

## YOUR HOMETOWN HOSPICE



## 2018 - 2019 ANNUAL REPORT



**Big Bend  
Hospice**

*your hometown hospice, licensed since 1983*



## A Word from our Board Chair and CEO

Once a small organization created by a group of visionaries, today's Big Bend Hospice has evolved into a major health care organization providing high-quality services relied upon each day by the thousands of patients and families we serve.



We are guided by a collegial group of volunteers who are the Board of Directors, each working to provide hope, one family at a time. These community leaders give their time freely and use their skills to hone performance in an environment that continues to create fundamental, systemic challenges to the economic model of a stand-alone community-based hospice like ours. Today we bear witness to the alarming rate in which not-for-profit hospices are closing across the country in exchange for a proliferation of for-profit hospices that do not provide the breath of compassionate human services found at Big Bend Hospice.

Indeed, today we are navigating in an environment that is tantamount to threading a needle with little or no sympathy for error. Many changes are mandated by forces outside of our control, and this will not change in the foreseeable future. Our Board counters this devolution by making smart informed decisions that are patient-centered and that fortify the Hospice in ways that assure we remain relevant and true to our responsibilities. All the while, our dedicated staff endeavors to meet service demands and maintain quality patient care.

Many hospice boards across the country were not prepared to meet these evolving leadership demands with fresh thought. They now serve no one.

Big Bend Hospice also relies heavily on the generosity of donors who support our mission. This is guided by a second board of community volunteers: The Trustees who oversee the Big Bend Hospice Foundation. They tell our story, engage donors, and provide fiduciary oversight; in doing so they augment operations and help safeguard our future.

Organizations operating under a volunteer governance model rely heavily on engaged and informed board members who leave a clear and decisive path for future boards and organizational leadership. We have that at Big Bend Hospice and Big Bend Hospice Foundation.

**Thank you for your continued support of our mission.**

**BIG BEND HOSPICE: WE INSPIRE HOPE BY POSITIVELY  
IMPACTING THE WAY OUR COMMUNITY EXPERIENCES  
SERIOUS ILLNESS OR GRIEF - ONE FAMILY AT A TIME.**

Rheb Harbison  
Chairman  
BBH Board of Directors

Bill Wertman  
Interim CEO  
Big Bend Hospice

## 2019 Big Bend Hospice Board of Directors

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Nancy Chorba, MD  
*Medical Director*

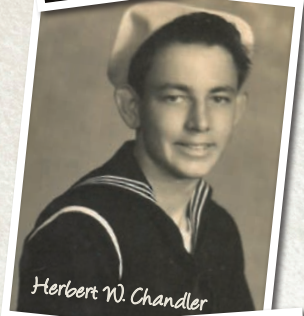
**Emeritus Members**

Rev. R.B. Holmes, Jr.

The Honorable A. J. Smith



## "There are some things that only Big Bend Hospice can do, that only Big Bend Hospice cares enough to do."



We learned this when our dads – Dr. Richard P. Lamb and Herbert W. Chandler – spent their final days at Margaret Z. Dozier Hospice House. We are honored to write you this letter and share their story. Once you read it, you'll understand why we all should do everything we can to support our hometown Hospice.

This is a story of lifelong friendship and of a goodbye so special that it still gives us chills, but first, we want to tell you about our dads. Richard and Herb were true Southern gentlemen; they were "Old Tallahassee." Richard was a beloved dentist for 44 years, and Herb was a pioneering hotelier who owned and developed many properties including the town's first Ramada Inn. As their children, we remember their kindness, their quiet strength and the remarkable bond they shared.

Their friendship started about 1930, when they were just five or six years old, both living behind the Tallahassee Armory, now the Tallahassee Senior Center. They spent their days playing, running between their homes, and walking to and from school. They swam together back when you could swim in Lake Ella, and it was called Bull Pond. As adults, they played golf at Capital City Country Club, enjoyed dinner at the Silver Slipper during its heyday on South Monroe Street and never missed an FSU football game.

Richard and Herb's bond came full circle when they were both admitted to Hospice House. Herb was admitted first at age 91, and Richard a week later at age 90. We were so surprised when we discovered that they were in rooms directly across from each other. It was then that our families shared an experience that only Big Bend Hospice could make possible.

Richard and Herb could not communicate with words, but we had to bring them together one last time. The nurses wheeled Richard into Herb's room and placed their beds side by side. Big Bend Hospice staff prayed with us, sang hymns, and helped us sing the FSU Fight Song. The peace and joy we felt, even in the midst of our grief, are indescribable. There is no doubt in our minds that our dads knew we were all together. Before that day, Herb seemed to be hanging on for something or someone, but we weren't really sure what it was. Once we brought them together, he was at peace. Herb died the next day on Wednesday, July 13, 2016; Richard died on Saturday, July 16.

