





On the cover: The balloon release is an important part of Covenant's Camp Connect, a bereavement camp for children ages 5-16. The balloons serve as memorials for the children's lost loved ones. Releasing them is a symbolic, tangible way to commemorate the loss and say "goodbye," bringing closure for the children. As the last activity of the day, caregivers are welcome to share the experience.



# 2017 Impact Report

2017 marks our continuing evolution from the area's oldest, largest and most-trusted provider of end-of-life care to a community-based organization with a much broader focus and patient population. As we approach our 35th Anniversary in 2018, I think back to how Covenant was born in response to community need and how we continue that tradition, still today, to set our sights on meeting the greatest needs of our community.

Our board of directors continually assesses the community's need for advanced-illness care, measures how well Covenant Care is meeting those needs, and identifies ways we can invest our time, talent and capital to fill any gaps in service delivery. Therefore, I am proud of the many initiatives throughout the past year that reflect our continued promise, including:

- Our partnership with Ascension Health to open a 17-bed Covenant Inpatient Hospice Center at Sacred Heart Hospital in Pensacola.
- Our decision to convert the Joyce Goldenberg Campus in Pensacola to create The Residence, a memory care center providing continuous, compassionate care for those facing Alzheimer's disease and other forms of dementia.

On behalf of our patients and their loved ones, our staff members and volunteers, I thank you for your support.

Sincerely,



Jeff Mislevy

President & CEO, Covenant Care



# Covenant Care's 2017: By The Numbers



**540**  
Covenant care  
Employees  
in 2017



**4,000**  
Patients Served  
in 2017

**\$1.4M**

Cost Savings from  
volunteer  
hours.



**1,400**  
Covenant Care  
Volunteers  
in 2017



**\$1.4M**  
Underfunded  
and Charity Care  
Provided to 1,000 patients

## Covenant Care Board of Directors

*September 2017*

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Tom Owens, Chairman  
Dr. Rodney Guttman, Vice-Chair  
Carey King, Secretary  
Xan Smith, Treasurer  
Bill Greenhut, Past Chairman  
Susan Davis, Exec. Committee  
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### **Covenant Care Foundation Board Of Directors**

*January 2017*

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Dr. Rodney Guttman, Vice-Chair  
Carey King, Secretary  
Xan Smith, Treasurer  
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John Fogg  
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# Sacred Heart Hospital and Covenant Care Open Inpatient Unit



*Jeff Mislevy, Covenant Care President and CEO (left) joins Henry Stovall, Sacred Heart Hospital President at the Grand Opening .*

“When I look around, all I can say is Wow,” commented Covenant Care President and CEO Jeff Mislevy at the recent Grand Opening Celebration of the Covenant Care Inpatient Hospice Center at Sacred Heart Hospital in Pensacola. He was referring to the beautiful, new hospice center and the crowd of supporters gathered for the grand opening and dedication celebration on August 25.

“There are very few times in one’s career, or even one’s life, when you know with absolute certainty that you’re about to do something that will change people’s lives,” he said. “That’s what we’re doing here today.”

The 10,000-square-foot center is located on the first floor of Sacred Heart Hospital, providing 17 patient rooms, which feature coastal

décor and a comfortable, home-like environment. Each room also offers comfortable accommodations for guests with unlimited visiting hours, as well as access to courtyards, gardens, hospital cafeteria and other nearby amenities. Patients and their families receive around-the-clock hospice and palliative care from an on-site medical director, clinical manager and an interdisciplinary team of RNs, LPNs, social workers and hospice aids.

Hospice inpatient centers offer ease of transition for patients and families. In some cases, hospitalized patients can move down the hall, or to another floor in the same hospital, to receive excellent end-of-life care in our inpatient hospice center while remaining close to their existing care staff, physicians and ancillary services, such as radiology and diagnostics.

“This Covenant-Sacred Heart partnership, really is a long-time dream coming true,” said Sacred Heart Hospital President Henry Stovall. “Adding a Covenant Care facility enhances Sacred Heart’s mission to care for its patients from cradle to grave,” he added. “In our faith and mission, the end of life is very sacred; it is important to us to adhere to God’s will in that portion of life – providing respect and dignity.”



# Covenant Alzheimer's Care

Building on our 30-year legacy of supporting those with Alzheimer's disease and related dementias, Covenant Alzheimer's Care continued to provide resources, respite and community education in 2017.

