



Big Bend
Hospice

your hometown hospice, licensed since 1983

WE INSPIRE HOPE

2021-2022 ANNUAL REPORT

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A MESSAGE FROM OUR CEO

In 2023 Big Bend Hospice (BBH) enters its 40th year as your Hometown Hospice, inspiring hope by positively impacting the way our community experiences serious illness or grief – one family at a time. It is our mission every single day.

Since 1983, BBH has faced challenges; however, none quite like the Covid 19 pandemic. The challenges we faced during the pandemic also provided opportunities for us to re-imagine the way we serve our community. While our mission to provide hope to those facing a serious illness hasn't changed, we are evolving as a healthcare provider in our greater community.

In March of 2022, we launched a new palliative program, Transitions Supportive Care (TSC). TSC is an extension of our effort to provide quality healthcare considering the whole person, including the physical, spiritual, and emotional needs of patients and their families as they navigate an ever-changing healthcare landscape all the while facing difficult medical decisions. Hospice is for people facing a terminal illness with a prognosis of six months or less who have chosen not to seek curative treatment. Palliative care does not have a prognostic restriction, and therefore, care can be pursued at any stage of the illness.

This year we lost a special member of the BBH family, Elaine Bartelt. In 1987, Elaine became the leader of a group of seven committed hospice employees and volunteers, eager to make hospice care in our community a successful enterprise, and that is exactly what they did. We are grateful for the leadership and vision that Elaine Bartelt provided this organization and because of her heart and dedication, we are here today.

It is important for us to continue our legacy as we settle into the healthcare industry's post-pandemic "new normal". We will do this with a mindset of optimism, collaboration, and innovation. Soon, we will be known for providing more than hospice care to our community as we seek to diversify our service lines. All the while, we intend to continue serving as an example of what hospice can and should be for those in need.

With Gratitude,

BILL WERTMAN
CEO & Administrator
Big Bend Hospice



ELAINE BARTELT
BBH CEO
(1987 - 2003)



VALOR CEREMONY
Specialist Charles "Doug" Pyle was honored by the Big Bend Hospice Valor Team.



YOUR ATTITUDE DETERMINES YOUR ALTITUDE!

As BBH begins celebrating 40 years as being our hometown hospice in the big bend area, I reflect on my two years as Chair of the Big Bend Hospice Board of Directors (BBH). Since 2011, I have been proud to be an integral part of our response to the ever-changing healthcare landscape.

At a conference of businesspeople, a motivational speaker and author Zig Ziglar declared "It is your attitude, more than your aptitude, that will determine your altitude!" He was making the point that their future and their company's success depended on their mindset. I am proud to tell you that your Big Bend Hospice leaders are visionary, and they have an attitude that has led this organization to great altitude! Here are a few examples:

- **Average Daily Census** for BBH has had unprecedented growth in the number of patients served. In 2021 our average daily census was 331 and now the Year-to-Date census is 426 served in our eight counties.
- **Creating new programs for care:** In 2015 BBH ventured out and created Transitions, a non-clinical program to assist patients who were not quite eligible for hospice care or elected to continue to seek curative treatment. Last year, we expanded this program to include palliative care, changing the name to Transitions Supportive Care. Another amazing program is our commitment to honor Veterans with Valor Ceremonies. It is these types of creative and innovative thinking propel us into the future.
- **The Foundation** has exceeded their goals each year which enables Big Bend Hospice the ability to offer complementary services to patients, their families and to our eight-county communities. These complementary services include Music Therapy, and Pet Therapy services as well as charitable community support.
- **Establishing a physical presence in outlying counties** with dedicated staff and buildings. This move began with Taylor County leading the way followed by Jefferson County in 2023 where we will build a dedicated administrative office made possible by an amazing Jefferson County Advisory Board and the support of the local community who have donated generously to this effort.

All of this comes at a time when the number of non-profit hospices has dropped at an alarming rate over with more than two-thirds of hospices nationwide now operating as for-profit hospices. Non-profit hospices that will survive and thrive will emerge as innovators and creative thinkers, developing partnerships with other healthcare organizations.

For the past eight years I have had the privilege of working closely with the Big Bend Hospice team. Its executive leadership and staff are second to none. BBH is led by visionary leaders and a fully committed and engaged Board of Directors. Additionally, the dynamic and dedicated BBH Foundation Board of Trustees make possible many of the services BBH provides as well as helping fund our charity care and other under-funded services. BBH is blessed with an exceptional staff that is experienced, talented, compassionate, and dedicated. The BBH team has the "Attitude that determines the Altitude" which will make BBH a regional leader in the healthcare industry and in the larger eight county community we serve!

