



CHAPTERS
HEALTH[®] SYSTEM

Celebrating growth



*2022
Annual Report*



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*Coming together is a beginning.
Keeping together is progress.
Working together is success.
- Henry Ford*



CEO's Report

Success, Even with Challenges: Message from Chapters Health System President and CEO

In the spirit of celebrating our annual report this time every year, we would like to share with you the highlights and accomplishments from 2022. When you contemplate the clinical care achievements we have made this year, coupled with the major challenge faced by Chapters Health System as an organization — the shift in regulatory and clinical environment — it truly highlights our ability to persevere.

Our focus was making sure our organization had an economy of scale and size with a prevalence to withstand challenges and continue delivering the preeminent service to our community members, as we have for so many years, was paramount.

To that end, we celebrated growth with the addition of our Cornerstone Hospice and Palliative Care team members to the family. In addition, we had the big announcements of Hope Healthcare joining us, as well as Capital Caring Health, and we expect both to be a big part of our story in 2023.

But let us focus on some of the highlights from 2022 that we wanted to illustrate and celebrate:

- Our Joint Commission accreditation acknowledged our clinical successes at our affiliates.




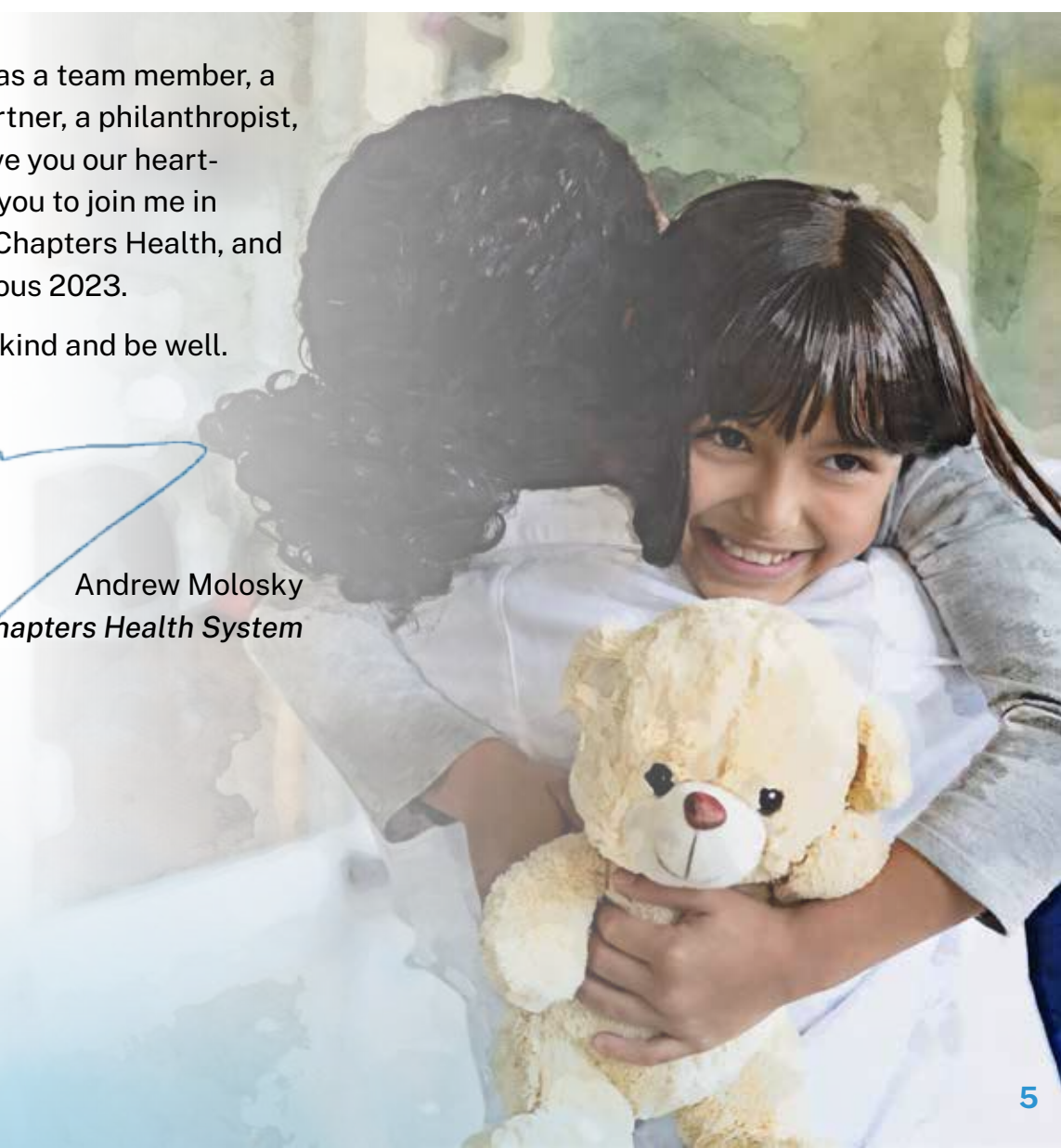
- HITRUST certification within our CareCentrium environment placed top priority in cybersecurity with the protection of not only team member information, but just as importantly, the data of patients and families as well.
- Another year of being awarded the Great Places to Work accolade, which for so many years we have hung our hats on.
- The opportunity to celebrate what it means to give back to our communities with the opening of the wonderfully innovative Bethany Center in Lakeland.
- The ability to do hospice house renovations across our organization's footprint.
- The continued investment in our pediatric programming, as well as so many other things come as a direct result of our philanthropists, donors, volunteers, givers and everybody out there who has an investment in what it means to be part of the Chapters Health family.

What would an annual report be without giving our sincere thanks to so many of those who have made hugely impactful opportunities come to our doorstep because of your giving, whether it was time, monetary resources or just genuine investment.

Whether you are reading this as a team member, a referral source, a business partner, a philanthropist, a donor or a giver, I want to give you our heartfelt thanks. I also want to ask you to join me in celebrating the successes of Chapters Health, and we look forward to a tremendous 2023.

Thank you to all — be safe, be kind and be well.


Andrew Molosky
President and CEO, Chapters Health System

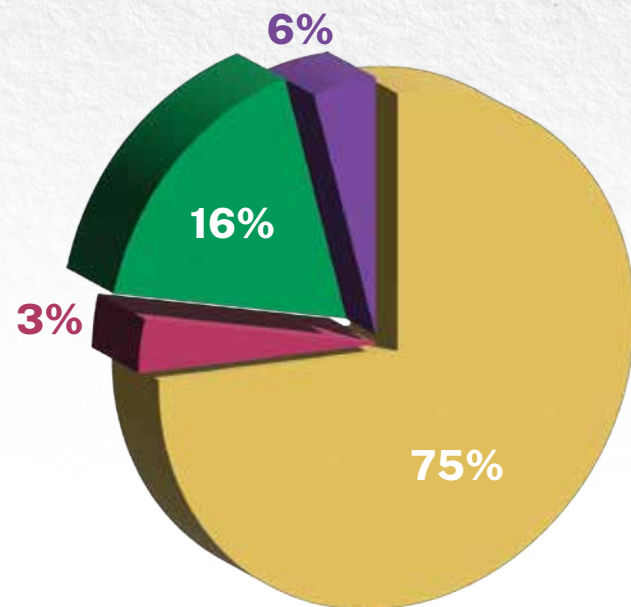


Financial Highlights

Who pays for our services?

