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The Importance of Reaching Out

We are thankful to you, our community, families, supporters, and partners. We are honored to walk through life’s journey with our patients, meeting their medical, emotional, and spiritual needs and to support their loved ones through the process and beyond.

That’s why we felt so strongly about this year’s annual report theme, “reach out.”

Like the many families that have reached out to us for support, we’ve also reached out to the Chattanooga community and beyond so we could be there for those seeking our services. And because of this, we’ve experienced tremendous growth in our geographic reach and our scope of programs. We now serve 22 counties in Tennessee, Georgia, and North Carolina.

As we continue to grow and make a difference in the lives of even more people, it was important to us that our name be reflective of our capabilities and our reach.

And so, we are excited to announce the creation of the Alleo Health System, which will serve as the parent organization of the continually-growing Hospice of Chattanooga nonprofit family.

Alleo is derived from the word “allay” which means to alleviate and provide comfort.

As Alleo Health System, we highlight and celebrate the mission of providing comfort and compassion to families in need promoting a larger variety of care services in more communities across the Southeast. Alleo Health System will remain true to the Hospice of Chattanooga mission of providing family-focused care rooted in compassion, accountability, communication, enthusiasm, and excellence. Alleo will continue to further enrich the community through education, planning, and nurturing the aging process, and will remain the same fully-committed, dedicated organization that has made a difference within the community all these years — now with the power to reach out to even more families.

Thank you for allowing us to be part of your journey.

-Tracy Wood

Tracy Wood
PRESIDENT + CEO,
ALLEO HEALTH SYSTEM

Carol Newton
BOARD CHAIR,
HOSPICE OF CHATTANOOGA GOVERNANCE BOARD

HOSPICE OF CHATTANOOGA
GOVERNANCE BOARD 2018

Carol Newton
Dawn Abel
Daisy Maurya Ballard
Shirleen Chase, Ph.D, R.N.
Mukta Panda, M.D.
Dana Perry
Helen Pinkerton, M.P.H.
Sister Judy Raley
Bill Stiles
Britton Tabor
Bill Wilder, CPCU
Tracy Wood
Jim Catanzaro
3,243 patients received our care in 2018

- 1% Bledsoe
- 2% Sequatchie
- 1% Grundy
- 3% Marion
- 56% Hamilton
- 1% Dade
- 7% Walker

- 1% Polk
- 56% Hamilton
- 4% McMinn
- 3% Marion
- 1% Grundy
- 1% Rhea
- 1% Meigs
- 13% Bradley
- 6% Catoosa
- 1% Whitfield
- 1% Bledsoe
- 1% Dade
- 1% Polk
- 1% Meigs
- 3% Sequatchie
- 4% McMinn
- 3% Marion
- 1% Grundy
- 13% Bradley
- 6% Catoosa
- 1% Whitfield

- 2% ages 0–34
- 16% ages 35–64
- 18% ages 65–74
- 30% ages 75–84
- 35% ages 85+

- 90 Indigent patients served
- 273 Patients cared for in hospitals
- 658 Patients cared for in SNF’s
- 804 Patients cared for at Hospice Care Center
- 5,720 Pediatric days of care in 2018
- 216,326 Total patient days of care in 2018
**HOSPITAL ADMISSIONS BY DIAGNOSIS**

- 1% Injury
- 21% Nervous System
- 3% Digestive System
- 30% Circulatory System
- 29% Cancer
- 11% Respiratory System
- 3% Genitourinary System

**FINANCIAL PROFILE**

- REVENUE: $33,535,002
  - 85% Medicare
  - 6% Private Insurance
  - 5% Medicaid
  - 3% Philanthropy
  - 1% Self Pay

- EXPENSES: $31,514,367
  - 83% Program
  - 16% Admin
  - 1% Fundraising

- 1,790 Women
- 1,453 Men
The Hospice of Chattanooga Foundation

Thanks to our generous community, it’s been a wonderful year for the Hospice of Chattanooga Foundation.

