

BECAUSE THE DANDELION CAN THRIVE IN DIFFICULT CONDITIONS,  
some say the flower *symbolizes the ability to rise above life's challenges,  
emerging victorious on the other side.*



Others use it as a visual reminder of the sun's power,  
*especially when depression or grief makes it hard to stay sunny.*

  
**Talbot Hospice**  
2017-2018 ANNUAL REPORT

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### NONDISCRIMINATION POLICY

Talbot Hospice complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

# From the Executive Director



When Talbot Hospice first came into existence in 1981, few residents of Talbot County understood the concept of hospice care. Today, Talbot Hospice has evolved becoming a premier hospice provider and resource to our community. As I reflect on the past fiscal year, I count a myriad of organizational accomplishments and the extraordinary end-of-life care provided by our special hospice staff and volunteers, of which I am so proud.

It has been exciting to experience growth, expansion of services, and new milestones this year. Most importantly, Talbot Hospice achieved all of this through the exemplary care rendered and the clinical expertise and compassion

of the hospice staff. Talbot Hospice does this well with the right words and a gentle touch during hard times and tender moments. We achieved family satisfaction scores that exceeded both state and national averages. We have a compassionate and expert clinical team that truly live the mission of putting patients and families first. If you want to see a “hospice heart” in action, just chat with any of our staff.

So many great opportunities lie ahead, and I have a vision of what we can yet accomplish, just as we have for the past 36 years. Talbot Hospice continues to carry the torch and vision of our co-founders, especially, Dr. Eugene Guthrie, working constantly for the betterment of Talbot Hospice and the community. Our Annual Report highlights some of our impressive accomplishments...so take a look.

As a result of our achievements and successes, you, our community, have a greater understanding of the benefits of end-of-life care and what Talbot Hospice can do for you, for your family. I am proud of Talbot Hospice and my exceptional staff and volunteers, what we stand for and our fine reputation. I know you are proud as well to have Talbot Hospice serve your family and friends.

In the words of Harvey Mackay,

“A great accomplishment shouldn’t be the end of the road, just the starting point for the next leap forward.”

My heart fills with joy and awe of my staff when I read the numerous cards and letters of gratitude from families. Each of us is part of the Talbot Hospice achievements! A special thank you to our incredible hospice staff, volunteers, and board members, who give selflessly and understand the importance of end-of-life care. You are Talbot Hospice.

Serving Hospice,

A handwritten signature in black ink that reads "Vivian M. Dodge".

Vivian Dodge, Executive Director

# From the Board President



The past two years of my tenure as board president have gone by so quickly, and the advancements that have been made and the growth that we have achieved have been remarkable.

We have set records in the number of patients and families we serve and in the number of programs we provide to help both our patients and the community. We have ramped up our Pathways Program getting to better know earlier those individuals who could benefit from our help further down the road. And plans are in the works to offer a home-based palliative care program, providing palliation for pain to anyone in our community, not

exclusive to hospice patients but to the community at large. Additionally, we have set new records in charitable gifts received.

Most importantly, throughout this growth span, we have never forgotten our mission to provide the best care possible to our patients and their families. And we continue to achieve this goal as evidenced in our patient survey scores where we rank significantly above state and national averages.

How did Talbot Hospice achieve all of this? We are fortunate to have a highly qualified and dedicated staff, a caring, devoted, and growing group of volunteers and a hard working Board of Directors. And we have accomplished these goals because of you and your support.

I am always very pleased with the opportunity to escort someone through the Eleanor A. Koons Hospice House. Although most of our patients stay at home, it is a beautiful facility for those patients who can no longer do so, welcoming and peaceful, staffed with caring and devoted clinical professionals and volunteers. And we have just opened the last three guest rooms due to demand from the community. The laughter during the weekly patient/staff bingo game in the family room is such a delightful sound to hear.

It gives me great joy to have served the organization over the past two years, and I am very pleased with the accomplishments we have made. My deepest gratitude to the board, our staff, our volunteers and all of you who have supported us. A special thanks to Vivian who works unceasingly to propel the organization forward while maintaining our very high patient standards. I could not have done it without all of you.

I am delighted to turn the helm over to a highly qualified & dedicated volunteer, Steve Slack, who has a background in marketing and communications and is very well equipped to lead the organization going forward and to navigate the challenges to come.

I thank all of you for supporting us, for being advocates in the community and for spreading the word that hospice is about making the most of every day. Talbot Hospice is the best.

Diane Rohman, President of the Board

## Talbot Hospice Scores Above State & National Percentage in Annual CAHPS Survey

The annual evaluation results are in for Consumer Assessment of Health Providers and Systems (CAHPS) for the period July 2017–March 2018, and **Talbot Hospice scored significantly above state and national averages in the category of Global Measures.** The CAHPS Hospice Survey is designed to measure and assess the experiences of patients who died while receiving hospice care, as well as the experiences of their primary caregivers and focuses on experiences of care. These scores reflect the family responses regarding the patient/family experience with Talbot Hospice.

