

An Integrated Network of Care



Community
Impact Report



Kelli Hanley Crabb
Chair, Board of Directors



Rafael J. Sciuolo
President and CEO

Dear Friends of Empath Health,

Welcome to the latest edition of the Empath Health Community Impact Report. Since we launched Empath Health in November 2014, we have experienced many changes and accomplished many things thanks to the support of our community.

We are pleased to say that Suncoast Hospice, Empath Home Health and Empath Health Pharmacy are all accredited by The Joint Commission and our Community-Based Palliative Care program is certified by The Joint Commission, which is considered the gold standard in health care for quality and safety. Empath Health has also invested resources in training more than 20 staff members in healthcare Lean Six Sigma who are on their way to becoming Greenbelts. These employees are actively working on process improvement projects with teams of other employees and helping the organization create and reinforce a culture of robust, continuous process improvement.

Part of being able to provide care and services to our community is ensuring our programs continue to meet the needs of those we serve and are sustainable over time. In December 2016, our HIV services organization AIDS Service Association of Pinellas (ASAP) merged with Francis House in Tampa to create Empath Partners in Care (EPIC). This newly-formed organization allows us to expand services to both sides of Tampa Bay and to reach a larger number of people. Empath Health Pharmacy also saw changes, expanding to serve the entire network of Empath Health and becoming a full-service retail pharmacy. Additionally, we expanded the Empath Health Palliative Care program so that services are now available in hospitals, nursing homes, assisted living facilities and patient homes – essentially anywhere in the community a patient needs us.

In 2017, we celebrated Suncoast Hospice's 40th Anniversary with a variety of community events and life celebrations. We are honored to be the only nonprofit, community-based hospice in Pinellas County and to have the privilege of serving you and your loved ones.

We want to say a special thank you to our nearly 2,000 volunteers and 1,100 employees for their hard work and dedication to our mission. And to you, our community, we could not provide the life-changing care to our patients, participants, clients and families without your ongoing support. We look forward to the future and all it has to bring.

With Gratitude,

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Empath Health

2017 Community Report

Empath Health is a nonprofit, integrated network of care in Tampa Bay providing expert medical, counseling and support services for anyone living with a chronic or advanced illness, planning a living will or grieving. We began our mission as the first and only hospice provider in Pinellas County in 1977 when a pioneering group from the community carried out their dream of compassionate care for the dying and their families. Today, we deliver a wider spectrum of services that improves comfort and quality of life for even more people in the Tampa Bay area.

Our specially-trained staff and volunteers team together to **care for hospice, home health, palliative, veteran and pediatric patients, aging seniors and HIV/AIDS clients.** Additionally, we **offer caregiver and family support, living wills assistance, HIV/AIDS and STD testing, health education, as well as grief and crisis counseling.** Services may be provided in individuals' homes, our specialized facilities or other residential and care settings.

As a community-based organization, we are dedicated to helping everyone needing care and support. This is made possible through our partnerships with community physicians and organizations along with support from community donors and volunteers. Beyond treating physical pain, we aim to enhance whole comfort for those we serve, according to their beliefs and wishes. We help nurture emotional, spiritual and social well-being, coordinate resources, educate caregivers, guide in healthcare decision making and other support. In 2017, Empath Health touched the lives of **more than 20,000 individuals** through its fully-integrated network and provided **\$4,100,000 in uncompensated care to the community.**

1,100
employees

\$4.8
million
volunteer time
value

15,003
people served

3,800
people served
per day

1,788
volunteers

\$4.1
million
uncompensated
care

198,000
volunteer hours

\$10.5
million
total public
support



More Than 40 Years of Life-Changing Hospice Care

Since 1977, **Suncoast Hospice** has been honored to be Pinellas County's community hospice for expert end-of-life care. As one of the first nonprofit hospices in the country, our pioneering volunteer founders supported the dying and their families with care, compassion, dignity and comfort, so that no one would die alone or in pain.

We aim to uplift the whole well-being of patients and families with the highest level of care and support. We provide medical treatment, integrative medicine, volunteer support,

counseling, caregiver education and more. Additionally, we help bring comfort and peace to lives that come to a close along with hope and healing to loved ones after a loss.

