

# 20 16



Alive  
Hospice

annual report





Alive's 2017 Board of Directors | Photo by David Bailey

## *alive is...* COMMUNITY LEADERS

### board chair: *Dr. Warren McPherson*



**For the last six years, Dr. Warren McPherson has been a champion and ambassador for Alive as a board member.** He has played a variety of leadership roles, including co-chair of our Murfreesboro Advisory Committee and Closer to Home Capital Campaign Committee, which led the effort to build The Residence at Alive Hospice Murfreesboro. He also previously served as treasurer and chairman of the Alive Hospice Board's Finance Committee.

Today, as chairman of Alive's Board of Directors, McPherson is working to build upon this organization's past and present as we continue to meet the rising needs for our services – and prepare for the future. It's the continuation of a long history of leadership and service over his lifetime.

Dr. McPherson has served in many leadership roles including chief of staff at the former Middle Tennessee Medical Center, CEO and chairman of Stones River Regional IPA, chairman of the Physicians Insurance Association of America, chairman of the board of the State Volunteer Mutual Insurance Company, and chairman of the board at Stonecrest Medical Center in Smyrna.

"I'm honored to serve as board chair for Alive Hospice," McPherson said. "The people at Alive Hospice are very special people. They do something that is very valuable and very worthwhile, and very few people have the skill set to do it."

# board of directors

## FOUNDERS

David Barton, M.D.  
John M. Flexner, M.D.

## 2017 BOARD OF DIRECTORS

Warren McPherson, M.D., *Board Chair*

Retired Neurosurgeon,  
Businessman,  
Community Leader

Will Wright, *Past Chair*  
Premise Health

Beth Workman, *Treasurer*  
United DermPartners

Donna Eskind, *Secretary*  
Community Leader

Anna-Gene O'Neal, *President/CEO*  
Alive Hospice

Clark Baker  
YMCA of Middle Tennessee

Roger T. Briggs  
Canaccord Genuity

Susan Brownie  
QualDerm Partners LLC

Kim Cannon  
Bass, Berry & Sims

Ward Cammack  
The Ward Cammack Company LLC

Joe Dorko  
CHS

Vicki Estrin  
c3/consulting

Sara Finley  
Threshold Corporate Consulting LLC

Robyn Fulwider  
Community Leader

Ryan Gallagher  
InfoWorks

David Hawkins  
Feltus Hawkins Design

Stephen Heyman, M.D.  
Saint Thomas Medical Partners

Veronica Marable Johnson  
Nashville Area Chamber of  
Commerce

Lynn Lien  
Community Leader

Brian Marger  
TriStar Summit Medical Center

Matt Miller  
Merrill Lynch Wealth Management

Frank Morgan  
RBC Capital

Angie Mulder  
RCCH Healthcare Partners

Dean Linda Norman  
Vanderbilt University School of  
Nursing

Philip Ransdell  
Cracker Barrel

Cathryn Rolfe  
HCA Physician Services Group

Jane Siegel, M.D.  
Tennessee Orthopedic Alliance

Robert Taylor, M.D.  
Dialysis Clinic Inc.

Gina Zylstra  
Dialysis Clinic Inc.

Stephanie Gross Bell, Board  
Intern  
EmCare

## new board members

### THE FOLLOWING BOARD MEMBERS BEGAN THE FIRST OF 2 CONSECUTIVE 3-YEAR TERMS THIS YEAR:

**Roger T. Briggs**, Managing Director, Investment Banking at Canaccord Genuity.

*Mr. Briggs serves on the Board's Strategic Planning Committee.*

**Kim Cannon**, Chief Administrative Officer at Bass, Berry & Sims.

*Ms. Cannon serves on the Board's Human Resources Committee.*

**Joe Dorko**, VP, Division 5 Operations at CHS.

*Mr. Dorko serves on the Board's Quality and Compliance Committee.*

**Robyn Fulwider**, Community Leader.

*Ms. Fulwider serves on the Board's Quality and Compliance Committee.*

**Veronica Marable Johnson**, New Member Representative at the Nashville Area Chamber of Commerce.

*Ms. Johnson serves on the Board's Ethics Committee.*

**Jane Siegel, M.D.**, Orthopedic Surgeon at Tennessee Orthopedic Alliance.

*Dr. Siegel serves on the Board's Quality and Compliance Committee.*

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### ADDITIONALLY, COMMUNITY LEADERS WHO JOINED BOARD COMMITTEES THIS YEAR INCLUDE:

**Bill Hirschman**, Ethics Committee  
(Executive Director, JP Morgan Private Bank)

**Mary Lou O'Gorman**, Ethics Committee  
(Community Leader; former Executive Director of Pastoral Care, Saint Thomas Health)

**Robert Ward**, Community Development Committee  
(Financial Advisor, Northwestern Mutual)

**David Wood**, Finance Committee  
(Pastor, First Presbyterian Church)

# advisory committees

## 2017 ADVISORY COMMITTEE

Mary Falls, *Advisory Chair*  
Community Leader

Susan Simons, *Past Chair*  
Community Leader

David Barton, M.D.,  
*Alive Hospice Founder*

Lynn Barton, LCSW,  
*Alive Hospice Co-Founder*

Warren McPherson, M.D., *Board Chair*  
Retired Neurosurgeon, Businessman,  
Community Leader

Anna-Gene O'Neal, *President & CEO*  
Alive Hospice

Leslee B. (Honey) Alexander  
Community Leader

Donna Culver  
Culver Productions

Frances Edwards  
Community Leader

Roy Elam, M.D.  
Retired Physician

Annette S. Eskind  
Community Leader

Frank Gluck, M.D.  
Retired Physician

Mary Hunter  
Community Leader

Granbery Jackson III  
Jackson Financial Services

Howard Jones, M.D.  
Vanderbilt University Medical Center

Harriet Karro  
Community Leader

Roberta Lochte-Jones  
Community Leader

Joseph C. Moss  
Wiley Bros.-Aintree Capital

Sandra J. Roberts  
Community Leader

Bertie Shriver  
Community Leader

Deborah Story  
Parker Executive Search

## 2017 ALIVE INSTITUTE ADVISORY COMMITTEE

Granbery Jackson III, *Chair*  
Jackson Financial Services

David Barton, M.D.,  
*Alive Hospice Founder*

Lynn Barton, LCSW,  
*Alive Hospice Co-Founder*

Warren McPherson, M.D., *Board Chair*  
Retired Neurosurgeon, Businessman,  
Community Leader

Anna-Gene O'Neal, *President & CEO*  
Alive Hospice

Frances Edwards  
Community Leader

Mary Falls  
Community Leader

Steve Heyman, M.D.  
Saint Thomas Medical Partners

Howard Jones, M.D.  
Vanderbilt University Medical Center

Joseph C. Moss  
Wiley Bros.-Aintree Capital

Susan Simons  
Community Leader

Jan van Eys, M.D.  
Vanderbilt University School of Medicine

Charlie Wray  
Bass, Berry & Sims

## NON-BOARD MEMBERS SERVING ON BOARD COMMITTEES

Michael Cassity  
*(Human Resources Committee)*

Lisa Handly  
*(Finance Committee)*  
Community Leader

Bill Hirschman  
*(Ethics Committee)*  
JP Morgan Private Bank

Doug Johnson, M.D.  
*(Ethics Committee)*  
Dialysis Clinic Inc.

Allison Jones  
*(Finance Committee)*  
Pinnacle Financial Partners

Carey McDonald  
*(Ethics Committee)*

Mary Lou O'Gorman  
*(Ethics Committee)*  
Community Leader

Rabbi Laurie Rice  
*(Ethics Committee)*  
Congregation Micah

Carolyn Schneider  
*(Human Resources Committee)*

Carol Titus  
*(Finance Committee)*  
Pinnacle Financial Partners

Dean Emilie Townes  
*(Ethics Committee)*  
Vanderbilt University Divinity School

Jan van Eys, M.D.  
*(Quality & Compliance Committee;  
Ethics Committee)*  
Vanderbilt University School of Medicine

Robert Ward  
*(Community Development Committee)*  
Northwestern Mutual

David Wood  
*(Finance Committee)*  
First Presbyterian Church

Kate Payne, Consultant  
*(Ethics Committee)*  
Vanderbilt University



# Hospice Care

**Alive Hospice provides compassionate care and support for people of all ages with life-limiting illnesses and their families in 12 Middle Tennessee counties. We provide more mission-based care than any other hospice organization in the State of Tennessee.**

We are accredited by the Joint Commission and hold its Gold Seal

of Approval, and we are Tennessee's only Jewish-accredited hospice. Additionally, we have Middle Tennessee's only pediatric and perinatal hospice team, and we are a Level 4 We Honor Veterans partner organization, the highest ranking a hospice organization can achieve as part of the program.

