

2022 Annual Report

Caring TOGETHER

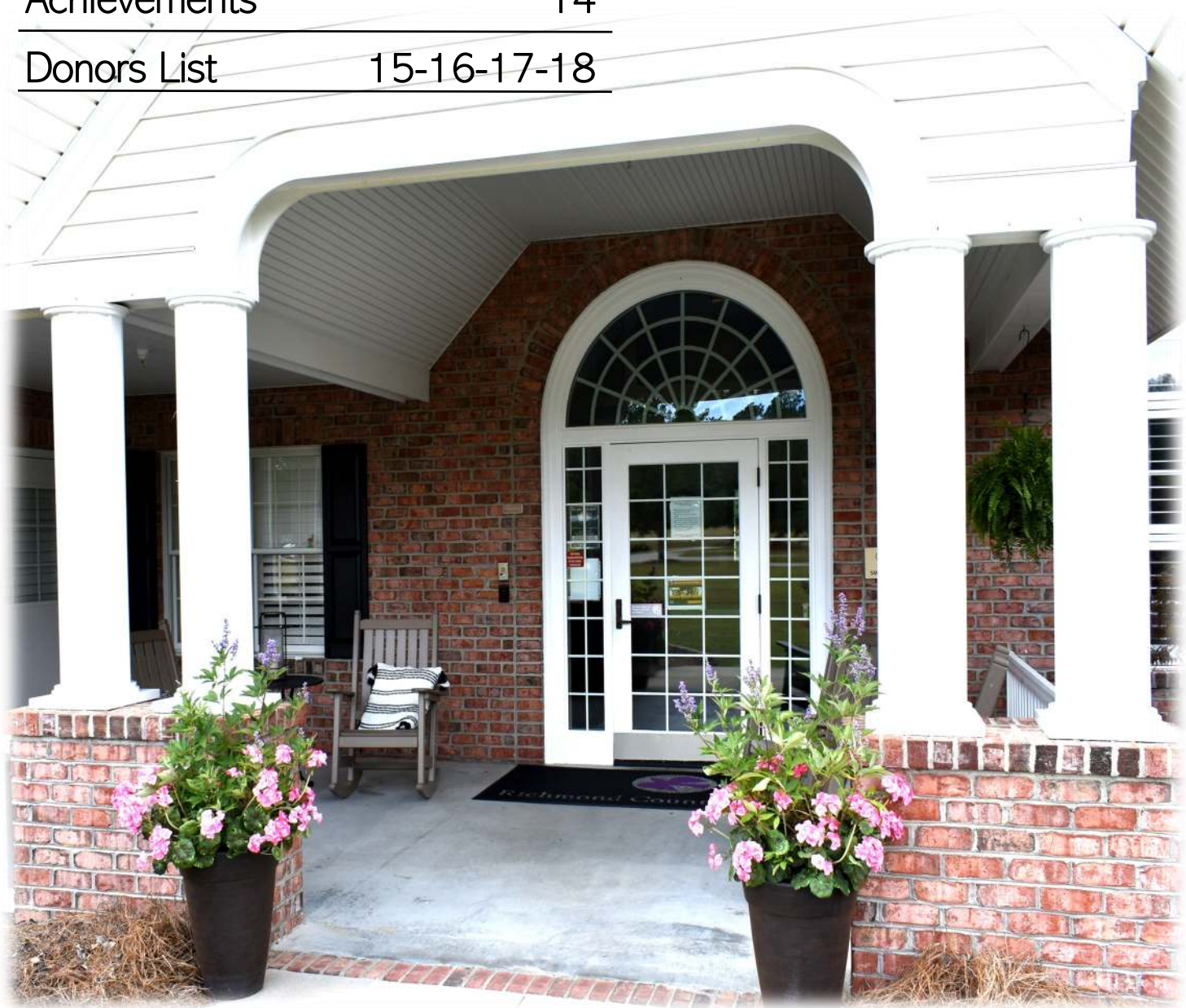
Our Family Caring for YOURS

Richmond County Hospice, Inc.



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Non-profit makes the difference...

Not all hospices are created equal. Every hospice provider is different. Patients, their families, and our community members have a choice of which hospice organization they want to use to provide end-of-life care at such a tender time in life. All hospices must abide by the same Medicare requirements, but the way in which they are delivered can be drastically different. In addition, hospices can choose to provide greater than the minimum of care required by Medicare.

Richmond County Hospice has been providing quality end of life care for 38 years. Our organization has always been nonprofit, community-based, and an independent hospice. Generally, for-profit companies seek to provide a product or service to consumers and make a profit by doing so. A nonprofit organization's purpose is to provide a service or benefit to the community with no intention of earning a profit, and any profitable income is put directly back into the organization to support the mission and give back to the community. A once solely non-profit industry, today's national data shows about 71% of hospices are now for profit vs. 26% non-profit and 3% government owned.