Year ended December 31, 2022 (amounts in thousands)

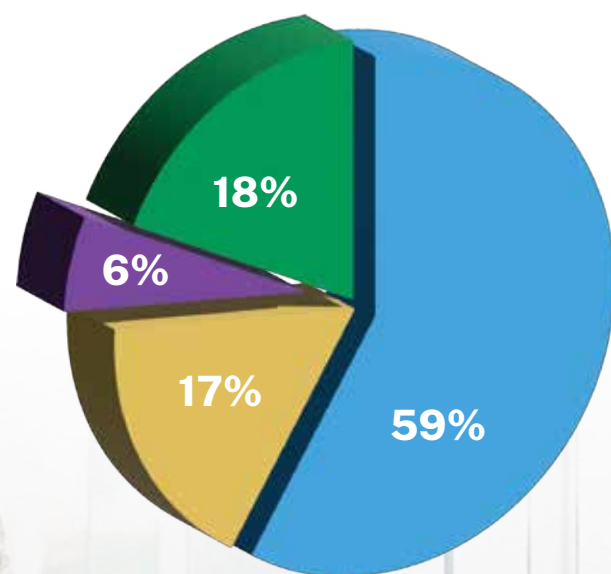
Medicare	\$200,206
Medicaid	\$8,817
Contributions, other revenues and gains.....	\$47,789
Insurance and all other	\$11,003
Total revenue, gains and other support	\$267,815



Where does the money go?

Year ended December 31, 2022 (amounts in thousands)

Salaries and benefits	\$164,635
Services purchased from contract providers.....	\$48,484
Drugs, medical supplies and equipment	\$15,886
Insurance, depreciation, interest and other	\$51,250
Total expenses	\$280,255



Financial Highlights

Summary Operating Results

Year ended December 31, 2022 (amounts in thousands)

Revenue, gains and other support:

Net patient revenue	\$220,026
Contributions.....	\$11,377
Other revenue and gains.....	\$36,413
Total revenue, gains & other support	\$267,816

Expenses:

Program services.....	\$265,599
Supporting services	\$14,656
Total expenses.....	\$280,255
Total change in net assets	\$(12,439)

Condensed Balance Sheet

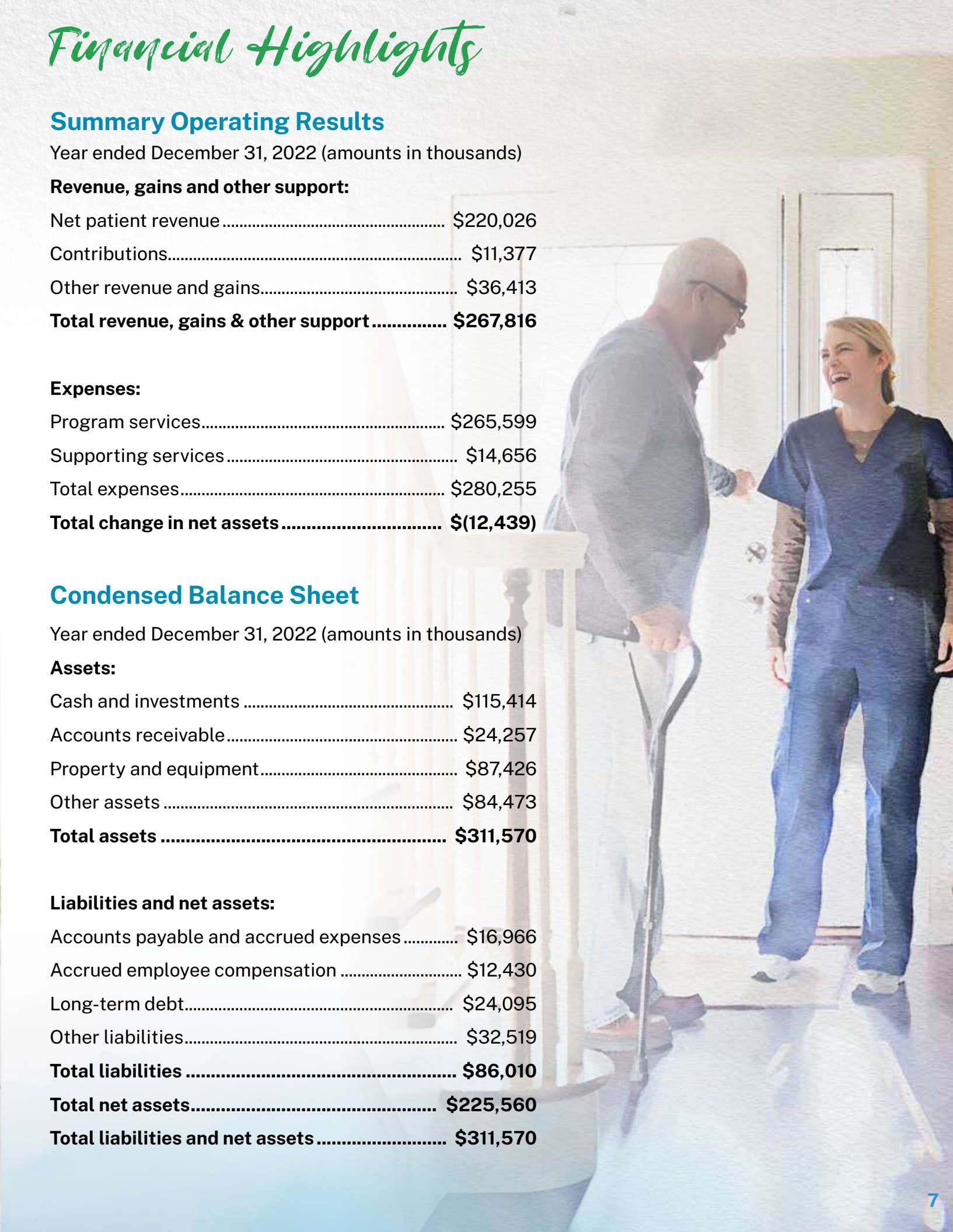
Year ended December 31, 2022 (amounts in thousands)

Assets:

Cash and investments	\$115,414
Accounts receivable.....	\$24,257
Property and equipment.....	\$87,426
Other assets	\$84,473
Total assets	\$311,570

Liabilities and net assets:

Accounts payable and accrued expenses	\$16,966
Accrued employee compensation	\$12,430
Long-term debt.....	\$24,095
Other liabilities.....	\$32,519
Total liabilities	\$86,010
Total net assets.....	\$225,560
Total liabilities and net assets	\$311,570



Hospice Highlights

Good Shepherd Hospice

2022 Facts and Figures



3,938

Total Number of patients



529

Average number of patients each day



47.8%

Hospice market share



\$1,001,000

Charity care provided



1,978

Patients served at Good Shepherd Hospice Houses



31,377

Pharmacy prescriptions filled

Additional highlights:

- Number of volunteers: 55
- Value of volunteer hours: \$111,825.15
- Physicians who referred patients: 581
- Nursing home/assisted living referral sources: 78
- Bereavement service contacts to hospice families and the community: 7,890

Hospice Highlights

Good Shepherd Hospice

The Inspiration Behind the Bethany Center for Grieving Children

The Good Shepherd Hospice Bethany Center for Grieving Children in Lakeland started in the 1990s with a woman named Bethany Ann Traviesa when she was diagnosed with an incurable type of breast cancer.

“With young kids at the time, Bethany Ann wanted a safe place for them to come for grief counseling and thanks to her, the Bethany Center provides individual counseling for children as well as adults, and support groups for children and adults,” said Good Shepherd Hospice Bereavement Specialist Suzy Soliday.

Currently, there are three Bethany Center locations in Florida — Lakeland, Auburndale and Sebring.

Technology Enhancing Grief Therapy at the Bethany Center

A favorite activity at the Bethany Center is the Hurricane Room — a padded room with a digital, interactive screen on the wall allowing kids to either throw bean bags or use their hands to take aim at targets. This activity is helpful for children to work out frustrations while utilizing their energy. Heather Thompson, also a Good Shepherd Hospice bereavement specialist, said, “The Hurricane Room can be used in either competitive mode or multiplayer modes so that children establish that rapport early on while having fun and hopefully, it will show that the child will be okay after interactions with their families or other children.”