## PROGRAM STATISTICS

**3,603** patients and their families received hospice care

**15** pediatric patients and their families received care

**432.5** average daily census

**158,300** patient days of care

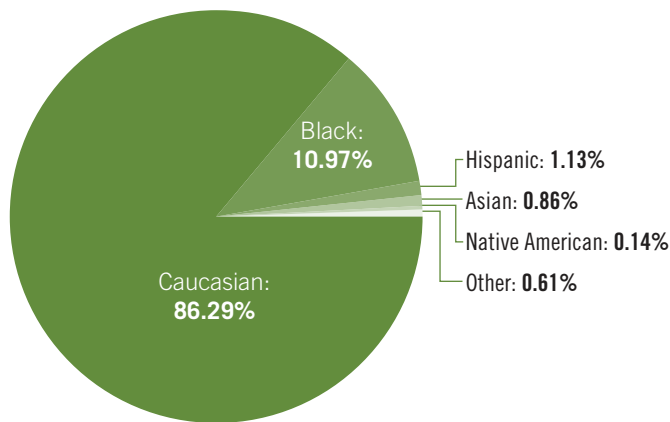
**2,556** patients received home hospice care

**1,057** patients served at Alive Hospice Residence Nashville

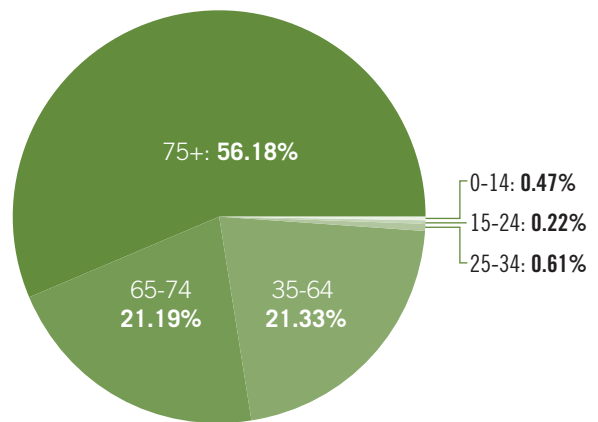
**579** patients served at Alive Hospice at TriStar Skyline Madison Campus

**561** veterans received hospice care

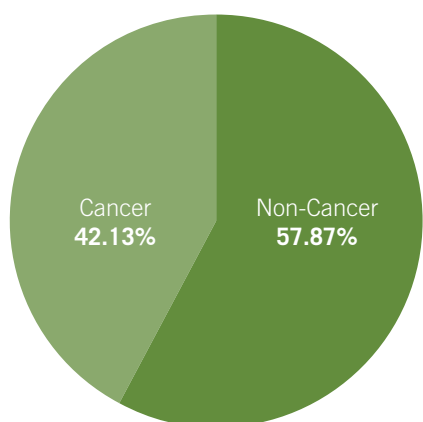
Hospice Patients By Ethnicity



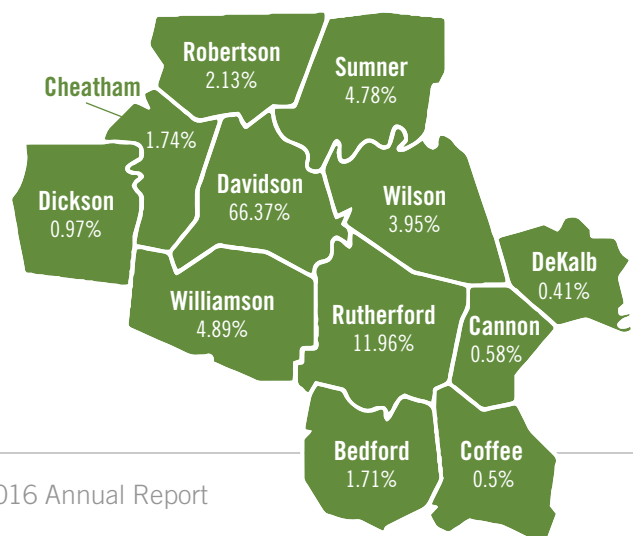
Hospice Patients By Age



Hospice Patients By Diagnosis



Hospice Patients By County



# Qualitatively Speaking

## Not every hospice is Alive Hospice *So just how good is Alive? See for yourself!*

By Eileen Johnson, RN, MSN, CPHQ, Senior Director of Quality & Data Analytics

**Providing loving care to people with life-threatening illnesses is an integral part of the mission at Alive.** With every patient and family we serve, we know that the quality of that care is critical. At Alive, we measure quality every day and are proud to share the exceptional care we provide to patients and families.

**Why?** Because we believe that, when choosing a hospice care provider, patients and families should have access to metrics that reflect quality of care as demonstrated by objective quality indicators.

The Center for Medicare and Medicaid Services (CMS) has plans to build a “Hospice Compare” website that will allow the public to compare hospices on quality measures very similar to what is currently available for hospitals and nursing homes. At Alive, we believe that it is important to be transparent with our scores. To this end, our quality scores are now, and have been, publicly available on our website at [AliveHospice.org/quality](http://AliveHospice.org/quality).

Exploration of our Quality webpage reveals the data that will ultimately be reported by CMS on a Hospice Compare site: the CAHPS (Consumer Assessment of Healthcare Providers and Systems) Experience of Care metrics and the Hospice Item Set (HIS) metrics. Because these results must be processed at CMS before being made available, the CAHPS and HIS metrics are usually two to six months old before they are available to Alive. Each time you visit our Quality page, you'll see the most recent reportable data. We will continually update the page as new data become available.

### HOW IS THE DATA COLLECTED?

The CAHPS Experience of Care survey is sent to our families after the death of their loved one. The questions on this survey ask about how the family member experienced the care provided by Alive. The HIS metrics are more specific and related to Alive documentation of specific issues with high priority at the end of life – pain, shortness

of breath, constipation, beliefs and values, and treatment preferences.

We invite you to visit [AliveHospice.org/quality](http://AliveHospice.org/quality) and see Alive's results for yourself. One glance at the graphs and charts will reinforce the fact that quality of care is always “on the radar” at Alive!



*Please direct any questions regarding the CAHPS Survey to Eileen Johnson, Senior Director of Quality & Data Analytics at 615.346.8582 or [ejohnson@alivehospice.org](mailto:ejohnson@alivehospice.org).*

**According to the most recent data available via the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey of Alive Hospice:**



**97.9%** of families surveyed said they would recommend Alive to others, exceeding state and national benchmarks.



**89.1%** of families surveyed rated Alive's patient care as 9 or 10 out of 10, exceeding state and national benchmarks.

View more quality data at [AliveHospice.org/quality](http://AliveHospice.org/quality).



# The Residence at Alive Hospice Murfreesboro

## *A place for families and the community*

The Residence at Alive Hospice – Murfreesboro admitted its first patient on June 27, 2017, marking a major expansion of our service to Rutherford and surrounding counties. This gleaming new facility has been greatly needed; the community asked for it, and the community gave to make it possible.

Today, after years of planning, it is now serving the community. It belongs to the community, and it is worthy of the community it serves.

### MORE CARE FOR PATIENTS MUCH CLOSER TO HOME

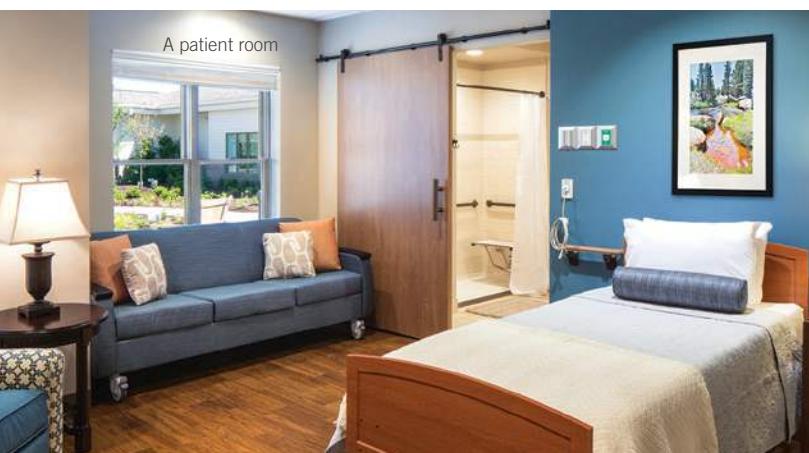
Alive has provided **home hospice care** in Rutherford and surrounding counties for many years, but until June 27, patients requiring a **dedicated hospice facility** have had to use our Nashville and Madison facilities. Now, they can receive the care they need in an environment built especially for them – a home away from home, much **closer** to home.

The Residence at Alive Hospice – Murfreesboro is a free-standing, 10-bed hospice facility built for terminally ill patients of all ages (*from infants to centenarians*) and their families. Each family is served by a

dedicated team of physicians, nurses, hospice aides, social workers, chaplains and volunteers. It is a beautiful facility with every detail painstakingly planned with comfort in mind, from the parking lot and external appearance to the carpet on the floors, the paint on the walls, the placement of windows, the floor plan of the building, the size and configuration of patient rooms and the amenities families need.

The comfort we offer comes in many forms – not only comfort for patients, but for families who have experienced losses. Our **expanded grief support center** has two counselors who specialize in bereavement support for adults and children, including the families of Alive patients and those with no prior connection to Alive who need our assistance.

**Community education** is the third major component of what we offer here with educational programs hosted the third Friday of each month. We believe it is our responsibility to not only provide exceptional care at the end of life, but to empower adults to plan actively for that time far in advance. As our mission statement says, we provide “service to the community in a spirit of enriching lives,” and education is a key component.



A patient room



Family living room





Central courtyard

## A PLACE FOR FAMILIES

As you walk through the front doors, you can tell there is something different about this place – different in the best possible way, because it was created to ease the pain we feel at one of the worst times of life.

The Residence at Alive Hospice – Murfreesboro is a place for families – a place for comfort that eases the pains of illness, heartache, spiritual distress and grief. It is a place where people are loved. It is a place where they are supported, a place where they are empowered – whether to make the very best of the time remaining, or to experience healing after losses. It is a place to gain knowledge that will transform the end of life from a time of great fear to a time of great *meaning*.

