does He ever go out of style. There is never a need to “update” Him or trade Him in for a newer model.

Some people like to give gift cards during the holiday season, but some companies have a policy that assesses penalties for non-use. In other words, if you don’t use the card within an allotted amount of time, the company begins to deduct money from the gift card and will keep doing so until the balance is zero. Jesus never has a zero balance. He is the Gift that never expires, goes out of style, or becomes outdated, or obsolete!

Every generation needs a Redeemer. Every generation needs a Saviour to lift them out of sin and into the righteousness of God. Jesus is one Gift that will never lose its value or worth. Jesus is the perfect Gift! Even though we don’t deserve and could never earn this Gift, God freely gave Jesus to all who will receive Him. God’s love for us in Christ never fades, diminishes, or weakens. God’s love for us remains consistent and continually available.

Christmas is the season for giving gifts, and it’s no wonder that we give gifts to loved ones at this time, since Christmas is really the celebration of God’s Gift to those He loves—His perfect Gift of Jesus to you and me!

In Christ,
Rev. Chris Thornton
Chaplain

Forever Tree

The holidays were ushered in on our campus, in the cool night air, on December 6th. The annual lighting of the “Forever Tree” was well attended, despite the threat of rain. Keyboardist, Linda Hatcher, provided prelude music and also accompanied the Hospice Choir as they sang Christmas Carols. The tree, designated with either in honor or in memory tags of loved ones, was lit at the conclusion of the ceremony. Youth volunteer, Nic Wilkes, spent many hours ensuring that the lighting was perfect. Refreshments and a time of fellowship was held at the conclusion of the night.



BOARD MEMBERS

Our Board of Directors is made up of fourteen community members who give the gift of their time and various talents. In 2016, we had two very dedicated individuals who finished their second terms: Brian Baucom and Ronnie Hawks. We are thankful for their passion and hard work as they have been true champions of Richmond County Hospice over the last six years. Our third opening comes from Allyson Farrah. Allyson joined us in the beginning of 2016 but had to leave a few months later after her family made a decision to move to Hickory for a new opportunity. We wish all three of these board members great things in their next adventures.

This year we welcome Reverend Chris Hawks, Anne Edwards, and Wayne Burgess to our Board of Directors.

Rev. Chris Hawks is a graduate from Wingate University and Liberty University. He is currently the Pastor of Second Baptist Church in Hamlet and has been since February 2008. Chris is married to Heather and has two sons Luke (14) and Samuel (11).

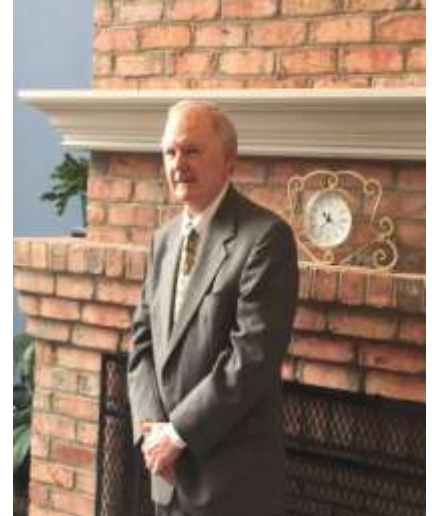
Anne Edwards is married to Dale Edwards and they are the proud parents of Chris and Jessica Edwards. They have four grandchildren. Anne attended Richmond Senior High School and Wingate College. She worked for Thomas Realty World as a Real Estate Agent for 12 years, then moved to Pee Dee Electric/Touch Stone Energy Corporate where she was a Marketing Representative for 24 years. She has recently retired from Pee Dee Electric, but continues to work part time as a substitute teacher for Richmond County Schools and serves as a

Rockingham City Council Member. Anne has been a Rotarian for 19 years and has served as a President, Secretary, and Treasurer. She is also currently an Ambassador for the Richmond County Chamber and was on the Corporate Campaign for Discovery Place Kids where she continues to support their mission in our community. Anne stated, "Through the years there have been many family and friends that have been a part of hospice program. I chose to be a part of hospice because I believe in what they do,"