Caring for Children

We care for any one at any age and any stage of their journey. Caring for a seriously-ill child has its own set of challenges and emotions. Our **pediatric care teams are experts in meeting the unique needs of children, from infants to young adults, and families.** When children's illnesses



“We are very fortunate to have my mom and dad come live with us because after 40 years of being here, Suncoast Hospice is so experienced and established. They have the quality of people we wanted to invite into our home. They are educated enough to hold our hands, walk us through the experience and educate us on what we’re going through.”



Video

Linda Miller, daughter of Suncoast Hospice patient



advance to the final stages, our Suncoast Hospice experts are there to help. Our teams provide medical care; caregiver education; volunteer support; family retreats; and emotional, spiritual and social support services that enhance comfort, stability and quality of life for all family members.

Suncoast Hospice Care Centers

Suncoast Hospice is the only nonprofit, community-based hospice in Pinellas County with freestanding, specialized Care Centers

for short-term inpatient stays to manage and relieve severe pain and symptoms that cannot be controlled at home. Once patients are stabilized and regain comfort, they can return home or relocate to another setting. The around-the-clock access to our skilled teams, convenience for family visits, volunteer support and peaceful environments all are designed for maximum patient comfort. Utilizing our Care Centers this way helps patients avoid unnecessary emergency room visits or hospital stays.

8,185
hospice patients
served

3,223
hospice patients
served in Care
Centers



*Suncoast Hospice is
Accredited by
The Joint Commission*

Integrative Medicine and Palliative Arts

We combine specialized practices with conventional medical treatments to bring patients relief and serenity – body, mind and spirit. Services may include **acupuncture, breath work, licensed massage therapy, Reiki, music, aromatherapy, pet visits and more.** Our clinicians and volunteers can provide many services in the soothing environment of our Suncoast Hospice Integrative Medicine Clinic. Palliative arts services may also be provided in the home, long-term care settings or our Care Centers.



Compassionate Experts in Grief Care

Empath Health is proud to offer the community a comprehensive program of grief support to help individuals deal with the loss of a loved one or when newly diagnosed with an illness.

Hospice Bereavement Counseling

Our bereavement counseling supports family members who are struggling with the death of a loved one who was in our care. This consists of 13 months of support, including counseling at our community service centers, check-in phone calls or in-person visits from staff or volunteers and mailings with information about our support groups. Support groups for coping with general topics and specific types of loss are six weeks long and offered quarterly at our community service centers and at various community locations.

Community Counseling

Empath Health Community Counseling can help individuals find emotional healing when newly

diagnosed with an illness or grieving a death.

Counselors will help clients sort through emotions, share experiences with others and reconcile to the change with peace and hope for the future. Specialized focus is on unexpected loss, children and families.

Services may include grief counseling, support groups, retreats, traumatic loss counseling, illness support and crisis intervention workplace counseling. This support is offered regardless of whether you or your loved one received hospice care.

Perinatal Loss Support

Our perinatal loss program supports families who are suffering from a pregnancy loss, stillbirth or death of a baby shortly after birth. Services may begin when a diagnosis is made during pregnancy or delivery.

Our trained counselors provide individual or family counseling and support groups. Referrals



Video

may be made for our trained perinatal loss doula volunteers who go to hospitals during deliveries to provide advocacy, comfort and support to mothers and families.

Community Memorial Services

Suncoast Hospice community memorial services bring together our staff and community members to remember friends and loved ones who have died. Our services are non-denominational, open to everyone and held several times a year at various locations in the community.

More than
1,000
people served through
bereavement groups
and memorial
services



Video

“We were so lost – at least for me personally, I was just so lost. I didn’t know where to go. You have these goals set and you’re progressing along, then suddenly something happens where it goes in a completely different direction. Without the services of Suncoast Hospice, I really don’t know where we would be.”

Chris and Mandy Sheridan,
Suncoast Hospice Perinatal Loss
Doula Program Family



Independence With All-Inclusive Senior Care

Suncoast PACE (Program of All-Inclusive Care for the Elderly) can help qualified individuals maintain health and independence while aging with chronic health conditions that make it challenging to function at home.