That's why we built The Residence at Alive Hospice – Murfreesboro, and the hope it represents for every person in our community.

## PERSONAL REFLECTION:

Jennifer Levi, *Administrator of The Residence At Alive Hospice – Murfreesboro*

**Every working day since the opening of The Residence at Alive Hospice – Murfreesboro, I have had the privilege of visiting each patient and getting the chance to meet their loved ones.** I started with the intent to make the experience personal for each person I meet here and to further the excellence of the team that surrounds me.

It has been a professional and personal goal of mine to be able to provide care in an inpatient hospice. I believe in hospice and its mission with all of my heart. I try and live by its philosophies of care for an entire person as they are and where they are in my daily life. When I planned on visiting the patients we served, I was hoping to convey my passion and care to the people I have the chance to encounter. Just like every other moment in my life when think I have it figured out, I discovered I was totally wrong.

When I am with families and I hear their stories and listen to their joys and their fears, I discover that this Residence allows me to have a chance to connect. I am allowed to connect to my community, I am allowed to connect with patients and their family needs and I am allowed to connect with the sole reasons I stay in nursing.

I am allowed to watch the hands of the caregivers connect to someone's need and to provide the human contact we all desire. And that is when I am most aware that this dream of mine in the shape of an inpatient unit isn't just about a building and a place to provide care. It is about connection. In a world where increasingly we are disconnected and may not see eye to eye all the time, this place provides us all with a reminder of how alike we all are. My rounds remind me that human connection and compassion remain the most important things. I have discovered it isn't me

that is giving. I am receiving. Those we aim to serve actually end up blessing us. They provide to us a window into grace and give us the blessing of finding joy even in the darkest of times.

I look forward every day to visiting patients. I find myself fulfilled at their completion – not as a check list item, but rather a connection and a chance to be blessed by others in their journeys through this thing we call life.





# a look inside

The Residence at Alive Hospice – Murfreesboro | Photos by Chad Mellon and David Bailey



*From the moment visitors walk in the front doors, they are made to feel welcome with volunteers and staff at our reception area.*



*Our family living room offers comfortable seating, a large-screen television, books, a saltwater aquarium and views of our beautiful central courtyard.*



*Our Capital Campaign Butterfly Wall acknowledges many donors who championed our Residence and built it through their philanthropic support.*



*The Lynn & Dr. George Lien Gallery features exhibits on a rotating basis, celebrating community artists and providing respite for our visitors through exquisite works of art.*

# CELEBRATING THE GRAND OPENING

## *of The Residence at Alive Hospice Murfreesboro*

“... as we prepare to open these doors to serve and as we begin this great work of serving this community through this facility, we ask and pray that this Residence will be a place of Wisdom for those who serve you, a place for Love for those who need it, a place of Hope for those who have none, a place of Peace for all.

“... May all who enter this building, all who volunteer here, all who have given to this facility, all who work here and all who will come here to reside be blessed by experiencing the powerful truth that healing goes beyond the diagnosis. Healing is found in heart, spirit, soul and family, and we ask that you, being the greatest of all healers, will do that here today, tomorrow, and for generations to come ...”

—Blessing given by Alive Hospice Chaplain Joel Reynolds

“... I know the blessing that this place is going to be, and the benefit it is going to bring this community and how it's going to enrich this community. I've heard just amazing things about how supportive this community has been, and I feel like just seeing a turnout like this speaks volumes about your belief and your understanding and your appreciation of this work and what it means and how important it is.”

—Songwriter Tim Nichols, co-writer of Tim McGraw's “Live Like You Were Dying” (which he performed at our Grand Opening)

“... Think of all of the volunteer hours, all of the blood, sweat and tears that have gone into building such an amazing building; the Board of Directors that have planned this out, and it has taken many years to see it come; every donor, every organization that has given. The State of Tennessee along with Beth Harwell and the House of Representatives wanted to honor this very special day and say thank you to all of the donors, all of the volunteers, all the countless hours that have been put in to make this day a reality.”

—State Rep. Dawn White, who presented a proclamation at our Grand Opening

## CAPITAL CAMPAIGN DONOR RECOGNITION

### *built with community support*

*Alive Hospice would like to thank the following whose generous support helped build this facility:*

#### VISIONARY

Christy-Houston Foundation, Inc.

#### BENEFACTORS

Saint Thomas Rutherford Hospital  
TrustPoint Hospital  
Mr. and Mrs. Joey A. Jacobs  
HCA Foundation, Inc.  
Mr. and Mrs. Mark Pirtle  
Dr. Elizabeth Hay Rhea

#### PATRONS

Mrs. Katherine D. Murfree  
West End Home Foundation  
Woodfin Memorial Chapel, Inc  
Dr. and Mrs. Warren McPherson  
John D. Floyd Charitable Foundation, Inc.  
Dr. and Mrs. George H. Lien  
Mr. and Mrs. John Morris  
Mr. and Mrs. Shane Reeves

#### ADVOCATES

Mr. and Mrs. Don Witherspoon  
Mr. and Mrs. George Huddleston, Jr.

## TIMELINE FOR THE RESIDENCE AT ALIVE HOSPICE – MURFREESBORO

### 2012

Alive's Board of Directors and President & CEO Anna-Gene O'Neal identified a Murfreesboro Residence as a need and a priority.

### 2014

Alive received approval for a Certificate of Need from the State of Tennessee

### 2015

The Alive Hospice Murfreesboro Advisory Committee and Closer To Home Capital Campaign Committee formed with the support of community leaders, pillars and ambassadors for this Residence

### 2016

Alive broke ground on The Residence at Alive Hospice – Murfreesboro

### 2017

On May 25, 2017, we held a Grand Opening & Dedication event

### 2017

On June 27, 2017, we admitted our first patient to The Residence at Alive Hospice – Murfreesboro.

#### SPONSORS

Mrs. Kib K. Huddleston  
Dr. and Mrs. Mark Akins  
Dr. and Mrs. Jim Nunnery  
Murfreesboro Medical Clinic, PA  
Ms. Beth Workman and Mr. Ned Braman  
Ms. Kathy Ryan  
Mr. and Mrs. Ward H. Cammack, Jr.  
Dr. and Mrs. James L. Boerner  
Dr. and Mrs. Murali Kolli  
Jennings & Ayers Funeral Home  
Mid-State Radiology, Inc.  
Mr. and Mrs. Stephen S. Riven  
Tennessee Oncology  
Monroe Carell Children's Hospital at Vanderbilt

*And many others*



The last several months have seen some significant changes for Alive! We've expanded our services in Middle Tennessee in order to increase access to the care we provide. One key way we've done this can be summarized in three words: "Closer To Home."

**How?** By opening new offices in Hendersonville and Lebanon, bringing the best of what Alive offers closer to patients, families and the community at large.

### What this means:

! Our home care teams of physicians, nurses, social workers, spiritual counselors/chaplains, hospice aides and volunteers are now geographically closer to people in their care, and people who will someday need them.

#### More information:

[AliveHospice.org/care](http://AliveHospice.org/care) | 615.250.1348

! We now have full-time grief counselors at our Hendersonville and Lebanon offices. Grieving adults and children don't have to drive to downtown Nashville to get the support they need; individual counseling, support groups, and educational seminars are now only minutes away.

#### More information:

[AliveHospice.org/griefsupport](http://AliveHospice.org/griefsupport) | 615.963.4732

! We've launched a monthly Lunch and Learn Series at our Hendersonville and Lebanon offices. Part of our mission is empowering families through education about the end of life and grief and loss; we are offering life-enriching programs with engaging, insightful speakers as a service to the community, and we invite you to join us.

#### More information & a schedule of upcoming programs:

[AliveHospice.org/learn](http://AliveHospice.org/learn) | 615.346.8418

With our new offices, we are part of the neighborhood even more than ever before. Our goal is to know, feel and live the pulse of the community so our services reflect the unique personality of each community. We're here for YOU.

## OFFICE LOCATIONS:

### **Hendersonville Office** (*Hendersonville Marketplace*)

230 New Shackle Island Road, Suite 150  
Hendersonville, TN 37075  
615.447.3845

### **Lebanon Office** (*High Street Quarters*)

205 West High Street Suite 102  
Lebanon, TN 37087  
615.784.4555

Alive is  
*'Closer To Home'*  
with new offices  
in Hendersonville  
and Lebanon



hendersonville ribbon-cutting



lebanon ribbon-cutting

Thank you to the Community Foundation of Middle Tennessee and the Serving Seniors Foundation for their generous funding support.



# What we do is a work of healing

## *Letter from the Chief Medical Officer*

It is a great privilege to speak to the great work our clinicians perform every day in support of the mission of Alive Hospice. That mission: providing the highest quality medical care to our patients at the end of life.

As a physician who came to hospice after a 25-year career in primary care internal medicine, I have become a great proponent of the specialized care we provide to our patients. All our physicians at Alive are trained in a primary medical care specialty of internal medicine or family medicine, and all have pursued additional training to compassionately care for patients at the end of life. It is sometimes difficult for people (including our non-hospice colleagues) to understand how caring for dying people can be fulfilling or rewarding, but when done well and out of a selfless motive of preventing and treating suffering, it becomes an opportunity to provide patient-directed medical care in a sacred space.