Our families have talked a lot about what happened at Hospice House. We can only describe it as divine love, but here's something to consider – the comfort we experienced could not have happened anywhere else. Only Big Bend Hospice cares enough to pray with you, sing with you and hold your hand. Your generosity makes this extraordinary care possible, and we are so thankful. That's why we're writing you this letter.

Big Bend Hospice was so kind to us. The staff truly listened and took time to learn how they could comfort our families. Hospice House felt like home. The rooms are private and quiet. Volunteers provide homemade food and drinks. A music therapist is available to every patient, and Veterans like our fathers can receive a ceremony in recognition of their service. None of us is ever ready to say goodbye, but when that time comes, there's no better place to be than with Big Bend Hospice – either in your own home or at Hospice House.

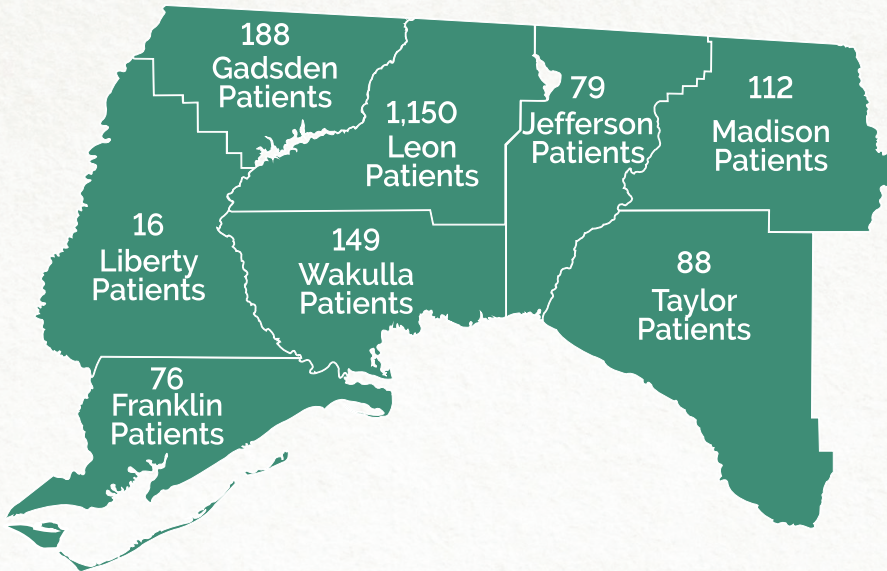
**Our dads shared joy with others their entire lives. That goodwill came back to them at Hospice. Thank you for helping us.**

With love, the children of Richard Lamb and Herb Chandler  
Susan Anderson | Jeanie Wood | Bill Chandler | Pat Erwin | Connie Bond | Mary Anne Russell



# 2018 - 2019 | YEAR IN REVIEW

BBH admitted and inspired **HOPE** to **1,848** patients and their families in all of our 8 County service area.



BBH's Consumer Assessment of Healthcare and Providers System (CAHPS) score was **85.63%** compared to the national average of **83.46%**.

**138** Hospice 101 presentations were made in the community.

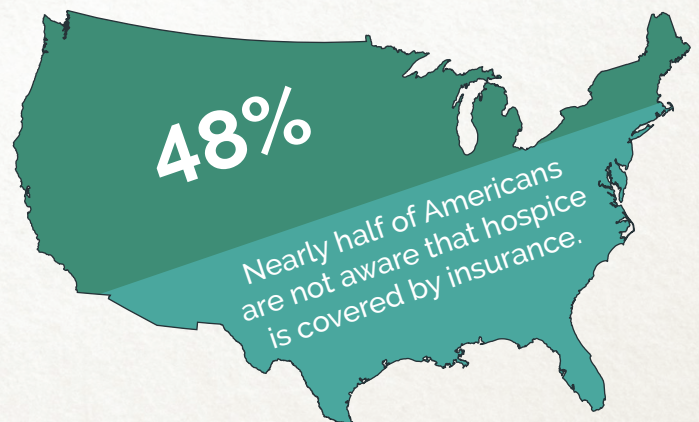
BBH Certified Nursing Assistants (CNAs) and health aides provided over **32,819** hours to our patients and families through a combination of light housekeeping and personal hygiene duties, including bathing, dressing, feeding, hair care and oral care for our patients. They changed linens, ensured patients were comfortable, and spent time talking and listening during bedside visits.

Big Bend Hospice has been a proud partner in **We Honor Veterans**, a program of the National Hospice and Palliative Care Organization and the Department of Veterans Affairs, since **2013**. This year we honored **44** Veterans through Valor Ceremonies. **263** hours were provided by Volunteers who participated in these ceremonies and provided Vet-to-Vet visits.