Global Measures	TH Scores	State	National
Rating of patient care from this hospice (9/10 and 10/10)	96.1%	84.1%	84.2%
Would recommend this hospice (definitely yes)	98%	85.9%	85.8%

### — NOTE FROM A GRATEFUL FAMILY —

"How to put into words the feelings our family has about the loving care you gave our father, grandfather, and great grandfather. You treated him with respect, allowing him to hold on to his dignity until the very end. You treated all of us as family, welcoming us into your "home" with open arms. You kept him comfortable through kind and gentle care. We could not have asked for anything more. So, thank you. Continue to do what you do for other families. We will never forget what you have done for our family."



These four Easton Middle School 6th graders sold lemonade and cookies at Giant on a Saturday in May and raised \$235 for Talbot Hospice. The students came up with the idea during a social studies class with their teacher, Mr. Renaud, whose assignment was to create a project for community service. From left to right are Kayla Murphy, Allison Curry, Connor Flaherty, and Katie Hills. What a wonderful lesson in compassion and generosity!

### MISSION



Talbot Hospice offers hope, compassionate support and services to all members of our community facing end-of-life issues. We provide patient and family care, community education and advocacy while respecting both curative and palliative treatment choices.

# Thank You!



## THE GUTHRIE SOCIETY

We are pleased to recognize members of the Guthrie Society, donors who contributed \$1,000 or more to the Annual Campaign from July 2017 to June 2018. Sustaining members, those who have given for five consecutive years or more, are indicated by bold type.

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*The Menzies Society is named after one of Talbot Hospice's most dedicated volunteers and supporters, R. Michael S. Menzies, Sr., and recognizes donors who have given five or more consecutive years. Mike was a board member for six years, serving as president in 2007 and 2008. He chaired the capital campaign from 2008-2012, helping to raise \$6 million for the expansion. We are grateful for the loyal support of the following members of the Menzies Society.*

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## NOTE FROM A GRATEFUL FAMILY

"Words cannot express the peaceful, caring, and loving environment you create for everyone. I am thankful for your gift to my mother. Your unconditional generosity opened a path that allowed her family to find peace and love. You are a gift to all. Thank you."

Mr. W. Thomas Fountain  
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# Tribute to Elizabeth “Betts” Guthrie



Elizabeth “Betts” Guthrie, wife of Talbot Hospice co-founder Dr. Eugene “Buck” Guthrie, died June 20, 2018. Betts and Buck, as they were affectionately known, were devoted to the community and worked tirelessly to ensure that hospice care was available to all who needed it.

Working alongside Millie Parrott, Mrs. Guthrie was instrumental in shaping the grassroots volunteer program at Talbot Hospice. When asked to describe working with Betts, Millie replied, “I can say it was a perfect job, a job made in heaven. Since having a volunteer program is one of the requirements of all hospice programs, it was necessary to get an early start in developing the program. Dr. Guthrie convinced Betts to tackle this important and necessary job. Betts promptly recruited me, forming a wonderful and lasting partnership.”

According to Millie, Betts had a kind, loving heart. She was creative and used her many skills in developing a volunteer organization that has served the community well since 1981. “Betts was my best friend, a faithful coworker who showed respect and concern for the hundreds of people served by the volunteer program. Her smile and happy disposition remain with all of us.”

To honor the Guthries, the Guthrie Society was created in 2011 to recognize donors who give \$1,000 or more each fiscal year to the annual campaign. In 2015, the Eugene and Elizabeth Guthrie Award for Professional Development was created to honor and carry forward their commitment and passion for all things hospice. It is awarded annually to educate Talbot Hospice staff in a manner that benefits both the individual staff member and the broader community.

Mrs. Guthrie was predeceased by Dr. Guthrie who died in 2014.



Glen, a five-year-old miniature horse, visited with several patients at Hospice House in October courtesy of the Horse Inspired Growth & Learning Center at Glendale Riding School, Inc. The Center was founded in 2005, by Robin Dunning and Pam Dudek for the purpose of providing a powerful resource for improving lives through equine assisted psychotherapy and learning. Our heartfelt thanks to Molly Foster and Robin Dunning for bringing much joy to our patients and staff.

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 Ms. Mary Gleason  
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Mr. William Davenport  
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Woman's Club of St. Michaels  
Mr. Calvin Yowell, Jr.

## THE 1981 SOCIETY

*The 1981 Society recognizes donors who have contributed a cumulative total of \$25,000 or more over time.*

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Mr. and Mrs. John E. Akridge III  
Mr. Joseph Battin  
Mr. and Mrs. Thomas W. Baxter  
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## NOTE FROM A GRATEFUL FAMILY

"I wanted to write to thank all of you for the wonderful care you gave to my father and my family. A difficult time was made easier by the dedication and compassion of everyone we met along the journey. Your outstanding staff was there every step of the way and held the hand of both my father and my mother. My family will forever be grateful for your organization. You are truly angels on earth."

