

A Better Way of Caring

"Taking care of terminally ill patients is a privilege and a gift which teaches us not only about dying, but about living. All of those who have the courage to care for dying patients will be enriched by the experience."

--Elizabeth Kubler-Ross



Hospice of Green Country, Inc.



The year 2005 was one of unprecedented greatness in both the areas of opportunity and challenge.

Exciting new opportunities were realized in the area of Hispanic Outreach. Considerable time and energy were devoted to developing relationships with various non-profit service organizations that currently serve our area's rapidly growing Hispanic community. A special focus group, comprised of staff members from those organizations, confirmed the need for culturally sensitive hospice care among Hispanic people.

The focus group evolved into our Hispanic Advisory Council, which met regularly and developed a plan of action for this timely initiative. In keeping with recommendations of the Hispanic Advisory Council, we hired a Hispanic Outreach Specialist and began marketing our services throughout the Hispanic community. Initial funding for Hispanic Outreach was made possible through the generosity of the Sarkeys Foundation, Grace & Franklin Bernsen Foundation and PacifiCare Foundation.

The welfare of all our patients and their families continues to be at the center of every operational, patient care and board of directors' decision we make. Compassion for them is what motivates us to excel in our daily delivery of quality hospice care. Our staff members and volunteers are humbled and touched by the many cards and letters we receive from grateful family members.

As Hospice of Green Country continues its inspiring humanitarian mission surrounding end-of-life care, we sincerely thank all of our donors and friends for their loyal support. It is only through your generosity that Hospice of Green Country is able to provide a better way of caring for the dying.



Jane Mudgett
2005 Board President



Tamra Moore, RN Executive Director



What is Palliative Care?

Palliative care refers to managing the physical, emotional and spiritual care needs of people, who are diagnosed with incurable, progressive illnesses. The goal of palliative care is to achieve the best possible quality of life through pain management, symptom control and restoration of functional capability. Sensitivity to patients' personal, cultural and religious values, beliefs and practices is always observed.

What is the Mission?

Hospice of Green Country is dedicated to providing compassionate and quality end-of-life care to patients and families – regardless of their ability to pay.

What is Hospice?

Hospice cares for the whole family – not just the patient. Patients' medical, emotional and spiritual needs are supported in the comfort of their own homes or home-like settings. This better way of caring for the dying allows patients to be surrounded by their loved ones during their remaining days of life.

Hospice of Green Country's team of professional caregivers maintains or improves the quality of care at the end-of-life for hospice appropriate individuals and their families by having our primary focus be on providing palliative (comfort) care and pain/symptom management.

"Thirteen and a half years ago, Hospice of Green Country helped me in caring for my wife, who passed away of cancer. Two and a half years later, I decided to give volunteering for hospice a try to return some of the service that was given to me."

> **Vernon Hensley,** Hospice of Green Country Volunteer

What Distinguishes Hospice of Green Country from Other Hospices?

Hospice of Green Country is the only non-profit, community-based, multi-cultural, multi-faith United Way supported hospice in the area. Currently, more than 50 hospice organizations provide services in our 50-mile radius service area. The majority of them are either affiliated with a particular hospital system, have a specific religious focus or are for-profit companies.

For most patients, the full cost of hospice care is covered by Medicare or private insurance. In 2005, Hospice of Green Country cared for 283 patients. Of those, 253 had hospice coverage from Medicare or private insurance. Hospice of Green Country leads the way among area hospices in caring for terminally ill people, regardless of their ability to pay for hospice services.

How is Hospice of Green Country Accredited?

Hospice of Green Country is one of only four (4) hospices in northeastern Oklahoma to achieve the rigorous standards of accreditation by the distinguished Joint Commission on Accreditation of Healthcare Organizations (JCAHO). Our 501 c (3) organization is licensed by the State of Oklahoma and is Medicare certified.

We perform quarterly evaluations using family and physician questionnaires and patient satisfaction surveys. The results of those evaluations provide opportunities for improvement. Additionally, regular medical records audits allow us to observe trends and identify problems with compliance to applicable regulations and standards.



