



# 2017 Impact Report



# Life-Changing Work



## 2017 Impact Report

### “WE EXIST TO SUPPORT EXTRAORDINARY MOMENTS OF CARE”

This past fiscal year has been full of challenging, hopeful, and life-enhancing moments for hundreds of individuals and families in the communities we serve. Because of your support in 2016 and 2017, CarePartners has been able to heal wounds, hold hands, and restore hearts—in more ways than ever before. Supporting these extraordinary moments of care is exactly why CarePartners Foundation exists: your donations ensure that CarePartners can deliver critical health and wellness services to the people of Western North Carolina—today and in the future.

In fact, without your generous and ongoing support, many patients would not be able to receive the care they need to return to a normal life or to experience improved quality of life. When you support the Foundation, your gift of money or time allows CarePartners to provide Rehabilitation, Home Health, Adult Care, and Hospice services to surrounding communities. We also make grants to community agencies working to improve the health and well-being of people in Western North Carolina.

I invite you to read our 2017 Impact Report to learn more about the services CarePartners provides, the individuals we serve, and our financial summary. It is truly a privilege to lead the Foundation, and I encourage you to stay connected to its life-changing work.

Thank you for your trust and ongoing generosity,



Scott W. Buchanan

PRESIDENT & CEO  
CAREPARTNERS FOUNDATION

# About Us

For over 30 years, CarePartners Foundation has been committed to preserving the availability of post-acute healthcare in Western North Carolina by working with donors to fund vital services. We are a not-for-profit organization that focuses on the needs of those who receive care from CarePartners Health Services, which provides Rehabilitation, Home Health, Adult Care, and Hospice. We also make grants to community agencies who share our mission to improve the health and well-being of people in Western North Carolina.



## CAREPARTNERS FOUNDATION BOARD OF DIRECTORS

OCTOBER 1, 2016—SEPTEMBER 30, 2017

### OFFICERS

- Charles C. Campbell, *Chair*
- William N. Lewin, *Chair-elect*
- H. Denniston Crews, M.D., *Secretary*
- Jeff Gould, *Treasurer*
- Brady Blackburn, *Past Chair*

### DIRECTORS

- Dewey Andrew
- Elizabeth Cozart
- Kathryn Daughton, RN, MEd
- Jennie Eblen
- Kerry Friedman, JD
- Larry Harris
- David W. Hart
- Donna Hastie
- Thomas B. Irwin
- Rendi Mann-Stadt
- Charles D. Owen, Jr.
- Isaac Owolabi, Ph.D.
- Marcia Schroeder, ANP
- Lary A. Schulhof, M.D.
- Susan Van Tassel, PharmD
- Gay P. Vinson

### EX OFFICIO

- Scott W. Buchanan  
*President*

# Adult Care

DAY HEALTH/DAY CARE | CLUB CAREPARTNERS | OVERNIGHT RESPITE | PACE

*CarePartners Adult Care programs provide a safe environment and give participants a place to belong—a home away from home—and a place to continue to enjoy lifelong interests and acquire new ones. It is also a place where friendships abound in an environment of mutual respect, trust, and caring.*



## 94.2%

of caregivers felt a reduction in stress after enrolling their loved one into a CarePartners Adult Care Program.

## 216

participants take part in the four Adult Care programs that provide services for residents of Buncombe, Henderson, Transylvania, Rutherford, Haywood, McDowell, and Madison counties.

## 78.5

is the average age of participants in the Adult Care program.

## 50+

engaging activities are available to participants each week, ranging from exercise, reminiscing discussions, baking groups, arts, music, crafts, and gardening.



# Rehabilitation

REHABILITATION HOSPITAL | OUTPATIENT REHABILITATION  
ORTHOTICS AND PROSTHETICS | SEATING AND MOBILITY CLINIC \*

*Our expert physicians, nurses, and therapists are highly experienced in rehabilitation and offer the most advanced therapies available.*

*\*Information about the Seating and Mobility Clinic is on pages 12–13.*

## Rehabilitation Hospital

**33**

is the number of North Carolina counties from which patients were admitted in fiscal year 2017.

**17**

is the number of patients from states other than North Carolina admitted in fiscal year 2017.

**14**

days is the average length of stay in the CarePartners rehab hospital.



## Outpatient Rehabilitation

Services offered include physical therapy, occupational therapy, and speech language pathology.

**7,433**

patients were admitted to outpatient rehab, resulting in 49,978 visits.

**10**

CarePartners Outpatient Rehab clinics are located throughout Buncombe County.