On behalf of the Board of Directors, I want to thank everyone at BBH for inspiring hope and making our community a better place for us all.

JANEGALE BOYD

2021-2022 Chair, BBH Board of Directors

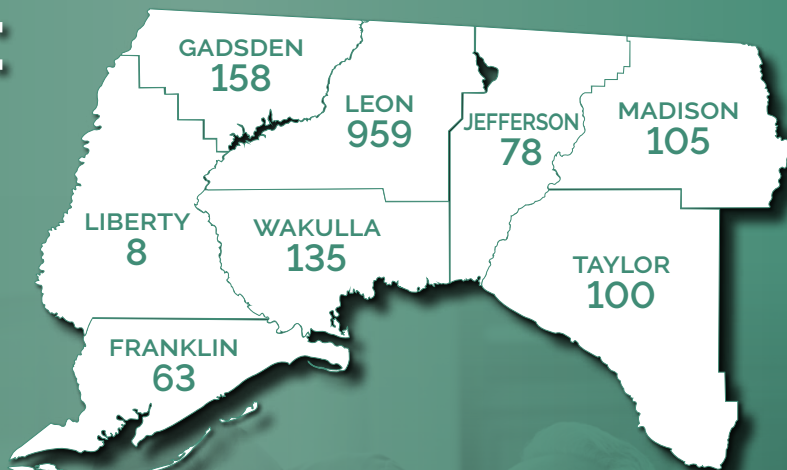
DURING 2021-2022:

BBH admitted and served 2,137 patients

BBH's Dozier House served 531 patients

BBH supported 335 patients in skilled nursing facilities and assisted living facilities

Transitions Supportive Care provided palliative care and navigation services to 290 patients.



BBH MUSIC THERAPIST ASHLEY HALL WINS EMMY

Ashley Hall has always been more comfortable in front of a patient than a camera, but when she learned the United Way of the Big Bend was looking for a drummer for their "Women United" video, she decided to give it a shot.

What happened next, she could not have imagined in her wildest dreams, her performance led to an Emmy win! Video Producer Gary Yordon told us, *"Ashley's accomplishment and involvement in this project is truly incredible. In addition to being an exceptional percussionist and musician, Ashley is an excellent music therapy clinician."*

At BBH, Music Therapists, like Ashley, use live, patient preferred and selected music in visits at bedside. They adjust the music and techniques used to match the patient's current needs and comfort level.

Music Therapists often use guitar and singing in visits, but other instruments can be used and added as needed. Because of the importance of the work we do and sacred nature of the visits we provide, Big Bend Hospice only employs MT-BCs with the highest skills, and Ashley embodies this standard of excellence.



2021-22 YEAR IN REVIEW

BEREAVEMENT SERVICES

During the 2021-2022 fiscal year, the Bereavement Department supported 1,427 individuals. Following a terminal diagnosis, patients and families struggling with anticipatory grief are assisted by trained staff. Following a hospice patient's death, hospice continues to provide bereavement support to grieving families. Our community bereavement program is also available to anyone who has lost a loved one.

Individual Support: 735 individuals attended community support sessions.

Support Groups: 7 Six Week Grief and Loss Support Groups were facilitated in addition to; 2 Hope for the Holidays, 11 Survivors of Suicide Loss Groups, and 5 Community Crisis Intervention Events.

Youth Support Groups: To address the needs of our youth demographic, bereavement services facilitated 12 Children's Night Grief and Loss Support Groups, 9 Teen Night Grief and Loss Support Groups, as well as 9 Six Week School Based Grief and Loss Support Groups.

COMMUNITY ENGAGEMENT

Volunteer: A Corp of 300 members served 456 patients totaling 13,924.76 hours, 27,011.30 miles and 2,762 visits. This resulted in cost savings of almost \$430,000. Teatime Tuesday was successfully relaunched following the relaxing of Covid protocols.

Community Outreach: Coordinators delivered 24 presentations in the community to target audiences that included faith-based organizations, civic groups, Chambers, and other organizations.

COMPLEMENTARY THERAPIES

Animal Therapy: This beloved program was brought back after being suspended temporarily due to the Covid-19 pandemic. Eight Animal Therapy teams spent 365.39 hours with our patients in our Margaret Z. Dozier Hospice House, a Skilled Nursing Home, or an Assisted Living Facility.



