

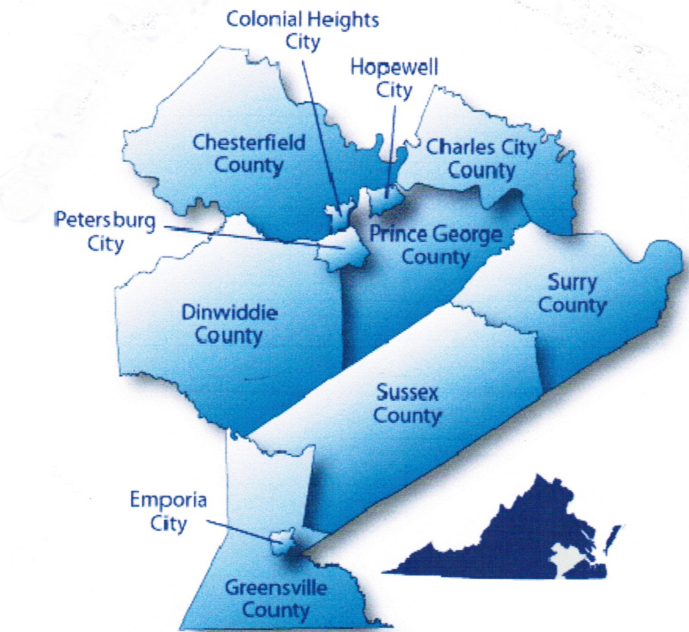
In their own words

"Thank you for all you have done for our family in the last six months. Without hospice I could not have cared for my dad the way I did. His wish was to die at home and our wish was for a peaceful death. We are grateful that dad passed away in his sleep, in his own bed. I want to thank a long list of people. We will continue to praise Crater Community Hospice. We are very grateful." -family member on CCH hospice

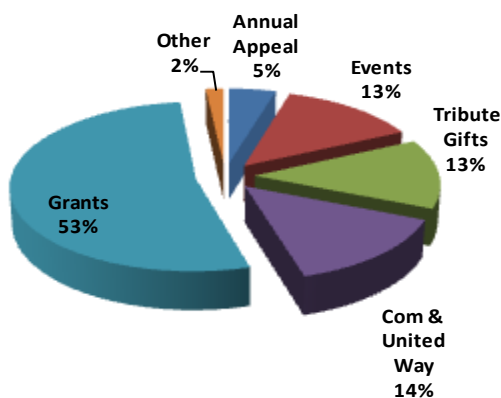
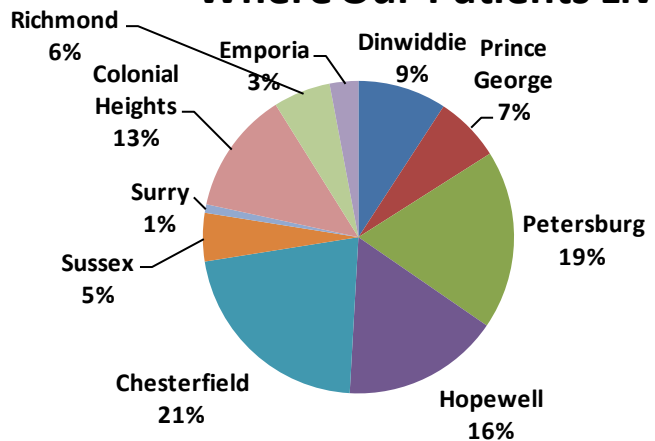
"When a team member visits a patient, they will know exactly what is going on and can say to our patient, I see that the nurse or social worker was here and this is what is important to you this week. In many ways technology is a safety net for our patients." -Denise, LPN, on computerized patient records

"Facing tough economic times is no stranger to us, but like many of our families, we work hard and stay focused on what is important. The support of our community is the payoff." -Brenda Mitchell, CEO, on receiving TCF's Excellence in Organizational Management Award

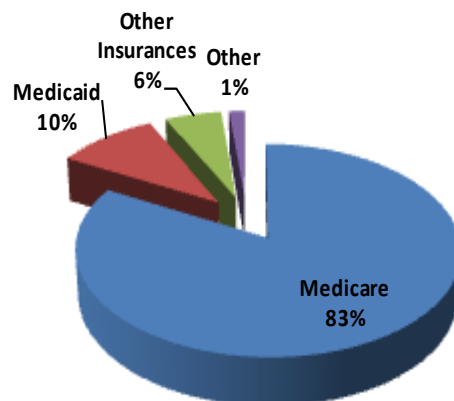
"It was a beautiful winter's day outside her window and I saw a robin the other day which signaled spring may come sooner than we thought. It was hard leaving Ms. Mary as I knew this would probably be my last visit with this lovely lady. As I got ready to leave, I kissed her on the forehead, held her hand and recited the Lord's Prayer. For the last time, I said good-bye to Ms. Mary, 'May your journey home be a beautiful one.'" -Cathy, volunteer, on her last visit with Ms. Mary



Where Our Patients Live



Community Support



2009 Revenue Sources

Where does the Money go?

