Growth is never by mere chance; it is the result of forces working together.

- James Cash Penney



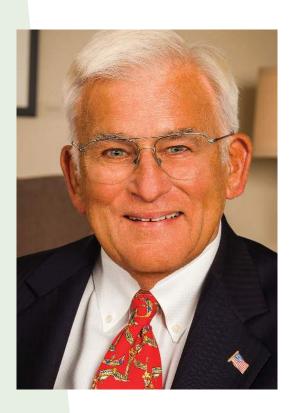


2017 Annual Report

Fiscal year January 1 - December 31, 2017

# Thank You

# from the Chairman of the Board



Dear Supporters of Alive,

The past year has been one of extraordinary growth, and it has happened faster than we ever dreamed possible due to your financial support and belief in our mission.

Because you share our commitment to bringing better end-of-life care to our entire Middle Tennessee community, we opened offices in Lebanon and Hendersonville and built an entirely new residence in Murfreesboro. The demand for this new facility is so great that we are already taking steps to add an additional six beds, a move we didn't expect to have to make for years to come.

In 2017, we also laid the groundwork to open a new office in Williamson County this year. In addition, we continued to expand access to our grief support and educational services within the broader community. We also created a dedicated position to manage relationships with local universities, and the demand for our professional training has already exceeded our capacity to meet it. As you review our 2017 financial report, take a minute to congratulate yourself for all we have accomplished together and know there is much more to come! Thank you.

Warren McPherson

# board of directors

#### **FOUNDERS**

David Barton, MD John M. Flexner, MD

#### 2017 BOARD OF DIRECTORS

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Donna Culver Culver Productions

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Metro Nashville Public Schools

## 2017 ALIVE INSTITUTE ADVISORY COMMITTEE

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Lynn Barton, LCSW, Alive Hospice Co-Founder

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Rev. Donna Scott Community and Faith Leader

Susan Simons Community Leader

Jan van Evs. MD

Vanderbilt University School of Medicine

Charlie Wray
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Community Leader

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Dialysis Clinic Inc.

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Carey McDonald
(Ethics Committee)
Monroe Carell Jr Children's Hospital at Vanderbilt

Angie Mulder

(Quality and Compliance Committee)
RCCH Healthcare Partners

Kate Payne, Consultant (Ethics Committee)
Vanderbilt University

Rabbi Laurie Rice (Ethics Committee) Congregation Micah

Carolyn Schneider (Human Resources Committee) RCCH Health Care Partners

Carol Titus
(Finance Committee)
Pinnacle Financial Partners

Dean Emilie Townes (Ethics Committee) Vanderbilt University Divinity School

Jan van Eys, MD (Quality & Compliance Committee; Ethics Committee)
Vanderbilt University School of Medicine

Lisa Wooten (Human Resources Committee)
Aegis Corporation

# 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

3,869 patients and their families received hospice care

12 pediatric patients and their families received care

430 average daily census

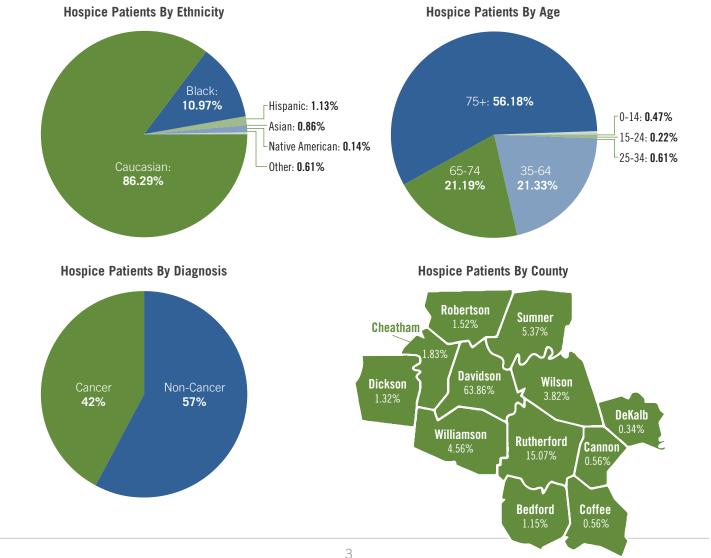
157,142 patient days of care

2,614 patients received home hospice care

1,142 patients served at The Residence at Alive Hospice - Nashville

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

218 patients served at The Residence at Alive Hospice -Murfreesboro



## alive honors 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.

Alive is on a mission to serve veterans just as they have served our nation in times of need.