BOARD MEMBERS

Wayne Burgess attended public school in Harnett County, NC and graduated from UNC Chapel Hill with a degree in Business Administration. He is a retired CPA. His employment history includes 12 years with CPA firms in Charlotte and Rockingham and 30+ years with agricultural production firms in Rockingham and Clinton, NC. He served on various industry boards and committees prior to his retirement at the end of 2012. His civic and charitable service includes: Rockingham Rotary - Director and Treasurer; Richmond County United Fund - Director and President; Rockingham Chamber of Commerce - Director and President; Richmond Memorial Hospital - Director and Chairman of Finance Committee; Cardinal Health Agency - Director and Chairman of Facility Review Committee.



We welcome our new board members with gratitude and enthusiasm. Richmond County Hospice looks forward to the guidance of our new and current board members throughout 2017.

As an organization and community outreach program, we are gifted with such willingness of each board member to share their talents and volunteer their time in assisting us in fulfilling our mission. Here is a full list of Richmond County Hospice's full Board of Directors for 2017:

Chairman: Neal Watkins

Vice Chairman: Gerald Witherspoon

Secretary: Sharon Hutchinson

Treasurer: James McLester

Board Members:

Linda Bayless

Wayne Burgess

Vickie Cox

Anne Edwards

Carlotta Griffin-Knotts

Rev. Chris Hawks

Patti Jenkins

Michelle Parrish

Dennis Quick

Donnie Richardson





Richmond County Hospice employees and volunteers enjoyed sharing in the Christmas spirit by being a part of the Hamlet Christmas parade and Rockingham's Christmas on the Square.



ANSON COMMUNITY HOSPICE

Advisory Committee

At the beginning of 2016, we initiated a goal of connecting our services to those in need in Anson County. Richmond County Hospice, Inc., has three separate licenses to provide hospice care in our community. Richmond County Hospice provides home care services in Richmond, Moore, Scotland, and Montgomery Counties, and Hospice Haven provides our General Inpatient Care or respite services for any of our hospice patients no matter the county of residence (in the 5 county service area). In addition, Anson Community Hospice serves patients in Anson County and has been a division of Richmond County Hospice, Inc. since 2000. Our goal is to build our Anson Community Hospice division so that it can be Anson's own home town hospice.

In January of 2016, we started the Anson Advisory Committee to help us reach out and educate individuals/groups and medical providers in Anson County on the hospice care services that we provide through Anson Community Hospice. Our Anson Advisory Committee has had 14 members this past year, including: Neal Watkins, Chairman/Board of Directors; Kristina Leyden, CEO; and Julie Woody, Director of Compliance. Along with staff members of Anson Community Hospice, recruitment of Anson County community members have been vital in our outreach efforts. These dedicated members include: Charlotte Treadway, Brittany Gaddy, Elisa Gregorich, Findey Knotts, Joann Kupsick, Ken Caulder, Leanna Lee, Marlene Baxter-Dunn, Michelle Tillman, Sandra Prescott, and Susan Stegall.

Our grass roots efforts and the committee's hard work and dedication allowed Anson Community Hospice to grow by 266% for the Fiscal Year of 2016. In Fiscal Year of 2015, Anson Community Hospice cared for 12 patients in Anson County, and in the Fiscal Year of 2016 we cared for 32 patients. We will continue our efforts in Anson County so that all patients receive quality care.

As a provider of hospice services, we feel that there is a great deal of care, comfort, dignity, compassion, and symptom management that a family and patient could benefit from when our services are in place. This year, we will continue to focus on the needs of the Anson community and continue our outreach efforts.

Our Advisory Committee meetings are held the 2nd Wednesday of each month at 11:30pm. If you are interested in being a part of our committee, please call Kristina Leyden or Julie Woody at 704-695-1595 for more information.



