

2023  
Community  
Benefit Report



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## From Our Board President: Lauren Henry

**H**onoring life with trusted care. This is our team, me, our patients, EverHeart Hospice.

I am honored each and every day to volunteer with EverHeart Hospice and serve alongside our amazing staff for our patients, their legacies, their families, and this heartfelt community. 2023 has been a year that has witnessed beautiful testimonials, struggles from staffing, and an ever-changing healthcare industry. But above all else, it is the compassionate care our organization gives, putting the patient always at the heart of what we do. I commend our team for their drive, opportunity to look at challenges, creativity, and always looking to put their patients, families, and community first in all they do.

A few years ago – during the height of COVID – my grandmother was struggling through a nasty lung cancer. We were very fortunate that she was stable. She was having paracentesis to drain the cancer and fluid backing up in her lungs, but overall, she was doing well with a positive outlook on her time fighting cancer. My grandma was friends with everyone, loved the Lord, and always found a bright side to her situation.

When she was diagnosed and needed extra care in January of 2020, she went into a nursing home in assisted living. We all know what March of that year brought, and we are fortunate in 2023 to be on the other side of COVID. We all can much better manage how to cope with this post-pandemic. So, it was hard to see grandma during this time and keep her safe.

At Christmas time of 2020, the pandemic was really hitting our community hard, and Grandma also came down with the disease. She was feeling great before she got it, but with the lung cancer already somewhat making her less than 100%,

the disease, unfortunately, was more than her body could handle, and we lost her the day after Christmas.

This is where EverHeart Hospice came in. She was part of the EverHeart family receiving hospice care. Grandma was able to be moved to the inpatient unit of EverHeart in Wayne HealthCare prior to her passing. This allowed our family to be with her, and she received the special love and amazing care and compassion from EverHeart's care team that truly honored her long and generous life.

Grandma was a woman who loved all and gave generously of her time to serve and help others. They gave care to her generously and served her in her time of need. Their care gave her love and dignity in her last moments, which was just as special as Grandma's smile, hugs, and excitement that she always gave us as a family. She lit up a room with happiness and excitement to see everyone, and she did this all her life.

This is just one testimonial, but I know there are hundreds of loving stories like this, and EverHeart's team are the cause of these stories. I know this is EverHeart's why – why they do their job amazing day after day, even when it is stressful. Thank you for providing these special moments to highlight a life well-lived for so many every day. This is the EverHeart team; they are angels on our Earth. Even when they are tired, and the job of hospice gets hard, I hope they are mindful that we – the families – cannot thank them enough.

They are our lifeline and give so much meaning to the hardest time of our loved ones' lives. They give the journey of life its sparkle when the candle may be burning thin, and for that, I am thankful.

**Lauren Henry**  
EverHeart Hospice Volunteer Board President



## From Our Chief Executive Officer: Kristi Strawser

The past few years brought many obstacles to the healthcare industry. The challenge of navigating the COVID-19 pandemic has now evolved to encompass a workforce crisis. Our daily routines seem to include climbing mountains and hurdles more often than not.

Faced with these challenges, the road ahead can seem daunting and full of adversity. However, we have finally reached the end of the COVID-19 public health emergency and have learned to navigate life with this virus. From the onset of the pandemic, my goal was to emerge on the other side knowing we did everything we could to keep our team and those we serve safe.

While we all want to move on from the pandemic and leave it behind, it is important that we acknowledge the incredible teamwork that helped navigate our organization through the storm and keep us focused on our mission each and every day. None of us made it to the other side of this pandemic alone.

Just when we thought we were ready to return to normalcy, a new emergency arose. Organizations across the nation are now facing a workforce crisis, bringing new feelings of uncertainty. Though we are still in uncharted territory, we continue to forge

a path forward to ensure the quality of our care never wavers and that our mission remains strong and focused. As we balance the weight of this new challenge, we must remember that with uncertainty comes opportunity. When searching for words to help lead our team, I came across a poem that ended with the words, “we are echoes of our future, our future echoes us.” Right now, we are blessed with an amazing opportunity to define our future and forge new trails, identify new paths, and ensure our organization can serve our mission for many years to come.

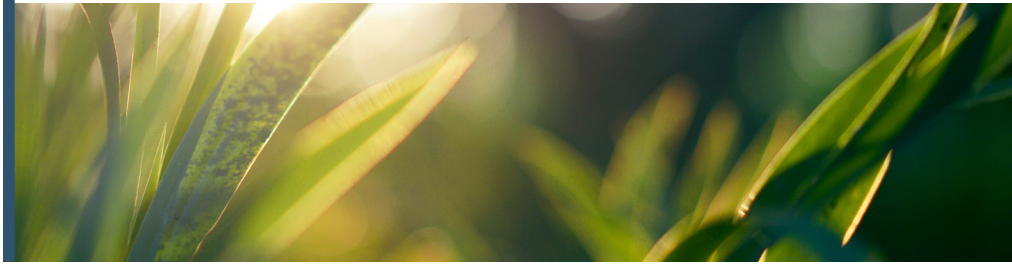
Each day, individuals in our communities trust us to navigate them through their end-of-life journey, and we will

continue providing that care with compassion. As an organization, we will embrace the opportunities we have ahead of us to remain the experts that define what excellent and compassionate end-of-life care looks like for years to come. Much like the feeling of walking barefoot in nature’s green grass, our mission keeps us grounded and steadfast in our navigation through the challenges facing our world. When we are lost, we will let our mission be our guide. We are blessed by the opportunity to serve our community in such a humbling capacity.