Our team will help participants stay healthy, active, socially connected and functioning well. Services may include primary care, therapies and rehabilitation, skilled care, nursing case management, medications and supplies, preventative care education, social and emotional support and adult day care at our Suncoast PACE Day Center and Medical Clinic. Transportation to and from Suncoast PACE or

other PACE-approved specialists may also be provided. Participants' loved ones may also find relief through education and support.

Our center and clinic are located on the ground level with a welcoming and uncluttered environment for easy accessibility, mobility and functionality. There our participants can enjoy beautiful nature walkways, expert medical care and adult day care with activities, groups, events, nutritious meals, seminars, computers and socialization with the team, volunteers and fellow participants. Team visits and volunteer assistance may be provided at home as needed.



“The staff, the people here, they take care of us. They love us and we love them. I always tell them, I hope when you get older someone takes care of you as well as you take care of us. If anyone wants love, care and the best treatment possible, this is the place.”



Video

Gwendolyn Steele, Suncoast PACE Participant

Healthier Lives With HIV Care, Support and Prevention

EPIC (Empath Partners in Care) can help support clients to live a long, healthy life with HIV or, if not infected, learn how to be protected and stay HIV-free.

EPIC brings together the more than 60 years of combined HIV services experience of ASAP (AIDS Service Association of Pinellas) and Francis House.

Our teams provide seamless care and support to help clients stay in care, manage health and wellness and maintain self-sufficient lives. We also provide assistance for families, free and rapid HIV, hepatitis and syphilis testing and HIV/AIDS education for the community.

Teams help clients link to EPIC and other community services and resources, adhere to medications and treatment, improve health and maintain a stable environment. Services vary per location and may include medical case management, full-service pharmacy, counseling (mental health, high risk and behavioral health), support groups, housing assistance, health care financial assistance, food and personal care pantries, medical home and day center.

Our Home 3050 medical home and Francis House day center are one-stop, convenient locations where clients feel welcomed, safe and supported for all needs. Medical, pharmacy and support services are available at our medical home and recreational activities, daily breakfast and lunch and support services are offered at our day center. Clients enrolled in our pharmacy help support our community as all pharmacy proceeds go back into our care.



2,062
clients served

3,200
HIV tests administered

“I’m a long-term client with EPIC. I’ve taken full advantage of a lot of its services. EPIC has changed my life immensely for the better. The trained personnel here really know their stuff and many of them have been involved in HIV for decades. They’re amazing. I feel very much like they’re an extended family for me. I can’t imagine what my life would be like without EPIC.”

Gregg Stemm, EPIC Client



Greater Well-Being With Home Health Care

Empath Home Health can help improve comfort and quality of life when a patient is homebound and living with a long-term or complex advanced illness that makes it difficult to remain at home.

Our team will help bring comfort and support to manage the disease and improve functionality. Services may include pain and symptom

management, nursing care, skilled therapies, personal care, spiritual care, emotional counseling, social work support and volunteer support. Patients' loved ones may also find relief through education and support.



Empath Home Health is Accredited by The Joint Commission



Pain Management With Community-Based Palliative Care

Empath Health Palliative Care can help bring an extra layer of support and comfort anytime during a serious or chronic illness when individuals live at home or are in the hospital or long-term care.

Unlike hospice care, patients may continue to receive aggressive or curative care along with palliative care for many years. Services may

include medical treatment, as well as spiritual care and social work support, if desired, to help relieve pain, symptoms and stress and help maintain independence for patients and guide families in making medical decisions.



Empath Health Palliative Care is Certified by The Joint Commission



Complex Medication Management With Pharmacy Services

Empath Health Pharmacy services are extended to all affiliate members of Empath Health, Empath Health employees, as well as the community. As a nonprofit, full-service pharmacy maintaining on-site, local pharmacy services, we focus on medication management and increased comfort for everyone served. Many healthcare providers and hospice organizations contract with third-party pharmacy management programs that may be in distant locations, using mail order operations to support tens of thousands of patients nationally. Empath Health Pharmacy is local and serves only our patients and clients, helping to ensure personalized services and rapid response.