Another favorite activity at the Bethany Center is the sand tray according to Thompson. “I also like our sand tray since it seems to be very therapeutic for children as well because I think there’s just



something about running your fingers through nice cool sand that just feels good and when we feel good, we’re more comfortable sharing and so we can stand around the sand tray and just talk and share.”

The sand tray gives the children a feeling of calmness while using the various senses and assimilates those senses with feelings, which leads to being able to talk about those feelings in more depth.

The Grief Cave is an incredibly special part of all the Bethany Centers — a black room lit with black lights and plexiglass walls where kids and adults can enter and write messages to their loved ones and in a safe, sacred environment.

Karen Ramsey, grandmother of sisters Meisha and Athena Josephs, said these bereaving activities have been so helpful to her granddaughters. “Meisha likes the feel of the cool sand and watching the visuals with Athena. And if she won’t say something to me, she’ll leave a message in the Grief Cave. Athena likes the activities as well, but with her ADHD, she likes throwing the bean bags in the Hurricane Room so she can burn off some of that energy or frustration. The best part is Athena knows she’s not going to get in any trouble for actually hitting something.”

Hospice Highlights

Good Shepherd Hospice

Effectiveness of the Bethany Center’s Therapy Techniques

Chapters Health doesn’t shy away from the traditional therapies, such as psychotherapy, talk therapies and educational therapies. The adventure-based therapies, experiential counseling and engaging recreational-sort of therapies, like sand tray, really work for children.

At Chapters Health, we are not afraid to move in this direction to really engage with grieving children. As their parents come in they see their children light up as they play these games and interact with the floor, go into the Grief Cave and really express their feelings while taking part in the activities.

This interaction brings out a different side of the kids. When they’re in that space, it is imperative to meet the children where they are and give them something that’s specifically designed for them. It helps them be comfortable in that space.

Building on the Success of Lakeland Bethany Center

Chapters Health has had the Bethany Center model in the Good Shepherd Hospice affiliate for many years. This Lakeland location was designed to incorporate more high touch, high technology in collaboration with Breeze Creative.

“Chapters Health is looking forward to expanding the Bethany Center model to other locations and affiliates,” said Dr. Reginald Riley, Chapters Health vice president of support services and patient experience. “We’re seeing the successes from the Lakeland location, and we want to replicate that model and success. We’re remodeling another one of Bethany Centers in Auburndale and excited to add some of the technology and give it more of a look and feel like the Lakeland Bethany Center. In addition, the HPH Hospice affiliate in New Port Richey is building out a Circle of Hope Center, which will be Bethany Center-style with many



Hospice Highlights

Good Shepherd Hospice

of the same technologies and a lot of what we learned and making some improvements along the way with of our technology partners to create a new space there.”

Philanthropy Makes These Bethany Center Resources Possible

It’s often said that philanthropy is the lifeblood of not-for-profit organizations and Chapters Health acknowledges that the new Bethany Center would not be possible without the never-ending support and dedicated work of their communities and philanthropic teams.

“The capital campaign has played a tremendous role helping to build out and develop the Bethany Center. After taking the lead with the Lakeland Bethany Center, the Chapters Health Foundation is moving forward again on the New Port Richey Circle of Love Center,” added Dr. Riley. “That’s what we really need in our communities because the communities want this, they need it and so when we put out these capital campaigns and fundraising efforts, these amazing communities rally behind and help us get this space to really help the children.”

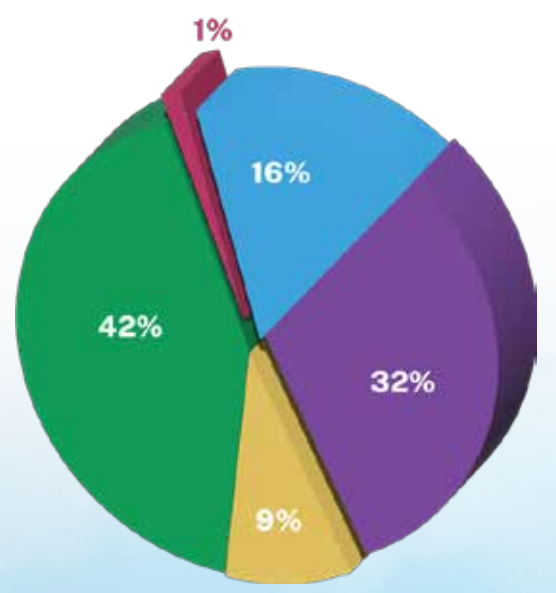
“Ultimately, if we could have a Bethany Center-style children’s grief center in every single location and every single affiliate, which would be the goal, and with the help of our communities, our philanthropic partners and our operations teams, we might just get there,” concluded Dr. Riley.



Chapters Health Foundation 2022 Revenue in Support of Good Shepherd Hospice

Year ended December 31, 2022 (amounts in thousands)

Special Events and Other Gifts.....	\$542,971
Realized Planned Gifts.....	\$407,067
Memorial Gifts	\$199,271
Grants.....	\$114,432
Capital Campaign	\$17,050
Total Revenue.....	\$1,280,791



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The Wegman Family

Hospice Highlights

HPH Hospice

2022 Facts and Figures



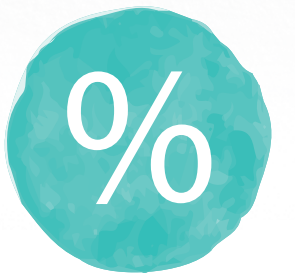
4,704

Total Number of patients



630

Average number of patients each day



48.1%

Hospice market share



\$1,050,000

Charity care provided



1,471

Patients served at HPH Hospice Houses



45,087

Pharmacy prescriptions filled

Additional highlights:

Number of volunteers:	126
Value of volunteer hours:	\$151,817.42
Physicians who referred patients:	1,018
Nursing home/assisted living referral sources:	114
Bereavement service contacts to hospice families and the community:	4,661

Hospice Highlights

HPH Hospice



Chapters Health Valor Program Fully Standing Behind Operation Stand Down

Setting an example on how to support Veterans and First Responders in the community is the foundation in which the Chapters Health Valor Program was built. In 2022, the program raised its hand once again in being the presenting sponsor of One Community Now's Operation Stand Down in Pasco County.

Stand Down events are typically one-to three-days in duration during which Veteran's Administration staff and other volunteers provide food, clothing and health screenings to homeless and at-risk Veterans and First Responders. In addition, they also receive referrals for healthcare, housing solutions, employment, substance use treatment, mental health counseling and other essential services such as free notary services, court service, medical and dental services, state photo identification cards, personal hygiene kits and much more.

With Pasco County being part of its service area, HPH Hospice stepped up to the plate and helped in a big way. HPH Hospice volunteers provided dozens of bicycles to homeless Veterans and First Responders to help with some of their transportation and recreational needs. Working

with Chapters Health Foundation and the Chapters Health Valor Program, HPH Hospice and its volunteers are always there for Operation Stand Down. They are proud to be a major part of the event that allows community organizations to connect with and assist homeless Veterans and First Responders who need just a little more help to continue assimilating to civilian life.

One Community Now held its first Stand Down in 2012 with the goal of ending Veteran and First Responder homelessness through personal connections and a supportive and respectful environment. Every Veteran that attends the Stand Down event can receive medical and dental services, pro bono legal services, housing resources, educational resources and employment opportunities. Since then, events and services like these have also included First Responders to the mix.