The funds raised this year have gone on to support our Kangaroo Kidz program, the region’s only pediatric and perinatal hospice and palliative care program. Our Kids Grief Camp and Teen Retreat also benefited from community funds. These experiences helped kids from different backgrounds deal with the loss of someone close to them in a healthy way, no matter their ability to pay.

Without your support, these programs and others like them would not exist and for that, we are thankful to you. We are proud that 100% of every dollar raised remains here in our region, supporting our community.

Thank you for choosing to support the Hospice of Chattanooga Foundation. Because you reached out to us with your generosity, we were able to reach out to children and teens in our community who needed our care.

-Jasmin Rippon

Jasmin Rippon
FOUNDA TION DIRECTOR

2018 HOSPICE OF CHATTANOOGA FOUNDATION BOARD OF DIRECTORS

Chari Buckner
Meg Crimmins Beene
Will Clegg
Kitty Griffith
Carlos Hampton
Lina Hart
Laura Hessler
Beth Johnson
Rick Platz
Jo Ann Yates

FOUNDATION CONTRIBUTIONS

16% Bequests
6% Memorial Gifts
17% Annual Fund

35% Grants
26% Events
How Hospice Care Reaches Out

NUMBERS THAT SHOW THE HUMAN IMPACT OF HOSPICE CARE

0.8%
READMISSION RATE

For 2018, Hospice of Chattanooga’s admission rate was one of the lowest in Tennessee at 0.8%. Fewer hospital readmissions allow patients and their families to avoid the stress and anxiety of recurring hospital stays.

29
DAYS LONGER

A study published in the Journal of Pain and Symptom Management found that hospice patients survived an average of 29 days longer than non-hospice patients.

81
DAYS LONGER

Another study shows that terminally ill patients with congestive heart failure lived an average of 81 days longer on hospice care than those who did not choose hospice.

$1,006,941 IN COMMUNITY BENEFITS FOR 2018:

- $178,060 in charity care
- $168,300 in research and education for community
- $127,492 in Bereavement Program
- $196,615 in Medicaid costs
- $101,848 in Palliative Care costs
- $234,626 in Kangaroo Kidz Program
“I was thrilled to be part of the East Team which was named 2018’s team of the year. We stayed focused on patient-centric care and that became the pillar of our success.”

“CHERYL BREWER, RN, CHPN”
TEAM OF THE YEAR
In December, Hospice of Chattanooga announced its 2018 Hospice Team of the Year at the organization’s Annual End of the Year Party. The East Team was bestowed with this honor with impressive accomplishments in Quality, Growth, People and Financial performance metrics.

GREAT PLACE TO WORK
The Great Place to Work Institute certified Hospice of Chattanooga as a “Great Place to Work” in 2018-2019. This certification was based on employee surveys received from Hospice of Chattanooga’s eight locations throughout southeastern Tennessee and northwest Georgia. Great Place to Work, an independent research and consulting firm, evaluated more than 60 elements of team members’ experience on the job. These included employee pride in the organization’s community impact, a belief that their work makes a difference, and that it has special meaning. Rankings are based on employees’ experiences, no matter who they are or what they do. Hospice of Chattanooga is proud to earn this distinction.

GROWING TO MEET COMMUNITY NEEDS
In its mission to reach out to those who need care, Hospice of Chattanooga has experienced amazing job growth and expanded job opportunities for its employees. From 2017 to 2018 Hospice of Chattanooga grew by 16%, going from 260 to 301 employees. And so far this year, Hospice of Chattanooga has increased its number of associates to 365, a growth of 21%.
“As the director of Kangaroo Kidz, I’ve been able to see firsthand the impact of the funds raised from our Journey gala. We’ve been able to expand our services to support children and their families who face life-limiting illnesses.”

- BRANNON COOPER, RN
JOURNEY GALA BENEFITTING KANGAROO KIDZ
After twelve wonderful years of celebrating Holiday Hearts, The Hospice of Chattanooga Foundation revamped its signature event and invited supporters to join organization representatives at Journey 2018: An Evening in Monte Carlo. The Hospice of Chattanooga Foundation is incredibly appreciative for the many wonderful sponsors and supporters who made the event such a success.

