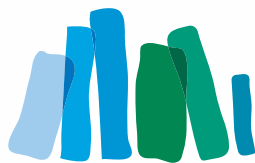
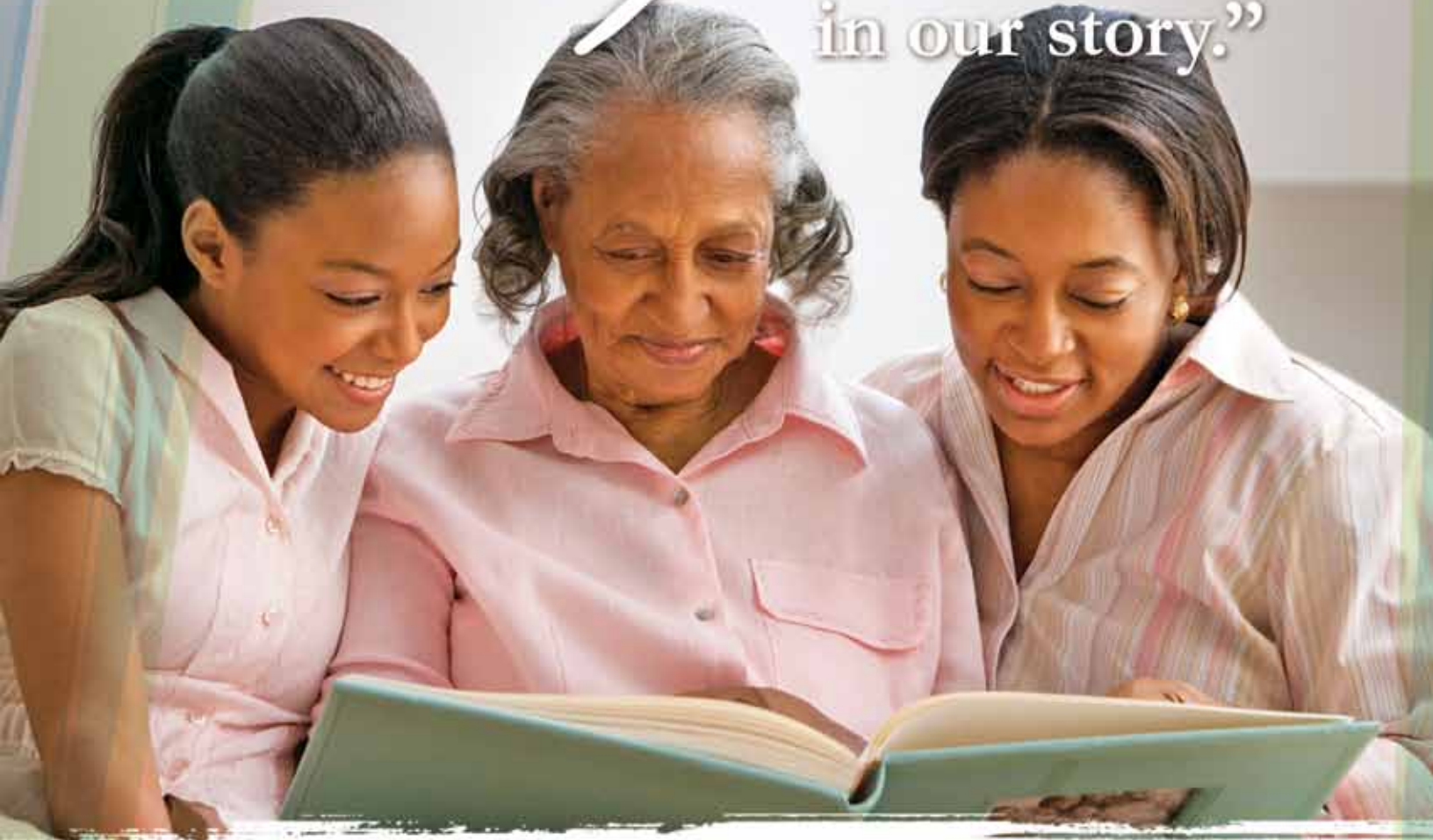


“Introducing a new  
*chapter*  
in our story.”



**CHAPTERS**  
HEALTH SYSTEM<sup>SM</sup>

**2010 Annual Report**



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**CHAPTERS**  
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# Board Chair *Letter*



**Jack Kolosky**  
Board Chair  
Chapters Health System

I am grateful that the board of Chapters Health System (formerly HPC Healthcare) honored me by naming me board chair. With this honor comes a great duty to guarantee that the people of Hillsborough, Polk, Highlands and Hardee counties receive compassionate, comprehensive and cost-effective healthcare that eases suffering and provides support.

Chapters Health serves an impressive number of patients. Our hospice programs delivered care to nearly 11,000 patients. Chapters Health Palliative Care (formerly Axis Palliative Healthcare) provided more than 850 new palliative care consultations. Chapters Health Pharmacy (formerly HPC Pharmacy Services) filled in excess of 152,000 prescriptions. Our hospice houses served 3,000 patients facing pain or symptom issues. Grief professionals connected with approximately 20,000 people, and more than 200 children attend weekend grief camps. And finally, our hospice programs delivered \$5 million in charity care so that the underserved in our community could have access to support and comfort at a most vulnerable time in their lives.