In a time when the financial and professional rewards often fall to those performing medical and surgical interventions, the healing art of caring for the dying often goes unrecognized. Our medical services team consists of physicians, nurse practitioners, and a clinical pharmacist to ensure the highest quality of care. Our responsibilities extend beyond the medications we prescribe our patients; we believe strongly in educating everyone in our community about the importance of timely referrals to hospice care, and provide additional education to our own staff about the disease processes we encounter.

We address the misconceptions we observe in patients, their family members, and providers. We offer training to providers who desire a more effective way to have difficult conversations. We do all of this with the primary concern for improving end of life care for everyone.

Most importantly, we serve our interdisciplinary teams as medical directors. I am proud to be a part of a team of clinicians dedicated to this work of healing.

A handwritten signature in black ink, reading "R Berkompas MD". The signature is fluid and cursive.

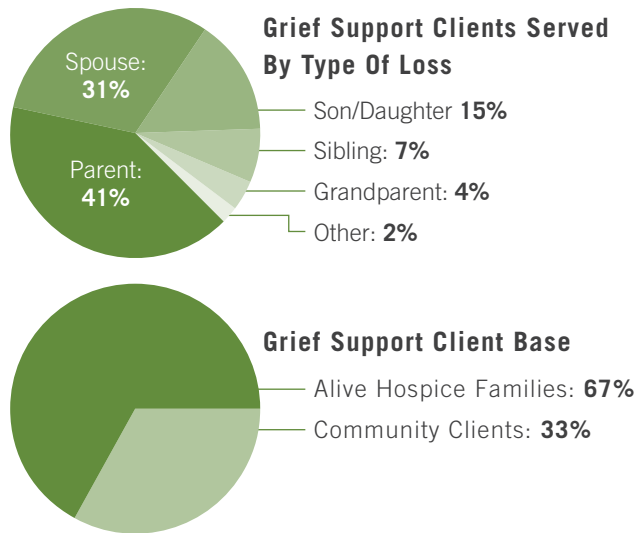
**Robert Berkompas, M.D.,**  
*Chief Medical Officer, Alive Hospice*



# Alive Grief Support

Grief support is one of Alive's core services and is offered to the families of Alive Hospice patients and to the community at large.

Most of the grief counseling provided by Alive Hospice (*around 95% of the cost*) is a charitable offering for the Middle Tennessee region.



## PROGRAM STATISTICS

**716** adults and children received grief support, including: 622 adults | 94 children

**3,434** individual counseling sessions

**20** grief support groups drew 150 participants

**3,175** calls to the Griefline (615.963.4732)

**21,649** bereavement mailings

**551** people attended 1 of 6 memorial services

**3** children's grief support camps drew **103** participants:

- Camp Evergreen: **49**
- Camp Forget-Me-Not: **32**
- Alive Teen Retreat: **22**

**3** Grief During the Holidays seminars drew **129** people

# 100+ years

## of combined grief support experience

Alive Grief Support is comprised of 8 master's level grief counselors who have more than 100 years of combined experience with caring for grieving families and individuals. In fact, many of our counselors have 15 or more years of experience in the field of grief support. No other hospice provider in Middle Tennessee, and few in the nation, can claim this amazing history of service and experience.

Clients of Alive Grief Support include those who have had loved ones on our hospice service AND anyone from the State of Tennessee who is experiencing grief from loss. We care for clients of all ages, including children. (Did you know we have FIVE children's grief support specialists on our staff?)

And because we believe everyone should be able to benefit from our support services, we've been working to bring them "Closer To Home" (*our motto over the last 2 years*) in various ways.

## HOW?

- By opening Alive offices in Hendersonville and Lebanon, placing grief counselors in those offices, and adding a second grief counselor at our Murfreesboro location.
- By offering telecounseling so that clients who live outside of our service area and cannot travel to Middle Tennessee can still receive the support we offer.

### A third way we make our services accessible to all who need them:

We are committed to providing services to anyone in need regardless of ability to pay. It is a key example of providing support to the community in a spirit of enriching lives.

For more information or to schedule an appointment with one of our grief counselors, visit [AliveHospice.org/griefsupport](http://AliveHospice.org/griefsupport) or call our Griefline at 615.963.4732.



Anna-Gene O'Neal and the Yellow Picachus.

# *What I experienced at Camp Evergreen*

Alive's CEO on being an assistant counselor at children's grief support camp

*By Anna-Gene O'Neal, President & CEO*

**The first few years of my tenure at Alive, I observed the closing ceremony for Camp Evergreen, one of our children's grief support camps, from the back of the room.** I frankly could not imagine having a child experience this level of loss. I kept my distance, proud of the camp but not willing to enter this fragile space personally.

I, like so many others, was avoiding something that made me uncomfortable. Something that makes all of us uncomfortable.

In reality, both of my children experienced this level of loss at a very young age. My father-in-law, their grandfather, who had lived with us for years, experienced a sudden death. My son Bates, 8 at the time, was the first one to him when he collapsed suddenly and had to flag down help. My daughter was also home at the time and had to serve as the support for her grandmother as she called 911. Resuscitative efforts were unsuccessful.

This was 13 years ago. Camp Evergreen was here, but we didn't know it existed or even that grief support was available in the community for us. So maybe this is why I supported the camps outwardly but kept my distance personally.

Then Khethe Cox, one of Alive's chaplains and longtime camp counselor asked – OK, she told me – to join camp as a counselor's assistant the following year.

I did. I was terrified. But then I saw magic happen.

The week began with children ages 6-13 quiet and nervous, very unsure. Camp was like any normal camp on the outside. Arts and crafts, treasure hunts and swimming. But on the inside, it was all different. Every activity is intentional to create a trusted environment through which the children can begin to share. And share they did.

Our group called themselves the Yellow Picachus. They were 11-12 years old. The loss that brought them to this camp was a father who died of cancer, a mother who was tragically killed in an automobile

accident, a brother who died from an asthma attack, a father who committed suicide and other heart-wrenching losses.

They shared their stories and their feelings.

They were comforted by knowing there are others who have had similar experiences and who can talk to them “normally” because they have walked in each other's shoes.

They could ask questions and laugh and cry; it was a safe space.

They shared their fears of loss of memories to coveting pictures and their special objects.

They acknowledged that their inner feelings were often masked, and what they showed on the outside was not the same as what they felt on the inside.

*I was terrified. But then I saw  
magic happen.*

They played and roughhoused, they almost drowned me in the swimming pool, and did all the things children are supposed to do.

Most importantly, they experienced community. A door was opened, and we invited them in. They forever will have a place to go and friendships shared as a result of these camp experiences.

You see, we cannot leave those who have already lost someone behind, especially children and children of all ages. We walk with them and guide them on their own journey to healing.

As long as the camp leadership will have me, I will be a counselor's assistant. The ability to witness healing right in front of your eyes, in three short days, and to walk beside the Alive team members who run this camp is one of the most amazing things I have experienced in my life.





# No one has to grieve alone

## *Letter from the Director of Alive Grief Support*

Alive is well-known for providing exquisite end-of-life care for people with life-limiting illness while also providing support and care for their caregivers and families over the course of the illness.

What is less well-known is that our support to the families doesn't end with a death – far from it. It only shifts to supporting families as they heal and move through the grieving process. This is another of Alive's core services and a particularly important part of our mission.

**Another lesser-known fact is that our grief support services extend beyond serving the families of our patients. Fully one-third of our counseling is provided to our “community” clients: grieving individuals and families in the community whose loved one was not served by Alive Hospice. This allows us to serve anyone in the community who is grieving the death of a loved one, regardless of the cause or nature of the death.**

For our hospice families, our bereavement services are largely free of charge. For our community clients, we work with a sliding scale fee and never turn anyone away based on ability to pay.

Grief is as universal and inevitable as death itself. Over 2,000 years ago, the ancient Roman poet known as Ovid wrote this: “Suppressed grief suffocates; it rages within the breast and is forced to multiply its strength.” Seems that through the ages, across cultures, every corner of the world, the wail of grief has forever been part of what it means to be human.

Helen Keller once said, “The world is full of suffering. It is also full of the overcoming of it.” Most of us have one or more losses in life when we could use a little help with the overcoming part. That's what our program of grief support is about. It's what we do.

As director of Alive Grief Support, I have the great privilege every day of working with a stellar team of grief counselors and support staff fully dedicated to this part of our organizational mission.

A handwritten signature in dark ink that reads "David Neese". The script is fluid and cursive.

**David Neese, LCSW,  
Director, Alive Grief Support**

# Volunteer Services

Volunteers are a vital part of Alive Hospice, and our mission would not be possible without them! As you can see, they serve in many ways and they make a world of difference.

## PROGRAM STATISTICS

**470** volunteers

**14,718** service hours given by volunteers

**\$307,901** cost-savings generated by volunteers

## Forms of volunteer service at Alive Hospice:

- Patient companionship visits
- Administrative/office support
- Special events
- Craft projects (*keepsake items for patients' families*)
- Companion program (*offering a loving presence for patients without family so no patient has to die alone*)
- Tell Me Your Story program (*keepsake audio recordings for patients' families*)
- Music at patients' bedsides
- Animal-assisted activities (*pet therapy*)
- Pet Peace of Mind program (*providing for basic needs for patients' pets with support from Banfield Charitable Trust*)
- Massage Therapy
- Hair Styling



Four-legged pet therapy volunteer Sophie Biles | Photo by Christine Johnson

one of the warmest and  
fuzziest parts of alive:  
***Pet Therapy!***

**Pet therapy (also known as “animal-assisted activities”) is one of the most beloved parts of our volunteer program.** You might say it’s the warmest and fuzziest aspect of Alive, and it’s not hard to see why!