# Thank You!

Ms. Thelma Gretzinger and Mr. John Nielsen  
 Mr. and Mrs. Paul R. Haddaway  
 Mr. and Mrs. Bruce L. Hammonds  
 Herrmann-Freeman Fund  
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## MARGARET B. FERREE LEGACY SOCIETY

*The Margaret B. Ferree Legacy Society recognizes donors who have made a planned gift to Talbot Hospice. Maggie Ferree was the embodiment of stewardship and generosity on the Mid-Shore. She was an early advocate for the hospice concept of care and served on the board for repeated terms.*  
 Mr. and Mrs. Thomas T. Alspach  
 Mr. and Mrs. David F. Bent, Jr

## Planned Gifts Received in FY2018

*Bequests*  
 Estate of Anna Mae Patchett  
 Estate of Erik K. Straub  
  
*Charitable Gift Annuities*  
 Martin John Riley  
 Charles H. and Roberta J. Stephens



Through our partnership with Salisbury University, senior nursing students McKenzie Compton and Ashley Nowak completed their final internships with Talbot Hospice before graduating in May. They each spent six weeks with us working in Hospice House and out in the field with nurses, home health aides, social workers, and chaplains.

McKenzie (seated, right) is shown here with TH nurses Tonya Turner (seated, left), and (standing l-r) Pete Fox, Mary Jane Meintzer, and Caroline Mack.



Ashely (left) is shown here with Emily Hagy.

# The Year in Numbers

## Patients



**271** Total patients served  
**157** Patients served in home  
**114** Patients served in Guest Wing  
 (54 eventually transferred from in-home)

## Pathways Program



**65** Patients served  
**593** Volunteer hours

## Spirituality



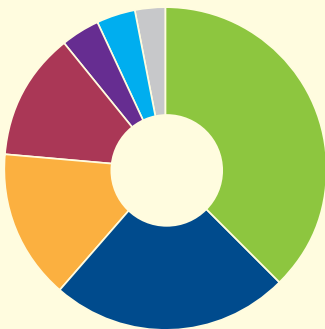
**632** Visits by our chaplains

## Bereavement Services



**649** Individuals served through group sessions or one-on-one counseling  
**43** Members of the community whose loved one was not served by Talbot Hospice  
**12** Children served  
**644** Volunteer hours

## Volunteer Hours

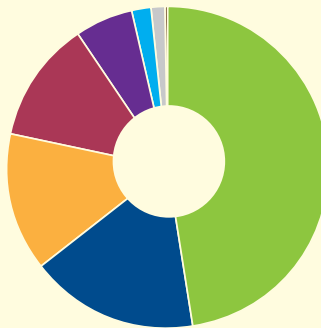


### Hospice House

- Greeters 1,718
- Patient Care 1,097
- Companions 675
- Cooks 588
- Shoppers 175
- Gardeners 174
- Musicians 138

**Total Hours 4,565**

## Charitable Giving



- Individuals 438,545
  - Events 156,529
  - Festival of Trees 128,000
  - Memorials 110,370
  - Grants 55,442
  - Clubs, churches 17,505
  - Corporate 11,278
  - Other 2,539
- Total Income 902,705**

**15,587**

Total hours

**5,620**

Includes transportation, Veteran recognition, training & education, on-call doula, board/committee members, fundraising, memory bears

**3,286**

Administrative hours

**547**

In-Home Companion hours

**332**

End-of-Life Doula hours





586 Cynwood Drive  
Easton, MD 21601-3805

410-822-6681

[talbothospice.org](http://talbothospice.org)

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### ON THE COVER

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For this year's Annual Report cover, we invited all staff to submit a photo, image, or idea that they feel best represents hospice and what it means to them personally. We selected Volunteer Coordinator Lori Miller's entry of the common and humble dandelion.

"Part of my fascination, I believe, comes from growing up where we had at least a weekly meal that included dandelion greens in spring and summer, a good ole PA Dutch tradition" said Lori. "It was one of my chores to dig up the dandelion weeds. I love seeing photos of the seed heads drifting off the main flower and floating away...kind of like a releasing of all your burdens. I think of my mom and it brings me peace."

According to [flowermeaning.com](http://flowermeaning.com) the dandelion has a number of different meanings

- Healing from emotional pain and physical injury alike
- Intelligence, especially in an emotional and spiritual sense
- The warmth and power of the rising sun
- Surviving through all challenges and difficulties
- Long lasting happiness and youthful joy
- Getting your wish fulfilled

Because the dandelion can thrive in difficult conditions, some say the flower symbolizes the ability to rise above life's challenges, emerging victorious on the other side. Others use it as a visual reminder of the sun's power, especially when depression or grief makes it hard to stay sunny.