

COMMUNITY IMPACT REPORT FOR 2021

For almost 40 years, Hospice of Davidson County has delivered end-of-life care for all. It is only through community support that we are able to offer exceptional levels of care and services for patients and their families. Please consider visiting HospiceOfDavidson.org to learn about your giving options.

PATIENTS SERVED

823

823 patients received hospice care.



ACCESS TO CARE

1,190

1,190 donors ensured access to hospice care for **ALL**.



PATIENT VISITS

16,661

Patients & families received **16,661 in-person and virtual visits** from hospice.



SOCIAL WORK

2,633

Social Workers provided **2,633 in-person/video/audio visits** to patients and their families.



INPATIENT UNIT

151

Provided care to **151 patients** at our Hinkle Hospice House. An 18% increase from 2020.



VOLUNTEERS

1,280

Despite the ongoing pandemic, **volunteers contributed 1,280 patient care hours.**



ADMISSIONS

684

Agency admitted **684 patients** throughout 2021.



RECOGNITION

7

Seventh consecutive year with **national recognition as a "Hospice Honors" provider.**



CHAPLAIN VISITS

1,122

Agency provided **1,122 spiritual and emotional care visits** for patients and their families.



VETERAN CARE

4

Achieved nationally recognized **Level-4 "We Honor Veterans"** status through the NHPCO.





Our Mission: Hospice of Davidson County enhances quality of life by providing expert physical, emotional, and spiritual care for our community.

An Open Letter to the Davidson County Community

It is official; as I draft this letter, we are entering into the third year of the pandemic. While 2020 was life defining for most, Hospice of Davidson County (HODC) staff adopted a life-affirming attitude the following year. In our collective commitment to affirm the meaningful lives of those we serve, Agency staff quickly adopted a positive and optimistic attitude in 2021. Their love of caring for others and living well, despite the constraints of the pandemic, was evident in their noted accomplishments.

In a commitment to fully support Agency staff and sustain services, our internal COVID Response Committee continued to monitor pandemic factors while modifying processes and procedures to ensure continuity of care. In our dedication to caring for our community's most fragile, the Agency adopted a universal vaccination protocol. This stance strengthened our ability to provide care in all settings, which enabled the Agency to focus on support of the growing care needs in area assisted living and skilled care facilities.

Despite a general decline by the public in accessing health care, in 2021 the Agency responded to over 1,000 referrals and cared for 853 patients. The Hinkle Hospice House also experienced a 17.9% increase in patient care provision over the prior year. In response to the growing need for grief and bereavement counseling services, the Agency's Counseling Center expanded its mailing, phone, and group support services.

In 2021, the Agency made additional investments in technology to enhance patient care and administrative processes. Digital skills and electronic archives were key to patient care, operations, and staff engagement. Meetings relied on Microsoft Teams; a sound studio was established and HODC launched its first podcast program, Community Connections, featuring hospice and other community resources.

Despite the ongoing impact of the pandemic, our community continued to provide much-needed support with nearly 1,200 donors investing in the Agency's mission to care for those at end of life. HODC expanded efforts on multiple social platforms, including an Instagram page to enhance the reach to our communities.

While the Agency's mission and services are dependent, more than ever, on technology, we recognize there is no substitute for being the eyes, ears, and caring hands at the bedside. On behalf of the Board of Directors and staff, thank you for entrusting Hospice of Davidson County to provide exceptional care and a supported end-of-life experience.

Blessings and peace,

Laura Owen
Chief Executive Officer