**Kristi Strawser, CEO**



# Board of Directors



LAUREN HENRY  
PRESIDENT



MIKE SCHLAMB  
VICE PRESIDENT



NICK ANDERSON  
PAST PRESIDENT



TRACY HAINES  
TREASURER



DEB HEMMELGARN  
SECRETARY



CHELSEA DETLING  
BOARD MEMBER



JORDAN FRANCIS  
BOARD MEMBER



LYNSDAY HUFFMAN  
BOARD MEMBER



CINDY LIETTE  
BOARD MEMBER



MARY RODEHEFFER  
BOARD MEMBER

# Farewell

## Thank you for your service!

The entire team at EverHeart Hospice would like to give their best wishes to Nick Anderson as his time on the Board of Directors is coming to a close.

Nick Anderson joined EverHeart's Board of Directors in 2017, serving a total of 6 years in multiple roles, including President.

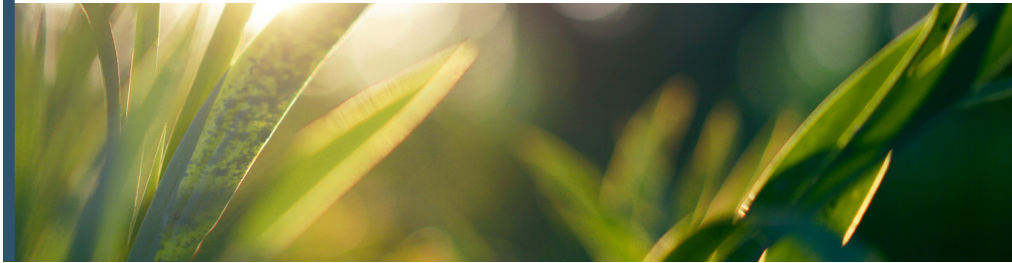
When asked about his time on the Board, Nick shared, "Being a part of the EverHeart Hospice Board has been humbling, rewarding, and uplifting. I met many employees, families, and volunteers whose vision mirrored mine and created an atmosphere that is unmatched. I am extremely proud of the accomplishments achieved by EverHeart, especially the adventures navigated throughout Covid and within a constantly changing healthcare industry. Our organization is stronger than ever, and I look forward to watching EverHeart's continued growth!"

We want to thank Nick for his time and commitment to our organization over the years and wish him well in his future endeavors!





# Senior Leadership



Our team of senior leaders help guide the way for our entire care team to ensure we provide an exceptional end-of-life experience for all patients and families we serve.



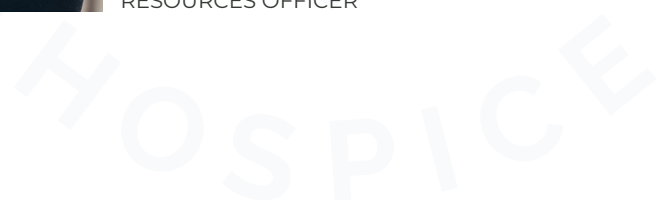
**FROM LEFT:**  
**KRISTI STRAWSER**  
CHIEF EXECUTIVE OFFICER  
**JEREMY BAILEY**  
CHIEF OPERATING OFFICER



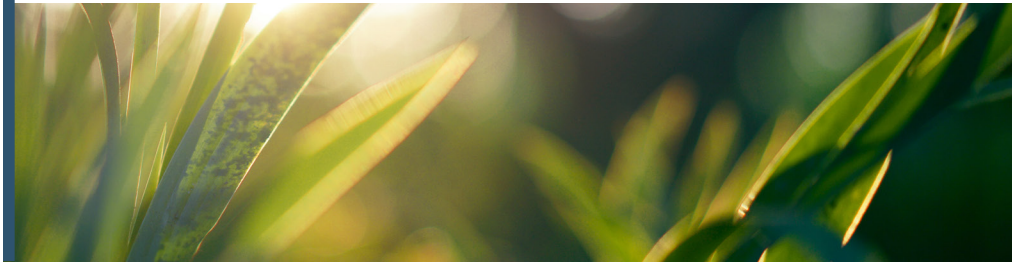
**FROM LEFT:**  
**BARBARA BELL**  
CHIEF BUSINESS  
DEVELOPMENT  
OFFICER  
**ASHLEY BOLIN**  
CHIEF FINANCIAL  
OFFICER  
**STEPHANIE CRUM,**  
CHIEF CLINICAL  
OFFICER



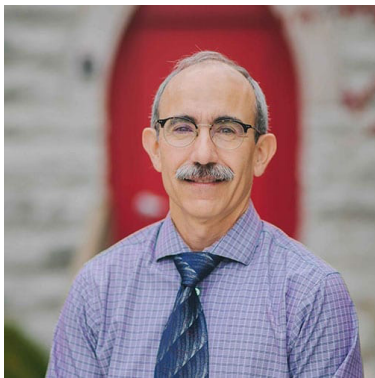
**FROM LEFT:**  
**ANGIE DIDIER**  
CHIEF QUALITY OFFICER  
**AMY LEVAN**  
CHIEF HUMAN  
RESOURCES OFFICER



# Providers & Leadership



Our medical providers keep compassion at the forefront of their practice each and every day. Our leadership team keeps everyone focused on our mission and moving forward.