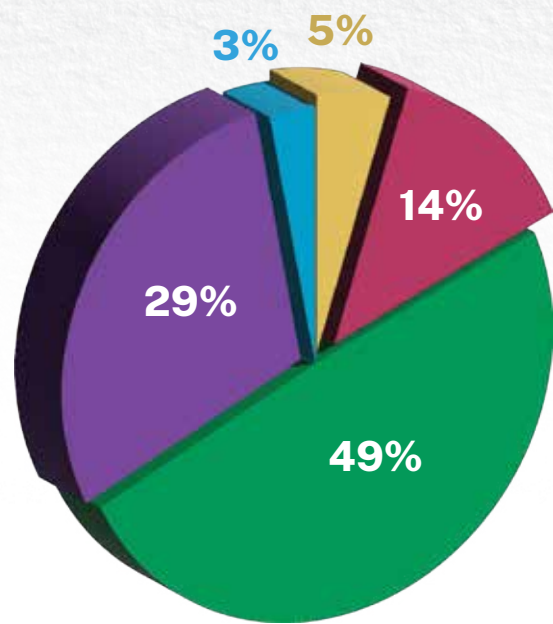
"The Chapters Health Valor Program is elated to sponsor such an amazing and meaningful event," said Adam Stanfield, vice president of development and executive director of the Chapters Health Foundation. "We look forward to continuing many, many years of growing our relationship with the Stand Down event and expanding its support of Veterans and First Responders in need. For this, we are grateful."

Hospice Highlights HPH Hospice

Chapters Health Foundation 2022 Revenue in Support of HPH Hospice

Year ended December 31, 2022 (amounts in thousands)

Realized Planned Gifts	\$595,565
Special Events and Other Gifts	\$353,804
Memorial Gifts	\$164,690
Grants	\$61,950
Capital Campaign	\$35,984
Total Revenue	\$1,211,994



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The Gibbons Pathway Society is a special group of friends and donors who have remembered Good Shepherd Hospice in their estate plans, through bequest,

life insurance, trust, or charitable gift annuity. The society is named to honor former Congressman Sam Gibbons.
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The Sustainers Circle is a special group of loyal supporters who demonstrate their commitment to hospice through ongoing financial gifts of \$1,000.00 or more annually for five years. Sustainer gifts provide a dependable funding source so desperately needed.
 Anonymous
 Dr. & Mrs. Brian Dahmer
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 Mrs. Margaret P. Lingor
 The McBee Family Foundation within the Raymond James Charitable Endowment Fund
 Mr. & Mrs. Jim Tacy

Hospice Highlights

LifePath Hospice

2022 Facts and Figures



6,781

Total Number of patients



1,146

Average number of patients each day



74.6%

Hospice market share



\$2,547,000

Charity care provided



1,836

Patients served at LifePath Hospice Houses



62,550

Pharmacy prescriptions filled

Additional highlights:

Number of volunteers:	128
Value of volunteer hours:	\$256,322.43
Physicians who referred patients:	1,348
Nursing home/assisted living referral sources:	158
Bereavement service contacts to hospice families and the community:	16,371

Hospice Highlights

LifePath Hospice

LifePath Hospice Raising Funds and Awareness for Bereavement Services

For LifePath Hospice, 2022 marked a special year that benefitted from successful philanthropic initiatives by the Chapters Health Foundation. The signature fundraisers, Home Runs for Hospice and Spring Soirée, provided almost \$650,000 in support of LifePath Hospice patients and families.

“Stories are what our lives are made up of. Stories are how we remember people. Stories make us feel a little less alone in the world.”

The Chapters Health Foundation announced it raised more than \$577,000 at the sixth Annual Home Runs for Hospice fundraising breakfast. This year’s sponsors included Regions Bank, Crosstown Couriers and PAR, Inc. to name a few.

The proceeds benefit the charity care program and bereavement services at LifePath Hospice. The charity care program provides care to uninsured and underinsured patients, regardless of their ability to pay. Bereavement services are provided free of charge to anyone who suffers from grief related to chronic illness and the loss of a loved one. Each day of the year, LifePath Hospice cares for approximately 1,150 patients.

More than 550 donors and supporters of the organization attended the event at Armature Works in Tampa on Wednesday, November 2, 2022. During the event, families shared stories of how hospice care and bereavement services through LifePath Hospice helped them.

“Stories are what our lives are made up of. Stories are how we remember people. Stories make us feel

a little less alone in the world,” said Gayle Sierens Martin, former WFLA news anchor and supporter of LifePath Hospice.

“Each and every day, LifePath Hospice cares for approximately one patient per square mile in Hillsborough County,” said Liz Anderson, director of philanthropy for the Chapters Health Foundation in support of LifePath Hospice. “It is an honor to be a part of the later days of their life journey and hear their story. Every story counts.”

Hospice Women of Philanthropy pays an important role in the fundraising efforts of the Chapters Health Foundation in support of LifePath Hospice. The group of local women participate in building and strengthening hospice-related programs through joint contributions. The group also provides women with opportunities for education to foster and develop their capacities for philanthropic leadership.

Additionally in 2022, the Chapters Health Foundation and the Hospice Women of Philanthropy raised more than \$72,000 at the seventh Annual Spring Soiree, which was held at the University of Tampa on March 9, 2022.

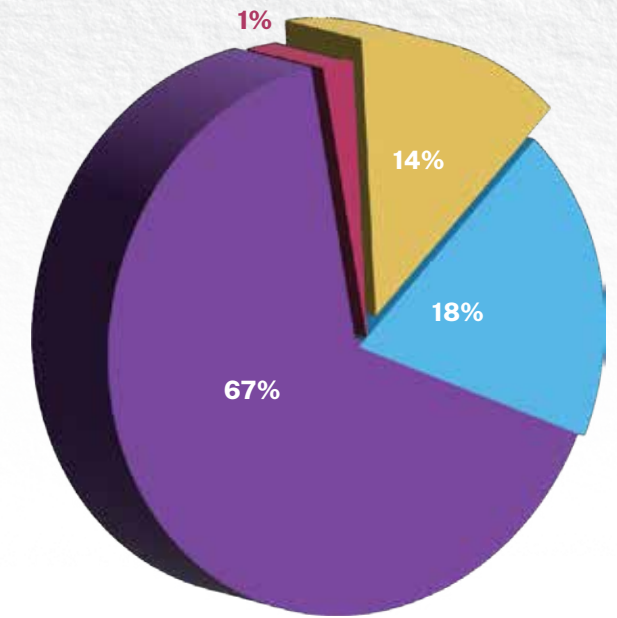
The funds raised at the Spring Soirée, presented by PAR Inc., support the programs and services provided to patients and families of LifePath Hospice. Three-hundred people attended the sold-out event, which returned to an in-person format after the COVID-19 pandemic forced a virtual format in 2021.



Chapters Health Foundation 2022 Revenue in Support of LifePath Hospice

Year ended December 31, 2022 (amounts in thousands)

Special Events and Other Gifts.....	\$1,226,398
Realized Planned Gifts.....	\$348,460
Memorial Gifts	\$256,876
Grants.....	\$32,000
Total Revenue.....	\$1,863,734



“The members of the Hospice Women of Philanthropy are an amazing group of women in our community,” said Cathy Smith, vice president of community relations for PAR Inc. and Hospice Women of Philanthropy member. “They are a passionate, diverse group of caring individuals who share the love of helping others. Not only do they support projects that help people at the end of life, but they also fund services that help heal the grieving hearts of children and adults. PAR is so inspired by the wonderful work done by LifePath Hospice staff. It is truly our honor to support the Spring Soirée.”

Internationally renowned author, Mitch Albom, returned as the featured speaker after sharing his memoir, *Finding Chika*, at the fifth Annual Spring Soirée in 2020. At last year’s event, Albom reflected on his latest book of fiction, *The Stranger in the Lifeboat*.

Even with a successful year, LifePath Hospice hopes to continue the momentum and raise more funds in the upcoming year since it realizes how important and essential providing bereavement services to families in grief is for residents of Tampa Bay.