We have **nine four-legged volunteers** who visit Alive patients and their loved ones each week, bringing joy and a little puppy love to all they encounter.

“Pet visits are a good diversion from the stress of any situation,” said Renee Wisby, Alive’s director of volunteer services. “This is true for patients, their caregivers, visitors and our staff members as well. A person who is open to a pet visit usually appreciates the unconditional love that the animal gives them at that moment.”

Wisby sees these interactions as beneficial for both the patient AND the pet therapy animal.

“Therapy pets seem to be so intuitive and gentle. I always see their interactions as a two-way street as they lay their paw or their head gently on the side of the bed seeking attention, yet giving attention and love to the individual with this same action,” she said.

Pet therapy animals have to complete some important steps and meet certain requirements before they can begin making visits. Namely, our pet therapy animals’ two-legged human companions have to complete training with Alive and their pets have to complete the certification process through organizations such as Pet Partners and Therapy Dogs International, so we know they have what it takes to visit those in our care. They must be clean, well groomed, and current on their vaccinations.

**If you’re interested in becoming a pet therapy volunteer, call us at 615.327.1085**





# The spirit of volunteerism is Alive and well

## *Letter from the Director of Volunteer Services*

“I just want to be able to give back.” These are the words we hear most often from individuals interested in volunteering with Alive Hospice. Many of our volunteers have experienced first-hand the tremendous support hospice provides to patients and their families and wish to provide such support to others in need.

**Alive Hospice is very lucky to have many talented, caring, compassionate volunteers to help us fulfill our mission. Volunteers assist in the office, visit patients in their homes and at our inpatient units, and support our community events. Whether it's companionship, the gift of music, visits from a therapy pet, gentle massage, a run to the grocery store, hosting an event or answering phones, every volunteer act brings joy and relieves a burden.**

What a privilege it is for us in Volunteer Services to introduce new volunteers to Alive Hospice, walk them through training, and help them discover the roles in which they're happy and feel fulfilled. I work with two experienced volunteer coordinators, Joy Nielsen and Cheryl Webster, who learn the interests of each volunteer and then skillfully link them to an area within the agency or with a patient or caregiver. We recognize the gifts volunteers bring to us and try very hard to help each volunteer share these gifts.

Our volunteers respond not only to everyday needs, but they're also able to respond to unique needs. Recently, a staff nurse asked for “fidget blankets” to be made for our patients experiencing agitation. A fidget blanket is a lap quilt with sensory activities sewn onto it, and, when placed in the lap of a “fidgety” patient, provides them something to keep their hands busy, therefore lessening their agitation. This was a new request for Volunteer Services, so we put the need out to all our crafting volunteers and had several respond with enthusiasm! Their hard work and innovation have produced the most creative and beautiful fidget blankets for our patients.

As a former clinical director at Alive Hospice, I've always known that our volunteers make a valuable contribution to our agency and to our patients' lives. In the last five years as director of Volunteer Services, I've come to see just how valuable they are, even more than I ever knew. Our volunteers are just amazing!

A handwritten signature in black ink that reads "Renee Wisby". The signature is fluid and cursive, with a small dot above the 'i' in Wisby.

**Renee Wisby, LMSW,  
Director, Volunteer Services**

# Veterans

Alive Hospice is a **Level 4 We Honor Veterans partner organization**, the **highest ranking an organization can receive as part of the program**. We Honor Veterans is a program of the National Hospice and Palliative Care Organization (NHPCO) in collaboration with the Department of Veterans Affairs (VA) and hospice providers like Alive. It is a pioneering program focused on respectful inquiry, compassionate

listening and grateful acknowledgment of veterans' service to our nation.

As a We Honor Veterans partner, Alive is on a mission to serve veterans just as they have served our nation in times of need. We're here to make the end of life a time of peace for veterans in Middle Tennessee, because they deserve nothing less.

## PROGRAM STATISTICS

**561** veterans received hospice care



## WE HONOR VETERANS

*Alive Hospice is proud to be a Level 4 We Honor Veterans partner organization.*

### Veterans By Branch Of Service

Army: **272**

Navy: **107**

Air Force: **97**

Marines: **36**

National Guard: **29**

Reservist: **10**

Unspecified: **7**

Coast Guard: **3**

*Alive thanks the following for its generous underwriting support of our We Honor Veterans program:*



Aaron Menard, a chaplain with Alive and the Tennessee Army National Guard

## Alive proudly serves veterans

Alive has the distinction of being a **Level 4 We Honor Veterans partner organization**, the **highest rank that can be attained in this national program**. Through our involvement in We Honor Veterans, Alive shows that it is committed to serving each person and family to meet their unique needs, including service members from all branches.

Military service leaves an indelible mark on each service man or woman that impacts their life, their interactions with health care providers, their access to services and even their perceptions of end-of-life care. By offering our service men and women our attention, careful listening and support, we can help coordinate with military related services and benefits to provide a comprehensive scope of services.

We also honor our veterans through recognition by presenting hundreds of certificates of appreciation to patients in our care. As you can imagine, they are touched by this honor and often display these certificates proudly.



# Alive Institute

The Alive Institute is Alive's Center for Education, Outreach, Innovation and Advocacy. It was part of our founders' original vision for this organization, and through it, we are sharing our considerable gifts of insight and experience with the health care community and the community at large through education and advocacy with an initial focus on education and training.

## PROGRAM STATISTICS

**172** educational events/sessions received

**9,721** people benefited from educational events/sessions

**1,016** people received education on advance care directives through 24 workshops of The Gift Initiative of Alive Hospice

**358** people attended our Lunch and Learn events

**283** students experienced clinical shadowing/observations including: **202** nursing students, **75** medical students and residents, **5** social work students, **1** chaplaincy student

**168** people attended our 2016 Faith and Spirituality Symposium on End-of-Life Care

**37** people took part in Alive SHARE simulated training for end-of-life conversations including:

- 11 participants in individual training
- 26 participants in group training

## *Advocacy Focus Groups are yielding valuable insights*

*By Keith King, Community Relations Manager*

It is no secret that minorities in America are underrepresented in hospice care. Studies have been conducted around the nation to help explain why, but Alive wanted to learn the attitudes and opinions of our local communities. Starting in 2016, we began a series of **Advocacy Focus Groups**.

We began with local **African Americans** who had used our services. Through this group, we wanted to learn the process they went through before admitting their loved ones into Alive's care. We also began to talk about cultural barriers that may have come up during their hospice experience. This group proved to be so powerful and informative that we recognized the need for a second meeting with them.

We then convened **community groups with little or no exposure to hospice**. One of the groups was composed of the general community and another was targeted at **African American Millennials**.

**Common themes emerged from these focus groups:** trust, faith, family, knowledge, and communication. One participant commented: "You need to educate the pastors, bring them in and feed them a good meal and teach them about hospice." In response to this suggestion, Alive now hosts **Interfaith Fellowship Breakfasts** for local and regional



clergy. We learned many things from these groups and are beginning to incorporate them into our outreach and community education.

In 2017, Alive began a new series of focus groups in the **Hispanic/Latino community**. Our first meeting in March included 16 attendees. These focus groups are beginning to have an impact across Alive as minority community members begin to volunteer their expertise.

Through these Advocacy Focus Groups, we hope to ensure that all people are aware of how hospice services can support a person and their family at end-of-life and to provide an improved end-of-life experience with a new kind of hope.

For more information, contact Community Relations Coordinator Keith King at 615.346.8418 or [kking@alivehospice.org](mailto:kking@alivehospice.org).

Alive thanks the following for its ongoing support of our Advocacy Focus Groups:



# alive SHARE

## Does Alive have the solution to a national problem?

Alive is well known here in Middle Tennessee; we were the first hospice provider in the Southeast, as you may recall. But our star is on the rise because of some of the innovative things we're doing within the realm of training and education, and we're attracting attention on the national stage.

If you read the *Wall Street Journal*, you may have noticed an article about **Alive SHARE** – a program we formally launched in June that is already making a positive difference for physicians and RN case managers. **Alive SHARE** (*Supporting Patients And Families Through Honesty, Autonomy, Reflection And Empathy*) provides training for health care professionals with difficult end-of-life conversations, something that generally is not part of medical and nursing school curricula.

**What that means for patient care:** A 2016 survey of primary care and specialist physicians in 50 states found that this lack of training is a barrier to these critical conversations about the end of life. Key findings of the survey, titled “**Conversation Stopper: What’s Preventing Physicians from Talking with Patients about End-of-Life and Advance Care Planning?**”, conducted by **The John A. Hartford Foundation, the California Health Care Foundation and Cambia Health Foundation:**

- **Less than one-third (29 percent)** of physicians have had any formal training on talking with patients and families and the end of life;
- **Nearly half (46 percent)** of physicians frequently or sometimes feel unsure what to say;

- **Almost all (99 percent)** of the physicians surveyed believe it is important to talk with their patients about end-of-life care.

**Consider this:** More than **2.6 million people** die in the United States annually, and doctors have significant influence over what happens at the end of life. Patients listen to them. But by and large, these conversations just aren't happening. **Underlining the point:** Medicare began reimbursing physicians for advance care planning / end-of-life conversations with patients last January, but a 2017 poll found that “only about 14 percent of doctors who regularly treat patients over 65 have submitted such bills to Medicare,” according to the *Chicago Tribune*.

