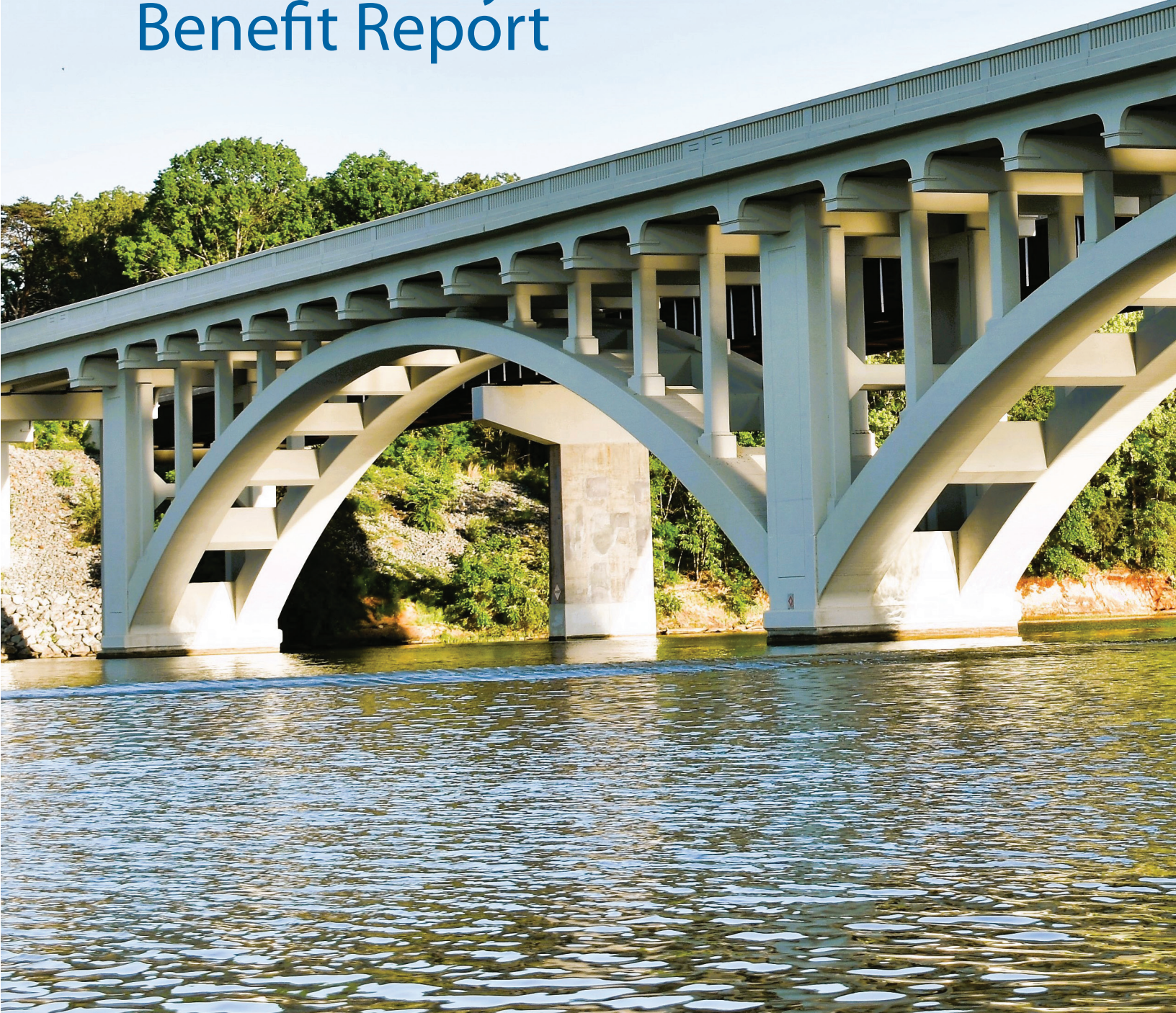



# 2022 Community Benefit Report



# A Letter from the Chief Executive Officer

The board of directors, staff, and volunteers of Hospice of Stanly remain steadfastly committed to the patients and families we serve. We remain committed to the communities we serve. The person-centered care we deliver enables our patients and families who are living with a serious or life-limiting illness to be surrounded with compassion and support that promotes dignity, courage, and peace.

That commitment to community fuels our desire for growth – our hospice program’s average daily census increased by 35% in 2022. Additionally, our agency launched a palliative care program, further demonstrating our unwavering commitment to living and fulfilling our mission. The growth in our capacity allows more in our community to benefit from compassionate care services.