Cathy Smith and Renee Vaughn at the 2022 Spring Soirée



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The Estate of Gloria B. Dingle
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Hospice Highlights

Hospice of Okeechobee

2022 Facts and Figures



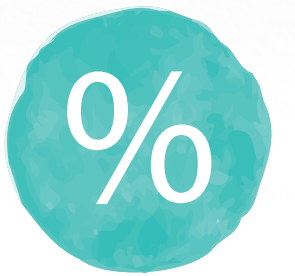
183

Total Number of patients



18

Average number of patients each day



7.4%

Hospice market share



\$117,000

Charity care provided



36

Patients served at Hospice of Okeechobee Hospice Houses



1,959

Pharmacy prescriptions filled

Additional highlights:

Number of volunteers:	17
Value of volunteer hours:	\$19,098.23
Physicians who referred patients:	113
Nursing home/assisted living referral sources:	21
Bereavement service contacts to hospice families and the community:	3,518

Hospice Highlights

Hospice of Okeechobee

Reviving Tradition: Hospice of Okeechobee Yard Sales Return, Flourish and Give Back

After a brief hiatus necessitated by the unprecedented challenges of the COVID-19 pandemic, the cherished and time-honored tradition of the Hospice of Okeechobee yard sale made a triumphant return in 2022. This beacon of community support rekindled its legacy, resulting in resounding success and formidable impact.

Over the course of multiple weekends, the heartwarming sight of the Hospice of Okeechobee yard sale unfolded, resonating with the spirit of giving. With each sale, the profound commitment of the hospice’s team and their dedicated volunteers shone. The result of their collective efforts was nothing short of remarkable — a sum of almost \$4,000 was raised. These funds stand as a testament to the enduring mission of Hospice of Okeechobee, underscoring its commitment to extend compassionate hospice care and bereavement services to those in need within Okeechobee County.

For a legacy spanning nearly 30 years, Hospice of Okeechobee has hosted regular yard sales, where the heart of the community beats by way of generous donations from caring community members. This longstanding practice has not only garnered enthusiastic responses from the local populace but has also garnered anticipation from neighboring regions. Bargain hunters and supporters alike converge, driven by the allure of finding exceptional deals while contributing to a cause. Revenue from the yard sales have supported charity care for patients, grief services, special need requests and wish programs.

In its affiliation with Chapters Health System, Hospice of Okeechobee stands as a cherished gem in Florida. Hospice of Okeechobee has always taken pride in making a positive difference in the community, and with their dedicated staff and volunteers, they will keep making an impact for many years to come for those with hospice-related services.



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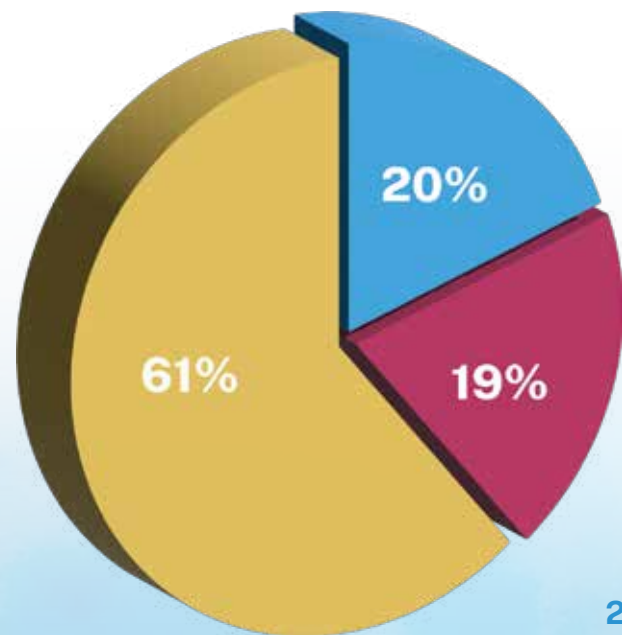
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Chapters Health Foundation 2022 Revenue in Support of Hospice of Okeechobee

Year ended December 31, 2022 (amounts in thousands)

Special Events and Other Gifts	\$27,204
Memorial Gifts	\$8,861
Realized Planned Gifts	\$8,650
Total Revenue	\$44,715



Highlights

Chapters Health Foundation

Laying Down a Strong Foundation for Supporting Communities through Partnership and Collaboration

Each year the Chapters Health Foundation works diligently to support programs on its own or through developing partnerships that help many people in need in the community. It is no surprise that the Foundation was proud to be part of various milestones throughout the year as it continued to reach its strategic goals.



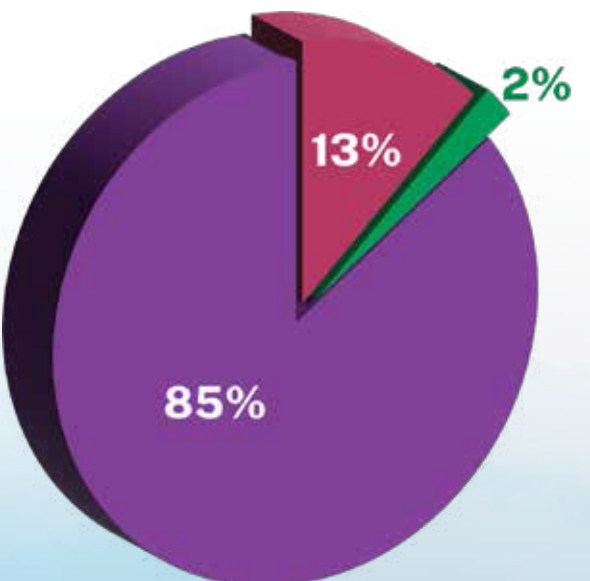
Chapters Health Foundation Executive Director and Vice President of Development Adam Stanfield explained, “Strategically, it is over the course of the past five years that we have been integrating the Foundation or philanthropy into the mainstream of operations at Chapters Health

System. We have continued to do that in a wide variety of ways. Through our programming, we also want to partner with the operations teams and get closer to them to better understand what they are experiencing on behalf of our patients and families.”

Chapters Health Foundation 2022 Revenues

Year ended December 31, 2022 (amounts in thousands)

Life’s Treasure Thrift Stores	\$2,734,335
Special Events and Other Gifts.....	\$403,249
Grants.....	\$72,297
Total Revenue.....	\$3,209,881



The Chapters Health Valor Program, funded by the Foundation, hosted the American Veterans Traveling Tribute in Tampa for the first time in 2022. Partnerships like this one enhance the organization’s mission. Through Chapters Health Foundation, the partners see the value the Foundation can bring in support of their own business development initiatives while getting philanthropic exposure when they help organize great community events. The Chapters Health Valor Program supports U.S. Military Veterans and First Responders whether it is holding ceremonies to honor their service, helping them find funds for medical services or just assisting them in adjusting back to civilian life.

Partnerships with community-based organizations gives the Chapters Health Valor Program instant validation and credibility because the organization travels the country hosting these events. When the Foundation can be a preferred partner, that speaks volumes, not only for Chapters Health, but for Chapters Health Foundation and its Valor Program. These partnerships have allowed the Foundation

to support the Frogman Swim that it committed to in 2022, which in turn helps support the 2023 initiative of the Navy SEAL Foundation.

The Tampa Bay Lightning recognized the Chapters Health Foundation and the Valor Program twice in 2022 with Lightning Community Hero Awards. Tampa Bay Lightning Foundation Executive Director Elizabeth Frazier was impressed with the program, particularly with robotic pets and all the work in assisting Veterans, First Responders and dementia patients. The awards came with \$100,000 in grants that will be used to expand those services and support through the Chapters Health Valor Program.