**FROM LEFT:**  
**DR. EDWARD HOSBACH, DO**  
CHIEF MEDICAL OFFICER  
**DR. RICK BOWLIN, MD**  
PHYSICIAN  
**DR. THOMAS BROWN, MD**  
PHYSICIAN



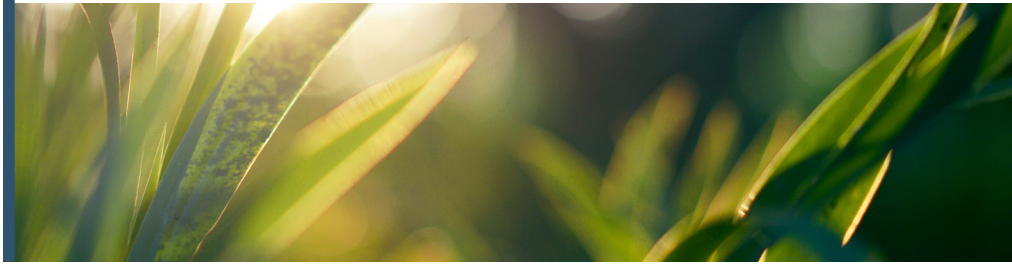
**FROM LEFT:**  
**KELLEY HALL, MSN, APRN,**  
**FNP-C, ACHPN**  
NURSE PRACTITIONER  
**ELAINE POST, APRN-CNP**  
NURSE PRACTITIONER



**FROM LEFT:**  
**EMILY BORCHERS**  
HR MANAGER  
**ALANIA DITTMAR**  
TEAM MANAGER  
**JENNIFER OVERHOLSER**  
MARKETING MANAGER



# Mission



## Our Mission

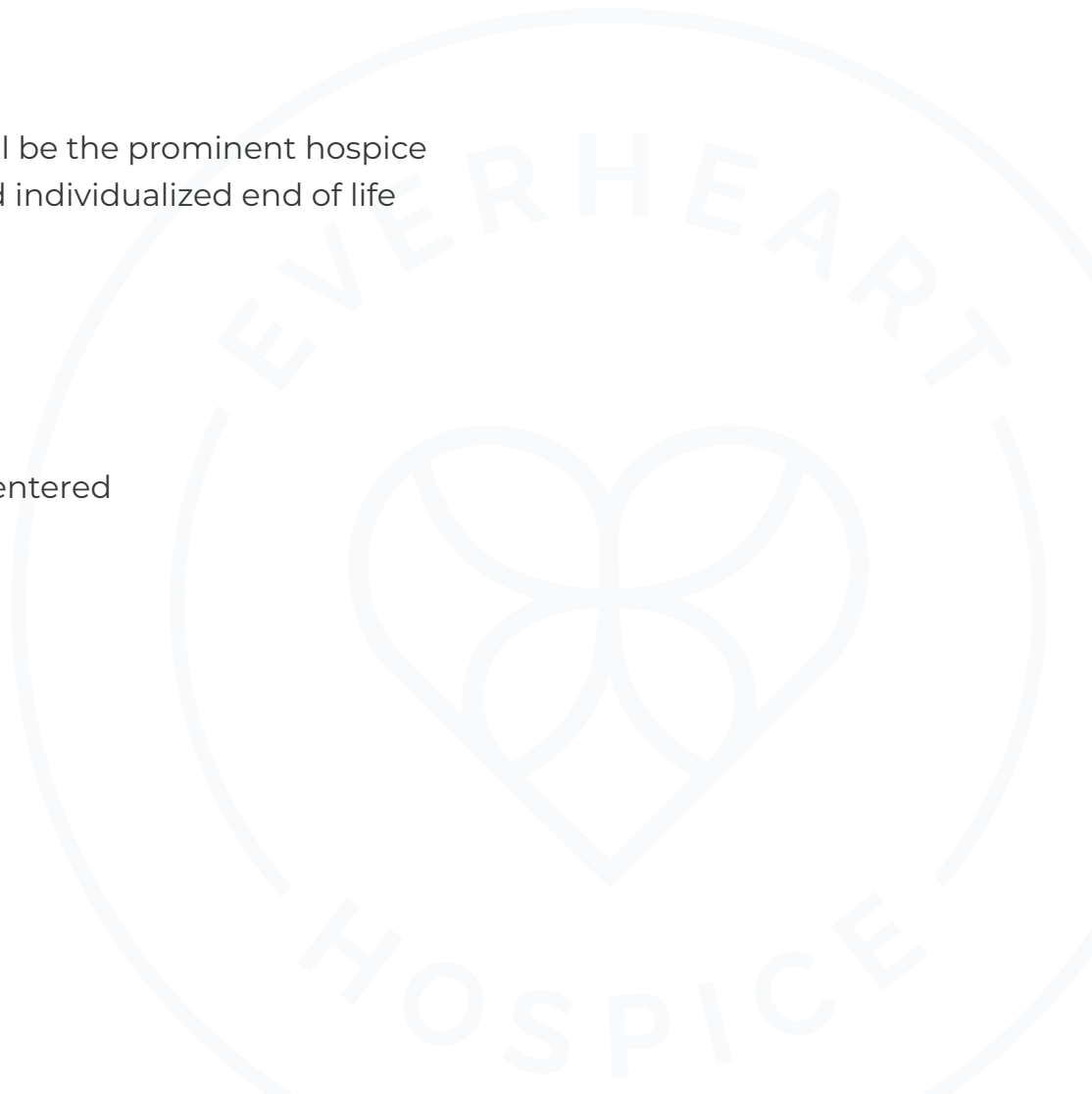
To serve our communities by providing compassionate Hospice and Palliative Care to patients and families experiencing a life-limiting illness.