**90**  
**Alzheimer's  
Support Group  
Participants**  
Per Month



**110**  
**Project  
Lifesaver  
Participants**

**322**  
**Virtual  
Dementia Tour  
Participants**



## Caregivers' Night Out

Knowing how trying it can be to care for a loved one, Covenant Care offered two free tickets to a Blue Wahoos' game to any local caregiver who needed a night out. More than 250 tickets with access to the Party Deck were given, and everyone seemed to enjoy watching the Wahoos win.



## Walking in a Caregiver's Shoes

For the past 45 years, Jerry and Debbie Horn have enjoyed their weekly walks on the Fairhope Pier – a place that holds many happy memories for them. But their walks are very different these days. Debbie views the world with the wonder of a child, delighting in large drifts of pine needles and the sound of crunchy leaves under her feet.

Four years ago, Debbie was diagnosed with Frontotemporal Degeneration (FTD), a form of dementia that left her unable to communicate. Once a speech pathologist, she now speaks with jumbled words, rarely able to respond clearly to her husband.

Jerry, who left his career in marketing to become his wife's full-time caregiver, misses being able to talk with his wife. He feels the weight of being her sole advocate – alone in making decisions regarding her care.

To conquer his overwhelming feeling of loss and loneliness, Jerry and Covenant Alzheimer Services started the first FTD caregiver support group in Alabama. "That companionship, the support from other people who are caring for someone with memory loss, is priceless," says Jerry. "You need to know that you are not alone."



# The Residence Covenant Memory Care Center

In January, 2018, Covenant Care will open The Residence, its new memory care center offering 22 beds within 14,000 square feet at the completely renovated Joyce Goldenberg Campus in North Pensacola .

The Residence is unique in its all-inclusive fee structure. The monthly fee provides all services and amenities needed to meet the progressing care needs of our residents, such as:

- Increasing care and assistance as the resident's needs progress, with no extra fees.
- Luxurious, furnished, 650 square-foot apartment including bed, nightstand, lamp, wardrobe and television.
- Professional linen service provides towels, bed linens, comforter and pillows, and professional housekeeping maintaining a clean and comfortable environment.
- Personal hygiene products, up to \$50 per month.



## THE RESIDENCE Covenant Memory Care Center Joyce Goldenberg Campus

Unique features at The Residence include infrared monitoring in each room to enhance safety; alerting staff to care needs and documenting each caregiver visit. Specially designed wardrobes assist the residents in choosing daily clothing, and cove lighting provides time-of-day cues and helps stabilize the circadian rhythm of the residents.

Each apartment has a beautiful view of the landscaped courtyard. Screened-in porches with rocking chairs, as well as secured outdoor walking paths, create a peaceful and safe outdoor environment.

An on-site theatre, music room and serenity room allow residents to engage in stimulating activities, and volunteers trained in dementia care are on-hand to encourage social and physical interaction.



### *At The Residence, Covenant Memory Care Center*

our residents are embraced by a secure and supportive community designed to enhance quality of life for those with memory loss.

Highly trained caregivers foster relationships with residents through personalized, life-enriching plans of care.

# Covenant Hospice Care

## Covenant Care Transports Wife to Visit Her Dying Husband



A Covenant Hospice Care patient nearing the end of his life had been asking for his wife daily. He was receiving care at the Inpatient Hospice Center at Bay Medical Center in Panama City, and his wife was a resident of a local nursing facility. There seemed to be no family members to provide transportation for the couple to reunite.

That's when Covenant Care staff members made plans for non-emergency transportation to bring the wife to her husband's bedside. The couple greeting one another after such a long separation had everyone in tears. Despite her dementia, the wife was able to tell the inpatient hospice care team how much she appreciated them taking such good care of her husband. She asked if she could lie next to him for a little while. The staff helped her curl up next to him and gave them some private time. After having the chance to say his goodbyes, the patient passed away soon after this visit.

## Bedside Ceremony Fulfills Patient's Last Wish

A female patient recently was transferred to Bay Medical Center Inpatient Hospice Center in Panama City. Upon settling in, she was asked to share some of her final wishes. Her heartfelt desire was to see her son's upcoming wedding.

As the care team noticed that the patient's days were drawing to an end, Clinical Manager Rena Slate met with the family to see if they would like our chaplain to facilitate a bedside ceremony. The family was overjoyed.

On a weekday evening, with multiple family members and friends gathered around her bed, this patient was able to witness one of her final wishes come true. The chaplain performed a pre-wedding commitment ceremony at the patient's bedside for her son and his fiancée. As one can imagine, there was not a dry eye in the room. Two days later, the patient passed away peacefully.