Richmond County Hospice is not about providing the minimum. We are here to serve our community with excellent end of life care and to provide more services, programs, supplies, and support than required. Statistically, non-profit hospices provide 10% more nursing visits, 35% more social work visits, and twice as many nursing aide visits. Non-profits admit more critically ill patients who may require more visits, supplies, medications and more. Non-profits also provide benevolent care and spend 50% more on grief support services, in addition to other non-reimbursable costs such as volunteer programs and other bereavement services, and spend 300% less in advertising. (NPHI report 2019).

While the profit status of a hospice is not the only factor to consider when choosing or supporting a hospice, it should be a significant consideration. After all, when it comes to care at the end of life, do you want a hospice team focused on what's best for the bottom line or what's best for your loved one and will treat you like family?

*In Hospice Service,
Kristina Leyden, MSW, LCSW
Chief Executive Officer*



*We cannot change
the outcome,
but we can affect
the journey"*
– Ann Richardson





LEADERSHIP TEAM

KRISTINA LEYDEN, MSW, LCSW
Chief Executive Officer

STEVEN STROBEL, MD
Chief Medical Officer

ARTURO DEAGUILAR, MA, MDIV
Director of Human Resources

JENNY MABE, RN, CHPN
Director of Nursing (Home Care)

JESSICA MIMS, BSW, CHP-SW
Director of Family Services

HOLLIE SMITH, RN, CHPN
Director of Inpatient Care

MARVIN TAYLOR, BS
Director of Finance

JULIE WOODY, RN, CHPN
Director of Public Relations

2023 BOARD OF DIRECTORS:

REV. STEVE CREWS
CHAIRMAN

CLEVE BAXLEY
VICE-CHAIRMAN

TAMMY BENSON
SECRETARY

NEAL WATKINS
TREASURER

LINDA ARRINGTON

KEN BOSTICK

CHUCK COBB

REV. CHRIS HAWKS

MARY KATE LAMBETH

MECHELE PRESLAR

JONATHON LEWIS

AUDREY MOORE

JASON GAINNEY

ACHIEVEMENTS

95%
Employee
Satisfaction
Survey

Employee
Retention
96%

94.5%
Satisfaction rating
from caregivers

Best of the Best
Home Care of the YEAR
AWARD

Our ADC for
2022 was
77.8.

We had a total of \$191,015
in community support

USS North Carolina
Battleship Award 2022
For Many Years of
Distinguished Service to the
Veterans of North Carolina



Thanks for being
So caring'
Thanks for being
So loving
Thanks for being
So helpful
Thanks for being
So thoughtful
Thanks for being
So selfless
Thanks for volunteering
Your actions are priceless...



Our Volunteers at Richmond county hospice are Priceless and we couldn't be a great team without them. Our volunteer banquet theme this year was "BUSY BEE'S" and busy were our volunteers. They help out in the office, events, visiting patients, mailings, Bereavement calls, putting together birthday bags, posing for flyers and being willing to be amazing actors in our new upcoming commercials. Huge shout out to our volunteers for going above and beyond the call of duty.





Cool Cars for a Cause



Camp Haven-Children's Grief Camp



Light of Life Memorial Service—Spring



Salute to Veterans



Grief & Spiritual Support



Forever Tree Lighting Ceremony



Taste of the Sandhills
showcasing **Dancing with the Stars**



Mistletoe Gallery



Hospice Sabbath



Quarterly Newsletter



Your Hometown

Volume 30 "Our Family Caring For Yours" WINTER 2023

Richmond County Hospice, Hospice Haven & Anson Community Hospice



Triennial CHAP (Community Health Accreditation Program) survey was completed with amazing results. One minor correction out of more than 3,000 possible deficiencies. This is a true testament of the amazing staff, volunteers and leaders at Richmond County Hospice.



1,568

Provider Visits



30,622

Hospice Aide Visits

1,714

Social Work visits



799

Chaplain Visits



14,798

RN Visits

52,574

Clinical Visits



3,073

LPN Visits

634

**Bereavement
Families Served**

1652

**Bereavement
Mailings**



1179

**Bereavement Call/
Visits**



62%

Of our patients received care in their HOMES.

315

Patients served by Home Care

13%

Of our patients received care in a Long Term Care Facility



18%

Of our patients received care in an Assisted Living Facility



7%

Of our patients received care at HOSPICE HAVEN.



320

Patients served by Hospice Haven

423

**Patients were under
our care in 2022**

81%

**Of our hospice patients
received care in
Richmond County.**

5%

**Of our patients received care
in Montgomery County.**

1%

**Of our patients received care
in Scotland County.**

9%

**Of our patients received
care in Anson County.**

4%

**Of our patients
received care in
Moore County.**

27,371

TOTAL PATIENT DAYS FOR 2022