While all these facts are fascinating, we should all be gratified by some of the stories we heard in 2010. Some examples include:

- *The elderly patient who lacked a Social Security number, the committed social worker who fostered a special relationship with him and the hospice house staff who encircled him with compassion and caring at his death.*
- *The Highlands County residents who left inspirational prayers and messages on the unfinished walls of the Bud and Donna Somers Hospice House.*
- *A hospice physician discussing the benefits that hospice care brings patients and families.*
- *The Dundee woman who took up crocheting furry animals as a way to cope with her husband's death, then realized her creations could bring comfort to grieving children at the Bethany Center.*

These are demonstrations of the commitment to quality care that are part of the culture at Chapters Health. Under the outstanding leadership of Kathy Fernandez and her senior staff, Chapters Health has continued to grow while identifying new programs and services that fill our community's needs.

As a board member, I've witnessed the strong efforts by Chapters Health leadership to stay faithful to the hospice mission to provide outstanding end-of-life care while innovatively applying our expertise to serve the community with new programs. We believe that these bold moves will secure the financial future of Chapters Health.

Chapters Health will continue to face challenges this coming year. We are proud to be a part of an organization that delivers important care in our communities and leads in identifying the services to address the issues related to advancing age or advancing illness. I want to publicly recognize the dedication of my fellow board members and the hard work from Chapters Health senior staff. Their skillful blending of cutting-edge programs with compassionate care will allow each person we serve each day to face the challenges of the future with dignity and respect.

# CEO's *Report*

The Merriam-Webster Dictionary describes innovative as, “the introduction of something new; a new idea, method...” Most people, when describing our company, might first use the words compassionate or supportive, which truly illustrate the care delivered at the bedside. But when examining our history, you will also see that we have developed a model of innovative programs and services that strengthens our mission to provide patient-centered care.

Many have witnessed this innovation firsthand, such as when we changed the company structure from Hospice of Hillsborough to LifePath Hospice after we started caring for patients in Polk, Highlands and Hardee counties. We welcomed the opportunity to acquire Good Shepherd Hospice, which later resulted in the formation of an overarching parent organization, HPC Healthcare. As we observed a growing need to deliver healthcare to non-terminal, complex adult and pediatric cases, we established Axis Palliative Healthcare and later received state approval to deliver Partners in Care (PIC) services. Senior leaders also recognized the necessity to develop HPC Pharmacy Services and HPC Staffing Services to address needs that occur across state-established service lines.

Our company has never settled for providing the minimum care, always seeking to find innovative ways to exceed Medicare standards and our patients' expectations. We have been at the forefront of advancing open access to hospice care, accepting patients with a one-year prognosis and offering palliative chemotherapy and radiation treatments for pain and symptom management. Going beyond the minimum requirements, our hospice teams include staff chaplains and we address the bereavement needs of children and teens at our children's grief centers. We take incredible pride in the ability to offer hospice house care

– not a requirement of our Medicare license – at five locations.

And while these innovative programs and services have prepared us for the future, the healthcare environment, as we know it, will be changing. New federal legislation is forcing the healthcare industry to closely examine how each entity's programs fit into the overall continuum of care. And I'm happy to report that we are in an excellent position as we move forward as a healthcare system.

As we've done in the past, our company has assessed the care provided in our service areas and tapped into our expertise to develop new services that reach beyond basic hospice care and best meet the needs of our communities. We see a solid future as a part of the post-acute care model, providing multiple levels of care that address the issues related to aging, complicated medical conditions and end-of-life concerns.

We can take great satisfaction in knowing that our palliative care team provides expert hospital-based consultations that aid patients and families with some of the difficult questions that arise with a complicated, yet non-terminal, diagnosis. We have expanded palliative care consultations into nursing home settings and envision very soon that we will offer this service in patients' homes.

Over the past few years, we have been setting in motion the process to begin providing PACE and Nursing Home Diversion services. PACE – the Program of All-Inclusive Care for the Elderly – and Nursing Home Diversion offer care- and case-management services that help frail elderly maintain their independence and remain in their homes. We are on track to begin providing Nursing Home Diversion services in all four counties in June 2011 and PACE in Hillsborough County in September 2011.



**Kathy L. Fernandez**  
**BSN, MHA**  
*President/CEO*  
*Chapters Health System*



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In 2010, HPC Healthcare reached a defining moment; we came to the realization that we were a company in transformation, with programs in place that provide choices, education and guidance for those facing advancing age and advancing illness. And with that realization came the understanding that we needed a fresh approach to advance our mission within our communities. As the year progressed, we embarked on the next phase in our history. With solid support from our boards of directors and serious decision making by senior staff, we are moving in a positive, practical and proactive direction with a common goal to provide outstanding person-centered care. In mid-2011, HPC Healthcare transitioned into a healthcare system, and with it, a new corporate name, Chapters Health System.

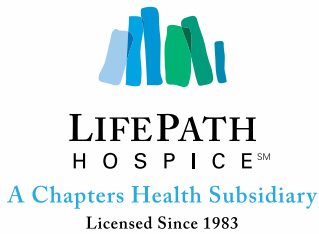


As we introduce the Chapters Health mission in our communities, we plan for our fine-tuned, innovative culture to be the focal point in defining our new system of subsidiaries and services, preserving the reputation of our well-established hospice programs, establishing ourselves as experts in the emerging post-

acute care model and elevating our new programs in an ever-changing healthcare landscape.

In the coming year, the companies of Chapters Health System are poised to grow in ways our founders never imagined. None of this would be possible without the firm commitment and dedicated support of our boards of directors, senior staff, employees and volunteers. We can all take tremendous pride in knowing that our combined efforts have made an impact in the lives of those facing a new and unfamiliar stage in their lives. It is an exciting time for all us as we begin this new chapter in our organization's story, and I look forward to the opportunity to reach more and more people in our community with multiple levels of care and comfort as Chapters Health System.