## Orthotics & Prosthetics



**99%**

of our devices are hand-crafted for customers just a few feet away from the treatment rooms, improving communication, quality, and ability to make adjustments while the patients wait.

**\$0**

is charged for consultations, follow-ups, peer support, or travel. Charges only apply for devices when they fit.

# Hospice

BEREAVEMENT | HOME CARE | KID'S PATH | SOLACE CENTER

*CarePartners Hospice & Palliative Care offers physical, emotional, and spiritual support to patients with life-limiting or terminal illnesses. We're dedicated to treating our patients and their loved ones with respect and compassion, and to providing the highest quality of life and comfort possible.*



**2,064**

patients were admitted into hospice care in fiscal year 2017.



**18**

counties make up the service area of CarePartners hospice care.



# Home Health

PRIVATE DUTY

CarePartners Home Health services provide nursing, therapy, social work, and personal care to patients throughout our region. Our experts care for patients in the comfort of their homes, assisted living facilities, and nursing homes.



9,019

patients were admitted to Home Health in fiscal year 2017.



1.9 million

miles is how far our staff drove in the past year to provide care to people in their homes.

That's equivalent to 4 trips to the moon and back!

# Volunteers

HOSPICE | ESTATE SALES | THRIFT STORE | GIFT SHOP

Volunteers are making a real difference for CarePartners Foundation. Each time a volunteer works in our thrift stores, holds the hand of a hospice patient, processes items for an estate sale, or works in our gift shop, the impact is felt across our entire organization and throughout our community.



47,317

is the total number of hours donated by CarePartners volunteers.



# A Generous Upgrade for Aquatic Healing

*Asheville couple's gift breathes new life into a rehabilitation pool area.*

New life, energy, and access will soon be felt at CarePartners rehabilitation indoor pool area thanks to a generous gift from Debra and Harry Stonecipher. Their gift will provide much-needed renovations to the pool's waiting room and locker area. The newly named Stonecipher Aquatic Therapy Center will allow CarePartners patients to prepare for aquatic therapy in a safer and more welcoming environment.

Both Debra and Harry are retired from lifelong careers in the aerospace industry, during which time they worked and lived throughout the United States and overseas. Shortly after arriving in Asheville in 2014, Debra and Harry found themselves reaching out to CarePartners Hospice services to provide care and support to Debra's father, who was in the final stages of Alzheimer's. "CarePartners stayed with us through his passing and afterwards, continuing to offer emotional and logistical support. Their personal involvement and caring were evident, and we were pleased to see this confirmation of Asheville's capability to provide superior medical care and support for seniors," said Debra. In addition to caring for Debra's father, CarePartners staff also provided assistance to her mother, who was experiencing her own health issues.

In 2017, the Stoneciphers once again found themselves relying on the expertise of CarePartners Health Services when Harry suffered a blood clot in his heart that necessitated an eight-week stay in intensive care, with less than a 10 percent chance of survival. But as Debra notes, "Our faith and love sustained us through the long and difficult weeks, and we never lost belief in his eventual recovery."

After a lengthy and recuperative hospital stay, Harry was well enough to receive two weeks of in-patient therapy at CarePartners Rehabilitation Hospital, and then continued with Home Health, followed by Outpatient Therapy, all provided by CarePartners Health Services. "Once again, we were impressed with the dedication, expertise, and consideration demonstrated by CarePartners, which helped us get through a very difficult period, and were a vital part of Harry's miraculous, full recovery," noted Debra.

Interacting with the many different services provided by CarePartners helped the Stoneciphers personally appreciate the value of the organization, both to their own family and to residents of Western North Carolina. Knowing they wanted to give something back to CarePartners and the community it serves, the Stoneciphers spoke to their family physician, who mentioned the aquatic therapy pool. After meeting with CarePartners Foundation development staff and envisioning the tremendous impact the renovations would bring to patients, the Stoneciphers decided they wanted their gift to help improve the access and availability of the rehabilitation pool at CarePartners. Renovation plans for the Stonecipher Aquatic Therapy Center are currently underway and are expected to be completed in the near future. When asked about their own feelings towards CarePartners, the Stoneciphers explained, "The experience, expertise, and dedication of the team, the spectrum of therapies available, and the facilities and equipment are all outstanding. But CarePartners' community involvement and patient empathy and care are what make all the difference."