## Our Vision

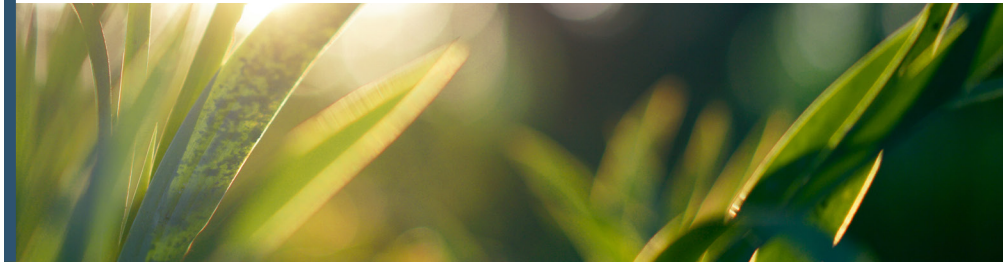
EverHeart Hospice will be the prominent hospice for an exceptional and individualized end of life experience.

## Our Values

Patient and Family-Centered  
Compassion  
Excellence  
Integrity  
Community-Focused



# Year in Review



108

TOTAL EMPLOYEES

130

ADC FOR FISCAL YEAR

873

TOTAL HOSPICE PATIENTS SERVED

164

PATIENTS CARED FOR IN HOSPICE CARE CENTER

116

PALLIATIVE CARE PATIENTS SERVED

91

PATIENTS & THEIR FAMILIES RECEIVED LEGACY HAND PHOTOGRAPHS

47

VETERAN PATIENTS WERE HONORED THROUGH "WE HONOR VETERANS"