# Corporate *Structure*



COMING IN  
2011



# Financial Highlights

## Summary operating results

Year ended December 31, 2010 (amounts in thousands)

### Revenue, gains, and other support:

Net patient revenue .....	\$131,707
Contributions .....	\$4,183
Other revenue and gains .....	\$4,149

**Total revenue, gains, and other support ... \$140,039**

\$0.81 of every dollar earned was spent on program services

### Expenses:

Program services .....	\$105,268
Supporting services .....	\$24,693
Total expenses .....	\$129,961

**Total change in net assets ..... \$10,078**

The summary operating results and condensed balance sheet are derived from HPC Healthcare, Inc.'s December 31, 2010 financial statements, which were audited by LarsonAllen LLP who expressed an unqualified opinion of the financial statements.

## Condensed balance sheet

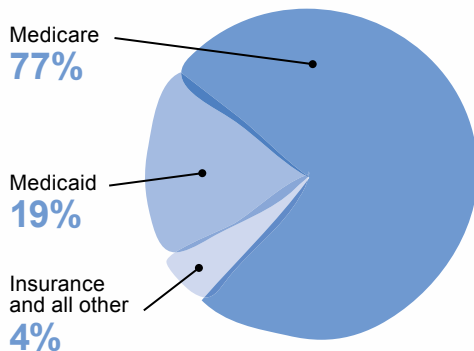
Year ended December 31, 2010 (amounts in thousands)

### Assets

Cash and investments .....	\$40,073
Accounts receivable .....	\$9,742
Property and equipment .....	\$36,018
Other assets .....	\$58,684
<b>Total assets .....</b>	<b>\$144,517</b>

### Liabilities and net assets

Accounts payable and accrued expenses .....	\$3,753
Accrued employee compensation .....	\$6,845
Bonds payable .....	\$31,047
Other liabilities .....	\$9,351
<b>Total liabilities .....</b>	<b>\$50,996</b>
<b>Total net assets .....</b>	<b>\$93,521</b>
<b>Total liabilities and net assets .....</b>	<b>\$144,517</b>

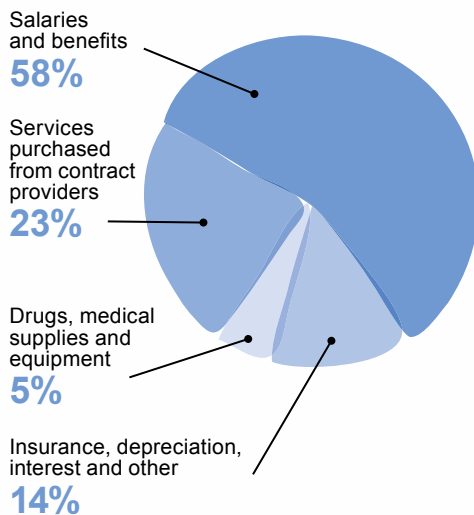


## Who pays for our services?

Year ended December 31, 2010 (amounts in thousands)

Medicare .....	\$101,445
Medicaid .....	\$24,818
Contributions, other revenues and gains .....	\$8,332
Insurance and all other .....	\$5,444

**Total revenue, gains and other support ..... \$140,039**



## Where does the money go?

Year ended December 31, 2010 (amounts in thousands)

Salaries and benefits .....	\$75,750
Services purchased from contract providers .....	\$29,328
Drugs, medical supplies and equipment .....	\$6,364
Insurance, depreciation, interest and other .....	\$18,519

**Total expenses .....** **\$129,961**

# Treasurer's Report

HPC Healthcare and its subsidiaries (the Company) performed successfully in 2010 in spite of difficult economic and business conditions. As compared with 2009, average daily census increased by 82 patients (4.3 percent), total revenues increased by \$6.6 million (5.2 percent), operating income increased by \$2 million (82 percent) and net assets increased by \$10.1 million (12.1 percent). Net cash provided by 2010 operating activities was \$8.7 million. The Development Department generated \$3.2 million, net of expenses, from contributions and thrift store sales.

The Company continued to invest in new programs, expand existing programs and develop the supporting infrastructure necessary to pursue its strategic plans to create a health system that offers a wide variety of compassionate healthcare choices. These investments include developing Senior Independence programs; planning for implementation of an electronic medical record; developing a state-of-the-art enrollment center to support all program offerings; constructing a new 33,600-square-foot inpatient unit and resource center in Sebring; purchasing a 15,000-square-foot resource center in Lakeland; and expanding and strengthening the information technology network infrastructure, decision support and business intelligence capabilities and human resources support functions. Collectively, the operating and capital expenditures related to these initiatives exceeded \$12 million in 2010.

As a not-for-profit health system, the Company serves hospice patients and families regardless of their ability to pay. During 2010, amounts not billed to hospice patients unable to pay for services provided, exceeded \$5.1 million. In addition, the Company provides a broad range of unfunded or underfunded services designed to meet supportive needs of

patients, families and others in the community. These include extensive bereavement services, caregiver services that permit patients to remain in their homes, pet and music therapy, education programs for medical students from the University of South Florida, medical fellowships and ongoing community education. During 2010, expenditures for these programs exceeded \$1 million. Through these unfunded and community-based programs, the Company provides services far in excess of the requirements determined by the state of Florida, the federal government or commercial insurance companies. The Company could not provide all of these services at the current levels without ongoing philanthropic support from the community.

The Company is well positioned on many levels to face the challenges of 2011 and beyond that are posed by healthcare reform on the state and federal levels, increasing regulatory scrutiny and an increasingly complex and uncertain business climate. Transparent governance and proactive corporate responsibility programs are centerpieces of the Company's culture. The Company's balance sheet and excellent cash position help ensure adequate funding is available to meet these challenges and the financial ability to expand the service offerings of the health system. It is exciting to be part of a team of talented and committed board leadership, senior management, staff and more than 1,200 volunteers working together to achieve common goals.



