

Annual Report

Celebrating Thirty Years of Service



Hospice celebrates life, one precious life at a time.

On July 1, 1980 the all-volunteer team who served cancer patients in their homes admitted its first patient, a 27-year-old nurse. Since then, Lower Cape Fear Hospice & LifeCareCenter has provided care to more than 20,000 patients. Today, 250 staff members, assisted by 500 volunteers, serve patients with a variety life-limiting diagnoses wherever they live – in their homes, nursing homes, assisted living facilities, and hospitals. Our service area increased from three to five counties. We've constructed two hospice care centers and a counseling-administrative building, and broken ground for a third care center. We've started a palliative care consult team, developed community bereavement programs for adults and children, become certified by Medicare and Medicaid, earned accreditation by JCAHO and ACHC, and offered end-of-life care education. Though change has been constant the last thirty years, the agency's commitment to provide the best end-of-life care possible to our patients and their families has never wavered. We couldn't have accomplished so much without the support and advocacy from you, our community, and we thank you.

Building A Care Center Closer to Home

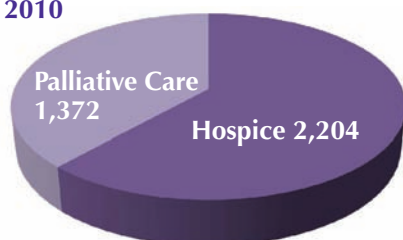
In October, we held a groundbreaking ceremony for our Brunswick County Hospice Care Center. The 7.35 acre site for the facility, generously donated by Louie Lewis, is off Old Ocean Highway in Bolivia. Plans for the project, our third care center, include seven private patient and family suites, living room, kitchen, library and laundry areas, as well as gardens and administrative space. The Closer to Home capital campaign committee members, led by WJ and Sibyl McLamb, Tripp Sloane, and Dianne Tripp, are working hard to meet the goal of raising \$3.4 million for the care center.



With strong community support, our dream for a hospice care center in Brunswick County "Closer to Home" is becoming a reality.

Patients Served in 2010

Total 3,576



Providing Care to More

Every day, we serve more than 500 patients in our hospice and palliative care programs, making our agency the fourth largest hospice in North Carolina based on patient days. We're thankful that so many patients and families are allowing us to accompany them on their end-of-life journey.



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Sharing The Benefits of Hospice & Palliative Care

When you or someone you love is facing a life-limiting illness, time is precious. With assistance, guidance, care, and support from Lower Cape Fear Hospice & LifeCareCenter, you can make the most of out of every minute and spend time doing the things that matter most to you. Our new slogan, "Live well. Every moment matters." demonstrates our commitment to helping everyone in our care get the most out of life, while preparing patients and their families for the challenges ahead. Too many of our families tell us, "We wish we had called hospice sooner." Through commercials, billboards, ads and other media, we're letting people know how much hospice can help, so when the time is appropriate, patients and families will choose hospice.



Our popular community conferences are always well-received.

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Reaching Out to Our Community



Outreach team members "blitzed" communities in our five-county service area each quarter.

During 2010 our outreach staff participated in 200 presentations, healthfairs, conferences, and community events, with 6,892 attendees. We conducted community "blitzes" or visits to businesses, agencies, and churches in our service area to thank everyone for their support. We've joined the social networking world with a blog, Facebook pages, and Twitter. We sent "e-newsletters" and asked for feedback. Our patient satisfaction surveys tell us that 99 percent of our hospice families say they would recommend our services to others.

Training New Volunteers

Our agency was created by volunteers, and they have played a vital role ever since. Our 500 plus volunteers bring compassion, wisdom, and an added depth to our hospice care team. Last year, they donated 20,163 hours to our agency and drove 87,054 miles! Their dedication, support, and assistance to our mission provide a dimension that no money can buy. They have enriched the lives of countless patients, families, and staff members.

During orientation, volunteers learn how they can provide respite for caregivers and emotional support for our patients and their families.





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Encouraging Health Care Discussions

BEGIN THE CONVERSATION • ORG



We launched BeginTheConversation.org, our public education initiative to encourage people to identify, communicate, and document their health care choices. Through our website, presentations, television and radio commercials, billboards, and health fairs, we shared our BTC message and reached more than 2 million people! We plan to continue to encourage people to start talking about their decisions with family and physicians and to put their plans in writing so their wishes can be honored.

The BeginTheConversation.org website offers toolkits, resources, links, and advance directive forms to help people communicate their choices.

Healing Grief

We understand that coping with grief is challenging. Our bereavement counselors offer a variety of ways to work through grief and begin the healing process, including support groups, individual and family grief counseling, Sunrise Kids, community and corporate education, expressive arts, and bereavement newsletters. Last year, 4,417 hospice patients, family members, adults, and children affected by the death of a loved one received grief assistance from our staff.

Children express emotions, share memories, address their feelings, and come to terms with their grief at Sunshine Camp.



Mapping Our Future



Senior leadership is planning now to ensure the agency is prepared to meet the health care challenges in the future.