# 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 (around 95% of the cost) is a charitable offering for the Middle Tennessee region.



Alive's three camps for children and teens have provided support for more than 1,700 kids who have lost someone important in their lives.

#### **PROGRAM STATISTICS**

**998** adults and children received grief support: 825 adults and 173 children

**3,600** individual counseling sessions

**21** grief support groups drew 160 participants

**3,200** calls to the Griefline (615-963-4732)

20,500 bereavement mailings

**577** people attended our bimonthly memorial services

3 children's grief support camps drew 90 participants:

**5** Grief During the Holidays seminars drew **70** people

#### Grief support clients by type of loss

# Other: 5% Sibling: 6% Grandparent: 8% Son/Daughter: 13% Spouse: 30% Parent: 38%

#### **Grief support client base**

Community Clients: 35%

Alive Hospice Families: 65%

# 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

**427** volunteers

20,185 service hours given by volunteers

**\$447,300** 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

## 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**

181 educational events/sessions provided

**10,628** people benefited from educational events/sessions

**2,671** people educated on advance care directives through The Gift Initiative of Alive Hospice

26 lunch and learn programs with 1,036 attendees

5 interfaith clergy breakfasts with 81 attendees

119 students received clinical experiences and training

**132** people attended our 2017 Faith and Spirituality Symposium

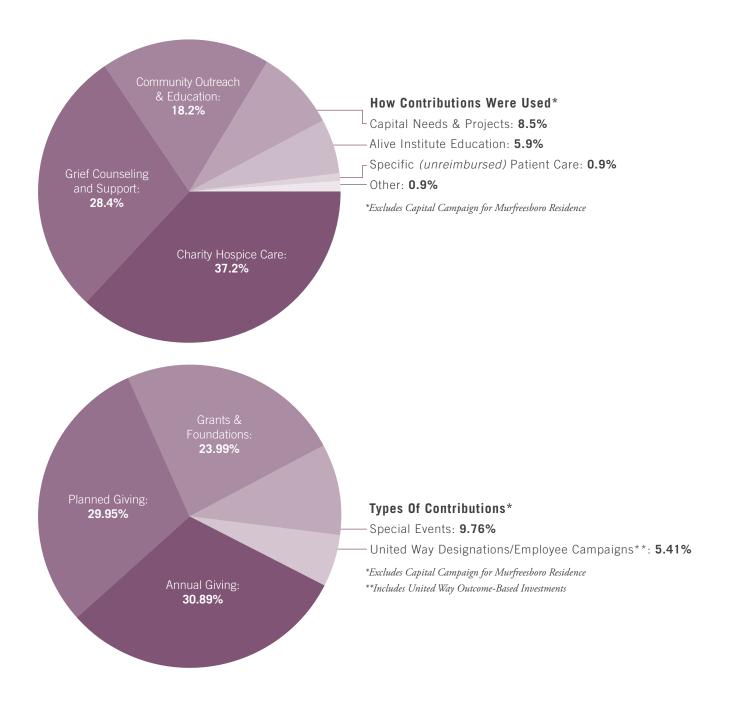
# community support

**Alive provides the most mission-oriented care of any hospice in Tennessee.** In 2017, we provided 21% of charity hospice care in the entire state and 52% 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 Joint Annual Report data for 2017

Total raised in 2017 for Mission-Based Services (Annual Giving): \$2,322,868



## IT'S OFFICIAL:

## alive is one of the best places to work!

The Nashville region is home to more than 40,000 businesses, and Alive Hospice has a distinction that very few can claim. 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 to create this culture. For

us, it's not just an honor. It's one of the most significant milestones in our 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 named 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.

# 2017 A WARDS & HONORS

#### 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/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/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.

#### American Graphic Design Award (Graphic Design USA)

The GIFT Initiative of Alive Hospice for Advance Care Planning Kit received an American Graphic Design Award from Graphic Design USA and was included in their 2017 annual award publication.

## founders circle of giving

#### Cumulative Lifetime Receipts of \$50,000+



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.

Acadia Healthcare

J. Clark Akers

Alvin and Sally Beaman Foundation American Constructors, Inc.