And the care we deliver is of the highest quality. Hospice of Stanly achieved a triple play  in quality metrics:

1. We achieved a 5-star rating from the Centers for Medicare and Medicaid Services (CMS), one of only 9 hospices in the state of North Carolina to earn this distinction.
2. We were awarded the recognition of a Hospice Honors Elite, exceeding the National Performance Score on every evaluated question for the 8th consecutive year.
3. Hospice of Stanly received a 10 out of 10 on the Hospice Care Index (CMS) outperforming the North Carolina average score of 9.4 and the national average of 8.8.

From the staff and providers who deliver care to the generous contributions and support of our community, we recognize all as we celebrate these achievements.

- Hospitals and physician practices
- Skilled nursing centers and assisted living communities
- Colleges and universities
- Stanly County United Way
- Stanly Community Foundation
- Stanly County Senior Center
- The Old North State Country Club
- Union Power Cooperative
- The business community for their support
- The provision of the religious community
- Our volunteers
- The individuals in the community who help in a myriad of ways -who make donations, who write a note to recognize their nurse, or who recommend our agency to a friend

I am honored and proud to lead this organization and the expert team of professionals who serve with me. On behalf of the entire Hospice of Stanly organization, thank you for your continued support.

Lori Thayer, RHIA, CLE  
CEO

*About the cover: Photography by Crystal Thomas, CNAII, CHPNA. Crystal is a Hospice Aide for Hospice of Stanly. Her many skills include excellent patient care, creative photography, and overwhelming compassion. She says, "I was thrilled to capture the bridge between Montgomery and Stanly Counties. That bridge symbolizes the commitment we have for all the communities we serve."*

# A Quality Triple Play



**Five-Star Quality Rated**  
by Centers for Medicare and Medicaid Services

1



2



Hospice Care Index Rating

# HOSPICE

3

**HONORS elite**  
2022 Award Recipient

*From the Chairman  
of the Board of Directors*

*"Congratulations to the staff of Hospice of Stanly for their triple play in quality measures! Offering top notch care to our community is important to the staff and Board of Directors from Hospice because it's quite simply the right thing to do." - Scott Efrid*



# Program Highlights

## 2022

Total Admissions

**265**

Total Patients Served

**337**

Average Length of Stay

**88.2 days**

Average Daily Census

**75.3**

Patients Served Less than 7 days

**88 or 34.8%**

Total Days of Care

**27,501**

### Patient Visits by Discipline

Bereavement  
886

Chaplain  
745

HHA  
5,534

LPN  
440

MD  
80

MSW  
1,769

RN  
4,882

Volunteer Coordinator  
122

### Top 5 Diagnoses

Diseases of the Circulatory System  
32.2%

Neoplasms  
26%

Diseases of the Nervous System  
20.8%

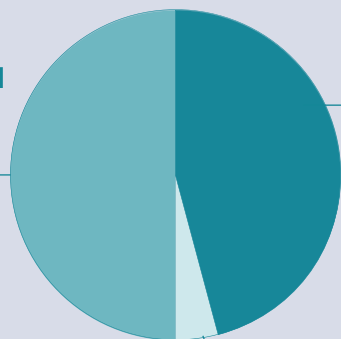
Diseases of the Respiratory System  
10.8%

Endocrine, Nutritional and Metabolic  
2.9%

## FINANCIALS

Statement of Financial Position

50% Assets

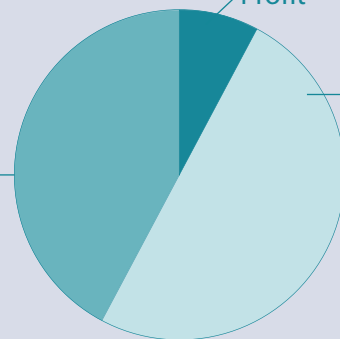


46% Equity

4% Liabilities

Statement of Activity

42% Expenses



50% Revenues

8% Profit

# Palliative Care

*Thank you to the Stanly Community Foundation for their support in the launch of the palliative care program. Hospice of Stanly launched the palliative care program in February 2022, serving 120 patients by year's end. Palliative care is provided by a team of specialists, including a physician, nurse practitioner, nurses, and social workers who work together with a patient's other doctors to provide an extra layer of support. It can be provided along with curative, aggressive treatment.*



← Ashley Wiltcher poses with Santa Claus and baby Nora. Nora's daddy was a palliative care patient who transitioned to hospice care late last year. Ashley arranged for Santa Claus (Hospice of Stanly volunteer Bob Johnson) to visit Nora so that her daddy could experience her first visit with Santa. He passed away a few days later.

## Palliative vs. Hospice...What's the Difference?

### **What is Palliative Care?**

Palliative care aims to improve quality of life and the distressing symptoms caused by serious illness.

### **What is Hospice Care?**

Hospice care provides aggressive symptom management in patients with a terminal illness; life expectancy is 6 months or less and treatment is no longer being pursued.