In addition to dispensing medications, the Empath Health pharmacists assist with the many complex medication issues that are common in the patients we serve. A fully-integrated pharmacy as part of the Empath Health team results in the appropriate medication, conveniently available when needed.

Empath Health Pharmacy reinvests proceeds into the expansion of pharmacy services for Suncoast PACE, provision of specialty packaging and medication adherence devices, as well as into care for clients with HIV.

All services are coordinated for care and convenience:

- Home delivery including same-day and priority deliveries
- On-site pharmacist assistance with counseling and questions
- Custom packaging for improved medication adherence
- Assistance to providers with insurance denials
- Assistance enrolling patients in copay programs
- Medication management and synchronization

245,602
prescriptions filled

40,000
home deliveries



**Empath Health Pharmacy is
Accredited by The Joint Commission**

Volunteers: Making the Difference

Empath Health volunteers are the heart, soul and support of our network of care.

Volunteers have supported our mission since the start of Suncoast Hospice more than 40 years ago. High school students ages 14 to 18, retirees or any adults, businesses or groups are all welcome to join. No experience or medical background are necessary and orientation and training are provided at no cost. Volunteer locations are throughout Pinellas County and at our Tampa HIV day center. One-time, daytime, evening and weekend options are available – or even volunteer from home.

There are many ways to serve, including providing companionship, comfort and respite for patients and families, recreation and support for aging seniors, computer or maintenance work, customer service in our Resale Shops and service centers, support for fundraising events, assistance with food and personal care pantries, honor and support for veterans and more.

1,788
volunteers

546
teen volunteers

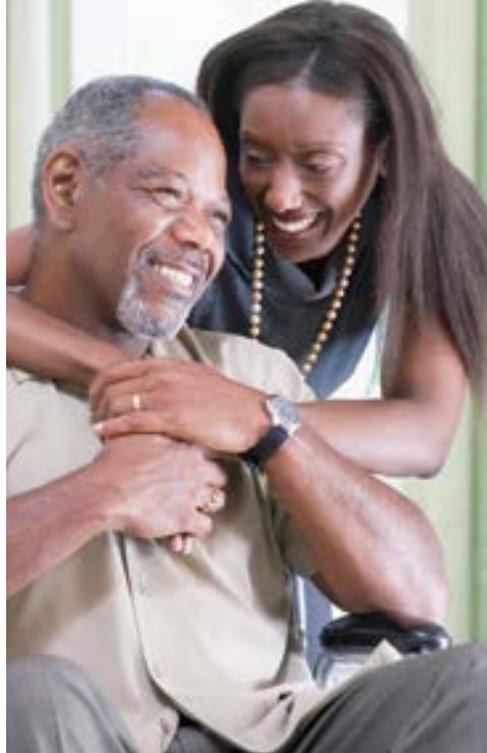
198,000
volunteer hours

\$4.80 million
volunteer time value



“I hear their stories and how appreciative they are of all we do. It’s very rewarding to know we’re making a difference. I’m blessed. I had no idea what an impact this volunteering would have on my life. The other volunteers are like family. I can’t imagine not doing it. I get up and I’m ready to go. I love it. I hope I can do it for a long time. The care and support system we have are just amazing. We get more than we give as volunteers. I highly recommend volunteering to anyone who can.”

Glenda Fagan, Suncoast Hospice Care Center-Mid volunteer and Suncoast Hospice Clearwater Resale Shop volunteer



Life-Changing Care for All

At Empath Health, we are committed to providing extraordinary care and support services that meet the needs of everyone in our community.

We value and embrace the rich diversity of our employees, volunteers and community. It is our privilege to serve veterans, seniors, children, individuals impacted by HIV and people of many different cultures to improve their quality of life. Each day we aim to treat everyone with compassion and understanding and to support and honor the unique choices and needs of each person.

Our community partnership specialists outreach to African-American, Hispanic and Jewish communities, who historically have used hospice care and advance care planning at lower rates around the country. Through our award-winning "Traditions/Tradiciones" program, our specialists

carry out specific strategies that speak to each community's beliefs, values and traditions in order to develop greater access to our services and cultural competency amongst our organization. They identify needs, participate in trainings, build best practices and collaborate with each community through advisory councils, workshops, support groups, research studies, materials, media, special events and more. Topics have included living wills, health, grief, caregivers and more.