Music Therapy: Staff and interns provided 5,044 patient visits to 1,131 patients during the fiscal year. Three of our staff Music Therapists became Certified Dementia Practitioners.

Render VR: A new assistive technology reality platform for use with seniors and in healthcare settings, was made available for BBH patients and bereavement clients.



SPIRITUAL CARE

During the past year, the BBH Spiritual Care Department oversaw the spiritual needs of 1,179 patients and families who received 2,183 visits.

TRAINING AND DEVELOPMENT

Staffing: BBH onboarded 80 new employees during the fiscal year. We hosted 17 nursing students from FAMU and 16 from FSU, as well as 17 ACOM medical students, 8 FSU community medicine residents, & 3 FSU College of Medicine med students



Virtual Dementia Tour: The VDT uses patented sensory tools and instructions based on research conducted by P.K. Beville, M.S., a specialist in geriatrics and the founder of Second Wind Dreams®. During a Virtual Dementia Tour experience, trained facilitators guide participants outfitted with patented devices that alter their senses while they try to complete common everyday tasks, and exercises. The Tour enables caregivers to experience for themselves the physical and mental challenges individuals with dementia face, and use the experience to provide person-centered care.

Dementia Practitioners: 25 BBH staff (RN, MT, SW, SCC) are now certified as Dementia Practitioners (CDP). The CDP certification represents that the front-line staff and health care professionals have received comprehensive knowledge in dementia care. This certification reflects a deep personal commitment on the part of the front-line staff, health care professionals, and the organization's sense of accountability. It inspires confidence, and dedication in an individual's professional knowledge through quality of life and care provided by the CDP to the dementia patient.

DIVERSITY, EQUITY, AND INCLUSION

The BBH DEI Department is built on the foundation of 3 Pillars to help support the underserved communities of the Big Bend and educate staff.

Pillar #1: Focused on staff education by offering participation in a book club on "Belonging at Work", provided informative articles and presentations on MLK Day, Women's History Month, and Black History Month. Partnered with Bethel Missionary Baptist for a community DEI Symposium.

Pillar #2: Focused on community & employee engagement offering presentations on Juneteenth, Cultural Haitian, Indian, and Jewish recognition months. We participated in outreach activities with FAMU, Bethel Missionary Baptist Church, NHPCO, NPHI, United Partners for Human Services, Acts II Alzheimer's & Dementia Organization, as well as our own BBH DEI Council.

Pillar #3: Focused on training through the DICE Model: Diversity + Inclusion + Correction = Equity. We offered Spanish classes for employees and provided 5 Wishes presentation at the Smith Williams Service Center. Participated in Project Talk in partnership with Penn State and Muslim Cultural Competency in Hospice Care Training. We created the DEI Professional/Personal Enhancement Program for employees which consisted of 8 sessions with 12 graduates.



MARGARET Z. DOZIER HOSPICE HOUSE

During the 2021-2022 fiscal year, 524 patients received care at Big Bend Hospice's Inpatient Unit, the only hospice in-patient unit in the area.

The Dozier House saw several physical enhancements during the year. New, state-of-the-art hospital beds were placed in each of the twelve rooms for better patient comfort. New flooring was installed in the nurse's station. Additionally, new furniture was placed in the lobby and in all patients' rooms for a fresh look and to increase comfort.

The Margaret Z. Dozier House home-like design encourages a sense of peace. Staffed around the clock with Licensed Nurses and Hospice Aides, including a Registered Nurse on each shift, the Dozier House is available to provide pain management or nursing help to manage symptoms that cannot be controlled in a "home" setting.

Patients, families, and caregivers receiving care in the Dozier House are also offered services that include Family Support Counselors, Spiritual Counselors, Trained Volunteers, Music Therapists, and Animal Therapy.

BIG BEND HOSPICE INAUGURAL LEAN TEAM



In the fall of 2022, twenty-five BBH staff completed training to become Lean Six Sigma Green Belts. The training was provided by Erik Christensen, a 12-year black belt President with Las Vegas Lean Six Sigma, Inc.

The methodologies of Lean Six Sigma are two powerful tools organizations use to achieve breakthrough success. In recent years these continuous improvement techniques have been utilized in healthcare settings. The key factor for success is people; people who are led with

respect and educated to improve processes, solve problems, and lead change initiatives.