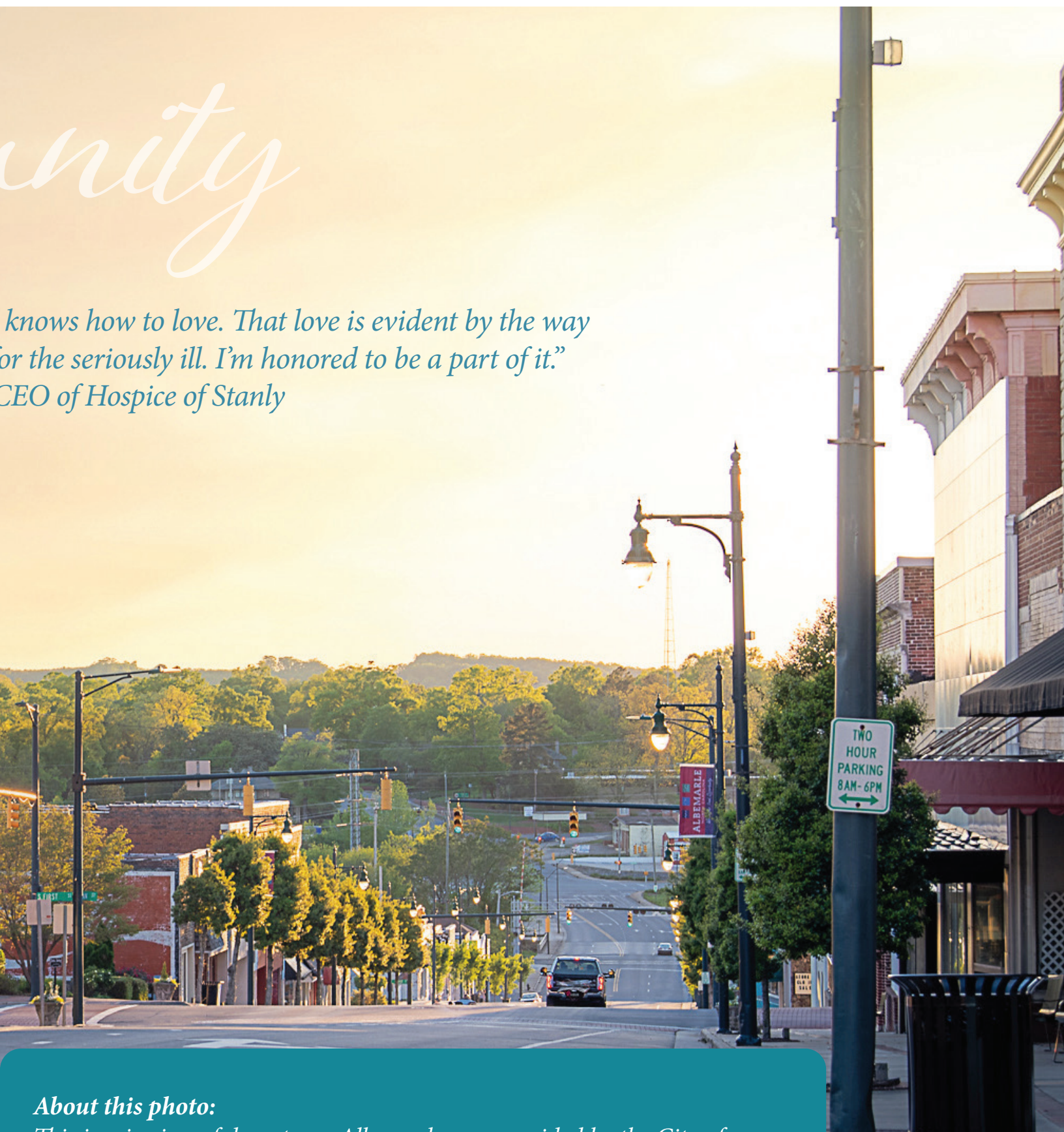
# Comm

*“This is a community that  
they pull together to care for  
– Lori Thayer, C*

# unity

*knows how to love. That love is evident by the way  
for the seriously ill. I'm honored to be a part of it."*

*CEO of Hospice of Stanly*



***About this photo:***

*This iconic view of downtown Albemarle was provided by the City of Albemarle. While providing hospice and palliative care 24 hours a day, our staff is privileged to see many sunrises on our travels throughout the area.*

# Community Partnerships

Serving the community for more than 40 years, Hospice of Stanly values its community partnerships as we work together to deliver quality compassionate care.

**Hospitals:** Hospice of Stanly has worked hand-in-hand with local hospitals. Atrium Stanly, CMC-Main, Novant Mint Hill, and Atrium Health Cabarrus have shown us the confidence they have in our care by sending hundreds of referrals for compassionate care.