Pinellas County is home to one of the largest Jewish populations in Florida. We are committed to providing specialized care that honors this culture. **Suncoast Hospice holds the Jewish Hospice Certification through the National Institute for Jewish Hospice and updates our training annually as our certification continues.**



Honor, Care and Support for Veterans

Veterans have sacrificially served us and Empath Health believes it is our duty to serve and meet the unique needs of veterans in our community. Our teams understand and care for veteran patients, including those with service-related health conditions and disabilities as well as those who may be distressed by traumatic service and combat-related experiences.

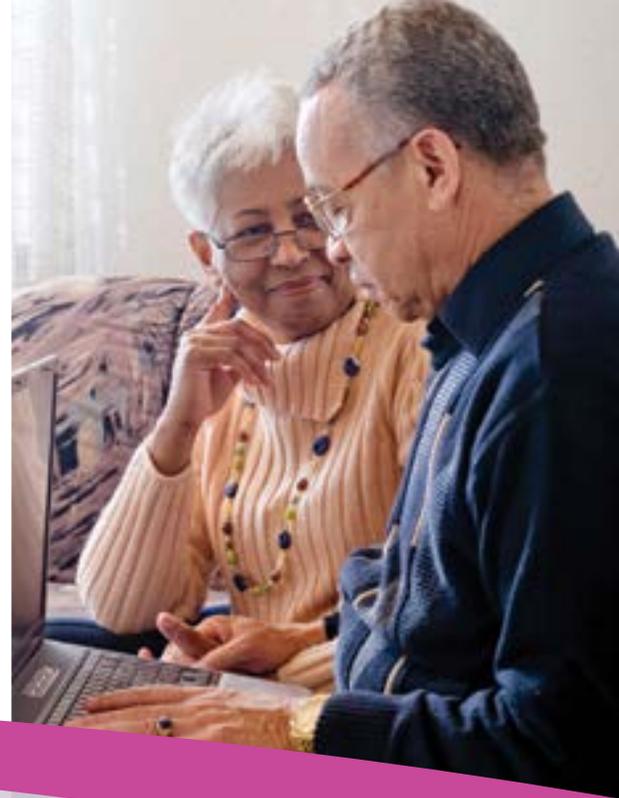
Our mission is to bring veterans comfort, peace and honor and help their families with emotional and spiritual support, health care decision making and accessing various resources.

Specialized staff and veteran volunteers sharing a common bond assist with needs, companionship, certificates of appreciation, pinning ceremonies and more. And our own **Suncoast Hospice is a Level Four Partner of the**

We Honor Veterans (WHV) program, the highest recognition available. WHV is a National Hospice and Palliative Care Organization (NHPCO) initiative in collaboration with the Department of Veterans Affairs (VA).

2,266
Veterans
served





Your Greatest Plan

For anyone at any age, a health emergency or sudden illness can happen anytime, and there should be plans made beforehand expressing healthcare wishes.

Empath Choices for Care helps families in the Tampa Bay community create, communicate and honor important medical care choices through **advance care planning**. Empath Choices for Care provides individual, family or group consultations and workshops to help the community establish living wills (advance directives). This thoughtful process and tool helps document and communicate medical decisions, choose a health surrogate and ensure one's wishes are carried out in the event of a health crisis that leaves that person unable to speak for himself or herself. Specialized documents are available for those with dementia.

More than
800
Living will
documents
provided

A Solid Foundation

The community's generous support to our **Suncoast Hospice Foundation** helps us build and provide more care and services for people and families in need, now and into the future.

As a nonprofit, community-based foundation, **all of our funds go back into the local community.** Every dollar donated stays close to home and helps directly improve comfort and life for someone served by Empath Health. Contributions can help assist with costs of care for those unable to afford it or fund extra programs or services that are not always reimbursed by insurance companies or offered by other providers.