CHEF SHOWDOWN
On Friday, June 22 at the Cleveland Country Club, top area chefs vied for the prestigious honor of 2018’s Best Chef. Participating restaurants included Aubreys, Cleveland Country Club, Old Fort, Stack, Fulins and caterer Regina Piersal. More than 300 guests attended and enjoyed a silent auction, Holes to Go Mini Golf and entertainment by the Dexter Thomas Band. All proceeds raised benefit medically indigent adults in Bradley and Polk counties.

PAINT CHATTANOOGA PURPLE FOR HOSPICE
Several area institutions and organizations joined Hospice of Chattanooga in illuminating its buildings to “Paint Chattanooga Purple” on the evening of Monday, Nov. 5, in observation of National Hospice and Palliative Care Month. Hospice of Chattanooga wishes to thank Chambliss Law Firm, Chattanooga Convention Center, EPB, Erlanger Health System, Hunter Museum of Art, Ruby Falls, the Tennessee Aquarium, and The Westin Chattanooga for participating in this unique awareness program.

ASSOCIATE APPRECIATION NIGHT AT THE LOOKOUTS
On May 25th, 2018, Hospice of Chattanooga associates and their families enjoyed an evening of fellowship and teambuilding while watching the Chattanooga Lookouts play against the Montgomery Biscuits. It was a winning evening for all involved, including the Lookouts!

COLOR CHATTANOOGA PINK!
In January of 2018, Hospice of Chattanooga associates were proud to participate in Color Chattanooga Pink! for Breast Cancer Awareness. This event was in association with CHI Memorial’s MaryEllen Locher Breast Center.
HEART TO HEART TOUCH MASSAGE THERAPY
Heart to Heart Touch™ is a volunteer program unique to Hospice of Chattanooga. It offers comforting, compassionate touch therapy to individuals going through end-of-life treatments, as well as to those whose lives have been affected by catastrophic illness and trauma. Practiced by massage therapists, as well as nurses and other health care professionals, touch massage therapy can also be used by anyone who interacts with the patient. Heart to Heart Touch™ is a nurturing style of massage therapy using the soothing touch of the fingertips, providing comfort with the intent of being a compassionate presence for the patient. It promotes deep relaxation and relief from pain. Hospice of Chattanooga is thankful to the volunteers who offer this unique service to its patients.

PET THERAPY
Not all Hospice of Chattanooga Volunteers have two legs! The Caring Paws program is the only certified volunteer hospice pet therapy program in the area, and provided more than 400 hours of therapeutic visits in 2018. The benefits of pet therapy for patients include increased social interaction, lower blood pressure, depression, and anxiety relief, and many more positive effects.

VET TO VET
The Hospice of Chattanooga Veteran Volunteers pay special tribute to veteran patients and their families, thanking them for their service to America. This meaningful and often emotional ceremony includes a certificate, pin, and a red, white, and blue afghan made by a Hospice of Chattanooga volunteer. Ten veterans were honored in this special ceremony on Nov. 16th, 2018.

JUNIOR VOLUNTEER PROGRAM
Hospice of Chattanooga’s Junior Volunteer Program is active in the entire service area and allows the next generation to interact in meaningful ways with its patients. In 2018, the organization had a growing number of junior volunteers—ages 10 to 17—serve by dancing, performing music, painting nails, and more for Hospice of Chattanooga patients. In 2018 the program expanded into the Cleveland area with a growing group of teens who participate in twice-monthly arts and crafts activities with residents at Bradley Healthcare & Rehab.
Catie Clinard and her Goldendoodle Ty are part of the Hospice of Chattanooga Pet Therapy team. With soulful eyes and a love for belly scratches, Ty helps families cope with the loss of a loved one. He and Catie visit patients at Health Care Standifer Place, help out at Healing Hearts Family Nights and provide comfort at the Kids Grief Camp and the Teen Retreat.