What's Happening

Volunteers at the Haven



Our Haven Volunteers come in many different forms. From student CNAs and afterschool teenagers to churches, PRN chaplains and last but not least, our Haven mascot. We are blessed to have such a wide array of compassionate people to support us and our precious patients here at the Haven. Our volunteers cover anything in regards to patient care, prayers, cleaning, food preparation, meal distribution, guest accommodations, cook-outs for staff appreciation, patient and family companionship along with many other tasks and duties. Volunteer opportunities provide our volunteers with an insight of Hospice care and how our inpatient facility runs. It also gives them a chance to give back to the community. Volunteers are always welcome and appreciated, especially at the Haven where there is always something to learn or do. Thanks to all of our volunteers, no matter how big or small, old or young. Each of you brings a unique quality to the Haven in the care we provide. Have an interest in volunteering? Please contact Lisa O'Neal, Volunteer Coordinator @ 910-997-4464.



Recognizing National Hospice and Palliative Care Month

Richmond County Hospice was honored that the Leath Memorial Library asked us to set up a display for the month of November.

Thank you library staff for giving us this opportunity!



What's Happening

Gingerbread House Contest

Winners: Office Support Staff

The Staff of Richmond County Hospice and Hospice Haven joined in the Holiday fun time building Gingerbread Houses during the Christmas Holiday. Every House was uniquely built and showed everyone's talent. The winner of the Gingerbread house contest was the Office Support Staff for the church and nativity scene.



Family Services



Haven Staff



RN Staff



CNA Staff

The Staff of Richmond County Hospice and Hospice Haven celebrated the Christmas Holidays with the ornament exchange and the Tacky Sweater Contest.



A NEW FACE OF VOLUNTEERING

Volunteer Highlight

Myra Leak began volunteering with Richmond County Hospice in April, 2016. Myra retired and decided she wanted to give back after having a personal hospice experience twenty years earlier. Myra started visiting her first patient shortly after completing the required volunteer training and requirements, and she continues to visit that patient weekly, providing companionship and emotional support when needed. In August, 2016, Myra increased her volunteer role by becoming a bereavement volunteer in our bereavement department.

She contacts family members of past patients to see how they are doing and offer emotional support. Myra has been a huge asset to Richmond County Hospice and we are so grateful she decided to volunteer her time to our patients and families. Lisa O'Neal, Volunteer Coordinator with Richmond County Hospice, asked Myra to write about her decision to volunteer and her experience while volunteering thus far. Myra stated that her mother was a Hospice patient in 1996. The care and love that her mother and family received was unbelievable. It was amazing how strangers came in and, in no time, became a very important part of our family. It was at that time I decided to be a Hospice volunteer. Twenty years later, after my retirement, I have become a volunteer. I want to give others what Hospice gave to my family.

My heart is filled with joy knowing I am now getting the chance to give back by making weekly visits to a patient and phone calls to family members to check on them after the loss of their loved ones. Richmond County Hospice would like to invite you to volunteering by giving of your time and talents. If interested or if you would like more information, contact Lisa O'Neal at (910) 997-4464.



Message From The CEO



Dear Friends,

As we begin our 32nd year of providing hospice services to Richmond County, we would like to extend our gratitude to the Richmond County communities for their help in allowing us to fulfill our mission and provide compassionate care to many individuals and their families during end-of-life care. Our team is made up of dedicated professionals who enrich the lives of our patients and their families as we guide them through this time of uncertainty.

Every year, nearly 1.6 million people living with a life-limiting illness receive hospice and palliative care in this country. In 2016, Richmond County Hospice cared for 264 patients with a terminal illness in the home and 279 patients of Hospice Haven. In 2015, we cared for 81% of all hospice deaths in our country; this number is an increase from 72% in 2014. We received the Hospice Honors Award for care based upon our positive survey results in 2015, and have also achieved a 91% excellent satisfaction rate, and a 98.4% overall satisfaction for 2016. In April, we were also recertified by CHAP (Community Health Accreditation Partner) for the next three years. We pride ourselves on our quality care, our excellence in customer service, and for being the hometown hospice in Richmond County.