**Brian Hinton**  
*Treasurer*  
*Chapters Health System*



**CHAPTERS**  
HEALTH SYSTEM<sup>SM</sup>

# Volunteer *Committees*

## Chapters Health System Board of Directors

### Officers/Executive Committee

Jack Kolosky  
*Chair*

Kathy Fernandez, BSN, MHA  
*President/CEO*

Brian Hinton  
*Treasurer and Immediate Past Chair*

Thomas Conger  
*Secretary*

Herb Bell  
Kristin DiMeo, CPA, ABV  
Gene Fogarty  
Rex Yentes

### Directors

Michael Aloian  
James Joiner  
Rick Lentz, LEED AP  
Mike Marino  
Susan McMillan, PhD, RN, FAAN  
Stanley Piotrowski

### Honorary Board Members

Max Dertke, PhD  
Sam Gibbons  
Victor Leavengood  
Judith Smolk

### Audit Committee

Jack Kolosky, *Chair*  
William Becker Jr., CPA, MBA  
Brian Hinton

### Bioethics Committee

Susan McMillan, *Chair*  
Max Dertke  
Pastor Rick Malivuk  
Nancy Newman  
Hana Osman, PhD  
Lori Roscoe  
Rev. Valerie Storms  
Robert Walker, MD

### By-Laws Committee

Jack Kolosky, *Chair*  
Thomas Conger  
Kathy Fernandez  
Gene Fogarty  
Rex Yentes

### Corporate Compliance Committee

James Joiner, *Chair*  
Vicki Marsee, RN, MBA, NEA-BC,  
FABC, Vice Chair

### Development Committee

Herb Bell, *Chair*  
Kristin DiMeo  
Gene Fogarty

### Executive / Compensation Committee

Jack Kolosky, *Chair*  
Herb Bell  
Tom Conger  
Kristin DiMeo  
Kathy Fernandez  
Gene Fogarty  
R. Fenn Giles Jr.  
Brian Hinton  
Rex Yentes

### Finance Committee

Brian Hinton, *Chair*  
Michael Aloian  
Kristin DiMeo  
Kathy Fernandez  
Jack Kolosky  
Mike Marino

### Investment Committee

Michael Aloian, *Chair*  
William Becker Jr.  
Kathy Fernandez  
Fenn Giles

### Nominating Committee

Brian Hinton, *Chair*  
Kathy Fernandez  
James Joiner  
Jack Kolosky

## Chapters Health System Leadership Staff

### **President/Chief Executive Officer**

Kathy Fernandez, BSN, MHA

### **Chief Operating Officer**

Andrew Lutton, MBA

### **Executive Vice Presidents**

Ronald Schonwetter, MD, FACP, AGSF, FAAHPM

*Chief Medical Officer*

George Wallace, CPA

*Finance and Operations*

### **Vice Presidents**

B.J. Dudley, RN, MS

*Clinical Services and Education*

Judith Goddard, MBA

*Human Resources*

Cheryl Hamilton, MBA

*Business Development*

Sharon Jones, FAHP, CFRE

*Development*

Peggy Madill, RN, BSN, MBA

*Health Informations/Chief Information Officer*

Vicki Marsee, RN, MBA, NEA-BC, FABC

*Chief Quality and Compliance Officer*

David O'Neil, MHA

*Finance/Chief Financial Officer*

H. Darrell White, Esq.

*General Counsel*



**CHAPTERS**  
HEALTH SYSTEM<sup>SM</sup>

# Palliative Care

For more than four years, Chapters Health Palliative Care (formerly Axis Palliative Healthcare) has been bringing welcome relief to patients with advanced illnesses, regardless of their life expectancies. As experts in symptom management, the palliative care team helps to ease pain, add comfort and enhance the quality of life for our patients.

In addition to providing high-quality pain and non-pain symptom management, the palliative care team members provide comprehensive disease education to patients and families to help them establish appropriate care goals. They also discuss the importance of completing advance directives with patients and their loved ones, and facilitate care across several different settings.



In 2010, Chapters Health Palliative Care showed continued growth, with more than 3,300 palliative care visits in Hillsborough and Polk counties, a 6.5 percent increase over 2009. The team provided education and support to patients and families in hospital settings, which resulted in major healthcare decision changes in 42 percent of the patients seen. This is a significant increase from 2009, when 28 percent of patients modified their healthcare decisions after receiving education and guidance from palliative care staff.

Chapters Health Palliative Care continued to establish its presence and strengthen community partnerships by meeting with

healthcare providers and facility administrators in Hillsborough and Polk counties to discuss the need for and benefits of palliative care. The palliative care subsidiary currently partners with three hospitals and three nursing and rehabilitation centers to provide care to adult patients. The team also cares for pediatric patients in one of these facilities.

As the year came to a close, staff developed an implementation plan to expand into an additional hospital and to pilot a home-care consultative service for a large multispecialty physician group, which launched in January 2011. The palliative care team focused on ways to enhance its infrastructure to support future partnerships with additional hospitals and nursing homes in 2011. With an expanded network, palliative care will be available to patients in clinics, assisted living facilities and residences and bring quality care and comfort to those who need it most.

*The mission of Chapters Health Palliative Care is to provide individualized patient- and family-centered compassionate care throughout an adult's or child's illness by reducing suffering and maximizing quality of life; supporting educated decision making; and coordinating appropriate care across settings.*



# Pharmacy *Services*

In 2010, Chapters Health Pharmacy (formerly HPC Pharmacy Services) continued its commitment to provide professional, patient-focused pharmacy services to Good Shepherd Hospice and LifePath Hospice. The pharmacy continued to meet patient care needs with an ongoing focus on cost-effective medication administration and symptom management, filling more than 152,000 prescriptions and recording its sixth consecutive year of decreasing drug costs per patient day. In an effort to be the most cost efficient, Chapters Health Pharmacy switched billing and payment service vendors for hospice patients in nursing homes, resulting in an average savings of 15 percent for medication management.