TY AND CATIE CLINARD (below and right)
KANGAROO KIDZ
The mission of Kangaroo Kidz is to walk alongside children and their families to provide joy and support in the face of life-limiting illness. It continues to be the region’s only Perinatal and Pediatric Hospice Program, allowing families in the area to receive the medical care their child needs closer to home. In 2018, this unique program served 39 patients and families with 5,720 days of care, providing everything from medical care, pain management, family photography, grief counseling, and much more, from the day of diagnosis through bereavement.

REMEMBER ME GRIEF CAMPS
Fifty-one children, ages five through 12, participated in The Hospice of Chattanooga Foundation’s Kids Grief Camp. The event took place on September 15, 2018 and included a Kids on the Block presentation, art, and music therapy to help these campers through the grieving process of losing someone close to them. Each child was encouraged to share a personal story of how they handled their grief. The theme of this camp was “Remember Me.”

Exploring the same theme, the Hospice of Chattanooga Foundation also sponsored the Teen Retreat in October, where 15 teens ranging from 13 to 18 years-old spent the day at the Chattanooga Nature Center. These teens were encouraged to bring musical instruments so they could write a song about their grief of losing someone close to them. They also participated in small group sharing and art therapy, during which the teens created memory boxes and stepping stones for their yards. Adult support groups were also held at both events. These sessions were geared for the caregivers of these kids and teens with the purpose of talking about their own grief and how to balance it with that of their children.
Melanie was five years old when her older sister Jessie died from an aneurysm. To help with her grieving process, Melanie took part in Hospice of Chattanooga’s Kids Grief Camp and Healing Hearts Family Night for several years. Because she benefited so greatly from those experiences, she volunteers at Remember Me Kids Grief Camps.

MELANIE ROUSSEAU
“I’m proud to help enhance the experience of our patients and their families at the Hospice Care Center through special volunteer programs. The work our volunteers do help make our patients feel more relaxed and at home.”

—Pat Street, Volunteer Services
PALLIATIVE CARE
In 2018, Hospice of Chattanooga redesigned its Palliative Care Program to allow for a focused continuity of care. We serve patients at our local hospitals by providing initial palliative consults and where possible, continue to co-manage their care with their primary care physicians after their discharge. We also serve patients in our clinic. But when they are not mobile to come there, we serve our patients wherever they may call home. Our palliative care model focuses on comfort, communication, and coordination of care. It specifically benefits patients and caregivers through advance care planning, symptom and medication management, as well as training and education. This focused care helps to reduce hospital readmissions and emergency room visits. For 2018, Hospice of Chattanooga’s readmission rate was one of the lowest in Tennessee at 0.8%. Also in 2018 the organization produced videos to provide caregivers visual instructions and demonstrations on how best to support their loved ones.

HOSPICE CARE CENTER
Opened in late 2017, Hospice of Chattanooga’s new Hospice Care Center became an important pillar in the organization’s care offerings in 2018. As the region’s only dedicated inpatient hospice unit, patients who need short-term symptom management and pain control can receive care in one of fourteen private rooms with a home-like setting. In 2018, Hospice of Chattanooga had the honor to care for 804 patients and families with 3,857 days of comprehensive care.
Hospice of Chattanooga has been a valuable partner with Standifer Place for 20 years. Hospice of Chattanooga’s continuous focus on quality end-of-life care for all who need their services regardless of the patient’s ability to pay helps separate them from other hospice providers. Hospice of Chattanooga’s leadership team is forward thinking and continually looking for ways to better serve the patients and families in Hamilton County and other communities in which they serve.

- John Strawn, Standifer Place

Cempa Community Care has a wonderful relationship with Hospice of Chattanooga and is proud to collaborate together to promote better care for the community. Working together has allowed us greater outreach as we have joined together to strengthen the services and care to patients and families of our community.