As a part of our mission, we want to be able to comfort the body and heal the heart through compassionate, quality, end-of-life care for any person in our service area, regardless of payer source. As we reflect on our mission and services we provide this year, we are proud of our accomplishments yet remain humbled by our daily outreach in the lives of so many who are terminally ill. Since 2014, we have provided a total of \$154,300 in benevolent care to patients. This care could not have been possible without the many donations we have received from donors and our fundraising events. In 2016, we had our most successful fundraiser in years; our Taste of the Sandhills/Dancing with the Stars was a sold out event with \$23,000 raised. Our community outreach programs continue to be well attended. Some of these include our bi-annual Light of Life Memorial Service, Our Salute to Veterans Program, Camp Haven-Children's Grief Camp, Hospice Sabbath, Our Volunteer Appreciation Banquet, and our Forever Tree Lighting. In addition, our dedicated volunteers provided 4811.75 (plus Dec. numbers) hours to support the hospice mission directly with patients, in the office or other administrative duties, through the bereavement department, or helping with events. All of these wonderful things, - the care team, events, volunteers, donations, and the community support, change the life of dying patients and their families.

In addition to our care and programs, our small non-profit business provides employment for 60-65 local professionals annually and has contracts with over 50 medical providers in addition to many non-medical contracts. We also are a proud internship and/or clinical rotation site for Certified Hospice Aides (students), RN Students, and BSW/MSW students. We believe Richmond County Hospice is a vital community program for end-of-life care, bereavement support for our community, and fostering strong business relationships.

Everyone at Richmond County Hospice is committed to our mission and are happy to provide more information about our services when requested.

For all of 2016, I thank you.

In Hospice Service,

Kristina Leyden, MSW, LCSW

Chief Executive Officer

Upcoming Events!

Grief Support Group: Richmond Memorial Park and Richmond County Hospice, Inc., co-facilitate a Monthly Support Group. The meeting is held on the first Saturday of each month beginning at 10:00 am. at Richmond County Hospice Campus in our Hospice Haven Solarium (2nd building) (910) 997-4464.

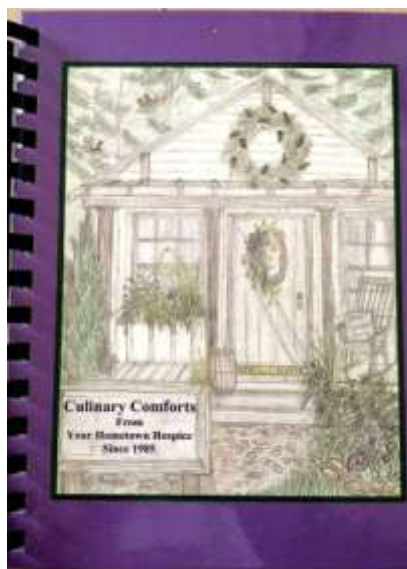
Grief Support Group: This group is sponsored by the Richmond County Hospice and the East Rockingham Senior Center on the second Tuesday of every month at 2:00 pm at East Rockingham Senior Center, Rockingham, NC. If you have cared for or lost a loved one, you are not alone. Each person's journey is different, but together, we can help each other through it. Please join us.

Grief Camp/Children's Camp: March 23, 2017: This day camp is for children from ages 5 -12 who have experienced a loss in the last 12 months. Please contact Sandy Black for more information at (910) 997-4464 or ecblack@rchospice.com. (8:30 am until 3:00pm)

Volunteer Banquet: The Annual Volunteer Banquet is scheduled for Thursday, April 27, 2017 at Mt. Olive Baptist Church, E. Washington Street, Rockingham, NC beginning at 6:00pm to 8:00pm. Formal invitations will be sent out in March.

Relay for Life: May 5, 2017 held at the Cole Auditorium - 1042 W. Hamlet Avenue, Hamlet, NC. If you are interested in joining the Richmond County Hospice team, please contact Mary Martha Warnock and Shannon Huff at (910) 997-4464.