A major milestone for the Chapters Health Pharmacy involved ensuring compliance with the “USP 797” guidelines adopted by the Florida State Board of Pharmacy. These guidelines evolved over a number of years as a means of addressing intravenous compounding practices as sources of infections. The pharmacy, which compounds intravenous medications, has become fully compliant with USP 797 and its new requirements, including:

- *Upgrading the intravenous room to meet more stringent clean room standards.*
- *Developing a new training competency for all compounding personnel.*
- *Ensuring that compounding personnel use proper attire when compounding all intravenous medications.*
- *Confirming that all personnel demonstrate a functional understanding of USP Chapter 797.*
- *Making sure that all personnel demonstrate and perform antiseptic hand-cleaning technique and disinfection of non-sterile compounding surfaces.*

- *Certified all clean rooms and laminar flow hoods by an independent contractor at least semiannually.*

The pharmacy protocol committee continued to produce tools to help clinical staff oversee medication administration safely and effectively. The committee reviewed drug-usage criteria and developed a new gastroesophageal reflux disease protocol, titled “Protocol for the use of Proton Pump Inhibitors,” and a new “Low Molecular Weight Heparin and Arixtra” protocol, tools that are useful in providing quality clinical care for patients.

In 2010, all pharmacy technicians in Florida had to meet new legal and educational requirements set by the Florida Board of Pharmacy. Registered pharmacy technicians are also required to complete continuing education. This requirement was successfully met and affected more than 60 percent of the pharmacy staff.

Major drug shortages and drug recalls also posed a challenge in 2010. Pain management medications such as oxycodone, morphine and fentanyl, which are vital to hospice patients, became unavailable for extended periods. Other non-pain medications, including Lovonex and Epogen, were recalled in 2010. In all these instances, Chapters Health pharmacists successfully worked with clinical staff to ensure that hospice patients continued to receive the high-quality pain and non-pain symptom management medications they needed without interruption.

Heading in to 2011, Chapters Health Pharmacy is committed to maintaining its high-quality standards and service and to working together with other Chapters Health subsidiaries to deliver exceptional care for those dealing with advancing age or illness.



**CHAPTERS**  
HEALTH<sup>SM</sup>  
Pharmacy

# Staffing *Services*

Chapters Health Staffing (formerly HPC Staffing Services) celebrated its one-year anniversary in 2010 and continued its momentum into its second year. With established policies and procedures in place and regulatory requirements met, the staffing subsidiary was able to focus on adding value to our other subsidiaries and looking at future programs to provide the highest quality patient care and customer service.

Continuing to staff patient care personnel that work for more than one of the organization's subsidiaries, Chapters Health Staffing added to its list of disciplines that provide care for patients of Chapters Health Palliative Care, Good Shepherd Hospice and LifePath Hospice in Hillsborough, Polk, Highlands and Hardee counties. Chapters Health Staffing added chaplains, social services specialists, a certified child life specialist and the electronic medical record teams to its existing team of physicians, nurse practitioners, infusion and research nurses, a respiratory therapist and clinical management. Several staffing physicians became certified in hospice and palliative care, and many staffing employees provided education to clinical team members and at local and national conferences. By the end of 2010, the staffing subsidiary employed 39 staff members, nearly a 35 percent increase from 2009.

In 2010, Chapters Health Staffing filled an average of 92 percent of the subsidiary staffing requests. Chapters Health subsidiaries that utilize the staffing services continue to provide positive feedback on staff and service response. Chapters Health Staffing looks forward to meeting the future staffing needs of Good Shepherd Hospice, LifePath Hospice and Chapters Health Palliative Care, as well as the upcoming Program of All-Inclusive Care for the Elderly (PACE).