AmSouth

Ann Hardeman and Combs Lawson Fort Foundation

Clare C. Armistead

Ascension Health Ministry Svc Ctr

AT&T

James W. and Janet Ayers

Bank of America of Tennessee

**Baulch Family Foundation** 

Beaman Automotive Group

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Bluebird Cafe, Inc.

**Bradford Family Foundation** 

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Brownlee Currey Foundation

Cal Turner Family Foundation

The late Monroe J. Carell

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Thomas and Constance Cigarran

Community Foundation of Middle

Tennessee

Jane L. Davis and the late Dr.

Thomas Davis

**Dugas Family Foundation** 

**Ezell Foundation** 

Family and Children's Service

Frist Foundation

Barbara E. Futter\*

**Gaylord Entertainment** 

Frank and Judy Gluck

The late Landis B. Gullett

Harry and Jeanette Weinberg

Foundation, Inc.

HCA Foundation, Inc.

Healing Trust

Victoria Heil and the late Dr. Eric

Raefsky

Sharon Hels

The late Senator Douglas Henry

The Houghland Foundation

George and Tracey Huddleston

Humana Foundation

Ingram Industries Inc.

Jackson National Life

Joey and Debbie Jacobs

James Walter Pickle Foundation

Jane and Richard Eskind and Family

Foundation

Joe C. Davis Foundation

John D. Floyd Charitable Foundation,

Inc.3

Jeanine Scott Johnson and the late

Dr. Ira T. Johnson

Joyce Foundation - Nashville

Justin and Valere Blair Potter

Foundation

William B. and Robin King

Heloise Werthan Kuhn

Richard and Anna Mary Lenderman

Margaret Ann and Walter Robinson

Foundation\*

Martin Foundation

The Memorial Foundation

Michael B. McKee and Paul Cook

Michelle McWhorter and the late

Clayton McWhorter

Metropolitan Development and

Housing Agency

Katherine D. Murfree\*

Nashville CARES

Douglas G. Odom

Mark and Anita Pirtle

Ragland Corporation

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Reynolds Family Foundation

Dr. Liz Rhea

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Saint Thomas Foundation

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Serving our Seniors

Helen Thomas Siler

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SunTrust Bank

United Way of Metropolitan Nashville

United Way of Rutherford and

Cannon Counties, Inc.

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United Way of Wilson County

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Washington Foundation

Joni P. Werthan\*

West End Home Foundation

The Willard & Frances Hendrix

Foundation

Willis North America

The Woman's Club of Nashville

John and Kay Woodfin

Woodfin Memorial Chapel. Inc\*

\*An asterisk denotes members added in 2017 to the Founder's Circle of Giving.

## 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. The annual giving societies recognize gifts made for our general operating fund, specific programs, as well as capital campaign giving for Murfreesboro.

Give online at *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

Mr. and Mrs. Lynn H. Cawthorne

HCA Foundation

James Walter Pickle Foundation

John D. Floyd Charitable Foundation, Inc.

Margaret Ann and Walter Robinson Foundation

The Memorial Foundation
Mrs. Katherine D. Murfree

Vanderbilt University Medical Center

## 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.

Charity Circle of Murfreesboro

Cigna HealthCare

Mr. and Mrs. Burton Dye

Ms. Sara J. Finley

Ms. Kathryn Hanley

Ms. Victoria Heil

Home Instead Senior Care

Foundation

The Houghland Foundation

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John D. Walker

Carol C. Waller

Washington Foundation

Michael and Lindsey Wells

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.

Ms. Mary H. Andrews

Ms. Jean P. Barfield

**Baulch Family Foundation** 

Ms. Lori J. Bell

Ms. Catherine H. Brent

Mr. Stewart Campbell, Jr.

Cracker Barrel Foundation

**Enchiridion Foundation** 

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Mr. Duncan Eve

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Mid-State Radiology, Inc.

Murfreesboro Medical Clinic, PA

The Odom Family Foundation

Patricia and Rodes Hart

Foundation

Pinnacle Financial Partners

Reynolds Family Foundation

## annual giving societies

Hickory Society continued

Mr. and Mrs. Stephen S. Riven

ontinued Ms. Kathy Ryan

Saint Thomas Rutherford Hospital

Jessie and Joey Schmidt Mr. Dean Schneider Ms. Susan W. Schulert Ms. Joni P. Werthan

### 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.

Aetna

Mr. and Mrs. James Aho, Jr.