BBH was awarded a **Legacy Corps Grant** from the National Community & Services. The Legacy Corps is a national direct AmeriCorps project that operates in **9** states at **16** project sites. Members (*Trained Volunteers*) provide **8-10** hours of caregiver support services per week to Veterans and/or military family members who are caring for a family member.

Spiritual Counselors serve patients and their families regardless of their religious affiliation. This year, the staff made **4,237** face-to-face visits to patients-families, and presided over **108** funerals/memorial services.

Thanks to community support, our Bereavement Department offered two camps this year to children who have experienced the death of someone special. **30** children under the age of **12** attended Camp Woe Be Gone at The Challenger Center in April. **30** youth ages **13 - 18** attended Teen Woe Be Gone at Bradley's Pond in October.







As one of the largest employers in the big bend area, BBH averages **230** employees. This past year, we hired and trained **44** new employees. BBH believes in continuing education for our staff to enhance the quality of care our patients-families

will receive. Nine staff received specialty certifications in their specific fields, including four RNs who received the CHPN certification.



BBH Music Therapists are allied health professionals with MT-BC credentials. They helped increase comfort and addressed **1,118** patients with specific needs.

They provided over **185** hours at community & bereavement events, and patient memorial services. Eight MT Interns were trained and provided over **8,450** hours as part of the BBH MT program.



**58%** of Americans have not discussed their end-of-life care preferences with anyone in the event they become terminally ill. BBH's PEACE Program (**Planning Early About Care at the End**) is part of the Respecting Choices© mission to assist organizations in

implementing advance care planning practices that support informed healthcare decision. This year, we distributed **8,881** Five Wishes as part of our initiative to facilitate this difficult conversation.



Volunteers are "the Heart of Hospice." Over **300** trained Volunteers provided **16,412.11** hours to care for patients-families and offer administrative assistance to

staff. Although the value of their time is priceless, they provided a cost-savings to the organization of **\$474,646.17**.

## BBH Foundation Highlights

Thanks to our wonderful supporters, BBHF received more than \$1.3 million in financial support for our many underfunded and unfunded BBH programs. We also received inkind donations of \$83,065.71. This was a result of an increase in event revenue through the expansion of sponsor support and third party fundraising. BBHF also expanded their grant support from a large number of community and nationally based foundations and organizations.

### Event Successes

**Spring Fling Gala**  
**\$306,055**

**Dr. Bass Golf Tournament**  
**\$115,255**

**Songwriters for Hope**  
**\$93,265**

**Tree of Remembrance**  
**\$44,559**

**Jefferson Joyful Noise**  
**\$42,132**

**Taylor Made Sing**  
**\$20,531**

### Grant Support

Lou Bender's Revocable Trust

The Charles A. Frueauff Foundation

Florida State University College of Medicine

William Howard Flowers, Jr. Foundation, Inc.

Capital Health Plan

Homer N. Allen Charitable Trust

SunTrust Foundation

Capital Medical Society

St. John's Episcopal Church



## A Special Message from our Board Chair and President

**Thank you for your unwavering dedication and support,** making it possible to continue our mission of "Inspiring Hope." Your generosity ensured that compassionate care was provided to countless individuals and families facing serious illness or grief – turning no one away, regardless of ability to pay. This year was a remarkable year for Charity Care, and your support made it possible to provide the best possible care to ALL who needed hospice services.

On behalf of your Big Bend Hospice Foundation's Board of Trustees, we are honored to share the results of your dedication to our Hometown Hospice. This time of year allows us to reflect and feel an overwhelming amount of appreciation of your financial and in-kind generosity. Because of you, Big Bend Hospice Foundation participated in a multitude of Community Education and Fundraising events this past fiscal year raising more than **\$1.3 million**. These important contributions have enabled Big Bend Hospice to continue to provide treasured programs and services such as Bereavement Care, Music Therapy, Spiritual Care and our Veterans Valor Program.

Your support in the eight counties we serve, has also enabled us to create and fund our Transitions program which offers free support to people with life-limiting illness but are not eligible for Hospice Care.

Saying thank you could never express how your support through the years has allowed Big Bend Hospice Foundation to sustain our mission that continues to make a vital difference in our community. We are grateful beyond words. Together, we are making a difference!

**With much gratitude.**

*Carla De Baldo*

Carla De Baldo  
Chairman, BBHF Board of Trustees

*Dena Strickland*

Dena Strickland  
President, Big Bend Hospice Foundation



Dena Strickland  
*President*

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David Harvey

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Palmer Proctor

Betty Ann Skelton

Adelaide Suber



# Big Bend Hospice Foundation, Inc.

## October 2018 - September 2019 Annual Report Recognition

### \$50,000+

Dr. Louis W. Bender  
Charles A. Frueauff  
Foundation, Inc.