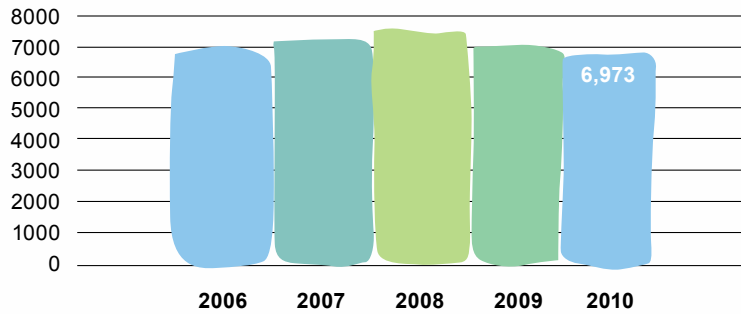


**CHAPTERS**  
HEALTH<sup>SM</sup>  
Staffing

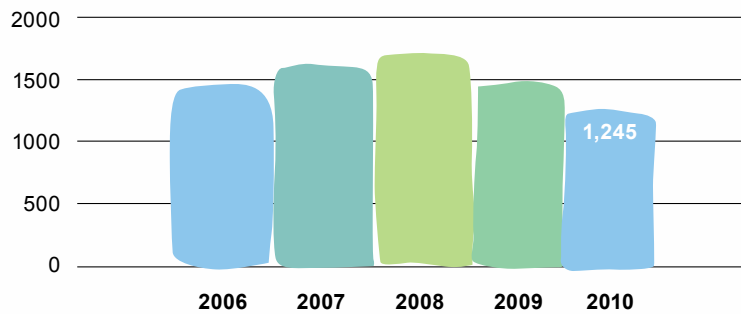
# LifePath Hospice 2010 Highlights

# Highlights

## Total number of patients

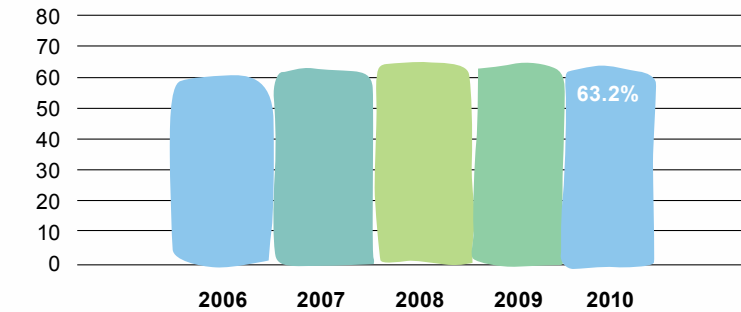


## Average number of patients each day



## Care rate

percentage of deaths cared for by LifePath Hospice



Charity care provided .....	\$3.3 million
Number of volunteers .....	1,067
Value of volunteer hours.....	\$1.6 million
Patients served at LifePath Hospice Houses .....	2,003
Physicians who referred patients .....	1,124
Nursing home/assisted living referral sources .....	130
Home visits by LifePath Hospice physicians and nurse practitioners.....	5,232
Pharmacy prescriptions filled .....	100,525
Medical equipment pickups and deliveries.....	24,409 (102 visits per day average)
Bereavement service contacts to hospice families and the community.....	12,661



**LIFEPATH**  
HOSPICE<sup>SM</sup>

A Chapters Health Subsidiary  
Licensed Since 1983

The listing of donors dates back centuries. During the 1700s in England, a universal approach was to print organizations' full lists of donors in the local newspaper. Just to be sure there was no confusion, donors' names typically appeared next to the exact amount they had given – right down to the pence. In



some cases, these reports included not only the donor but also the name of the person who physically delivered the gift. So a minister or lawyer could be publicly recognized as having delivered

the gift, even when the original donor wished to remain anonymous. This demonstrated the prestige and influence of the professional as an important person to know.

You can be assured that although the donor listings will be found in this annual report, there will not be exact amounts of the gifts included. However, please review the lists and think about how many families have been impacted by the services that LifePath Hospice provides day in and day out, 52 weeks a year. Your gifts continue to make certain that compassionate care is available to all patients, regardless of their ability to pay. There are many examples of volunteers and donors working together in a variety of ways to generate revenue for LifePath Hospice in 2010.

Volunteer Sandy Mohler chaired the Annual Donor Appreciation Reception in May, with more than 125 guests attending the event at Seasons 52 in Tampa. Sun City Center donors enjoyed being chauffeured to the restaurant on a comfy limousine bus. LifePath Hospice

Executive Director Roxanne Riley toasted guests as she thanked them for their kindness and willingness to support the mission to provide exceptional end-of-life care.

Financial support came from a variety of special events throughout the year. The American Legion Riders Post 148 in Alafia raised \$6,000 with a motorcycle ride, poker run and silent auction to benefit the Sun City Center Hospice House. The Row, a high-end fashion retailer, held a one-day shopping experience for its reward members. The Columbia Restaurant held its annual Community Harvest; and Aston Gardens at the Courtyards sponsored a Champagne Wishes and Chocolate Dreams fundraiser. Lauren Coup, ably assisted by Lane Witherspoon & Carswell Commercial Real Estate Advisors, organized a tennis tournament at the Harbour Island Athletic Club & Spa in Tampa that benefited the Circle of Love Center. A portion of the proceeds from the very successful Tampa Greek Festival once again benefitted LifePath Hospice patients and families. More than 60 dedicated LifePath Hospice volunteers helped make the community event, "Eat, Drink & Be Greek," so memorable.

Although there was a 20-minute rain delay, the annual LifePath Hospice Golf Tournament, chaired by board member Herb Bell, teed off at the Emerald Greens Golf Resort on March 29. Twenty-eight teams persevered, with the A-1 Contract Staffing team defending its championship title with a gross score of 63!

The Friends of Hospice Auxiliary held a reunion luncheon at the Melech Hospice House, where they reminisced about the early days of Island Night. It was this visionary core group of women that originated the premier LifePath Hospice fundraiser, Island Night at Jackson's. They were impressed to learn that the 2010 edition of Island Night generated an all-time record of \$169,000. This year's

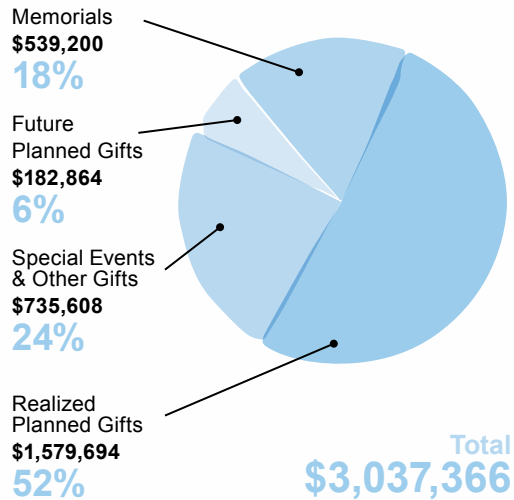
event, chaired by board member Rick Lentz, marked the debut of Las Vegas-style casino games, which proved to be very popular with guests. Honorary chairs Richard and Melanie Gonzmart set the stage for fun and were recognized with a one-of-a-kind portrait. A record-breaking \$29,000 was generated through the Send a Child to Camp auction, with several guests purchasing full cabins for 10 campers.