**Colleges/Universities:** Hospice of Stanly is pleased to partner with the nursing programs of Stanly Community College and Pfeiffer University by being a clinical rotation site for students and an educational resource.

*"Hospice of Stanly is so very proud of the community partnerships we have developed throughout the past 40 years. It's exciting to consider the number of lives that have been positively impacted by the healthcare partners on this page. We thank you for your collaboration."*

*--- Lori Thayer, RHIA, CLE  
CEO of Hospice of Stanly*

**Robin Rose, Intake & Access Coordinator**  
Robin is the first voice of compassion our community partners and families hear on the other end of the telephone. →







*“Many thanks to Atrium Levine Cancer Institute for their partnership in delivering quality compassionate care. Hospice of Stanly is proud of this collaboration to improve quality of life for cancer patients in our community.”*

*--- Lori Thayer, RHIA, CLE  
CEO of Hospice of Stanly*

← **Jennifer Belsinger, RN**, speaks to staff at Taylor House (a ThriveMore Community).

**Skilled Nursing Centers and Assisted Living Communities:**

Hospice of Stanly offers compassionate care to those in our community, wherever they call home. We are pleased to partner with the staff at these facilities to make our patients more comfortable and to keep families informed of the care plan. We thank Trinity Place, Taylor House (a ThriveMore Community), Spring Arbor Senior Living, Bethany Woods Nursing Home & Rehab Center, Forrest Oakes Healthcare Center, Autumn Care of Biscoe and Woodhaven Court.

**Renee Morton, RN, and Sherri Cranford, RN**, visit the Pfeiffer University Nursing Department. →



# Volunteer Program

## 2022

**48**

total # volunteers

**2,998**  
hours served by  
volunteers



**7**  
volunteers helping at  
annual golf tournament



**2,700**  
phone call made to  
patients by volunteers



2022 winner  
of the Heart  
of Hospice  
Award



Pam Holbrook

**1,000**  
angel ornaments  
created



**50**  
holiday trees decorated  
for the Festival of Trees



**3,265**  
miles driven by volunteers  
for direct patient care



# Bereavement



*Many thanks to the United Way of Stanly County for their support of our bereavement program!*



*Photograph by Crystal Thomas, CNAII, CHPN*

**694  
Clients  
Served  
in 2022**

Hospice of Stanly, in partnership with the City of Albemarle, hosted Light the Lake: A Water Lantern Celebration held at the October 7th Food Truck Friday at City Lake Park. Nearly 450 lanterns were distributed to the crowd to be lit and launched onto City Lake.

The bereavement team provides counseling support to our patient's families and any person who is coping with grief after a death related loss. All our counseling services are provided at no charge. This robust grief program includes one-on-one support, small support groups, Camp Forget-Me-Not, a summer grief series, and Light the Lake: A Water Lantern Celebration.



The bereavement team offers an annual free grief camp for children and their families who have experienced a loss. Held in partnership with Camp Joshua in Albemarle, Camp Forget-Me-Not is open to any grieving child in the community ages 5-18 along with their families. The special day includes a butterfly release as well as a host of other activities for children and their families.

# Our Leadership Team



↑  
**Lori Thayer**  
CEO



↑  
**Renee Morton, RN, CLE**  
Director of Nursing



↑  
**Sherra Lowder, CLE**  
Business &  
Finance Manager



↑  
**Beth Thomas, MSW**  
Family Services Manager



↑  
**Robin Rose**  
Intake &  
Access Coordinator



↑  
**John Boing**  
Account Executive



↑  
**Shields Howard**  
Development &  
Marketing Manager

## PROVIDERS



↑  
**Leonard Saltzman, MD**  
Medical Director



↑  
**Ashley Wiltcher, NP**  
Nurse Practitioner

## Board of Directors

### Officers

Scott Efrid, Chairman  
David Rudisill, Vice Chair  
Bill Aldridge, Secretary  
Andy Castelloe, Treasurer

### Directors

Stephen Aldridge  
Kayren Brantley  
Jeremy Griffin  
Dixie Kearns  
Kristi Small

*In September 2020, Hospice of Stanly joined Teleios Collaborative Network (TCN), a nonprofit organization that equips nonprofit hospices and serious illness providers with the tools needed to succeed in today's every-changing environment. This partnership includes access to the best-known practices, preparation for alternative payment models, assistance with administrative support services, and participation in a clinically integrated network. Through TCN's coaching, mentoring, and collaboration from subject matter specialists, Hospice of Stanly has advanced its mission and is proudly serving more individuals and their families.*



960 North First Street • Albemarle NC 28001  
704-983-4216 • [www.hospiceofstanly.org](http://www.hospiceofstanly.org)