\$361,783

RECEIVED IN GENERAL CONTRIBUTIONS AND MEMORIALS

1,448

HOURS SERVED BY EVERHEART HOSPICE VOLUNTEERS

16

CHILDREN RECEIVED GRIEF SUPPORT THROUGH CAMP ENCOURAGE

586

LEGACY HEARTBEAT BEARS WERE GIFTED TO OUR PATIENTS' FAMILIES

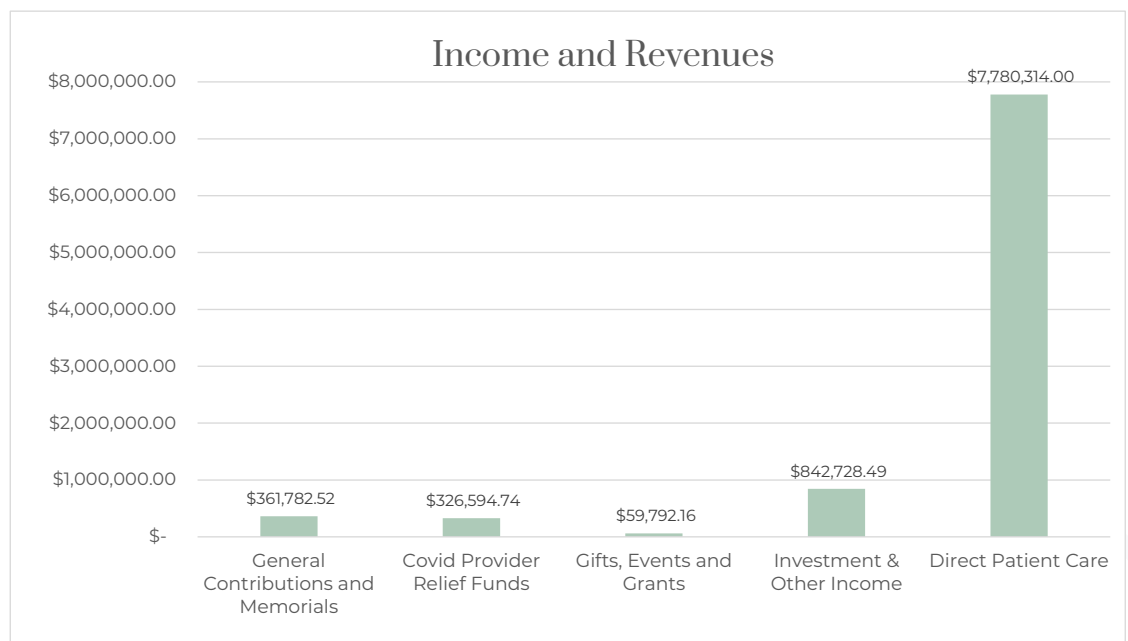




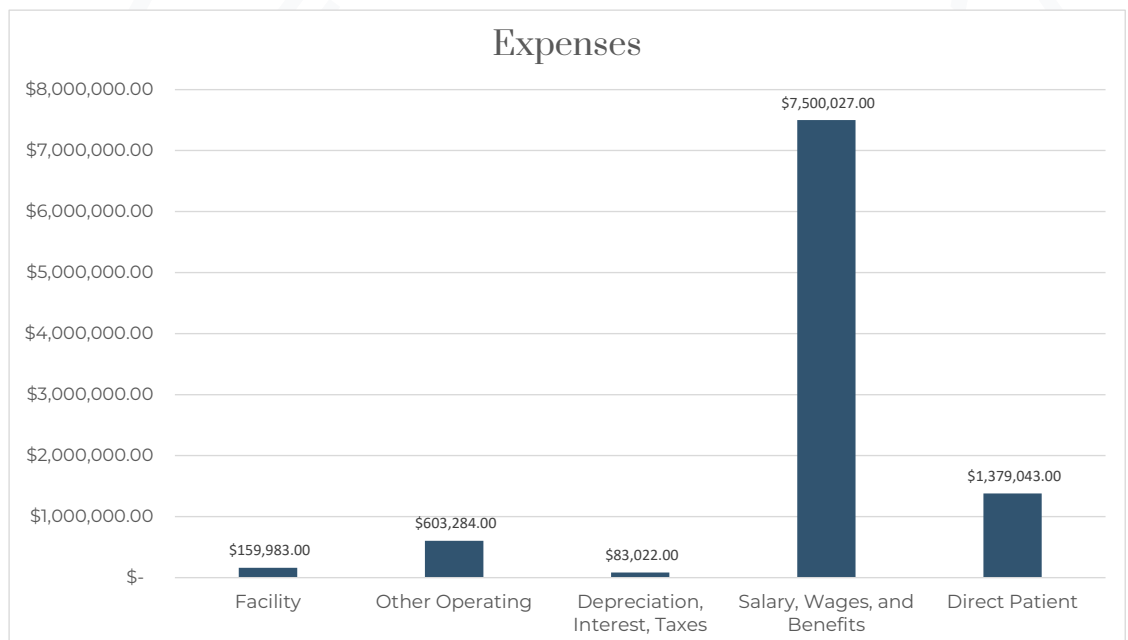
# Financial Report

Report for the Fiscal Year: July 1st, 2021 - June 30th, 2022

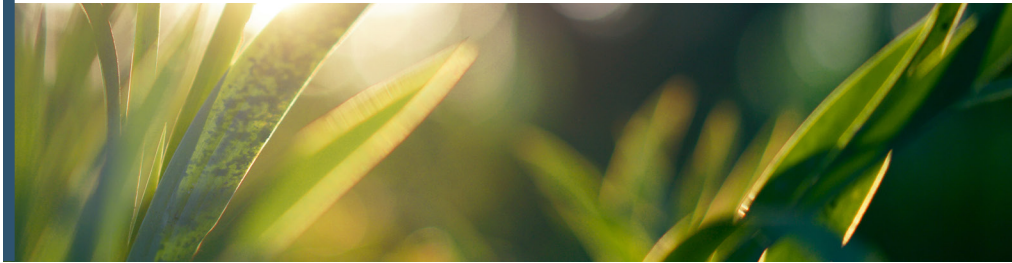
**Total Revenues**  
\$9,371,211.91



**Expenses**  
\$9,725,359.00



# Special Memories



## Patient Continues Passion for Wood Carving

At age 99, Thomas Whitton maintains the charm and smile of his youth. His hair is still cut like the young, fit Marine he once was. He now receives care from EverHeart Hospice, choosing to spend his time comfortably.

On his counter top sits an assortment of hand carved statues. During a visit, Whitton's Hospice nurse, Molly, took notice of the statues and their beautiful craftsmanship.

In one of the statues, a polar bear sits perched on a piece of ice, waiting for just the right moment to plunge into the water. No details are left out. Even the texture of the fur and color of the claws are shown in the piece. The polar bear is extra special to Whitton, as it was awarded first place at the Darke County Fair.

The other wood pieces include a chain link that was carved from a single piece of wood and a colorfully painted clown. There are also three little men, reflective of ancient artifacts. Each man is the exact same template, other than the direction they are facing.