"We are proud to offer holistic care," says Rena. "We meet the physical, emotional and spiritual needs of our patients and their families," says Rena. "It's an honor to be able to make final wishes come true."





## Home Health Care Shoots for the Stars

Since becoming part of the Covenant Care family of services in May 2016, Peoples Home Health has experienced a 21% increase in daily census and a remarkable net revenue increase of 41%. A major focus is reducing hospital readmission rates from the current 17.4% to less than 15%. To help attain this goal, the Transitional Care Program is being strengthened with additional Health Coaches and ARNP oversight, as well as additional health-monitoring equipment to help assess patients' progress at home.

Based on the most recent Home Health Quality Performance Measures, released by Centers for Medicare & Medicaid Services (CMS), Peoples Home Health is among the few home health agencies that have managed to improve their quality of care Star Rating from an average 3.0 Stars in July of 2015 to an outstanding 4.5 Stars in October 2016. Dedication, hard work, and many hours of training and education have definitely paid off.

Goals for 2017 included preparing for CMS-mandated pre-claim reviews in April and reimbursement based on performance beginning in 2018. People's Home Health continued the process of integration with Covenant Care in 2017.



# Camp Connect



Camp Connect is a bereavement camp for children ages 5-16 who have suffered the loss of a loved one. The purpose of these camps is to bring together children who are experiencing grief to help them build confidence and form relationships. Counseling and outreach are provided by Covenant bereavement experts and social services.

*Below: Camp Connect kids get some exercise in a "boom class" outside the Blue Wahoos' stadium.*



## Camp Connect Kids Enjoy Day at the Ballpark

In July, Covenant Care partnered with the Blue Wahoos baseball team to host Camp Connect, our child bereavement camp. The day featured a meet-and-greet with Kazoo, the team's mascot. Pitcher Brennan Bernardino spoke about the loss of his big brother and how he has found creative outlets to deal with his grief. He even demonstrated his fast pitch for the kids.

Campers enjoyed arts and crafts, games and a boom class for exercise. The camp ended with a balloon release, which allows the kids to symbolically say goodbye to their loved one. After the camp, the kids and their families were invited to stay and enjoy the Wahoos game.



*Above: One of our Camp Connect kids threw out the first pitch of the game. Her family and Wahoos' mascot, Kazoo, cheered her on.*

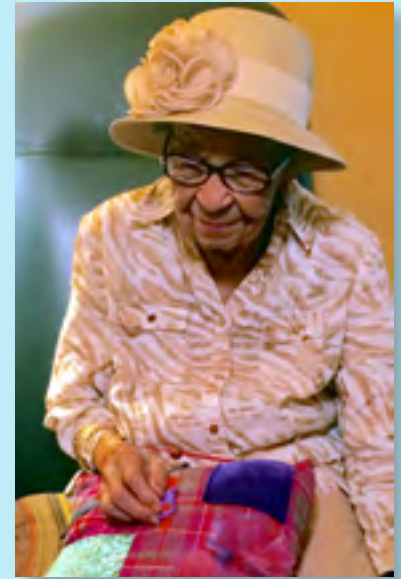




## T-Shirt Quilt Helps Comfort Grieving Mom

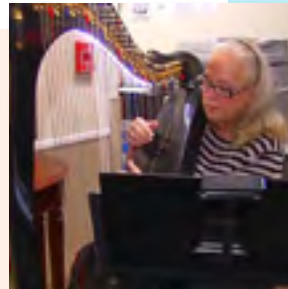
Covenant volunteer Joan Koester from St. Sylvester Catholic Church in Gulf Breeze took on the task of making a quilt from the favorite T-shirts worn by an 8-year-old patient who passed away. She spent more than 200 hours crafting the quilt and delivered it to the mother in time for Christmas.

Two-year-old patient Brayden and his family in Greenville, Ala., had a merrier Christmas because of volunteer Bobby Williams. Dressed as Santa, Bobby delivered Christmas pajamas and stockings full of goodies to Brayden, his four-year-old sister and his cousins. Santa read the children a story before leaving some special presents for the kids to open on Christmas morning.



Patient Alberta Walker received an activity pillow made by a group from Dale County Schools. At first she declined having a photo taken with her gift because she “wasn’t dressed for it,” but she said she would be ready for a photo on the next visit. It’s clear that Mrs. Walker loves her new pillow almost as much as she loves her beautiful hat.

Vanessa Lahn, volunteer for Covenant Care and freshman at Tallahassee Community College, paints fingernails weekly for patients at a local nursing home.