"Each Hospice of Green Country staff member is dedicated and devoted to giving onehundred and ten percent to their patients. I'm humbled to work among such great people, and I'm privileged to witness their awesome work."

> Lorena Arista Whelan Hispanic Outreach Specialist

What is the Courtesy Care Program?

Since its founding in 1985, Hospice of Green Country continues to be northeastern Oklahoma's leading hospice in meeting the needs of the poor through its Courtesy Care services.

Many of the unemployed and those living below poverty level have general health coverage under the Oklahoma Medicaid benefit. However, Oklahoma is one of four (4) states in the country without hospice coverage under that state supported health benefit.

In 2005, Hospice of Green Country provided \$244,951 in end-of-life care to indigent, terminally ill Oklahomans at an average cost of \$111.24 per patient per day. Through careful management and effective cost-cutting measures, our dedicated leadership, staff and volunteers helped control costs without compromising patient care.

Walt, in his early 40s and Kathy, in her mid 30s, were married less than a year, when he was diagnosed with ALS, a terminal and debilitating disease. Walt's disease progressed rapidly and soon he was unable to work.

Kathy had multiple health issues but could not get Medicaid health coverage because she was believed to be able bodied. As a result of being unable to receive health care, she suffered a heart attack.

Hospice of Green Country admitted Walt and provides much needed care for both he and his wife. When she was temporarily hospitalized, a Hospice of Green Country home health aide and RN case manager provided stability in a tumultuous situation. Both made sure Walt was comfortable and free of the frequent panic attacks caused by his total paralysis.

Recently Kathy was diagnosed with Lupus but she is determined, with the help of Hospice of Green Country, to care for Walt at home during the final weeks of his illness.

What is the Live Alone Program?

The Live Alone program allows patients, who live alone or have limited access to a caregiver, to maintain control of their lives by residing in their own home and having access to special services that support their safety and quality of life.

In 2005, Hospice of Green Country cared for 61 Live Alone patients. To ensure peace of mind and immediate access in an emergency, security and Life Line services are available for Live Alone patients.

"Mama", as everyone called her, started receiving hospice care after her COPD was in its final stages. Her daughter Aletha, a licensed practical nurse, traveled from Alabama to care for her father and stayed to care for Mama. Mother and daughter were beloved by everyone who entered their home.

Shortly after Hospice of Green Country began caring for Mama, her daughter was diagnosed with an aggressive form of breast cancer. It wasn't long before caring for Mama became impossible. A sister, who had a job outside the home, was able to provide care after work and on weekends. The Live Alone program provided Mama with compassionate paid caregivers while the sister was at work. After Mama passed away, the Live Alone program provided paid caregivers for Aletha.

Mama and Aletha were especially pleased with the pastoral care they received from our chaplain, who made regular visits to each of them. During Aletha's last day, he prayerfully played his guitar at her bedside and softly sang her favorite hymn.

What about End-of-Life Choices?

Studies reveal that, given the choice, 80% of people choose to die at home or in other familiar settings. Without the support of specialized hospice care, patients often will die in a hospital setting, in unfamiliar surroundings and without family support.

Hospice of Green Country encourages everyone to discuss their personal wishes regarding healthcare crises and end-of-life care, and to complete a signed and witnessed Oklahoma Advance Directive or Living Will.

What is the Role of Hospice Volunteers?

Trained Volunteers, along with our professional, medically directed staff, provide a unique and specialized approach to healthcare for patients and their family members during the difficult time of coping with a terminal illness. Volunteers provide transportation, run errands, make deliveries, provide relief for caregivers, provide emotional support or companionship for patients and/or family members, assist the family with grief issues, help document a patient's life history and provide clerical support.

In 2005, more than 80 Hospice of Green Country volunteers contributed 6,096 hours of volunteer service, which included: making 2,711 contacts with patients, driving 56,083 miles on behalf of patients and fulfilling more than 1,597 requests for assistance from our patients and staff. Medicare requires our volunteer hours match at least 5% of our clinical hours and Hospice of Green Country more than doubled that amount by achieving 12.6% of volunteer hours.