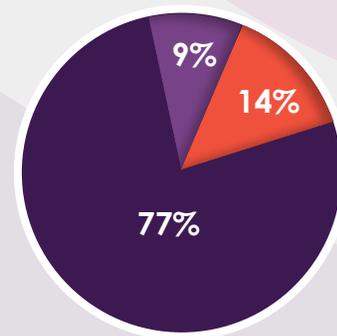
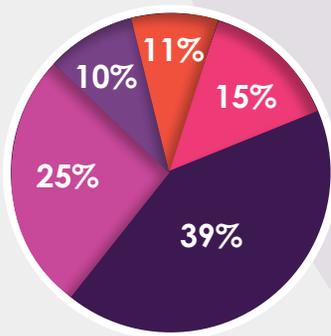
Giving is possible in many ways, including **planned, major or tribute gifts, individual donations, naming opportunities, events support, corporate sponsorships, grants, teen volunteer**

scholarship endowment, Women's Giving Network and donations and purchases at our Resale Shops. Individuals may also volunteer to provide operational support to our foundation.

Suncoast Hospice Resale Shops are run year-round by mainly volunteers and every purchase goes to support our care and services for this community. We offer large selections of high-quality, low-price merchandise donated by the community – from gently-used clothing, shoes, furniture, home goods, art, collectibles and practically everything in between. **Any Empath Health patient, client or participant who has an unmet need can get items free-of-charge from our Resale Shops.**

\$1.6 million
raised at our Resale Shops

2017 Fiscal Year



FUNDS RAISED \$10,499,000

■ Special Events	\$1,006,968	10%
■ Contributions	\$1,182,767	11%
■ Resale Shops	\$1,606,000	15%
■ Grants	\$2,645,265	25%
■ Planned Gifts	\$4,058,000	39%

EXPENSES

■ Program Services	77%
■ Administrative Costs	14%
■ Fundraising Costs	9%





Board Leadership

Empath Health

Patrick Barmore
 Kelli Hanley Crabb
 Mary Jean Etten, EdD
 Michael Gaines
 Benjamin Hayes
 Deborah Nicklaus
 Linda Plaster
 Rafael J. Sciuлло
 Charles Whetstone

EPIC

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 Lisa E. Cohen
 Karen Goforth
 Scott E. Kistler
 Stephanie Marhefka, PhD
 Julia M. McGinty
 Ricardo Mendiola
 Charlotte Noble
 Kush K. Patel, MD
 Frank Roder
 Michael Ruppel
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Suncoast Hospice

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 Michael Gaines
 Benjamin Hayes
 Ruby Hope
 Kathy Hyer, PhD
 Judge Myriam Irizarry
 Martha Lenderman
 Rafael J. Sciuлло
 Jim Steg, MD
 Charles Whetstone
 Judy Woodworth

Suncoast PACE

Roy Binger
 Kelli Hanley Crabb
 Kathy Hyer, PhD
 Ford Kyes
 Betty Oldanie
 Karen Reich
 Rafael J. Sciuлло
 Charles Whetstone
 Judy Woodworth

Suncoast Hospice Foundation

Michael Cohen
 Theresa Crane
 Herbert Eng
 Michael J. Faehner
 Larry Feinman, DO, FACOS
 Ford N. Kyes
 Deborah Nicklaus
 Rafael J. Sciuлло
 Jim Shatz
 Joseph J. Sorota, Jr.
 Thomas G. Walker
 Kathy Wilder

About Empath Health

Empath Health is a leading Tampa Bay, Florida nonprofit, integrated network of care that provides expert medical, counseling and support services to comfort anyone facing chronic or advanced illness or grief. We began as compassionate community volunteers who came together to care for our Suncoast Hospice patients and families in Pinellas County in 1977. Today, our care teams serve hospice, home health, palliative, veteran and pediatric patients, aging seniors, HIV/AIDS clients, families and caregivers. We also provide advance directives assistance, HIV/AIDS prevention and education, as well as grief and crisis counseling.

Empath Health Members Include:

- Suncoast Hospice
- Empath Community Health (Palliative Care Services/Community Counseling)
- Suncoast PACE (Program of All-Inclusive Care for the Elderly)
- EPIC (HIV Services and Support)
- Empath Home Health
- Empath Health Pharmacy
- Suncoast Hospice Foundation



5771 Roosevelt Blvd., Clearwater, FL 33760

(727) 467-7423 | EmpathHealth.org



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