“We are very appreciative of the Lightning Foundation’s interest in supporting our Valor program and efforts of so many volunteers,” said Stanfield. “The Foundation’s support will go a long way in helping the Valor Program achieve exceptional levels of support for Veterans and First Responders across Chapters Health service area essentially throughout Florida.”

In addition, 2022 was another successful year for the Foundation's signature fundraising events, such as the sixth Annual Home Runs for Hospice, which provided \$577,000 in support of Chapters Health affiliate, LifePath Hospice. The Foundation saw success with the inaugural Hearts for Hospice event, which raised \$192,000 for grief support programs at another affiliate, Good Shepherd Hospice. These exceptional community-based initiatives from the Foundation show the impact of what philanthropy can do, not only in the community, but also on behalf of Chapters Health.

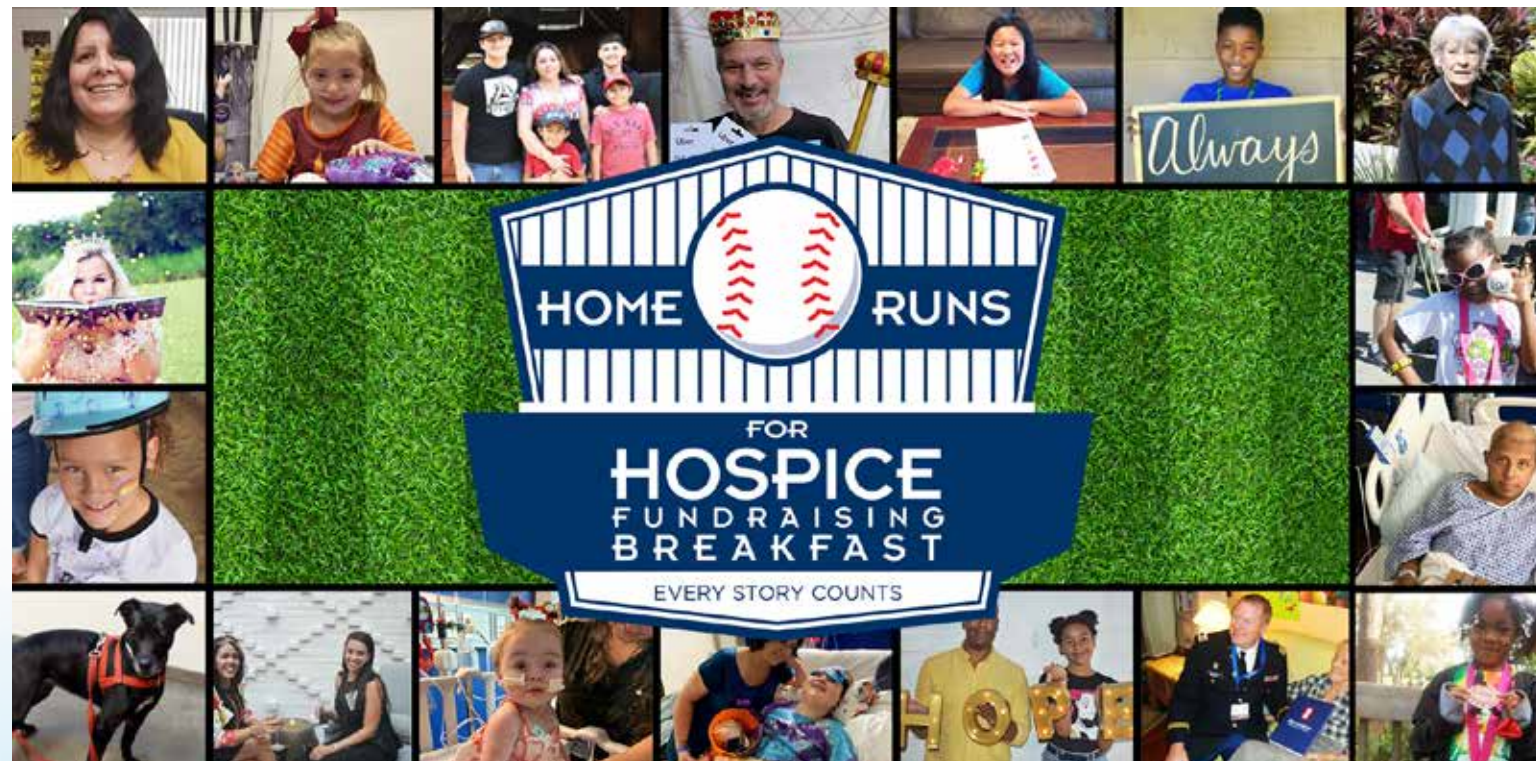
As Chapters Health affiliate markets have begun to mature, the Foundation is adopting these established strategies that have originated in the long-time existing affiliates, such as Hospice Women of Philanthropy, Home Runs for Hospice and Hospice Women of Giving.

One example is last fall the Foundation introduced the Home Runs for Hospice model event to Good Shepherd Hospice. Director of Philanthropy Paula Creamer organized and ran Hearts for Hospice

for the first time and on a compressed timeline. Typically, unique events like this would take about a year to plan, but with Creamer's perseverance, energy, long hours and her wonderful team, the event raised \$192,000 for Good Shepherd Hospice on about four months' worth of planning and work.

Another annual fundraising event, Rock the Dock, continued to take on a life of its own as the 2022 event not only raised about \$200,000, but the Foundation also celebrated its five-year anniversary.

Even as each year passes, the Chapters Health Foundation never rests on its laurels. The Foundation will keep setting new strategic goals that it can accomplish. Thanks to the dedicated team members and volunteers, it will keep spreading the message about how Foundation collaboration and partnerships with other generous organizations can touch so many lives within the Florida communities. As Chapters Health continues to grow, so does the philanthropic opportunities for the Foundation.



Donor Listings

Chapters Health Foundation

Champion (25,000+)

Anonymous
Tampa Bay Hospice Cup Foundation
Tampa Bay Lightning Foundation, Inc.

Sustainer (10,000+)

Anonymous
Buchanan Ingersoll & Rooney PC
Hospice Management Resources, Inc.
Mr. & Mrs. Jeff Joaquin
Ms. Melissa Maxfield
Mr. & Mrs. Andrew K. Molosky
USI Insurance Services
WellSky Home Health & Hospice Corp
Zeno Office Solutions, Inc.

Advocate (5,000+)

Anonymous
Mrs. Dawn J. Byrd
Ms. Melanie Carson
Crosstown Couriers
International Fire Protection, Inc.
Mr. & Mrs. John A. Kolosky
Promise Pointe at Tampa Oaks
Mr. & Mrs. Rene R. Rivas
SimiTree Healthcare Consulting
The Margaret & R. Parks Williams Charitable Foundation

Supporter (2,500+)

Anonymous
Carlton Fields, P.A.
Caspers Company
Crowe LLP
Dignity Memorial
Mr. & Mrs. Dean H. Forman
GEICO Philanthropic Foundation
Mrs. Vicki S. Hammond
Ms. Susan M. King
Northern Trust Corporation
Onyx+East
Rubrik Enterprise Healthcare
Snappy.com
Mr. & Mrs. Adam Stanfield

Mrs. Sheri Strobel Amateau
Tanium
Mr. Daniel C. Williams

Friend (1000+)