Volunteer Patty Harrington plays her harp for patients at the IPC at West Florida Hospital in Pensacola.



# We Honor Veterans

## Celebrating a Life Well-Lived

One of the privileges of caring for our patients is celebrating lifetimes of stories and accomplishments, such as those of Frank Spellman, a veteran who served his country during World War II in the Army Air Corps. At age 94, while receiving inpatient hospice care, Frank shared his memories of fighting in the 1945 Battle of the Bulge, as well as some interesting highlights from his long life.

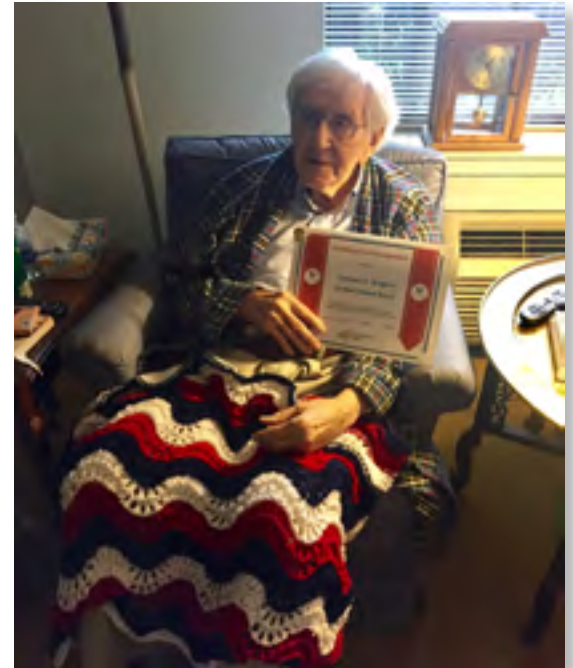
In 1946, after returning home from the war, Frank resumed his “serious hobby” of weightlifting. His accomplishments caught the eye of a U.S. Olympic Coach, who invited Frank to join the U.S. weightlifting team.

While training for the Olympics, Frank won several U.S. National Middleweight Championship titles and broke several U.S. weightlifting records. In 1948, he took home an Olympic Gold Medal from the London games. Throughout his life, Spellman continued weightlifting and won his last U.S. Championship in 1971 at the age of 49.

During his last days, family and friends gathered around Frank, reminiscing and giving him great accolades for his wonderful life achievements. But Frank remained humble and a little embarrassed by the attention.



*Frank Spellman during his weightlifting days (left), and being honored as a WWII veteran by Covenant Care Volunteers (above).*



## The Final Salute

Motorcycle Combat Veterans in Mobile and Dothan honor our veteran patients at home, in facilities and at inpatient hospice centers.

Upon admission to Covenant Hospice Care, the veteran patient is honored by the veteran volunteers with a certificate, pin and patriotic quilt. When a veteran patient is nearing death at an inpatient hospice center, the Motorcycle Combat Veterans are summoned for a “Final Salute.” They place an American Flag over the veteran and salute as he or she is escorted out of the facility. We are humbled by the dedication of these volunteers, and are often moved to tears by the respect and honor they have for our veteran patients.

# Covenant Care Foundation



Covenant Care's 9th Annual **Life's a Dance** event in Pensacola provided a star-studded evening featuring performances by local celebrities and cast members from ABC's "Dancing with the Stars." Thanks to the generous support of our sponsors, donors and guests, the event raised more than \$70,000!

The annual **Mask & Masterpiece Gala** in Panama City features ceramic masks and other masterpieces that are beautifully hand painted and decorated by artists and celebrities. The artwork is displayed and auctioned in a community exhibit at this one-of-a-kind gala to benefit our patients with life-limiting illnesses. The 2017 "Night in Old Havana" gala raised \$134,000 for families in need of our services.



**Art of Fashion** is an upscale luncheon, fashion show and art auction. The spring event in downtown Pensacola benefits Covenant Care's unfunded and non-reimbursed programs, such as children's support, bereavement services and indigent care. The 2017 Art of Fashion raised more than \$45,000.



The three-mile **Covenant Walk for Alzheimer's** in downtown Pensacola, and the 5k **Miles of Memories** run/walk in Niceville both benefit Covenant Alzheimer's Care. Because proceeds stay in our local areas, walkers and runners help hundreds in our community receive essential care and support services. Thanks to our sponsors, donors and walkers, the events raised a combined total of nearly \$63,000 in support of Covenant Alzheimer's Care.









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