Light of Life Memorial Service: May 18, 2017: Details will follow closer to the date.



Culinary Comforts Cookbook

Richmond County Hospice has cookbooks available for a \$20 donation. With your donation you will receive a Richmond County Hospice 30 year anniversary Cookbook, Culinary Comforts from Your Hometown Hospice since 1985.

This cookbook contains over 300 recipes, a message from our CEO, and a timeline of our first 30 years. All proceeds from the sale of this cookbook will go to our Benevolent Care Fund. Cookbooks may be purchased at Richmond County Hospice Administrative Office at 1119 US HWY 1 North, Rockingham, NC 28379 or by calling 910-997-4464.

Donate

How To Donate To Hospice

There are several ways to contribute to your hometown hospice. You can donate your time by visiting patients, helping around the offices, helping during special events, in-kind gifts from our Wish List, or sending monetary contributions. Monetary donations may be given in the following ways:

1. Send a check with your donation by mail to our main address
2. Call directly to our office and make a credit card contribution
3. Visit our web site: <http://mpweb.org/hospice>, under the tab GIVE.

You may donate on behalf of someone, in memory, or in honor of a loved one, friend, neighbor, member of your church, or an employee. You may also contribute out of the goodness of your heart.

*Contributions are welcomed towards special projects such as our **BRICK FUNDRAISING** by buying bricks to help build our “Walk to Remember” and the “Veterans Wall.” More information on this project may be found on our web site. All the funds collected through these projects are used directly and exclusively to benefit current and future patients under our care.*



In-Kind Donations

Richmond County Hospice and the Hospice Haven are very fortunate to be surrounded by a compassionate community who supports our not-for-profit hospice agency. We are honored to care for patients and families during their end-of-life journey. With support of our faith community, business community, private clubs, civic organizations, and individuals, we are able to provide various items to our patients. Below is a list of “wish” items that are continually needed and will help our patients in their homes or in our inpatient center, the Hospice Haven.

Reminiscence Items: journals, pens, greeting cards, stationery; Laundry Supplies: laundry detergents, fabric softeners; Food and Basic Staples: applesauce (individual cups), bread, cake mixes and frostings, cereal, cereal bars, can sodas (sprite, diet coke and coke), cookies (snack size packages), crackers, (individual snack packs), Easy Mac, flavored creamers, frozen dinners, fruits, granola bars, individual ice cream, individual yogurts, jelly, juices, microwave popcorn, peanut butter, pudding cups, snacks; Kitchen supplies: aluminum foil, paper plates, napkins, plastic cutlery, Ziploc bags; Personal Supplies: chap stick, conditioner, shampoo, dental floss, Kleenex, lotion, soap, toothbrushes, toothpaste; Gift cards and Certificates: gas stations, Lowes, and Wal-mart.



Supporting Richmond County Hospice is as easy as shopping on-line. The Amazon Smile Foundation and the ebay Giving Works are programs where a donation of 0.5% of your purchase price will be given to YOUR charitable organization. Please go to your Amazon Account and ebay Giving Works and choose Richmond County Hospice as YOUR organization!

<http://smile.amazon.com/ch/58-1678217>



Help Richmond County Hospice, Inc., raise more funds by adding them as your favorite charity on eBay.

<http://givingworks.ebay.com/charity-auctions/charity/richmond-county-hospice-inc/77770>

Our Contributors enable us to provide Excellence In End-of-life Care

We would like to take this opportunity to recognize these individuals and publicly acknowledge our appreciation for all they've done. With your continued support, we will be able to provide quality compassionate care to individuals in our community in the future.

Memorials:

Sharon Davis

Luruth Arena

Tim Franklin

Mata Greene

Carolyn Saunders

Deloris Jarrell

Betty Williams

Leeman & Judy Ormsby

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Mary Stephens

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Judy Harte

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Debra Norwood

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Staff of Richmond County Hospice

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Hospice Haven & Anson Community Hospice

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