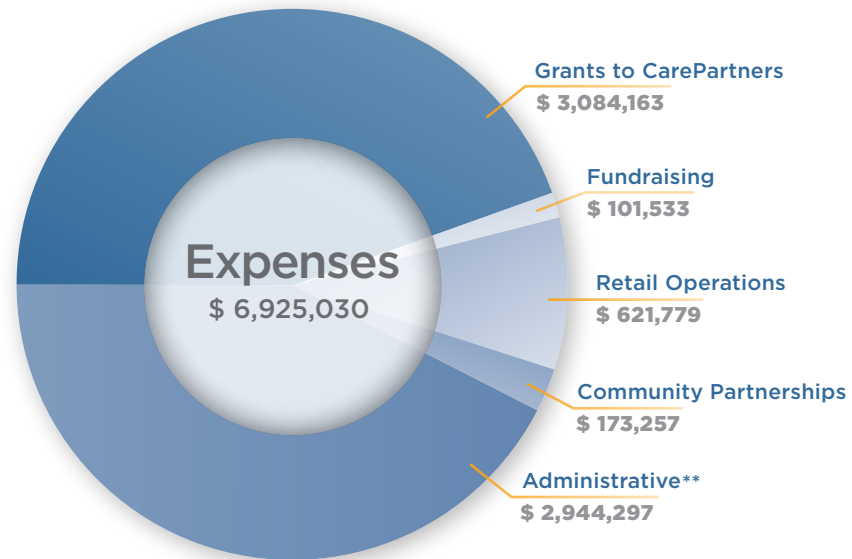
*"Once again, we were impressed with the dedication, expertise, and consideration demonstrated by CarePartners, which helped us get through a very difficult period and were a vital part of Harry's miraculous, full recovery."*



# Financial Information

FISCAL YEAR 2017

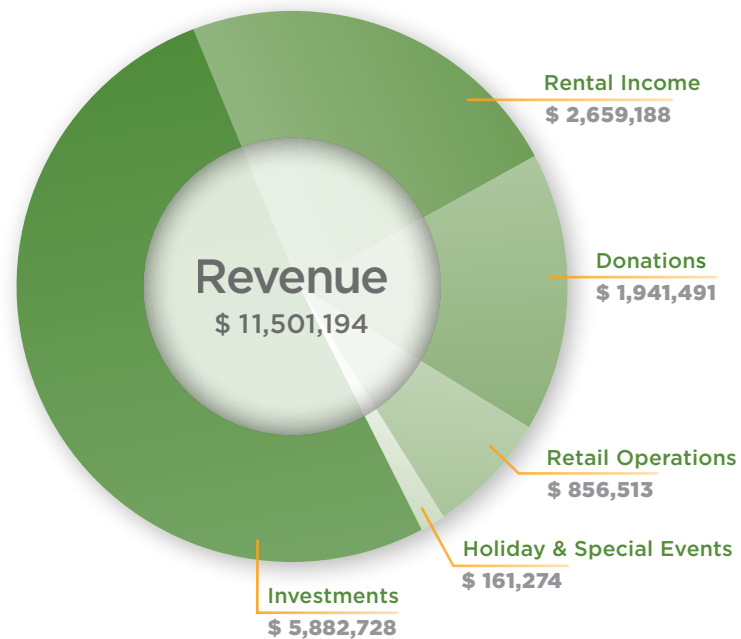
# Foundation Dollars at Work



**17%\***  
of the care provided by CarePartners was provided to people who qualify for Medicaid or charity care.

**100%**  
of designated donations are used to support CarePartners services.

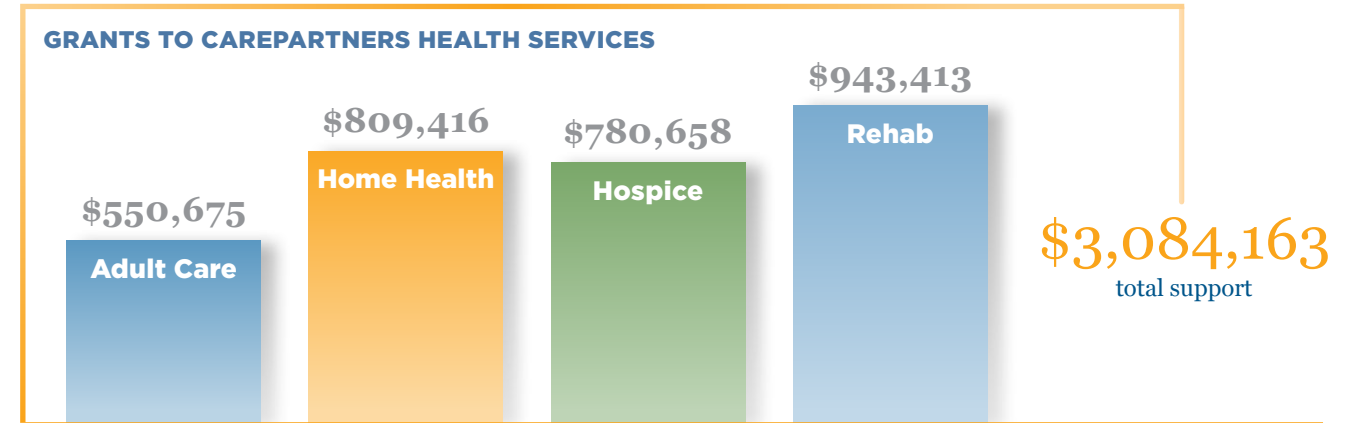
**All**  
remaining revenues are reinvested to ensure CarePartners can provide critical services to the people of Western North Carolina today and into the future.