Direct Patient Care	\$ 807,449.00
Durable Medical Equipment	\$ 94,382.00
ER, Outpatient	\$ 11,565.00
Food, Dietary, Linen	\$ 1,667.00
Labs & Imaging	\$ 1,229.00
Medications	\$ 168,262.00
Medical Supplies & O ₂	\$ 25,672.00
Therapies	\$ 4,380.00
Other	\$ 11,194.00

Satisfaction Surveys: What our families have to say

Overall satisfaction with hospice services	97%
Admission Process	95%
Relief of pain symptoms	96%
Quick Response to questions	96%
Hospice house calls	95%
Delivery of equipment & medications	99%
Refers others to our hospice	100%



**Crater
Community
Hospice**

Vision:
Every individual and family facing serious illness, death and grief is supported to experience life with comfort, dignity and choice.

Mission:
As the community leader in hospice and palliative care, we provide accessible quality services, education and advocacy throughout the Crater District and Central Virginia.

2009 Leadership:
JoAnn C. Glazier
2009 Board Chair

Howard Brown
Vice Chair

Jim Russell
Secretary

Philip R. Oakley
Treasurer

Mary French Elder

Jane Elliott

Beverly Epps

Karen Hayes

Janice Johnson

Blair H. Nelsen

William N. Miller

Beverly Bzdek-Smith

A. Christine Sovine

Tracy Taliaferro

Brenda D. Mitchell
Chief Executive
Officer

**2009 Statement
Of Financial Position**

ASSETS

CURRENT ASSETS

Cash and cash equivalents	761,047
Patient accounts receivable	265,841
Pledges receivable	4,950
Prepaid expenses	30,854
Total current assets	\$1,062,692

Property & equipment-net 1,612,502

Investments 163,739

Total Assets \$ 2,838,933

LIABILITIES AND NET ASSETS

Current liabilities

Accounts payable	128,045
Accrued expenses	118,990
Note payable-current portion	18,665
Total current liabilities	\$265,700

Long-term liabilities

Note payable- 668,603

Total liabilities 934,303

Net assets

Unrestricted 1,874,683

Temporarily restricted 29,947

1,904,630

\$ 2,838,933

**CRATER
COMMUNITY
HOSPICE**

2009 HIGHLIGHTS

Patient Care

- CCH served 357 patients in the Tri-Cities, Emporia and counties within Central Virginia. CCH hosted a *Holiday Remembrance Service* and grief support groups in the community. A \$40,000 grant from the *John Randolph Foundation* provided funding for operations related to increased hospice services and other needs.
- State of the art technology was fully implemented advancing service delivery and improved reliability. *Petersburg Methodist Home for Girls* provided \$10,000 and *The Cameron Foundation* provided \$50,000 to fund computerized patient records, training, specialized software, and computers for CCH clinical staff.
- The annual survey by the Virginia Department of Health and Office of Licensure & Certification found CCH to be in full compliance with all regulations.
- 2009 *Family Surveys* indicated that 100% of the responses reported that they were confident CCH was doing what was needed to take care of their family member and 100% of the responses recommend CCH for hospice care to others.

Relocation

- CCH completed renovation and moved to our new location at 3916 South Crater Rd., Petersburg.

Development

- CCH's second *Spring Auction* was held in May at Meadowbrook Country Club and was a major success hosting over 200 guests with proceeds of over \$32,000 raised for unfunded and underfunded patient care.
- The first CCH *5 K Angel Walk* was held at Petersburg National Battlefield Park generating proceeds over \$1600.
- A Tree of Life was acquired to recognize CCH supporters through the generous donation of *The Dunlop House*.

Governance

- CCH was awarded *The Cameron Foundation's Excellence in Organizational Management* with a \$30,000 unrestricted gift.

Community Partners

- CCH hosted 150 guests at our March Open House. Local Garden Clubs donated floral arrangements and The Petersburg Area Art League provided art for display at CCH.
- CCH hosted over 40 guests for the September Breakfast Meeting of the Petersburg Chamber of Commerce.
- A focus group for local clergy was hosted by CCH to determine caregiver needs within faith communities in the CCH service area.