Anonymous
Air Mechanical & Service Corp.
Mr. Joseph Aldazabal
Arista Networks
Baldwin Risk Partners
Becker CPA, P.A.
Mr. Kenneth Bell
Mrs. Catherine R. Bell
Ms. Lindsay E. Bennett Myers
Mr. Gregory Bicknell
BKS Partners
Ms. Charlotte Brittain
Mr. Ric Cartwright
Concierge Financial Organization, Inc.
Construction Technology Group Foundation, Inc.
Ms. Tanya R. Cragle
Ms. Sheila Crowe
Mr. & Mrs. William G. Cummings
Ms. Lisa Douglas
Mr. & Mrs. Marshall C. Ferrell, III
Ms. Heather R. Ford
Fusion Marketing Group, Inc.
Goldfield Telecom, L.C.
Mr. Jake Griffin
HealthSmart Benefit Solutions
Ms. Lynda Hewell
Mr. Jason Hirsbrunner
Mr. & Mrs. Dexter Hoffman
Ms. Terry Hudson
In Tegrum Resources
Ms. Pamela Joslin, RN
Kismet Technologies, LLC
Ms. Kelly Knetsch
Ms. Jaila Kruse
Lamercie Health Care, LLC
Lincoln Financial Group
Mrs. Sarah Lindemuth
Mail Marketing Services
MicroAge
Mr. Jamie Myers

NetSmart Technologies
OptumRX
Paladino Advocates, LLC
Ms. Sissy Passarella
Mr. & Mrs. Jeffrey J. Powers
Quantum Health, Inc.
Mr. & Mrs. Troy Ray
Dr. Reginald Riley
Ms. Nicole Romence
Dr. Stewart W. Stein
Ms. Sarah Thirlwell
Ms. Kyrene Ward
The Wawa Foundation
Mr. & Mrs. Todd A. Webb
Mr. Trae D. Williams
Ms. Melissa Winterod
Workday, Inc.

Patron (250+)

Anonymous
Mrs. Terri L. Adolph
Mrs. Esperanza Alvarez
Mr. & Mrs. Frank Apollo, Jr.
Mr. Michael Beck
Mr. & Mrs. William F. Becker, Jr.
Beef O' Brady's Hudson, Inc.
Mr. Jason Bowers
Ms. Angela Brittain
Ms. Siw H. Brown
Mrs. Margaret Bruno
Ms. Donna Cahill
Mr. Robert C. Charlier
Ms. Patricia L. Cline
Mr. Chris Connor
Ms. Katie Connor
Ms. Stephenie L. Davis
Ms. Heather DeGrave
Mr. Joseph R. Dreiling
Duke Energy Business Services LLC
Ms. Jodie Eastman
Ms. Christy B. Flanigan
Ms. Barbara Gasser
Mr. Steven L. Glasser
Ms. Angela Green
Mr. Kristopher F. Higgins

Ms. Kathryn S. Hightshoe
JMJ Site Development, Inc.
Ms. Sangeeta Johri
Mr. Timothy L. Keeports
Ms. Meghan R. Kitzinger
Ms. Barbara Kocanda
Ms. Patricia Krueger
Mr. Adam Labadie
Ms. Robin Leiby
Mrs. Ashley A. Lodrigues
Lucas, Macyszyn & Dyer Law Firm
Mr. Michael Magee
Mrs. Ingrid N. Maroney
Mr. Anthony Martell
McDermott Will & Emery LLP
Ms. Lisa S. McGuire
Mr. & Mrs. Christopher J. Milan
Military Family Support Trust
Ms. Lorraine Murphy-Blackmon
MVP Solutions, LLC
Paramount Ballroom
Mr. David Pelletier
Mr. Brad G. Powell
Ms. Nena M. Powers
Lilly Pulitzer
Mr. Raymond B. Quinones
Mr. Richard G. Rauscher
Mr. Jack Rodriguez
Mr. Ramon L. Rodriguez
Mr. William M. Roeling
Ms. Andrea Sands
Mr. & Mrs. Jeff Schiro
Dr. & Mrs. Ronald S. Schonwetter
Spinks Law Firm
Ms. Maureen G. Swinbank
Tampa Paws Pet Salon
Mr. Brandon Tydlaska-Dziedzic
Mr. Kevin P. Tydlaska-Dziedzic
Father Christian G. Villagomez
Mrs. Lara E. White
Mr. Chris Williams
Ms. Penny Wilson
Ms. Susan Wilson
Mr. Keith Works
Ms. Theresa Wynn

Hospice Highlights

Chapters Health Hospice

2022 Facts and Figures



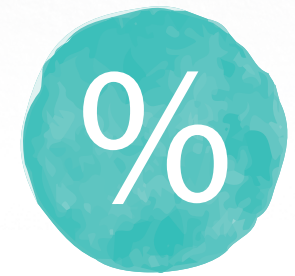
319

Total Number of patients



51

Average number of patients each day



1.5%

Hospice market share



4,655

Bereavement service contacts to hospice families and the community

Hospice Highlights

Chapters Health Hospice

Reaching More Florida Areas with Chapters Health Hospice

More evidence of Chapters Health System's growth in 2022 was the expansion of its de novo affiliate, Chapters Health Hospice, in areas of Florida new to the organization. Chapters Health Hospice extended its well-known hospice to Alachua and Pinellas counties, adding 12 additional counties in the northwest central and central Gulf Coast areas of the Sunshine State. Alachua and Pinellas offices join other Chapters Health Hospice locations in Martin/St. Lucie counties and Monroe County servicing the Florida Keys.



After opening a facility in San Felasco Tech City, which serves as its base for North Florida operations, Chapters Health Hospice generously donated a \$30,000 grant to Santa Fe College to support scholarship programs for nursing students pursuing careers specifically in hospice, palliative and life-limiting care.

"Within all of our nursing students, we see a strong desire to help others and provide excellent care," said John Hooker, deputy executive director for the Santa Fe College Foundation. "This grant means more of those students can achieve their dreams and thrive. For that, we say thank you to Chapters Health."

At Chapters Health, it's our mission to provide the best care for those who need it most in our community. That mission depends on the talents of gifted nursing students who have a passion for the hospice philosophy of care. We're happy to support those students at Santa Fe College.

The grant comes at a crucial time as the shortage of nurses and healthcare workers across the

country has reached an all-time high across the country. Both Santa Fe College and Chapters Health hope that the scholarship can help increase enrollment of nursing students especially in a dire time of need.

The grant was a promise stated within Chapters Health's application for its Florida Agency for Healthcare Administration (AHCA) certificate of need application for Service Area 3A, which includes Alachua County. Chapters Health operates presently in the county as Chapters Health Hospice but is licensed in all of Service Area 3A counties, including Bradford, Columbia, Dixie, Gilchrist, Hamilton, Lafayette, Levy, Putnam, Suwannee and Union.

As part of its expansion into service area 3A, Chapters Health also provided \$75,000 to the Florida Council on Aging to support community-based programs that combat social isolation and support social, mental and physical well-being among elderly residents residing in Service Area 3A. Chapters Health Hospice offers the Chapters Health Valor Program (honoring both Veterans



and First Responders), bereavement services, children’s bereavement camps, pediatric hospice care and many other levels of service and support to the communities of this area.

In late 2022, Chapters Health Hospice admitted its first patients onto service in Pinellas County.

The health system was awarded the certificate of need for Service Area 5B by AHCA in 2022. “At Chapters Health, we are always looking for opportunities to increase and expand access to quality healthcare for a greater number of individuals in our communities who are faced with advancing age, complex medical conditions and end-of-life issues,” said Andrew Molosky, president and chief executive officer at Chapters Health. “With this mission in mind and the

At Chapters Health, we are always looking for opportunities to increase and expand access to quality healthcare for a greater number of individuals in our communities who are faced with advancing age, complex medical conditions and end-of-life issues.