At least part of the reason for this, one expert told the *Tribune*, is that physicians are hesitant to have these vital (*and understandably difficult*) conversations. And that raises some serious questions about patient care at the end of life:

- What's at stake for patients when doctors don't have end-of-life conversations?
- Are patients getting care that reflects their preferences, goals of care, personal values?
- Would end-of-life care be significantly different if doctors help patients think about their options and what they want?
- When these discussions do happen, how productive are they if doctors aren't comfortable having them?

*The time has come for a change, and Alive is creating that change.*

## The concept, the methodology, the outcome

**Alive SHARE is designed for health care providers and others with varying levels of experience, from students who seek to augment their education to practicing physicians and other health care professionals who did not receive training for end-of-life conversations.**

The training regimen is built upon **adult learning theory**, designed and facilitated by experts with decades of health care experience, and supported by medical research.

Physicians who complete Alive SHARE are eligible to receive **CME's through the joint providership of Saint Thomas Health and Alive**, and nurses are eligible to receive **CE's through the Tennessee Nurses Association**.

**How it works:** Participants choose either **one-on-one training or group training** at Alive's Nashville office or at the location of their choosing, locally or elsewhere in the nation. A facilitator introduces four or more scenarios tailored to the



Alive SHARE is made possible  
with generous support from:



An Alive SHARE training session in our Simulation Lab. | Photo by Joon Powell

trainee's (or *trainees'*) learning objectives, each focusing on a specific skill to practice. Following each scenario, the Alive SHARE facilitator and trainee examine the scenario and discuss what worked well and potential improvements.

The scenarios build on one another to help trainees utilize several key skills they've practiced, culminating in a final scenario with a variety of dynamics at play.

We even created a **Simulation Lab** at our Nashville campus to facilitate the training experience with a mock hospital room and actors playing the roles of a patient and concerned family member. Additionally, an audiovisual system allows participants to review and discuss each scenario – what went well, what could have gone better and how.

**Another option:** Alive offers **product-licensing** for organizations wishing to offer Alive SHARE themselves. Alive will conduct a four-day, train-the-trainer intensive for organizations wishing to purchase an Alive SHARE licensing subscription.

**Regardless of where Alive SHARE training occurs, the objectives are one and the same:** to help participants build skills and confidence through an accelerated learning process, resulting in more productive conversations in the course of real-life medical care that leads to better, more appropriate care for their patients.

## What we're seeing so far

We piloted Alive SHARE for a period of six months from late 2016 to June 2017 with 77 **participants** experiencing the program we developed with generous funding from **The Memorial Foundation in honor of the late Claudia Puryear**. Those participants gave us invaluable feedback to help us improve the training as we geared up to offer Alive SHARE to many, many many people.

**We are proud to report that 100 percent of those who have experienced Alive SHARE said they would recommend it to others.**

And people are talking about what we're doing here at Alive. The *Wall Street Journal's* June 2017 article generated significant social media conversations about the end of life – not only from doctors, but from non-medical adults from around the United States. In July, the chatter continued online after **STATNews.com** spotlighted Alive SHARE. Both articles generated interest in the program – and inquiries from others who wished to experience it.

## Where we go from here

Lack of discussion between patients and health care providers about the end of life is a national problem, and we're providing a solution. We're taking Alive SHARE to anyone who wants to build skills, experience and confidence in having these critical conversations.

**Alive SHARE has the potential to transform the way we have end-of-life conversations on a national scale.** We have a health care system that, by and large, is missing a key component: a bridge to care at the end of life. By changing how we have conversations, we are helping the right patients receive the right care at the right time.

**That is in the best interest of every person living today, tomorrow and for years to come.**

For more information about Alive SHARE and to schedule a training session, visit [AliveHospice.org/AliveSHARE](http://AliveHospice.org/AliveSHARE) or call 615.346.8336.

# IT'S OFFICIAL: *alive is a best place to work!*

The Nashville region is home to more than 40,000 businesses, and Alive Hospice has a distinction that very few can claim. Earlier this year, the *Nashville Business Journal* named Alive one of its 2017 Best Places To Work!



**What this means:** It shows that our employees take pride in not only what they do, but where they work. It's a sign that Alive employees feel valued, respected, heard and appreciated. It's proof that our organizational culture is not only healthy, but nurturing. Empowering. Positive. Uplifting.

**How do we know this?** Because our employees said so. Staff from across the agency (*clinical and nonclinical*) completed a voluntary survey that measured 10 key engagement categories – from team effectiveness to trust in senior leaders and manager effectiveness and more.

We've worked very hard the last five years to make Alive a Best Place To Work. For us, it's not just

an honor. It's one of the most significant milestones in our 42-year history!

It tells prospective employees that Alive Hospice stands apart from competing organizations; no other hospice in Middle Tennessee has this honor. It shows us that our team members are happy and that we're doing something right. And it's one more way our patients, families and clients know they're in the best of hands: because an organization called a Best Place To Work is full of employees who are not only knowledgeable, but motivated – inspired – to do their very best.

*That's everything.*

## AWARDS & HONORS

Alive Hospice recently received the following honors and awards:

### Hospice Honors (*Deyta Analytics*)

Alive Hospice is a **2017 Hospice Honors recipient**, an accolade bestowed by **Deyta Analytics**, a division of **HEALTHCAREfirst**. Hospice Honors is a prestigious program that recognizes hospices providing the highest level of quality as measured from the caregiver's point of view – one more testament to the quality of care we provide each day.

### Health Care Heroes (*Nashville Business Journal*)

For the second year in a row, **Alive Hospice President and CEO Anna-Gene O'Neal** has been named a 2017 Health Care Hero by the *Nashville Business Journal*. O'Neal was honored in August in the Advocate category for her work with developing Alive SHARE, a new training program for having difficult end-of-life conversations for physicians, RN case managers and others.

### 2017 Women In Business (*Murfreesboro Magazine*)

**Alive Hospice President and CEO Anna-Gene O'Neal** was honored in March as one of *Murfreesboro Magazine's* **2017 Women In Business** for her leadership of this organization and the services it provides in Rutherford County.

### Caregivers Of The Month (*Family Legacy*)

Two Alive Hospice home care nurses were celebrated as Caregivers of the Month earlier this year by **Family Legacy**. The honorees: **Tammy Bledsoe**, RN, and **Cathy Taylor**, RN. Additionally, Tammy was honored as Caregiver of the Year! The Caregiver Awards are given in recognition of the service of exemplary and dedicated caregivers to patients and families.

### Award of Merit for Connection Newsletter (*PRSA*)

Our *Connection* newsletter (*the predecessor of this magazine*) received an **Award of Merit** from the **Public Relations Society of America** (*Nashville Chapter*) at this year's Parthenon Awards in May.



# voices of alive

## *What do you love most about Alive Hospice?*



**Dr. Shazia Fazili, *Alive Hospice Physician:***

“It’s really a privilege to be part of ... a family’s life. Each and every member of the staff gives love. I don’t have any other word for it. It’s love and compassion.”



**Kimberly Lanier, *Nutrition Services Aide at The Residence at Alive Hospice Murfreesboro:***

“Cooking with passion and love to provide nutritious and delicious meals to residents in their time of need is fulfilling to me. I love being able to interact and offer comfort in the ways that I can. People will forget what you did, but people will never forget how you made them feel. The employees at Alive are driven and work together to create an atmosphere of tranquility not just for the patients but every single person that walks through the door. It is the best place I have worked in my life and I’m blessed to be a part of something so inspiring.”



**Justina Davidson, *Hospice Aide:***

“This company cares about me. I feel respected, valued and appreciated. From the top to the bottom I see people being cared for.”



**Michelle Maron, *Team Secretary, Hendersonville Office:***

“I have learned through Alive Hospice that a terminal illness may limit your life’s journey to six months or less – but it doesn’t take your faith, courage or love. Alive Hospice makes it possible for people to die with dignity, surrounded by loved ones, and having the comfort of knowing they were never alone on their journey. The staff at Alive Hospice, from the people who clean the office to the Board of Directors, go above and beyond to make this a great place to work. At the end of the day, it’s not the financial bottom line that matters. It’s the patients, their families and the community we are able to help.”

# Special Events



*"We give thanks for life and these lives we honor and remember this day. Blessings on these bricks ... as they stand here in recognition of the lives that were lived."*

**—Chaplain Gene Lovelace**

## blessing of the bricks

*A favorite tradition that keeps loved ones' memories alive*

**A woman kneels before a brick walkway, a piece of paper in one hand and a dark crayon in the other.** She places the white paper over a red brick, and with the back and forth stroke of the crayon, an inscription appears and the paper is transformed into a keepsake.

She is one of many who have come to Alive this day for a special purpose: to remember someone they love.

The occasion is something we call Blessing of the Bricks, a semi-annual gathering for families who have honored husbands, wives, mothers, fathers and others with inscribed memorial bricks. These bricks have been added to the Alive Hospice Memorial Brick Walkway, forever paying tribute to the people they've come to remember.

Just as death is part of life, remembrance is part of healing after a loss. These memorial bricks are one way to remember.

"You honor them as you keep their name alive in everyday conversation, in telling stories, and as you're doing here today, creating a permanent memorial," Alive Grief Support Director David Neese tells our guests. "Taking this common brick and turning it into something most uncommon by simply inscribing a name on it. It's a name that with death takes on a new power that can't be truly explained. A name that is seen, heard and spoken will forever have a soft power that whispers to the heart."