How Does Hospice Help After the Death?

Grief is a journey or a process and everyone's journey is personal and unique. Often, spouses, children, parents, siblings or loved ones need a little help before or after a hospice patient has passed away.

Our grief assistance services include anticipatory grief support, personal follow-up and individualized counseling for 13 months with the patient's family or caregivers. Specially trained staff and volunteers are available to compassionately listen, emotionally support and help integrate the loss into their lives.

In 2005, 199 family members and loved ones received grief assistance through our bereavement department.



"When I walk into that room, my patient is the center of my attention. I always like talking to my patients while I'm bathing them, and I always let them know what I'm going to do first – before I do it. Even if they can't speak, they talk to me with their eyes. That's why I stay focused and always watch their face."

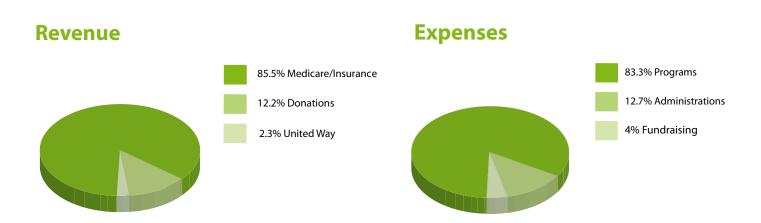
> Charlene McCloud Home Health Aide

Using Resources Wisely

2005 Audited Statement

Revenue		Temporarily					
		nrestricted		Restricted		Total	
Net patient service revenue		2,583,009				2,583,009	
Contributions, grants & bequests		288,845		94,848		383,683	
Investment income		6,399				6,399	
Events & projects		55,312				55,312	
Gain on sale of investments		4,185				4,185	
Unrealized gain on investments		9,105				9,105	
Miscellaneous income		1,152				1,152	
Net assets released from restrictions:							
Satisfaction of program restrictions		139,164		(139,164)			
TOTAL	\$	3,087,171	\$	(44,326)	\$	3,087,171	

Expenses	Unrestricted		Total
Salaries and benefits	1,683,096		1,683,096
Contract services	91,474		91,474
Medical supplies and drugs	393,586		393,586
Other patient care expenses	176,626		176,626
Bad debt expense	32,148		32,148
Office and other general and			
administrative expenses	355,686		355,686
Depreciation expense	25,645		25,645
Total expenditures	2,758,261	-	2,758,261
Change in net assets		(44,326)	284,584
Net assets, beginning of year	585,678	143,862	729,540
Net assets, end of year	\$ 914,588	\$ 99,536	\$ 1,014,124



2005 Annual Contributions



"It's an honor and privilege to be involved with people at this point in their life. It's momentous."

Deb SodergrenHospice of Green Country
Social Worker

Masters of Compassion \$50,000 - 70,000

Tulsa Area United Way

Masters of Caring \$25,000 - 49,000

Sarkeys Foundation
The Anne & Henry Zarrow
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Inasmuch Foundation

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Circle of Caring (cont.) \$100 - 499

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Circle of Friends (cont.) \$1-99

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We make every effort to list names accurately. Please call our development office at 747-2273 if you wish to make any changes to your listing.

Annual Report photography courtesy of Gary Patton.

2005 Commemorative Gifts

2005 Honor Gifts

In Honor Of:

Abigail & Sebastian Alderman Sebastian Alderman All Hospice of Green **Country Patients Helen Bondurant** Jean Buchanan **Carol Chrisman**

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(cont.)

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Beverly Cobb

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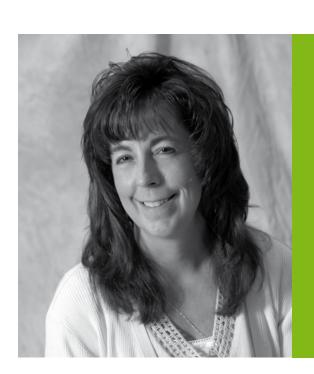
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