\* CarePartners provided \$15,815,733 in Medicaid Care which, along with the charity care, means that approximately 17% of the care was provided to people in poverty if they qualified for Medicaid or charity.

\*\* Includes salary & benefits, insurance, building repair, maintenance and depreciation expenses, etc.

## 2017 HIGHLIGHTS OF FOUNDATION GRANTS



### GRANTS FOR COMMUNITY PARTNERSHIPS

**\$152,657**  
was designated for community support to various nonprofits in Western North Carolina.

**\$20,600**  
of scholarship support was allocated for high school students in 20 WNC Counties.

## NEW DIALYSIS ROOMS

CarePartners Foundation gave CarePartners Rehabilitation Hospital \$145,000 to add two dialysis rooms in their inpatient rehabilitation hospital. Adding inpatient dialysis services to the sole inpatient rehabilitation provider in Western North Carolina allows CarePartners to offer hospitalized patients intensive rehab therapy without undue stress and interruption of care.

Thanks to the renovation, most patients no longer have the extra burden of a lengthy transport to an outpatient dialysis clinic. The new rooms are specifically designed to have the same appearance as other patient rooms so that dialysis patients won't feel isolated from the rest of the hospital. The feedback from patients has been overwhelm-



ingly positive. A male patient and his wife were very appreciative of the new rooms, which allowed the patient's wife to spend more quality time with her husband, instead of traveling back and forth for dialysis treatment.

# The Power of Kindness

*Pat Downing can move through her remarkable life with more freedom, stability, and ease thanks to a perfect-fit gift from CarePartners donors.*

In 2010, Pat Downing was diagnosed with Superficial Siderosis of the Central Nervous System, a disease of the brain resulting from chronic iron deposition in neuronal tissues associated with cerebrospinal fluid. Pat explains that the most significant change in her life has been loss of balance. She has minimal sensation in her feet and legs and is becoming progressively weaker, which means her mobility is significantly limited. Pat exercises daily, and actively participates in therapy to work on her strength and functional skills, including an inpatient stay at CarePartners

Rehabilitation Hospital, followed by working with CarePartners Home Health, and then CarePartners Outpatient Therapy.

Although Pat is dedicated to fighting the disease, her neurologist urged her to apply to Medicare to cover the cost of a wheelchair because her condition is going to deteriorate and is irreversible. Pat confides that, “Having been strong and active most of my life, I resisted the idea that I would ever need to be confined to a chair, but with decreasing mobility, I realized that I needed to take action.”



(LEFT TO RIGHT) Barbara Crume, Pat Downing and Scott Schanbacher

*“There are no words to express the power of the gift you give. You not only help the recipients of wheelchairs with your generosity, but also make life easier for their family and friends who support and care for them. You are making this world a kinder place.”*

Taking action led Pat to CarePartners Wheelchair and Seating Clinic, which was a “pleasant surprise,” she commented. Barbara Crume of the Seating Clinic, and Scott Schanbacher from NuMotion, spent over an hour measuring Pat and designing the specifications for a chair that would fit her body perfectly. Pat said, “It was a good experience, and I was amazed at the attention to detail that I witnessed.” Crume determined that an ultra-light-weight manual wheelchair with adjustable axle plates and Natural Fit handrims would be the best fit for Pat. Without these handrims, it was discovered Pat could not grasp and push the wheelchair. Unfortunately, Medicare sent a denial letter for the Natural Fit handrims and other modifications Crume suggested. Because Pat’s condition is rare, Medicare Guidelines don’t currently cover the recommended seat cushion and back support that would prevent skin breakdown and improve Pat’s posture. The additional upgrades were over \$1,000; Pat was dismayed that she wouldn’t be able to afford to purchase a wheelchair that met her needs and provided her the freedom she desired. That is when Crume contacted CarePartners Foundation to see if there was a chance of any private funding that might be available to help purchase Pat’s chair.