- Melanie Connatser
REACHING OUT THROUGH SPEAKING ENGAGEMENTS

Presented by Dr. Phelps

2/21  Palliative Care | Hospitalist at CHI Memorial

2/21  Hospice and Palliative Care | Case Managers at Health South

2/27  Hospice and Palliative Care | Cleveland Community Physicians

3/21  Equipping Clergy for End of Life Care, Hospice and Palliative Care 101 for Clergy | Book of Life Conference

4/4   Having the Difficult Conversations | Erlanger Emergency Residents

4/10  Palliative Care Introduction | Tennova Medical Staff

4/13  National Advanced Health Care Decisions Day | Interview with Times Free Press

4/16  National Healthcare Decisions Day | Interview with WGOW

4/17  Hospice and Palliative Care | Book of Life | Athens, TN

4/18  Hospice of Chattanooga | Orientation Lecture | New Nurses

6/21  BlueCross | Case Managers

8/13  Hospice and Palliative Care | Medicine 101

8/22  Hospice of Chattanooga | Laurel Brook Nursing Home

9/8   Hospice and Palliative Care | 2018 Southeast Regional Oncology Symposium | CHI Memorial

9/17  Hospice of Chattanooga | End of Life Care | Lee University | Nursing Students

9/17  Southeast Tennessee Area Agency | Honoring choices and Advance Care Planning | Aging and Disability Council

10/3  Hospice of Chattanooga | What is Hospice | Manorhouse Nursing Staff

10/8  Hospice of Chattanooga | Hospice 101 and How to Have “The Talk” | Staff of NHC Sequatchie (Dunlap)

11/1  Hospice of Chattanooga | The Conundrum of Dializing the Sick and Elderly | Case Magers for CKD Dialysis

11/3  Hospice and Palliative Care | Everything You Needed to Know About Hospice and Palliative Care | CHI Memorial Primary Care Staff

11/6  Hospice of Chattanooga | Pain and Symptom Management | Signature Health Care Staff, S. Pittsburg

11/13 Hospice of Chattanooga | Advance Care Planning and End of Life | Dayton Chamber of Commerce Morning Conference

11/13 Hospice of Chattanooga | Update on Pain Medications | Quarterly NP and Physicians Meeting

11/26 Hospice of Chattanooga | Holiday Stress and Depression in Residents Life Care | Garden Plaza, Cleveland

11/28 Hospice and Palliative Care | Utilizing Hospice and Palliative Care at End of Life | CHI Memorial Health at Home Case Managers

12/3  Hospice and Palliative Care | Career Opportunities in Hospice and Palliative Medicine | 3rd Year Medical Students
Hospice of Chattanooga celebrated the addition of the Good Shepherd Hospice Agency to its network of service providers with a ribbon cutting on December 17 in Murphy, North Carolina. The event marked a significant expansion of end-of-life services currently being offered in Cherokee, Clay, Graham and Macon counties, as well as Hospice of Chattanooga’s network expansion into North Carolina. This acquisition extended the reach of Hospice of Chattanooga’s service area from 18 to 22 counties.

Hospice of Chattanooga announced the creation of Alleo Health System in March 2019, which will serve as the parent organization of the growing Hospice of Chattanooga nonprofit family of service organizations in Tennessee, Georgia and North Carolina. The network’s name is derived from the word “allay,” which means to alleviate and provide comfort. As Alleo Health System, it highlights and celebrates the mission of providing comfort and compassion to families in need and promotes both forward-thinking and future-forward expansion of care services in more communities across the Southeast.

In 2020, Hospice of Chattanooga will celebrate 40 years of providing medical, emotional and spiritual services to patients during their end-of-life journey, as well as supporting their loved ones through the process and beyond. Hospice of Chattanooga is proud to be Chattanooga’s first and longest-running hospice organization and it looks forward to new ways of serving the community well past its 40th year. Over the course of the next year, look for the unveiling of some exciting celebrations in store.
“I’m proud to be a part of the strong legacy that Hospice of Chattanooga has had in our community for the past 40 years, but the future looks even brighter.”

- TANDRA BELL, RN, CHPN
HOW WILL YOU REACH OUT TODAY?

4411 Oakwood Drive
Chattanooga, TN 37416

Referrals:
423.892.1533

Hospice Care Center:
423.702.9419

HospiceofChattanooga.org