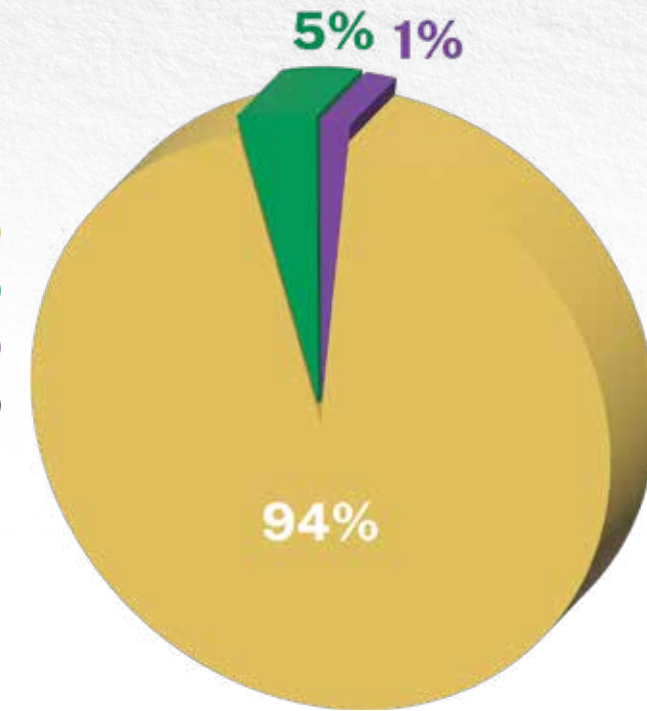
knowledge that there was an unmet need, we applied and were awarded the certificate of need for Pinellas County or Service Area 5B so that we can offer our same medical care and treatment we are known for to the residents of Pinellas County.”

Chapters Health Hospice cares for patients with a six-month or less prognosis using an interdisciplinary team approach. Hospice services also include durable medical equipment, medical supplies and medication, as well as support for all family members, including bereavement. With the addition of Alachua and Pinellas counties to the enterprise footprint, Chapters Health offers services to even more people in need across the state of Florida.

Chapters Health Foundation 2022 Revenue in Support of Chapters Health Hospice

Year ended December 31, 2022 (amounts in thousands)

Grants.....	\$51,000
Memorial Gifts	\$2,520
Special Events and Other Gifts.....	\$830
Total Revenue.....	\$54,350.00



Donor Listings Chapters Health Hospice

Champion (25,000+)
Anonymous
Ocean Reef Community Foundation

Advocate (5,000+)
Anonymous
The Graceson Fund at Ocean Reef Community Foundation
Lisa Taylor Courage Fund for Hospice

Supporter (2,500+)
Anonymous

Friend (1000+)
Anonymous
Mrs. Elsie S. Metcalf

Patron (250+)
Anonymous
Mr. & Mrs. Dean H. Forman
Key Largo Civic Club
The Mullen Family Fund, a donor-advised fund at Fidelity Charitable
Ms. Raelyn Strader

Hospice Highlights

Cornerstone Hospice

2022 Facts and Figures



5,733

Total Number of patients



1,217

Average number of patients each day



26.4%

Hospice market share



\$2,784,000

Charity care provided



1,878

Patients served at Cornerstone Hospice Houses

Additional highlights:

- Number of volunteers: 187
- Value of volunteer hours: \$988,050.50
- Physicians who referred patients: 1,495
- Nursing home/assisted living referral sources: 177
- Bereavement service contacts to hospice families and the community: 2,001

Highlights

Cornerstone Hospice

Chapters Health System Continues to Grow Within and Outside of Florida with Cornerstone Hospice and Palliative Care Affiliation



In terms of growth for Chapters Health System, 2022 was a significant year with the affiliation of Cornerstone Hospice & Palliative Care. Chapters Health not only covers most of Florida but crossed the state border to have a strong healthcare presence outside the Sunshine State.

Cornerstone Hospice delivers hospice, palliative care and other advanced illness services in several of the largest service areas in Florida and Georgia. The organization provides comfort and care to nearly 7,000 people in Hardee, Highlands, Lake, Orange, Osceola, Polk and Sumter counties in Florida and Cherokee, Cobb, Fulton and Gwinnett counties in Georgia.

“With the addition of Cornerstone Hospice, Chapters Health continues reinventing how chronic illness management and hospice care are administered to all the communities we serve,” said Andrew Molosky, president and chief executive officer for Chapters Health. “We are

focused on driving that innovation to the bedside to improve patient care for our families and community members.”

Chapters Health possesses the tremendous opportunity to preserve, as well as enhance, the not-for-profit hospice model of comprehensive, community-based care. Utilizing resources over its entire footprint, healthcare services are provided to residents in 29 Florida counties and four Georgia counties, allowing more than 60,000 lives to be touched annually. On a daily basis, Chapters Health provides care to more patients than the four largest hospital facilities in Tampa combined.

The affiliation with Chapters Health continues to support the Cornerstone Hospice legacy, and the common, not-for-profit mission guarantees more patients coping with serious illnesses have opportunities to access compassionate care at a challenging time in their lives. Cornerstone Hospice maintains its long-established identity, Foundation and connection to the communities in

“With the addition of Cornerstone Hospice, Chapters Health continues reinventing how chronic illness management and hospice care are administered to all the communities we serve.”

all the counties it serves.

“This incredible partnership is further evidence of the strength Chapters Health’s unrivaled business model represents

in elevating not-for-profit advanced illness care,” pronounced Molosky. “The ability to gain economy of scale, intellectual capital and best practice while preserving brand legacy, board governance and executive presence is the future. And together we are proud to lead the way for many years in the future.”

Highlights

Pet Peace of Mind



Pet Peace of Mind — More than Just a Pet Project, More Labor of Love

In 2022, Cornerstone Hospice and Palliative Care kept building upon the success of its membership in Pet Peace of Mind.

By working with hospice volunteers, Pet Peace of Mind helps provide food, arrange veterinary care and other pet care needs at no cost to patients. The specially trained volunteers offer this assistance during home visits when patients struggle to care for their pets due to chronic illness.

Created by the Banfield Charitable Trust, Pet Peace of Mind strongly believes that patients should not have to give up their pets due to a chronic illness. With the

program's assistance, the well-loved pet can stay and continue to give the patients their love and companionship, and Cornerstone Hospice shared this feeling.

"Pets are great medicine for the anxiety that comes from dealing with a serious medical condition," said Dianne McGill, president and

"Pets are great medicine for the anxiety that comes from dealing with a serious medical condition. Countless patients say their pet is their lifeline. Keeping their beloved pets throughout their life-limiting illness — and finding homes for them after they pass — can be one of the most important pieces of unfinished business."

founder of Pet Peace of Mind. "Countless patients say their pet is their lifeline. Keeping their beloved pets throughout their life-limiting illness — and finding homes for them after they pass — can be one of the most important pieces of unfinished business."

"It's a privilege to support our patients with Pet Peace of Mind," said Diane Anderson, volunteer services manager for Cornerstone Hospice. "We've been participating in the program for 11 years now and

we were the first hospice in Florida to join. It helps us fulfill our goal to provide individualized care based on the needs of each patient and family, including the four-legged family members."

Due to tremendous volunteer support and program achievement, the National Pet Peace of Mind program named Cornerstone Hospice its National Program of the Year for 2022. In addition, Pet Peace of Mind also named Cornerstone Hospice Volunteer Laurie Quigley its National Volunteer of the Year.

"I feel so fortunate to be able to support our patients and their precious pets," said Quigley. "I tell so many people to consider adopting or supporting the program. It's an easy way for anyone to become part of the solution."

With the numerous heart-warming success stories that Cornerstone Hospice has created with Pet Peace of Mind, Chapters Health decided to implement this wonderful program to all its other affiliates in 2023.



Laurie Quigley with her congratulatory flowers for being selected the National Pet Peace of Mind Volunteer of the PPOM Volunteer of the Year of 2022.

In Loving Memory

Carolyn Biggers
LifePath Hospice, Inc.
Meridian Three Office
RN, Care Coordinator

Polly Phillips
Cornerstone Health Services, Inc.
Ocala Office
Department Secretary



CHAPTERS
HEALTH[®] SYSTEM

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