



## ***What makes us different?***

### **ORGANIZATIONAL DIFFERENTIATION**

- We have a long-standing reputation in the community; over 30 years of expert service
- We provide local and personal care supported by the resources of a large organization
  - Although we care for over 1000 patients a day, each patient receives individualized expert care
  - We have specialized long-term care program (Hospice Alternative Residence Team)
- We are able to offer services that not all organizations can provide
  - Individual and group grief support to anyone in our community who has experienced the loss of a loved one whether they were under our care or not
  - Pediatric Care - Kids Path is the only specialized healthcare program for children and teens in our region focusing on cure and comfort during an illness
- We provide hospice and palliative care to any eligible patient regardless of ability to pay
- Levine & Dickson Hospice House is the first and only free-standing hospice facility in Mecklenburg County, providing 24-hour care to those who cannot be cared for in other settings. Conveniently located in the center of our service area.
- We are a not-for-profit organization, Hospice & Palliative Care Charlotte Region. We:
  - Return profits to the mission of the organization
  - Serves all medically eligible patients and their families, regardless of age, illness, complexity of care, or ability to pay
  - Rely on generous gifts, in-kind donations, sponsorships, and attendance at fundraising events to help cover services that are not reimbursed through Medicare, Medicaid, or commercial insurance

### **CLINICAL DIFFERENTIATION**

- Each clinical staff member successfully completes a comprehensive and intense orientation program
- Our organization is committed to providing continuous staff education
- Experienced, dedicated care teams are made up of registered nurses, licensed practical nurses, nursing assistants, physicians, social workers, chaplains, grief counselors, and over 300 trained volunteers. We are:
  - **153** Registered Nurses (53 are Certified Hospice Palliative Nurses)
  - **11** Licensed Practical Nurses
  - **47** Nursing Assistants (5 are Certified Hospice Palliative Nursing Assistants)
  - **8** Nurse Practitioners (2 are Advanced Certified Hospice Palliative Nurse)
  - **9** Physicians (7 Hospice and Palliative Care Board Certified Physicians)
  - **37** Social Workers (10 Licensed Clinical Social Workers)
  - **10** M. Div. Chaplains (2 Board Certified)
  - **3** Grief Counselors (1 Licensed Professional Counselor)
  - **4** Clinical Preceptors with **56** years of combined experience
- Expert nurses are available 24 hours per day, 7 days per week
- We have an award winning palliative medicine team