### \$25,000 - \$49,999

Florida State University  
College of Medicine  
Special Friends of  
Big Bend Hospice  
Visiting Angels of  
Tallahassee, Inc.  
William Howard Flowers,  
Jr. Foundation, Inc.

### \$10,000 - \$24,999

1 Rose Corporation  
Mr. & Mrs. Les and Ruth Akers  
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Capital Health Plan  
Ms. Alicia A. Crew and  
Ms. Janet Stoner  
The Homer N. Allen  
Charitable Trust  
Mr. Reid Jaffe  
Kraft Nissan  
Ms. Joan Merschman  
Special Friend of  
Big Bend Hospice  
Proctor Subaru  
Mrs. Adelaide M. Suber  
SunTrust Bank  
WCTV  
Mr. & Mrs. Roy and  
Rose Marie Young

### \$5,000 - \$9,999

Adams Radio Group:  
Tally 99.9 FM  
Reverend & Mrs. Richard  
and Friedel Bailar  
Dr. & Mrs. Glenn  
and Jean Bass  
Bevis Funeral Home  
Ms. Janet C. Compton  
Mr. & Mrs. Edward  
and Moira Desloge  
First Commerce  
Credit Union  
Florida League of Cities  
Mrs. Lisa B. Hart  
Hopewell In-Home  
Senior Care  
ImarcsGroup.com, LLC  
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Georgia Jordan  
Rowland Publishing, Inc.  
SKD Consulting Group, Inc.  
Mr. Neil Young

### \$2,500 - \$4,999

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Counselors at Law  
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Dr. & Mrs. Ken and  
Jean Boutwell  
Capital Medical  
Society Foundation  
Community Foundation  
of North Florida  
Compass Marketing  
and Consulting  
Culley's MeadowWood  
Funeral Home  
First Presbyterian Church  
Florida Insurance Council, Inc.  
Foley Spotting Services, Inc.  
Food Glorious Food  
Friendship Primitive Baptist  
Church of Medart  
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Loretta and Leigh  
Norgren Foundation  
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Nelson Mullins Broad  
and Cassel  
Panacea Full Gospel Assembly  
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Allene Roberts  
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Sunstate Title Service, Inc.  
Tallahassee Moose Lodge #1075  
Tallahassee Nurseries, Inc.  
Mrs. Marjorie Turnbull  
Mr. & Mrs. David and  
Robin Westcott

### \$1,000 - \$2,499

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Adrian C. Fletcher and Annie  
Muriel Fletcher Foundation, Inc.  
Aging with Dignity  
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Dr. Carol B. Allman  
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Gray Robinson Attorneys at Law  
Gretna Baptist Church, Inc.  
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The Grove at Canopy  
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Carolyn Hobbs  
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Deborah Hodges  
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Orthodox Church  
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Robin Wilson, Jr.  
Mrs. Foy Winsor  
Dr. & Mrs. Richard and  
Kathy Zorn

**Thank You.**





In the fall of 2017, Big Bend Hospice (BBH) created a pre-Hospice program to provide practical assistance (*non-medical*) to individuals and families who are coping with a terminal diagnosis. **Transitions is appropriate for people who chose to pursue curative treatment and don't want or qualify for hospice care.**

Fabiola Jean-Charles, MSW, is the Manager of Transitions. She and her staff provide assessments and assistance connecting Transition clients and families with community resources. BBH staff often hear from patients and or family members, **"I wish we'd called Hospice sooner"**. One of the goals of Transitions is to educate clients on the array of services and the team-approach they can receive from Hospice once they are ready or eligible. During the **2018-19** fiscal year, **255 clients were served** by Transitions and in time **84 elected our hospice care.**

Trained Volunteers, including those from the AmeriCorps program, provided companionship visits for Transition clients which can also serve as respite opportunities for caregivers. Volunteers offer bi-weekly Wellness Calls to every client as a safety net for those who want to remain in their own homes. Over **3,722 volunteer hours** were provided to Transitions' clients during the FY.

Transitions is offered in all of the **eight counties** served by BBH. **Anyone can make a referral** to Transitions and thanks to community support, there is no charge for these services.



**Taylor Casper**  
AMERICORPS  
PROGRAM COORDINATOR



**Ryan Thompson**  
TRANSITIONS  
SOCIAL WORKER



**"During the 2018-19 fiscal year, we were proud to serve 255 clients through Transitions, and in time 84 elected our hospice care."**

**Fabiola Jean-Charles, MSW**  
**TRANSITIONS MANAGER**