What makes LifePath Hospice so special is its dedicated, loyal employees. The unique Shining Star program allows grateful patients and family members the opportunity to pay special tribute to their professional caregivers while at the same time, financially supporting the hospice mission. This program has grown and set a new standard. In 2010, more than 140 LifePath Hospice employees were acknowledged with 138 gifts raising nearly \$48,000. Several LifePath Hospice employees have reached the special milestone of 10 Shining Star nominations and for that, received a coveted "gold star" to mark that special honor. We know it's not long before a staff member will reach a new high of 25 nominations.

LifePath Hospice donor listings continue to grow with more individuals willing to support our important mission. We are happy to recognize all donors, and we count on each of you as important people to know. We remain most grateful, and on behalf of all of the patients and families of LifePath Hospice, we thank you.



## 2010 Development Revenues



# Life's Treasures

Life's Treasures, the LifePath Hospice thrift stores, were busier than ever in 2010, taking in record sales of \$960,000. The South Tampa location celebrated its eighth anniversary, while the Carrollwood location marked two years in operation.

The longstanding success of Life's Treasures is due to its generous donors, loyal customers and hard-working, committed volunteers.



Last year, 300 men, women and teens gave nearly 38,000 hours to further the mission of LifePath Hospice through their service at Life's Treasures. Volunteers sorted through donations, selected the highest-quality reusable items, priced them to sell and displayed them with

panache. They rang up sales, wrapped items, bagged purchases and helped customers to their cars. They washed glassware, shined silver and dusted off old books. Many, many thanks to these treasured volunteers.

Life's Treasures became more involved with the South Tampa Chamber of Commerce in 2010 and continued its collaboration with the Carrollwood Area Business Association. Each location hosted after-hours events, with many members of the business community attending these professional get-togethers.

The Tampa Woman's Club again partnered with the South Tampa location to stage a fashion show at a member luncheon, while volunteers staffed a Life's Treasures booth at the club's Artzy on the Bayshore event. For the second year, Aston Gardens at Tampa Bay teamed up with the Carrollwood store to present a fashion show and generously provided a vendor booth at its annual holiday

bazaar to display gift ideas from the Life's Treasures inventory. Items from both stores were featured at the LifePath Hospice signature fundraiser, Island Night at Jackson's, and the Carrollwood location took part in VillageFest 2010 in Carrollwood Village.

All these community events provided great exposure for the programs and services of LifePath Hospice and generated needed revenues through the sale of modeled fashions and boutique items.

At Life's Treasures, the core purpose is to create a comfortable and welcoming shopping experience and generate funds that support the LifePath Hospice mission to provide outstanding end-of-life care. The stores' past successes and future accomplishments are a direct result of the involvement of its partners and dedicated volunteers. Due to the community's strong support of Life's Treasures, patients and families across Hillsborough County will continue to have access to compassionate, comprehensive hospice care.

*"This is one of my favorite places ever! My mom told me about the store years ago. With four kids and being a single professional mom, what an awesome place to get my clothes! People think I spend a fortune on my wardrobe. I have told countless people about the store. The volunteers are always so friendly, and it is such a great stress reliever, and you can do an awful lot of 'guilt-free' shopping! Thank you so much. I am very glad it is there."*

– Connie Smaldone,  
Life's Treasures shopper

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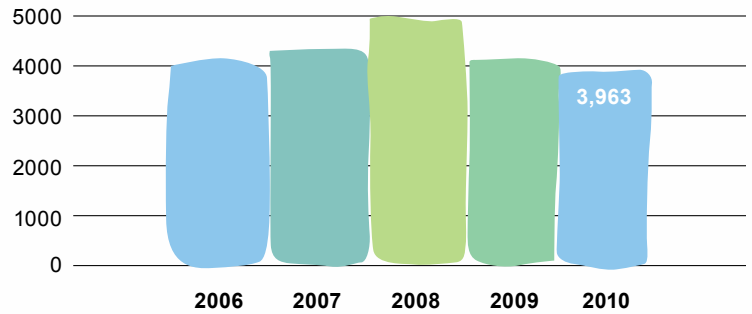
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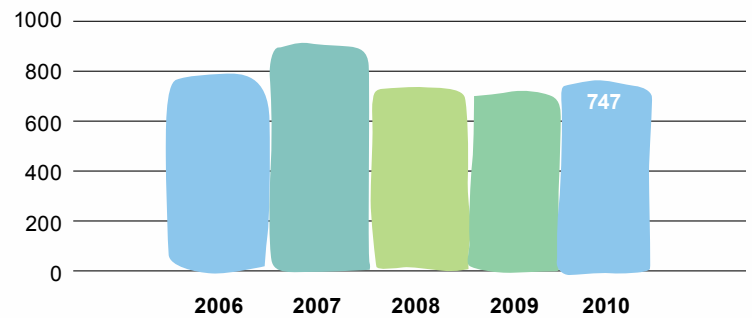
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**Total number of patients**