Industries around the world recognize the importance of Lean Six Sigma training at all levels of the organization. The focus on continuous process improvement creates a win-win-win aspect of improving outcomes – customers win, employees win, and the company wins. This type of training is often the missing piece to achieving higher levels of organizational excellence to accomplish goals.

CAMP WOE-BE-GONE FOR YOUTH AND TEENS



This year we were finally able to gather together again for our youth camps! Our Youth Camp-Woe-Be-Gone and Teen Woe-Be-Gone retreats help youths grieving the loss of a loved one.

BBH Youth Bereavement Counselor, Katie Kliner, organized these annual all-day grief retreats to help kids find support through talking with others going through similar life experiences.



The children and teens had opportunities to explore different methods to help with their grief, from yoga and mindful meditation, to discussing their feelings about loss and different coping skills.

They even got a visit from our furry friends from the TMH Therapy Animal Team! Afterwards, many told us camp helped them a lot and they look forward to seeing all their new friends next year.



TRANSITIONS SUPPORTIVE CARE

BBH launched its new palliative care program in the Fall 2022



FABIOLA G. JEAN-CHARLES, MSW
Transitions Supportive Care Director

TSC is an extension of BBH's holistic approach to provide quality healthcare to the whole person, including their physical, spiritual, and emotional needs as patients and families work through difficult medical decisions.

While hospice and palliative care both focus on pain management, the differences between the two are based on a patient's prognosis, goals, and the decision to continue to treat a serious illness. Hospice is for people facing a terminal illness with a prognosis of six months or less who have chosen not to seek curative treatment. Palliative care does not have a prognosis timeline restriction and can be pursued at any stage of the illness, including seeking curative treatment.

Palliative care is a good option for people not yet ready, or who don't qualify, for hospice but need some of the same emotional support, pain management, and education as hospice patients. Like hospice, palliative care is available to people of all ages with any serious illness.

Just as BBH helps each person define "quality of life", a TSC Nurse Practitioner (NP) assists patients and families to create individualized care plans honoring their goals and wishes. A Licensed Clinical Social Worker is available to provide specialized

support, including education and counseling, to help patients and families cope with the challenges of a serious illness.

What differentiates TSC from most palliative care programs is the Community Navigation component. Just as important as the clinical services, Navigators can help facilitate and connect patients and families with community resources, which can help to address nutrition deficiencies, caregiver burnout, housing, or facility coordination. They can also assist with the challenges often encountered when applying for community services.

One of the most important patient benefits offered through TSC is assistance in navigating the health care system in our community. This includes patients moving between hospitals, homes, and other facilities. TSC staff can coordinate efforts to ensure a patient's personal plan of care is met.



There are many ways TSC helps clients. When hurricanes threatened our region, staff gathered supplies and handed out hurricane bags to clients and their loved ones to help them prepare for the coming storms.

GUIDANCE DURING LIFE'S FINAL JOURNEY



To better support hospice patients, BBH's Spiritual Care Department implemented an End-of-Life Doula program.

Many are familiar with the term "Birth Doula" as someone who helps guide a person into the world. They are less familiar with the role of an "End-of-Life

Doula," someone who helps guide a person at the end of life.

EoL Doulas help guide patients who are approaching the end-of-life, as well as support their family members dealing with grief during this intense time. In this model of care, the doula can assist the patient, and loved ones, find a way to live their best death using their life experiences and expertise. EoL Doulas can help provide emotional, spiritual, and physical support to those who need it during their journey.

To help bring the patient peace, the EoL Doula listens to their concerns, stories, hopes, and fears. This creates a space that both honors and supports the patient and family needs, allowing for a more peaceful dying experience.

Thanks to the EoL Doula program, we can better help patients and their families find greater meaning and comfort during the dying process.

VALOR PROGRAM HONORS VETERANS

Valor Volunteers performed 31 Valor ceremonies and served 442 Veterans through our Vet-to-Vet companionship programs, while maintaining the prestigious Level 5 of the We Honor Veterans program sponsored by the National Hospice and Palliative Care Organization.



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. We attained Partner Level 5 in 2020 through our commitment to Veteran-centric end-of-life care.



One of the many Valor Ceremonies held in 2021-22 was for First Lieutenant Robert Dodd. Lt. Dodd was a B-24 Bomber pilot during World War II and is credited with flying over 40 flight sorties during his deployment overseas. He was awarded the Silver Star Medal for his outstanding service during the war.



