



**Community
Impact Report**

HOSPICE OF DAVIDSON COUNTY

Looking back on 2025, I am deeply grateful for a year shaped by thoughtful evolution and steady purpose. In our work, we are reminded every day that life is often defined by small moments—**moments of comfort, connection, and quiet reassurance that matter deeply to patients and families facing serious illness.** Supporting those vital moments remains at the heart of our mission.

This year, we stood alongside more than 1,000 patients and their families during life's most poignant times. Whether in the comfort of home, in long-term care communities, or at the Hinkle House, **our dedicated team delivered the highest quality care grounded in choice, dignity, and deep appreciation for each day** and the moments that make it meaningful.

We also strengthened the heart of our organization—our people. **We invested in recognition and professional growth, ensuring that our team members feel valued and supported in the work that defines us.** Even amid workforce and regulatory pressures, we grew responsibly, remaining the trusted partner our neighbors rely on.

For more than 40 years, we have provided an integrated spectrum of serious illness care. **You will continue to experience the same deeply present support delivered by the same friendly faces** as we evolve to meet growing healthcare needs. In the months ahead, you will begin to see a new look that reflects our expanding services and the ways our work continues to grow.

What will never change is our promise: **to walk beside individuals and families with purpose and compassion, honoring the dignity, comfort, and meaning each day holds.** In moments both ordinary and profound, we remain grateful to serve this extraordinary community we call home. Thank you for your trust and friendship.

“In moments both ordinary and profound, we remain grateful to serve this extraordinary community we call home.”



Laura Owen

Laura T. Owen
Chief Executive Officer

2025 LEADERSHIP

Officers

Laura T. Owen, BS, BA

Chief Executive Officer

Lana J. Riemann, MD, MPH

Chief Medical Officer

Aaron Holt, MBA, SHRM-CP

Chief Administrative Officer

Glen Hubbard, CPA, MBA, CHFP

Chief Financial Officer

Jennifer Everhart, RN, CHPN

*Chief Clinical Officer/Corporate
Compliance Officer*

2025 Board of Directors

Brooke Williams

Chair

Catherine (Katie) Michael

Vice Chair/Governance

Daniel James

Vice Chair/Internal Affairs

Dale Moorefield

Vice Chair/External Affairs

Edwina Hardee

Secretary

Michelle Cecil

Debbie Fanary

Makeba Gregg

Ken Hall

Jan Purdy-Gray

Ivy O. Waterhouse

Karen Watford

Philip Young

Becky Daley

ex-officio

The Foundation of Our Organization



High Quality Standards

In 2025, our commitment to excellence was validated by our community and national accreditors alike, proving that as we grow to meet increasing needs, quality remains our highest priority.

Award-Winning Satisfaction:

Our CAHPS® survey score of 94.9% significantly exceeded our 90% target, granting us the Hospice CAHPS® Honor Award for excellence in the caregiver experience.

ACHC Reaccredited:

Successfully completed the reaccreditation process, a rigorous industry validation, demonstrating our continued commitment to higher standards

Honoring Our Veterans:

Maintained Level 4 Status with the National Alliance for Care at Home "We Honor Veterans" program



In 2025, we admitted 118 Veterans and conducted 56 pinning ceremonies, providing the specialized recognition and dignity our heroes deserve.

Investment in Our People

To provide the best care for our community, we invested in the growth and well-being of our staff.

TRIAD
BUSINESS JOURNAL

2025 Winner
**Best Places
to Work**



Shared Purpose

Our 91% employee engagement and 95% staff retention rates are true testaments to the dedication of our clinicians, administrative staff, and the supportive environment we build together.



Investing in the Future

Eight CNAs were enrolled in nursing school, and 100% of Hinkle House in-patient staff are Alzheimer's Association EssentiALZ Certified.



Staff Well-being

Expanded our structured wellness program and implemented the Betterleave platform to provide our team with advanced resources for resilience, stress management, and bereavement

Community Engagement and Advocacy

1,500 +

community members reached through 24 facility partner events, healthcare presentations, and community Advanced Directives classes

50 +

statewide professionals were hosted at our Annual Conference on Grief & Loss and provided specialized education to student groups at Davidson-Davie Community College.

3,800 +

hours of volunteer time were provided by the community, resulting in \$128,048 in cost savings for the Agency.

Meeting the Needs of Our Community

Hospice Care: A Promise of Support

Our ability to meet the increasing needs of our community is directly tied to our organizational strength. This year, we expanded our clinical service delivery and strengthened our team to ensure that even with growing needs, every member in our service area has access to the highest level of care.

- In September, for the first time in our 40-year history, **we grew to serve over 190 patients per day.**
- We ended 2025 with an Average Daily Census of 183 patients reflecting a 29.3% increase from 2024.
- **11,914 Nursing Patient Home Visits** were completed in 2025 across all care settings.
- **193 Patients were served** at the Hinkle Hospice House.

Palliative Care: An Extra Layer of Care

In late spring, we launched our **clinic-based palliative care service line, Alderwood Medical Services**, to provide an “extra layer of support” for those living with serious illness. This expanded service partners closely with a patient’s existing healthcare team to ensure the highest quality of coordinated care.

Led by Chief Medical Officer Lana J. Riemann, MD, MPH, our new palliative care services have already supported over two dozen individuals in managing symptoms and treatment side effects for serious illnesses such as heart disease, lung disease, dementia, and ALS.

Counseling & Bereavement Support: Healing for the Whole Person

Our care extends beyond physical symptoms to embrace **the emotional and spiritual needs of those we serve.** By providing expert counseling and a compassionate presence, we ensure that everyone has a dedicated space for healing, reflection, and peace.

- **3,500+ Medical Social Work Visits** supporting patients and families in all care settings
- **1,000+ Spiritual Support Visits** across all care settings
- **450+ Counseling Sessions** for hospice families and community members
- **Creative Counseling Series** remained fully booked throughout 2025, providing support for 100+ participants.



Your Impact & The Path Ahead

The Power of Community Support

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- Our 40th Anniversary saw a **62% increase in community contributions** and a 50% growth in overall fundraising revenue.
- **\$20,000 Raised** at the 16th Annual Golf Tournament.
- **250+ Riders joined** the 18th Annual Ride for Angels.
- **United Way Partnership** \$27,000 in funding directly supported our Grief and Bereavement Department.
- **Hoyer Lift Grant:** The Thomasville Community Fund Grant enhanced safety and comfort at Hinkle Hospice House with new specialized equipment.

Contact us to discuss being part of our shared vision.

336.475.5444

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Hospice of Davidson County is a 501(c)(3) non-profit organization.

Ensuring the Future of Care

We invite you to join our giving societies and include Hospice of Davidson County in your estate planning to ensure our mission to care for the community will continue for the next 40 years and beyond.

The Founders' Circle: Recognizing individuals making an annual gift of \$1,000+.

Partners in Care: For businesses investing \$1,000+ annually in our mission.

Estate Plan Gifts: A simple way to make a major impact through your will or trust while preserving your assets today.

The Aspire Education Fund: A newly established scholarship fund to assist staff in obtaining certifications, credentials, and advanced degrees in the healthcare field.





Hospice of Davidson County

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