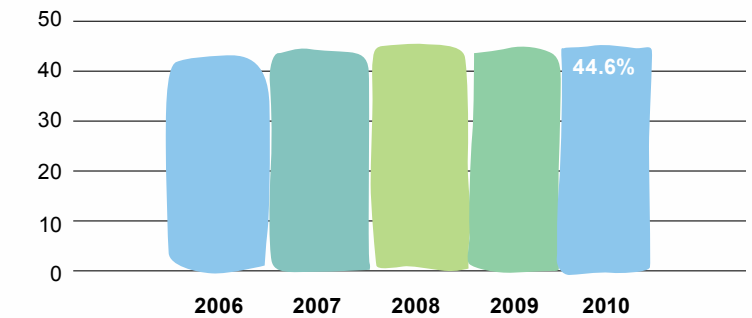


**Average number of patients each day**



**Care rate**

*percentage of deaths cared for by Good Shepherd Hospice*



Charity care provided .....	\$1.7 million
Number of volunteers .....	530
Value of volunteer hours.....	\$529,361
Patients served at Good Shepherd Hospice Houses.....	1,086
Physicians who referred patients .....	617
Nursing home/assisted living referral sources .....	73
Home visits by Good Shepherd Hospice physicians and nurse practitioners.....	4,443
Pharmacy prescriptions filled .....	52,228
Medical equipment pickups and deliveries.....	17,338 (68 visits per day average)
Bereavement service contacts to hospice families and the community.....	7,589

## Development

# Highlights

In spite of lingering economic challenges, Good Shepherd Hospice's friends in Polk, Highlands and Hardee counties continue to give back time and time again. The strong community commitment for Good Shepherd Hospice is a demonstration of donors' belief in our mission to provide exceptional end-of-life care. Good Shepherd Hospice is indebted to the community for supporting our services, and we look forward to a new chapter in our history in 2011.

Good Shepherd Hospice was pleased to break ground on the Bud and Donna Somers Hospice House in Sebring in January 2010. What a way to start a year! Even the record-breaking cold temperatures could not dampen the spirits of the more than 250 guests, which included namesake Bud Somers, who helped shovel the first spade of dirt. With 16 beds available, this beautiful new facility is the first freestanding hospice house in Highlands County. We would like to thank the Somers family for their extreme generosity and for making the Bud and Donna Somers Hospice House and Resource Center a dream come true for area patients and families.

In October, Good Shepherd Hospice returned to the Château Élan in Sebring for the second annual Harvest for Hospice fundraiser. This very special event raised more than \$25,000 to support the Bud and Donna Somers Hospice House. Earlier in June, friends and supporters relived their disco days with a special concert by ABBA tribute group, Bjorn Again. Concert goers danced the night away listening to ABBA hits that included favorites "Dancing Queen" and "Waterloo," while raising more than \$14,000 for the Somers Hospice House.

In November, friends of Good Shepherd Hospice in Polk County were treated to

a special location for the seventh annual Global Getaways fundraiser – guests had the opportunity to partake in great food and fine wine at the adjacent Lake Morton properties of hospice supporters Edie Yates and Carol and Steve Boyington. Despite braving the coldest night of the year, supporters at Global Getaways raised more than \$20,000 for Good Shepherd Hospice and the Bethany Center for Grieving Children.

The holiday season started on a reflective note with Lights of Love ceremonies at the Forsythe Hospice House in Auburndale and the Sun Room in Sebring. Hundreds of family members joined together to celebrate their loved ones, light candles and watch the tree-lighting ceremony.



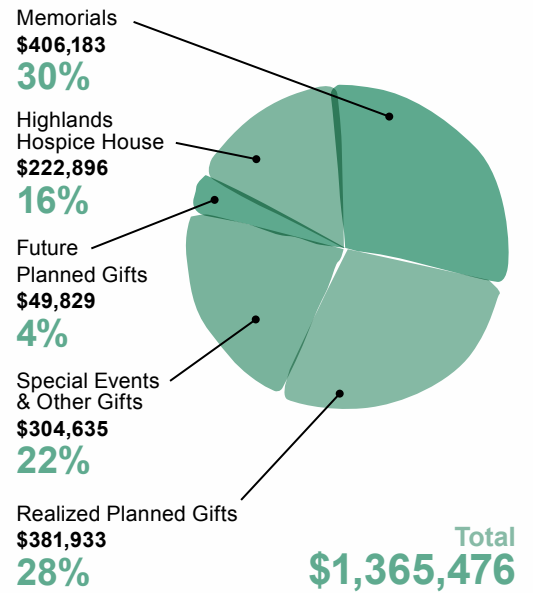
  
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Throughout the year, several third-party events provided generous support for the Good Shepherd Hospice mission. These events included the Auburndale Moose Lodge Rider Poker Run, the fourth annual Doug Johnson Golf Scramble, the second annual Barbara “Boo” Allen Bass Tournament, and an Avon Park gathering to remember long-time Sebring physician Dr. B. C. Ostling and set in place a fundraising effort to name the lobby at the Somers Hospice House in his memory. Plus, as a tribute to our exceptional employees, patients and families nominated more than 100 staff members for Shining Star recognitions to acknowledge outstanding service and compassionate care.

While Good Shepherd Hospice had many things to celebrate in 2010, we were also saddened by the loss of two of our dear friends in the Sebring community. Bud Somers made a significant contribution to build a Highlands County hospice house and joined us in January for the Somers Hospice House ground-breaking ceremony. He passed away in June under the care of Good Shepherd Hospice. In August, long-time supporter and Sebring attorney Jim McCollum died unexpectedly. The entire Good Shepherd Hospice family will miss Bud Somers and Jim McCollum, but their generosity and passion for a local, freestanding hospice house will guarantee their legacies are always a part of our history.

Good Shepherd Hospice is blessed by the gifts of support from our friends and donors. These are exceptional times, but the community is just as exceptional. We look forward to serving the patients and families in Polk, Highlands and Hardee counties and continuing to provide quality end-of-life care in 2011 and beyond.

## 2010 Development Revenues



# Donor Listing

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# *In Loving Memory*

We dedicate this report to our friends and colleagues  
who have died in the past year.

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**Suzanne Brown**  
*Social Services Specialist*

*Good Shepherd Hospice Volunteers*

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