Thanks to the generosity of CarePartners Foundation donors, the Foundation was able to cover the remaining cost of Pat’s wheelchair. “I was surprised and relieved when I learned that CarePartners Foundation would pay most of the additional costs. I did not know about the Foundation before this, and I was overwhelmed with gratitude. I was especially grateful for the opportunity to meet the Foundation staff the day I received my chair.

It was a pleasure to see the faces of people who work every day to create the kind of miracle that showed up in my life at a time of a need that I had never expected,” Pat commented.

Pat and her husband, Larry, volunteer in the community and live by the motto: *Kindness is love with its work boots on.* Pat also has a message of kindness and love that she wants to share with CarePartners Foundation donors. “You are changing lives—actually giving people their lives back—lives that had become or were about to become very small and confined. Wheelchairs and other assistance devices are a gift of mobility and freedom. There are no words to express the power of the gift you give. You not only help the recipients of wheelchairs with your generosity, but also make life easier for their family and friends who support and care for them. You are making this world a kinder place.”

716

seating clinic visits were offered to 453 patients in fiscal year 2017.

350

new and completed evaluations took place in 2017 for people to obtain new wheelchairs as well as new seating systems.

45%

is the average percentage of improvement in functional mobility among more than 200 patients surveyed over the past year following receipt of their new wheelchair.



# 9 Great Ways to Positively Impact and Improve People's Lives



## VOLUNTEER

CarePartners Foundation has volunteer opportunities in our thrift stores, hospice services, and in our gift store. There are countless ways your time can make a difference for the people of Western North Carolina.



## TAKE A TOUR

See your support in action. Visit us to see how your gifts are making a difference in your community as you meet staff and witness firsthand the great work being done by CarePartners. Call **828.277.4815** to schedule a visit.



## BUILD YOUR LEGACY

Designate the Foundation as a beneficiary of your will or trust. Your gift will benefit generations to come. You can designate the service and county you want to support. Even 1% of your estate will improve lives forever. Call **828.274.1498** to learn more.



## GO TO OUR ESTATE SALES

Shop our 10,000 square foot showroom packed full of new estate items every two weeks for amazing buys while supporting CarePartners Foundation. Each estate sale is different and offers something for every taste and budget. Shop with us online [cpfestatesales.org](http://cpfestatesales.org) or call **828-575-2509**.



## HONOR A CAREPARTNERS TEAM MEMBER

By making a gift through our Caring Hands program you can say thank you to an extraordinary CarePartners team member who helped make your life or a loved one's life better while receiving care from CarePartners. Learn more at [carepartnersfoundation.org/caringhands](http://carepartnersfoundation.org/caringhands).



## PADDLE

Sign up to paddle on a dragon boat for our second annual Drums and Dragons event on June 23rd at Lake Julian in Arden, NC. Not in the mood to paddle? Come and enjoy race day activities and cheer on your friends and community members. Visit [drumsanddragons.com](http://drumsanddragons.com) to learn more.



## DONATE FUNDS

Financial support keeps our critical services running. A gift of any amount makes a difference. To donate, visit [carepartnersfoundation.org](http://carepartnersfoundation.org).



## SHOP AT OUR THRIFT STORES

With locations in Asheville (**75 Fairview Rd**) and Marion (**417 N Main St**), a good bargain is never out of reach. Every time you shop at our stores you are helping support our hospice services. You can also donate gently used clothing and household items to both locations.



## SHARE YOUR STORY

We need passionate people to share their CarePartners story and create awareness of this special organization through social media. Visit [carepartnersmystory.org](http://carepartnersmystory.org) to share your CarePartners Story.



[CAREPARTNERSFOUNDATION.ORG](http://CAREPARTNERSFOUNDATION.ORG)

P.O. Box 25338  
Asheville, North Carolina 28813  
828-277-4815

**ESTATE SALES & SERVICES**  
information and consultations  
828-575-2509

**HOSPICE THRIFT STORES**  
store and donation information  
Asheville: 828-274-8206  
Marion: 828-559-2888

**FOR VOLUNTEER OPPORTUNITIES**  
information, call 828-277-4888

**TO MAKE A GIFT TO CAREPARTNERS FOUNDATION** or include the Foundation in your estate, call 828-274-1498 or email [mwhite@carepartnersfoundation.org](mailto:mwhite@carepartnersfoundation.org)