A MESSAGE FROM THE BBH FOUNDATION BOARD CHAIR AND PRESIDENT

A Message of Thanks and Hope

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As Big Bend Hospice (BBH) prepares to celebrate 40 years of serving our community, it is also a moment in time to celebrate those who came together to support the mission of our hometown hospice. In 1996, the BBH Foundation (BBHF) was granted approval by the IRS as a 501©3 charitable organization for the purpose of supporting the services of BBH.

The extraordinary generosity of our donors over the years has allowed us to meet the needs of patients and families during their most vulnerable time. With strong community support, the Foundation has been able to support unfunded and underfunded programs, including our community bereavement program. This program offers support to families, including children, whether their loved one is in hospice care.

BBHF helped establish and has supported the Music Therapy (MT) Program since 2000. This includes a nationally and internationally recognized MT Internship opportunity for students pursuing their MT credentials.

BBHF began funding the Veteran-centric Valor Program in 2013, helping it achieve the Level 4 partner with National Hospice and Palliative Care Organization's "We Honor Veterans". We became one of the first hospices nationwide to receive the newly created Level 5 partner in 2020.

A successful 2014 capital campaign resulted in the opening of the Jean McCully Family House. The Family House provides a home-like setting for visiting relatives and friends to be with their loved ones, meet with their Care Team, receive bereavement support, and have a calming place to eat, rest, and be together.

BBHF was able to establish our Transitions Program and Pet Peace of Mind (PPOM) program in 2018. Transitions is a palliative care program for those facing a serious illness who want to continue to receive curative care. PPOM preserves the loving bond between seriously ill people and their pets.

Thanks to your generosity no one has been refused hospice services due to their ability to pay. We are grateful for your everlasting support.

With heartfelt gratitude,

GWYNN COCHRAN VIROSTEK
Chairman, BBHF Board of Trustees

DENA STRICKLAND
President, Big Bend Hospice Foundation

BBH FOUNDATION "SOLD OUT" SIGNATURE EVENTS

SPRING FLING 2022

Back in the Garden

This year brought Spring Fling "Back in the Garden" at Tallahassee Nurseries, thanks to our Founder Paul Brock and our Committee Chairs Martha Olive Hall and Beth Desloge. It was a lovely event well attended by our generous community who enjoyed the best of local restaurants, entertainment and decorations. Spring Flings net was \$200,000 thanks to our Presenting Sponsor Visiting Angels and all of our generous sponsors.



VisitingAngels®
HOMECARE BY ANGELS



Our 22nd Annual Dr. Glenn Bass Golf Tournament led by Founder Dr. Glenn Bass, Mark Goldman and Jeri Hunter was a sold out event on the beautiful greens of Golden Eagle Country Club raised \$120,000. A special thank you to Capital City Bank, who celebrated their 100th Anniversary, for being our Signature Sponsor for 15 years.



SONGWRITERS FOR HOPE

An Evening of Hope



Songwriters for Hope, led by Tricia Willis, Calynne Hill, Ron Harbison and Team was an evening to remember at the lovely Phipps Farm. Filled with music from renowned Songwriters from Nashville, the event grossed close to \$160,000. The success of this sold out event would not be possible without our Platinum Sponsor Right At Home, our Gold sponsors and dedicated committee.



BIG BEND HOSPICE FOUNDATION, INC. 2021-22 ANNUAL GIVING RECOGNITION

\$100,000 +

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\$50,000 - \$99,999

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\$25,000 - \$49,999

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Sunstate Title Service, Inc.
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\$2,500 - \$4,999

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\$1,000 - \$2,499

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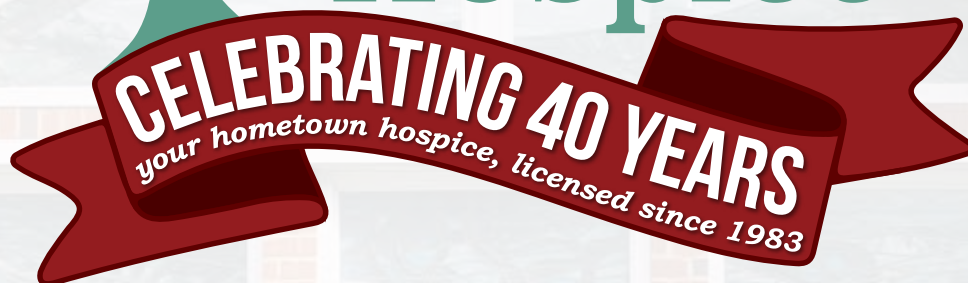
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