Whitton graduated from high school when he was 18. Just one week later, he enrolled in the Marines. He completed four years of service, spending some of this time in Japan. He was also involved in the Pacific Theater, a vast battleground of World War II.

Carving wood is a hobby that Whitton started decades ago. When he lived in Florida, he connected with a wood carving club where he learned the skill. His tool set includes 4 different



Tom holding one of his wood carvings

sized gauges and several different knives. The finished pieces are also sanded and later painted. In total, his pieces usually take around 40 hours to complete from start to finish.





The very first piece he ever carved was the head of an eagle. The bird is mounted on wood and hangs on the wall like a plaque.

Over the years, Whitton has enjoyed the fun of entering his wood pieces in the display at the fair.



When asked if he looked forward to checking on them the first day to see if he had won any ribbons, he didn't say anything, but the big grin and gleam that was shown in his eyes let on that he was proud of his work and looked forward to the event.

Nature has always been an inspiration for Whitton's work. In addition to influencing his carvings, he also enjoys taking walks and hiking through the woods. Some of the other projects Whitton has in his collection are a kangaroo with a joey in the pouch, several different deer, a lily, and a mountain man. He also has a buffalo that he made early on in hobby practice, and today his son owns that piece.

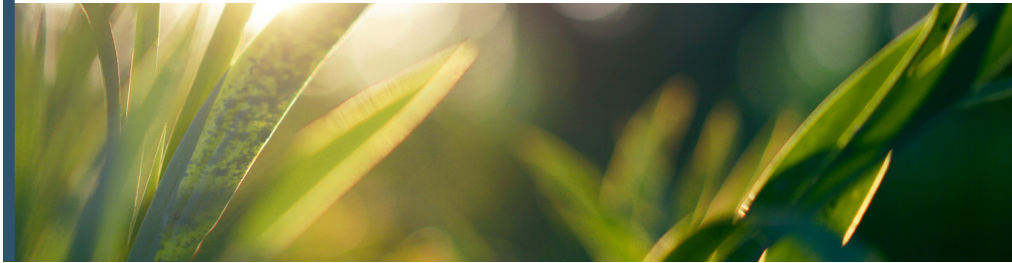
Many of the pieces that Whitton makes are elaborate, but they are still carved from one piece of leftover scrap wood. He has crafted work boots, cowboy boots, and a ball and chain inside a cage. He also made a Sea Captain on Liberty with a sea bag and hat pulled down covering his eyes.

Whitton does not have a favorite piece, but if he had to pick, he likes deer because they remind him of his time in nature. He shared that he likes to have several projects going on at a time since they do take a while.

The wood pieces on the counter in Whitton's room are a reminder of who he is, who he was, and who he continues to be. There is dignity in every moment of life, and hospice helps maintain that respect and identity for patients. Yes, they are patients, but first and foremost, they are always people. We are proud to share their stories.



# Camp Encourage



## Children Make Connections, Receive Grief Support

**E**verHeart Hospice recently held their annual Camp Encourage to support children in the community who are grieving the loss of a loved one.

The theme this year was “Colors, Coping, and Connection” and focused on providing healthy coping skills and showing kids they are not alone in their feelings surrounding grief and loss.

The kids attending camp have been through some hard, often traumatic situations, and the types of losses children are experiencing seem to be intensifying. Watching the kids open up to each other and the camp staff over the course of the weekend proved how important this camp really is for healthy growth and coping.

Activities throughout the weekend included team building and trust exercises, music therapy, creating a “grief blueprint” with paint, making memory jars, a Q&A session with a panel of experts, and a scavenger hunt. There was also time for the

kids to run around and play and form friendships with each other.

It takes a large group of volunteers to make this event a success. Throughout the volunteer training process, the helpers were reminded that we can’t simply “fix” grief, but we can walk alongside it be there for support. Grief is not just something you get over; you learn to grow around it.

Children grieve differently than adults and Camp Encourage creates a safe place for them to be themselves and share their feelings as they choose. It is a long-standing staple in the community with over 20 years of supporting children. The Camp Encourage team included music therapists, a chaplain, nurses, a social worker, and support staff and volunteers. Thanks to the generosity of donors and grants in the community, Camp Encourage is offered free of charge. Be sure to watch for information regarding Camp Encourage 2024!



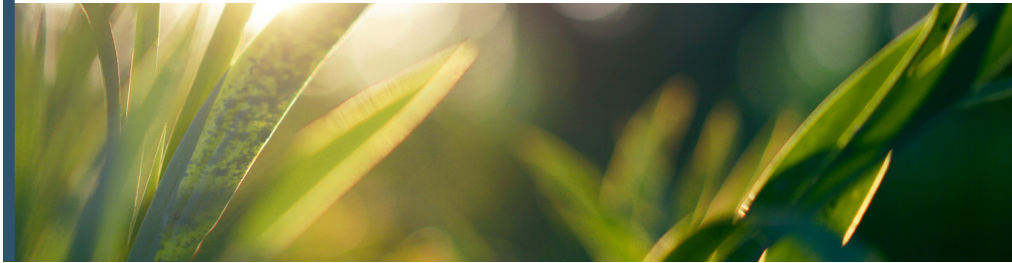


# Camp Encourage





# Painting Pictures



## Patient Paints Picture of Adventurous Life

\*Story contains mature subject matter regarding artwork

Entering Isabel Culbertson's home feels just like walking into a professional art gallery. Her walls are perfectly lined and organized with images of flowers, models, pets, and landscapes. While the collection of paintings is very different, they lend a cozy feeling to her home with the same warm-toned colors.