Dr. and Mrs. Mark Akins

Aladdin Industries Foundation, Inc.

Mr. Roger T. Briggs, Jr.

Ms. Joan A. Brown

Mr. and Mrs. William Cammack

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The Charitable Giving Card

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Ms. Pam Eldridge

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Ms. Jean C. Maynard

Mr. Michael B. McKee and Mr.

Paul Cook

Dr. and Mrs. Britt Mioton, Jr.

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Dr. Jan van Eys and Ms. Judith

L. Hodges

Mr. and Mrs. Alex P. Waddell, IV

Mr. and Mrs. Mark Wallace

Mr. David C. Wood

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.

Mr. Benjamin Adams

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Ms. Adrienne Ames

Mr. James Attwood

Mr. and Mrs. Clark Baker

Ms. Paula Barkley

Bass, Berry & Sims PLC

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Dr. Charles O. Beauchamp

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Frantz Building Services

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Goad Family Foundation

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## annual giving societies

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Mrs. Sara Hamilton

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Mr. and Mrs. Anthony Heard

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Mike and Mary Anne Rowe

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Mr. and Mrs. James M. Salsman

Mr. Mark Schutt

Dr. Philip Seagraves

Mr. Dan M. Shaw

Mr. Gregg C. Shepard

Mr. Charles Sherrill

Dr. Dianna L. Shipley and Mr.

David E. Shipley

Ms. Bertie F. Shriver

Dr. and Mrs. Greg Sikes

Mrs. Joyce J. Sinclair

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John and Kim Sonday

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Mr. and Mrs. David Spivey

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Ms. Teela Stephens

Mr. Frank W. Stevens. Jr.

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Mark and Terri Triarp

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Ms. Bobbi Williams

Ms. Sue A. Willis-Green

Ms. Penelope D. Wilson

Wayne Wood and Sharon Helton

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Mr. and Mrs. William Wright

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Ms. Kathy D. Zicher

Dr. and Mrs. John Zubkus

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Every gift matters and impacts the lives of those we serve.

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\$10,000+



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\$5,000 - \$9,999





























\$3,000 - \$4,999















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\$1,500 - \$2,999

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Stones River Total Beverages Mayday Brewery

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Sams Sports Bar and Grill

The Boat Locker Nashville Jam Co. Yazoo Brewery Sweet 16th Bakery

Vintage Wine and Spirits

If you or your organization would like to be an event sponsor, please contact Development Manager Ben Love at 615-346-8698 or blove@alivehospice.org.

#### Sources of Revenue

Assets

**CURRENT ASSETS** 

Restricted cash

Cash and cash equivalents

Patient accounts receivable, net

Program Services: 91.8% blic Support: 7.7%

#### Allocation of Total **Expenses**

General: 20.2% Š

Program Services: 77.7%

2.1% Fundraising: Management

TOTAL NET ASSETS

TOTAL LIABILITIES & NET ASSETS

Pledges receivable, net 830,376 Prepaid expenses 287,004 Other current assets 180,097 TOTAL CURRENT ASSETS 10,365,555 Pledges receivable, net, excluding current portion 2,050,283 Investments 2,123,707 22,417,490 Property and equipment, net Goodwill 554,293 Investment in joint venture 1,000 TOTAL ASSETS \$ 37,512,328 \_iabilities & Net Assets **CURRENT LIABILITIES** \$ Current portion of long-term debt \$ 53,960 \$ \$ Accounts payable 638,971 Accrued expenses 1,615,297 TOTAL CURRENT LIABILITIES \$ 2,308,228 \$ \$ 4,616,893 \$ Long-term debt, excluding current portion Other long-term liabilities 146,284 TOTAL LIABILITIES \$ 7,071,405 \$ **NET ASSETS** Unrestricted Undesignated 21,350,582 Board designated 520,481 TOTAL UNRESTRICTED NET ASSETS \$ 21,871,063 Temporarily restricted 7,384,671 Permanently restricted 1,185,189

2017

5,757,640

2,986,773

323,665

2016

8,430,508

490,953

2,279,920

1,048,862

251,630

70,949

12,572,822

2,891,935

1,946,915

14,433,385

32,400,350

1,317,842

1,357,579

2,675,421

2,675,421

20,778,683

21,240,706

7,304,034

1,180,189

29,724,929

32,400,350

30,440,923

37,512,328

462,023

554,293

1,000





## *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.

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