Families are welcome to visit the Alive Hospice Memorial Brick Walkway at our Nashville administrative office (1718 Patterson Street, 37203) any time. If you would like to order a memorial brick and attend a future Blessing of the Bricks ceremony, we invite you to visit [AliveHospice.org/memorialbricks](http://AliveHospice.org/memorialbricks) or call 615.327.1085.

# ALIVE AT THE BLUEBIRD

The 2017 Alive At The Bluebird concert series was the biggest yet with 36 shows and more than 130 participating songwriters – more than ever before on both counts! Each January the world-famous Bluebird Cafe opens its doors to us for these benefit shows throughout the month, and the songwriters donate every dollar of show proceeds to Alive. It's our longest-running event and an amazing experience for everyone involved.

*Alive thanks the following for their generous support as 2017 sponsors of Alive At The Bluebird:*

## PRESENTING SPONSORS



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## GOLD SPONSORS



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## EVENT PARTNERS











Photos by Don Claussen



## BREAKFAST EVENT

This February, our first-ever Alive Awareness Breakfast drew more than 200 people to learn more about the services we provide for the Middle Tennessee community. Our friend Lionel Cartwright inspired the crowd by performing two of his songs, “Leap Of Faith” and “Press On.” We unveiled a new video, “Your Journey, Your Values” (*which you can view at [AliveHospice.org/yourjourney](http://AliveHospice.org/yourjourney)*) to tell our story as it has never been told before, and Mr. Andrew Morin spoke about how Alive impacted his family in an extraordinary way.

Alive President and CEO Anna-Gene O’Neal helped our guests get to know us even better by sharing the ongoing story of this organization as told through hospice care, grief support and community education. If you weren’t able to join us, we hope you’ll get to know us better, too, by visiting [AliveHospice.org](http://AliveHospice.org).

*Alive thanks the following for their generous support as sponsors of the Alive Awareness Breakfast:*

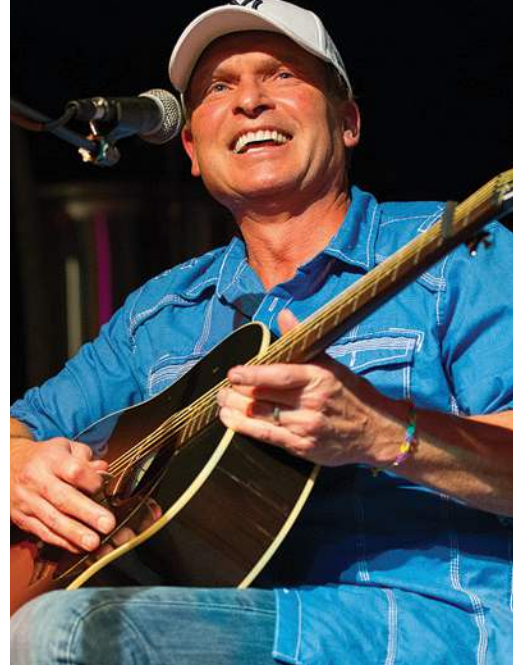
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## BLUEBIRD IN THE BORO

The 4th Annual Bluebird In The Boro brought the Bluebird Cafe experience to Rutherford County again in March 2017! More than a dozen hit songwriters treated a packed house to three incredible evenings of music at Mayday Brewery, playing many of the hit songs they've written and telling the stories behind them. Each evening was completed by a delicious dinner from Five Senses and beverages for our guests. The event grows each year, and we hope you'll make plans to join us next March!

*Alive thanks the following for their generous support as 2017 sponsors of Bluebird in the Boro:*

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### EVENT PARTNERS

**five senses**







Photos by David Bailey, Jamie Adams and Jared Porter



## *alive hospice* Butterfly Release

Our Memorial Butterfly Releases are a time for families and a beautiful way to remember loved ones together. More than 600 butterflies were released between three gatherings in Nashville and Murfreesboro this May. These events are an annual tradition for many families, while others attend for the first time each year to celebrate the memory of someone dear. We hope you will honor us with your presence if you'd like to honor a loved one next spring.



*Alive thanks the following  
for its generous support as  
an event partner of our  
Memorial Butterfly Releases:*

sweet  
**16<sup>th</sup>**  
 a bakery







Photos by Jamie Adams



alive hospice  
**Founders Circle**  
 of Giving

Each year, we honor members of our Founders Circle of Giving (*those who have donated a lifetime total of \$50,000 or more to Alive*) with a reception in May. And each year, leaves are added to our Founders Circle of Giving Tree as new members attain Founders Circle status. This year was no exception as we welcomed 12 new members! We are forever in their debt, and it is our privilege to say thank you for their most generous support of our mission.



# Community Support

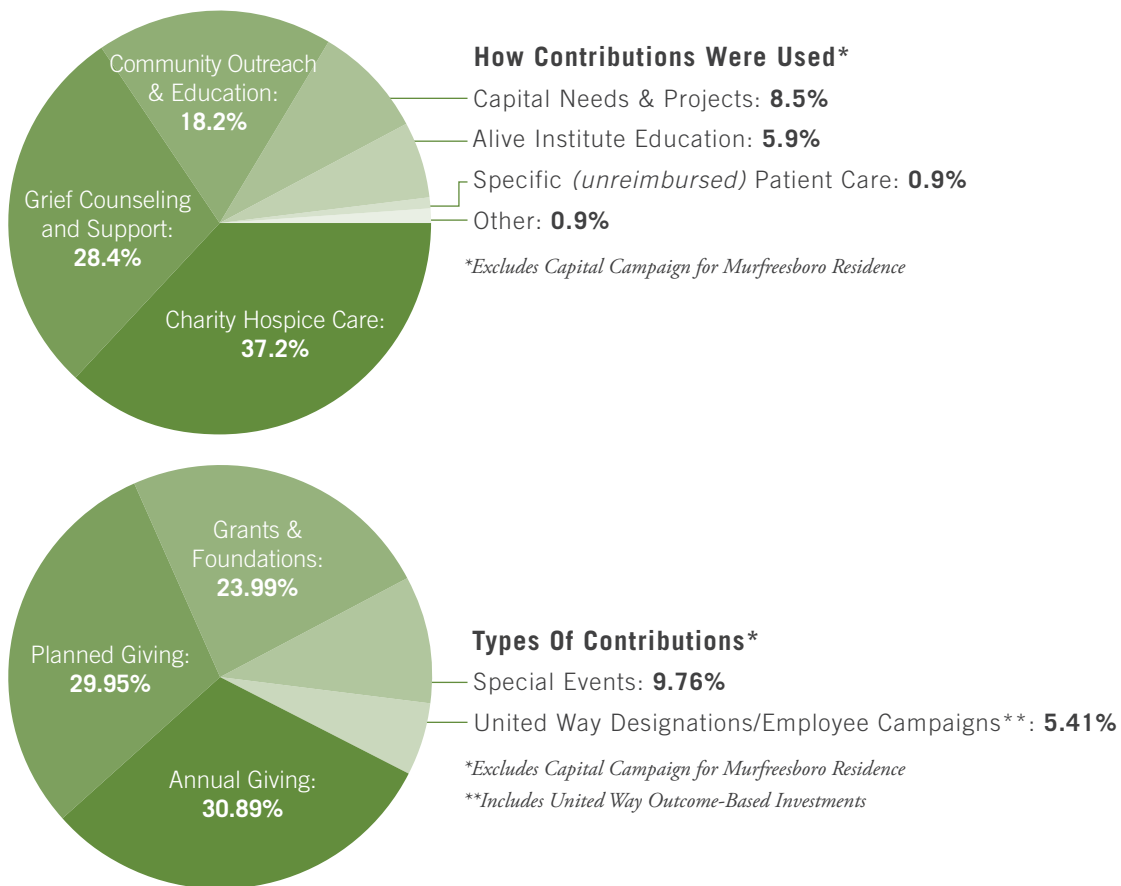
**Alive provides the most mission-oriented care of any hospice in Tennessee.** In 2016, we provided 17% of charity hospice care in the entire state and 53% of the charity hospice care in our 12-county service area\*.

Annually we budget in excess of \$2 million to respond to the need for charity hospice care, provide grief support and other mission-based services.

*\*According to the most recent 12 months of Joint Annual Report data available.*

Total raised in 2016 for Mission-Based Services (Annual Giving): **\$2,761,892**

Total raised in 2016 for Murfreesboro Residence Capital Campaign: **\$5,341,613.96**








# Founders Circle of Giving





*Cumulative Lifetime Giving of \$50,000+*







alive hospice  
**Founders Circle  
of Giving**

**The Founders Circle of Giving represents the roots of Alive Hospice's tree:** benefactors who have given a cumulative total of \$50,000 or more in support of our mission since Alive's founding in 1975.