An artist for most of her life, Isabel shared that her favorite style is painting still-life items or models. She thinks she has completed over 133 paintings over the years. When asked what her favorite thing to paint is,



Original acrylic painting by Isabel

I told myself right then that I was going to teach myself to paint, and I was going to be damn good at it."

she quickly responded, "Nudes. My father was also an artist and liked to paint nude portraits. When he passed, the only painting I wanted from his collection was of a breast. My stepmother would not let me have it, so

The use of nude models in art is considered an academic classification. In fact, many art historians consider it one of the most important subjects in the history of Western art. For the Ancient Greeks, nudity in art was an expression of integrity. They viewed the body and spirit as fully entwined. The nude in Greek art held a moral component as it was believed to represent the highest form of virtue and honesty, and therefore was not viewed as obscene. Even the athletes in the original Greek Olympic games competed in the nude. Earlier civilizations related the nude to the likeness of mother earth and as a sign of fertility.

While some may shy away from this genre of artwork, Isabel is very proud of the portraits of models she's painted and shared a special memory associated with her favorite painting of her father's that inspired her future love for painting. Isabel laughed, saying, "My father had that painting hung up right over our dining room table. People would ask him all the time why he liked it so much. He always responded, "Because it reminds me of my first supper."

Isabel attended art classes all over the country, learning from many different artists. During her training, she was taught to paint the same image 10-100 times, as the more you paint it, the better you are. Isabel accomplished this training with her many paintings of the famous artist Frieda Kahlo. Isabel stated, "I don't like her work, but she's an interesting character. I've done like 35 pictures of Frieda." But when asked what her favorite painting she's created is, she will point you towards the kitchen to a large canvas centered on





the wall of a rooster and basket filled with bright yellow sunflowers, “It’s one of the best ones I’ve done.”

Art is not the only hobby Isabel is passionate about. She grew up in Anderson, Indiana, and she and her family would attend Indy car races quite often. However, she particularly likes foreign and grand prix cars and even had the opportunity to participate in the 24-Hour Le Mans race in France, where she helped keep time as part of a pit crew. Isabel smiled as she shared, “That was as close as I’ve ever gotten to being a jet setter.”



### Portrait of Isabel

on her trips to various countries and throughout the US was a cross-country road trip with her friend Barb. They traveled from Ohio to California, driving a convertible through wine country. “When we were leaving for the trip, we were pulling out of the driveway saying goodbye to Dave, my husband, and Barb said, “Thank you, Dave, for letting her drive out with me,” and he replied, “She hasn’t asked me yet.”

Her time in France and later in Italy led to a deep appreciation of the beauty in Europe and a shared love for their lifestyle. “I thought I should have been born in France,” said Isabel. Her favorite adventure when reflecting

Isabel has long supported EverHeart Hospice since her husband of 34 years, David Culbertson, utilized their hospice services. After he passed, Isabel knew she wanted to become more involved with the non-profit, as she believed in their mission and the care they provide to those nearing the end of life. She joined the EverHeart Hospice Women’s Giving Circle in 2019 and has since contributed to many new programs that wouldn’t have been possible without this additional funding given each year to the organization.

While Culbertson may not paint as much as she once did, her love for art and the pieces surrounding her is still very much evident: “Whoever lives in my house after me will have their work cut out for them with all the nails in the wall. But I appreciate all the paintings I’ve done and collected too much to have them sitting in a corner. I want them out so I can enjoy them.” She hopes to regain some strength in the coming weeks to work on her art once more and possibly attend a painting class at Memorial Hall again.

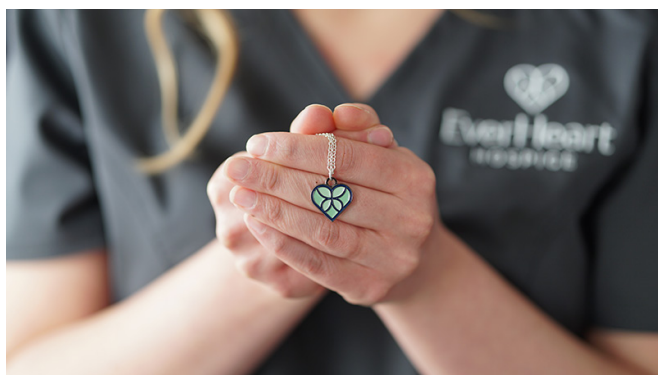
Isabel chooses to remain in her own home as long as possible and appreciates the support she receives from her entire care team at EverHeart Hospice, now as a patient herself.

The care they provide each week enables her to maintain her independence through this next stage in her life. “I like the concept of hospice. I like everybody so far. It is a good cause, and I plan to continue contributing to the Women’s Giving Circle.”