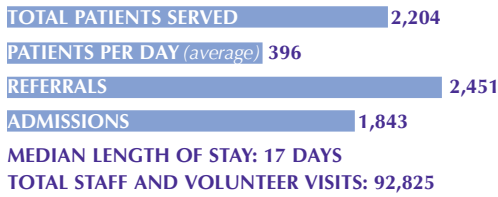
Health care as we all know it will dramatically change over the next few years. No one is sure exactly what those changes will be or how health care will look at the end of this "reform." Reimbursement cuts, combined with the baby-boomer generation "coming of age," will bring about changes in the way hospices provide their services. In 2010, our Board of Directors and leadership developed a three-year strategic plan to help position the agency to meet these and other challenges ahead. Additional expansion, new partnerships, affiliations, collaborative efforts, and diversifications are all being considered to ensure that Lower Cape Fear Hospice & LifeCareCenter is included in the continuum of care. We're excited to be part of all these changes, and we look forward to the ride into the future!

LOWER CAPE FEAR HOSPICE & LIFECARECENTER 2010 ANNUAL REPORT

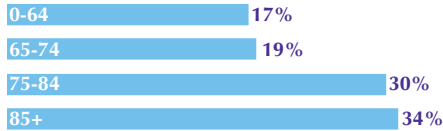
Oct. 1, 2009 – Sept. 30, 2010

Hospice

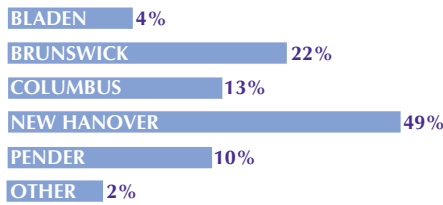
PATIENTS



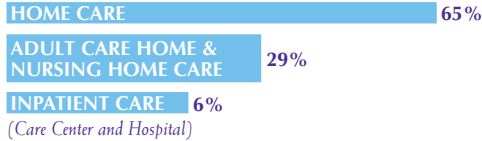
PATIENT AGE



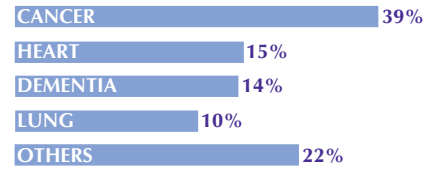
PATIENT COUNTY OF RESIDENCE



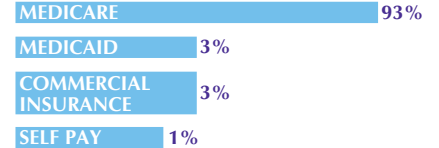
LEVELS OF CARE



PATIENT DISEASE



PAYOR SOURCE



Palliative

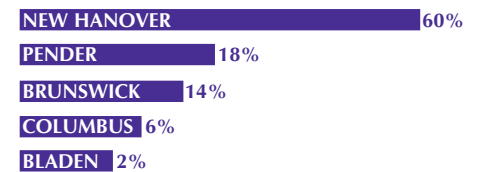
PATIENTS



PATIENT AGE



PATIENT COUNTY OF RESIDENCE

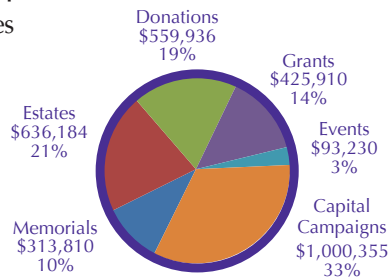


Lower Cape Fear Hospice Foundation

2010 Contribution Sources

Total Raised Including Capital Campaigns and Endowment

\$3,029,425



Donor Dollars Support:

- Hospice Complex Case Management • Capital Projects
- Palliative Care Services • Community Outreach
- Bereavement Services • Sunrise Kids and Sunshine Camp
- Volunteer Services • Community Education and Training

Lower Cape Fear Hospice, Inc. Balance Sheet, As of September 30, 2010

	LOWER CAPE FEAR HOSPICE	HOSPICE ENDOWMENT	COMBINED TOTAL
Assets			
Current assets	\$9,225,581	\$1,000	\$9,226,581
Assets limited as to use	6,857,416	1,159,933	8,017,349
Other long term assets	436,646	-	436,646
Net property	12,707,628	-	12,707,628
Total Assets	\$29,227,271	\$1,160,933	\$30,388,204
Liabilities and Net Assets			
Current liabilities	\$2,650,425	\$3,000	\$2,653,425
Long Term liabilities	6,159,114	-	6,159,114
Unrestricted net assets	13,088,035	-	13,088,035
Unrestricted designated net assets	6,089,661	-	6,089,661
Temporarily restricted net assets	1,240,036	-	1,240,036
Permanently restricted net assets	-	1,157,933	1,157,933
Total Liabilities and Net Assets	\$29,227,271	\$1,160,933	\$30,388,204

Lower Cape Fear Hospice, Inc. Statement of Operations For the Year Ending September 30, 2010

Revenue	
Net patient services revenue	\$23,121,758
Contributions	2,501,869
Contributions - Endowment	8,416
Grants	425,910
Special Events	93,230
Volunteer Services	453,456
Total Revenues	\$26,604,639
Operating expenses	21,424,145
Gain from Operations	5,180,494
Non-operating gains	
Interest Income - Operations	243,295
Income - Endowment	39
Net Increase in Fair Value of investments and SWAP	122,986
Total non-operating gains	366,320
Revenue In Excess of Expenses	\$5,546,814