Anonymous  
Acadia Healthcare   
Mr. and Mrs. J. Clark Akers III  
Alvin and Sally Beaman Foundation  
American Constructors, Inc.  
AmSouth  
Ann Hardeman and Combs  
Lawson Fort Foundation  
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Beaman Automotive Group  
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Bluebird Cafe, Inc.  
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Mr. Martin S. Brown, Sr.  
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Mr. and Mrs. Thomas G. Cigarran  
Community Foundation of  
Middle Tennessee  
Dr. and Mrs. Thomas J. Davis  
Dugas Family Foundation   
Ezell Foundation  
Family and Children's Services  
Frist Foundation  
Gaylord Entertainment  
Frank and Judy Gluck

Harry and Jeanette Weinberg  
Foundation, Inc.  
HCA Foundation, Inc.  
Healing Trust  
Victoria Heil and the late Dr. Eric  
Raefsky  
Ms. Sharon Hels  
The Houghland Foundation  
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Huddleston, Jr.   
Humana Foundation  
Ingram Industries Inc.  
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James Walter Pickle Foundation  
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Family Foundation  
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Michael McKee & Paul Cook  
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Metropolitan Development and  
Housing Agency  
Nashville CARES  
Douglas G. Odom, Jr.  
Mr. Mark Pirtle 

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West End Home Foundation  
The Willard & Frances Hendrix  
Foundation  
Willis North America  
The Woman's Club of Nashville  
Mr. and Mrs. John Woodfin 

 *Attained Founders Circle of Giving  
status in 2016*

# Annual Giving Societies

Every donor nourishes our organization, helping our roots grow deep and our branches grow tall so that people facing life-limiting illnesses, their loved ones, and grieving families may seek respite beneath our leaves. Your support makes our mission possible.

To view our complete listing of 2016 donors, visit [AliveHospice.org/2016-donors](http://AliveHospice.org/2016-donors).

Give online at [AliveHospice.org/give](http://AliveHospice.org/give), by calling 615.327.1085, or by mailing your contribution to Alive Hospice, Attn: Community Development Department, 1718 Patterson Street, Nashville, Tennessee 37203.

society gift amounts: **Evergreen Society:** \$25,000 - \$49,999 | **Oak Society:** \$10,000 - \$24,999

**Hickory Society:** \$5,000 - \$9,999 | **Cedar Society:** \$2,500 - \$4,999 | **Elm Society:** \$1,000 - \$2,499

## Evergreen Society

The Evergreen Tree is symbolic of perpetuity. Alive Hospice's mission has been a constant over the last 42 years, and donor support has made it possible from the very beginning.

Ann Hardeman and Combs  
Lawson Fort Foundation  
Bluebird Cafe, Inc.

Dr. and Mrs. James L. Boerner  
Mr. and Mrs. Ward H.  
Cammack, Jr.

Community Foundation of  
Middle Tennessee  
Ezell Foundation

James Walter Pickle Foundation  
Mrs. Katherine D. Murfree  
John D. Walker

## Oak Society

The Oak Tree is symbolic of courage. It takes courage to face each day with a terminal illness or the loss of a loved one. Comfort, security and love combine to give courage when it's needed most, and each of these can be found in abundance at Alive Hospice.

Academy of Country Music  
Dr. and Mrs. Mark Akins  
Charity Circle of Murfreesboro  
Dr. and Mrs. Scott Corlew  
HCA Caring for the Community  
The Houghland Foundation  
Mrs. Kib K. Huddleston  
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Dr. and Mrs. Jim Nunnery  
Mr. and Mrs. Frederic A.  
Scarola  
Dr. and Mrs. Michael  
Schatzlein

Twelve Stone Health Partners  
United Way of Rutherford and  
Cannon Counties, Inc.  
Washington Foundation  
The Willard & Frances Hendrix  
Foundation  
Mr. and Mrs. Don Witherspoon  
Ms. Beth Workman and  
Mr. Ned Braman

## Hickory Society

The Hickory Tree is symbolic of endurance. Alive Hospice patients and their families face one of the most difficult journeys there is, and loving care from our care teams does so much to hearten their spirits each day.

Aetna  
Mr. Joe Allen  
Mr. Kirby Allen  
Tommie Andrews

Aspire Health  
Baulch Family Foundation  
Ms. Tracey D. Bell-Kulikowski  
David and Tanya Coffey

Cowan Benefit Services  
Cracker Barrel Foundation  
Enchiridion Foundation  
Dr. and Mrs. Jeffrey B. Eskind

Mr. Duncan Eve  
Frist Foundation  
Ms. Barbara E. Futter  
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# Annual Giving Societies

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Jennings & Ayers Funeral Home  
Joe B. Foster Family Foundation  
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Mr. and Mrs. Stephen S. Riven  
RT Medical LLC  
Ms. Kathy Ryan  
Southern Oncology, Inc.  
Dr. and Mrs. Christopher G. Stephens

## Cedar Society

The Cedar Tree is symbolic of healing. It is our sacred belief that, although one does not find a cure at the end of life, one can find healing of the heart, mind and soul.

Mr. James Aho, Jr.  
Aladdin Industries Foundation, Inc.  
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Ms. Barbara Owen Smith  
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Mr. Brad Thor  
University Pointe Apartments  
Jeanne and Mark Wallace  
Mr. and Mrs. Michael Zylstra

## Elm Society

The Elm Tree is symbolic of inner strength. Each day, Alive Hospice helps terminally ill patients, their families and grief support clients find the strength to make the journey before them. They walk this journey one step at a time, and they don't do it alone.

Anonymous  
Mr. Benjamin Adams  
Mr. and Mrs. J. Clark Akers III  
Ms. Hazel R. Albert  
Mr. and Mrs. Ken Anderson  
Ms. Debi Arnett  
Ms. Susan Austin  
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# Annual Giving Societies

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Mr. Mark Schutt  
Dr. Philip Seagraves  
Joan B. Shayne  
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Mr. and Mrs. Geoff Smith  
Mr. and Mrs. Thomas E. Smith  
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Ms. Anita Spiva  
Ms. Teela Stephens  
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Mr. and Mrs. William Wright  
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## Special Featured Group

### 15 or more years of consecutive support

To express our appreciation, from time to time we feature various categories of donors. This special group of donors has demonstrated unwavering commitment and loyalty, some for as many as 24 years in a row!

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# 2016 event sponsors

*Alive Hospice thanks the following for their generous support of our mission-based services as event sponsors:*

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## Event Partners



\* In-Kind Supporters

If you or your organization would like to be a 2018 event sponsor, please contact Development Manager Ben Love at 615.346.8698 or [bllove@alivehospice.org](mailto:bllove@alivehospice.org).

# 2016 program sponsors

*Alive Hospice thanks the following for their generous underwriting of our mission-based services such as charity hospice care, grief counseling, We Honor Veterans, music therapy, our Faith and Spirituality Symposium, Lunch and Learn Series and Alive SHARE Simulation Lab:*



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## Dugas Family Foundation

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Charity Circle of  
Murfreesboro



James Walter Pickle  
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Enterprise Holdings Foundation | St. George's Episcopal Church | T & T Family Foundation



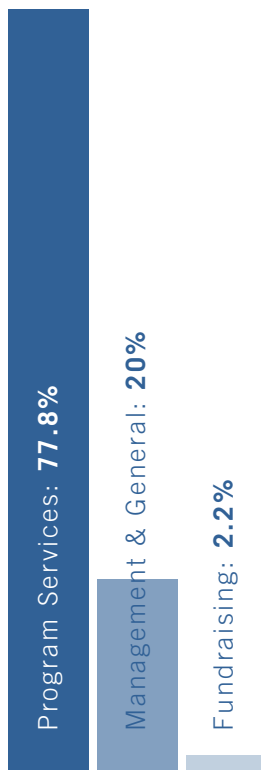
# Statements of Financial Position

December 31, 2016 and 2015

## Sources of Revenue



## Allocation of Total Expenses



Assets	2016	2015
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	\$ 8,430,508	\$ 7,738,210
Restricted cash	490,953	22,362
Patient accounts receivable, net	2,279,920	2,596,553
Pledges receivable, net	1,048,862	455,312
Prepaid expenses	251,630	238,805
Other current assets	70,949	72,424
<b>TOTAL CURRENT ASSETS</b>	<b>\$ 12,572,822</b>	<b>\$ 11,123,666</b>
Pledges receivable, net, excluding current portion	2,891,935	244,000
Investments	1,946,915	1,844,673
Property and equipment, net	14,433,385	10,764,157
Goodwill	554,293	554,293
Investment in joint venture	1,000	1,000
<b>TOTAL ASSETS</b>	<b>\$ 32,400,350</b>	<b>\$ 24,531,789</b>

Liabilities & Net Assets		
<b>CURRENT LIABILITIES</b>		
Accounts payable	\$ 1,317,842	\$ 509,108
Accrued expenses	1,357,579	1,413,928
<b>TOTAL CURRENT LIABILITIES</b>	<b>\$ 2,675,421</b>	<b>\$ 1,923,036</b>
<b>NET ASSETS</b>		
Unrestricted		
Undesignated	20,778,683	18,970,280
Board designated	462,023	439,122
<b>TOTAL UNRESTRICTED NET ASSETS</b>	<b>\$ 21,240,706</b>	<b>\$ 19,409,402</b>
Temporarily restricted	7,304,034	2,024,228
Permanently restricted	1,180,189	1,175,123
<b>TOTAL NET ASSETS</b>	<b>\$ 29,724,929</b>	<b>\$ 22,608,753</b>
<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>\$ 32,400,350</b>	<b>\$ 24,531,789</b>



*AliveHospice.org* | 615.327.1085

**Our mission:** We provide loving care to people with life-threatening illnesses, support to their families and service to the community in a spirit of enriching lives.

*Alive Hospice is a 501(c)(3) charitable nonprofit.*

*Alive is a trademark of Alive Hospice, Inc., and is registered in the United States Patent and Trademark Office.*