Isabel enjoyed reflecting on her adventures in a life filled with art and travel. She did insist on one piece of advice that she wanted young adults to take to heart, “Travel now while you can. Try to go as much as you can.”

# Testimonials

## Honoring Life With Trusted Care



*“Our family wants to express our heartfelt appreciation for your kind care of our loved one. We knew she was in good and loving hands. Your thoughtfulness will be long remembered.”*

*“Thank you all for the care you gave mom in her final days. We appreciate your kindness more than you know.”*

*“I will forever be grateful for all the kind words and direction I received from all of you. My mom truly loved all of you! You are the best!”*

*“Thank you for taking such good care of our mother. It felt like you became part of our extended family, and we cannot tell you how grateful we are for all you did.”*

*“We appreciated more than we can tell the wonderful care given to him in his final days. Everyone was so good to him and to us.”*

*“You all are incredible! We appreciate all of the love and support you showed my dad and the family. We learned something from each one of you. You touched and impacted my life in such a short period of time! No words could ever express the amount of gratitude I have for you all! Thank you!”*

*“I am writing this note to express my deepest gratitude and heartfelt thanks to your team for the exceptional care and support provided to my mother during her time under your care. The level of care and attention shown to my mother by the entire hospice team was truly remarkable. May you continue to bring comfort to those in need just as you did for me.”*

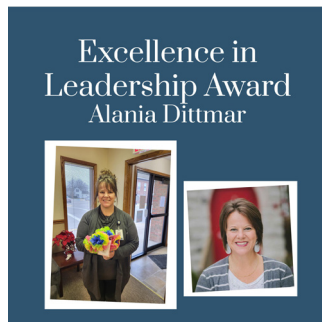


# Excellence

EverHeart Hospice values Excellence and it shows through the dedication our care team members have for the quality care they provide. They're always working on ways to complete more training and higher education. These are just a few accomplishments and awards our team members have achieved this year.



**ANNA PRICE:** OUTSTANDING PATIENT CARE AWARD



**ALANIA DITTMAR:** EXCELLENCE IN LEADERSHIP AWARD



**JERALAYNE RUIZ:** SUNSHINE AWARD



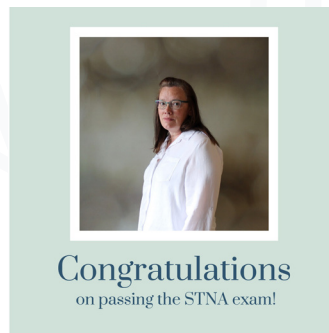
**ERICA WOOD:** NON-CLINICAL IMPACT AWARD



**JESSICA SHEETS:** OUTSTANDING SERVICE AWARD



**JEREMY BAILEY**  
LEADING AGE OHIO HEART OF HOSPICE AWARD



**RENEE HAYSLIP:** PASSED STNA EXAM



**JILL DELZEITH:** SOCIAL WORK LICENSE



**KRISTI STRAWSER:** DARKE COUNTY CITIZEN OF THE YEAR



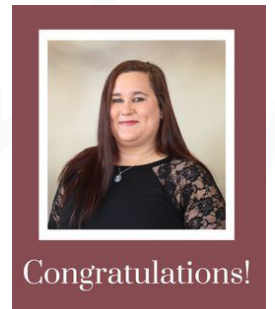
**ERICA WOOD:** EARNED CFRM



**AMY PEARSON & JERALAYNE RUIZ:** MUSIC THERAPY BEREAVEMENT TRAINING



**STEPHANIE CRUM:** EARNED BA IN NURSING



**TIFFANY MILLER:** PASSED NCLEX EXAM TO BECOME RN



# Giving Back

## EverHeart Hospice values being Community-Focused.

THROUGHOUT THE YEAR, OUR STAFF HAVE ENGAGED WITH THE COMMUNITIES WE SERVE IN NUMEROUS WAYS:

- Providing school supplies to the Darke County United Way's Stuff the Bus campaign
- Assisting with senior activities including bingo, bowling, and holiday activities
- Participating in local health and career fairs
- Organizing Veteran Ceremonies at area nursing facilities in honor of Veterans Day
- Offering grief support groups in local schools
- Adopting families during Christmas through local Angel Tree programs
- Serving meals through C.A.L.L. Ministries
- Supporting area Walk to End Alzheimer chapters in our communities
- Volunteering at community events including Coldwater's Hometown Holidays and area county fairs





# Grants & Contributions

EverHeart Hospice wouldn't be what it is today without the amazing contributions we receive from local businesses, organizations, and individual donors throughout the counties we serve. We are truly grateful for their generosity and support they offer for the mission we serve to our patients and families.





# Volunteers

EverHeart Hospice was founded by a group of volunteers. Now, 42 years later, we have an entire Volunteer Program to help in a variety of ways with the mission we serve, including companionship visits to our patients, honoring our Veteran patients, and helping with tasks in our offices. We are truly thankful for our volunteers and the gift of time that they give to our agency.







# EverHeart

HOSPICE

Thank you for  
your continued support.

*Honoring life with trusted care*