



# 2018 ANNUAL REPORT



**SUNSHINE TERRACE FOUNDATION**

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Sunshine Terrace Foundation is proud of our achieved goals in 2018. A few notable highlights include:

- Each and every business - Sunshine Terrace Skilled Nursing, Sunshine Terrace Long Term Care, Terrace Grove Assisted Living, Sunshine Hospice, Sunshine Home Health, Sunshine Cares, and The Worx Outpatient Physical Therapy - all realized between a 3% and 9% improvement in patient satisfaction over national averages.
- Sunshine Terrace Foundation maintained a sound financial position through 2018. Our current ratio of assets over liabilities remains above 3.75 and our cash reserves increased by 12%.
- We continue to position ourselves to launch a major capital campaign to address our Master Plan.
- We strategically consider all the needs and resources within our complex healthcare system, thoughtfully preparing to lead the way in healthcare delivery.

Founders Day – Celebrating 70 Years:

One of the highlights of 2018 was our annual Founder's Day celebration held in October. This was a special year as we began celebrating our 70th year as a non-profit foundation. Richard Hatch, Board Vice President and a descendant of brothers Adrian and Boyd Hatch who started Sunshine Terrace Foundation, initiated contact with over 32 members of the Hatch family around the world. We were thrilled to host over 25 descendants at events throughout the day, culminating in Richard's presentation of the rich history of the Hatch family and Sunshine Terrace Foundation entitled "In Lieu of Flowers". We are honored and look forward to continuing their legacy of providing superior health care to those in need in our community.

Challenges:

- Increased Health Care Costs - The dramatic increase in health care costs in the U.S. has created a need for innovation in our field. We are faced with headwinds, such as the shift from inpatient to outpatient models, and declining average lengths-of-stays (LOS) for inpatient procedures. The shift from Medicare to Medicare Advantage (MA) payers is a key challenge. Enrollment in MA plans has increased steadily over the past decade and is expected to continue into the foreseeable future. These health care shifts dramatically affect the way we think and conduct business.
- Revenue Growth - Insurance company restrictions and repayment limits severely constrict opportunity for growth, even when benchmark census goals are attained. Despite limited revenue growth potential, we continue to explore options for profitability.
- Industry Competition - New competitive facilities have been announced with modern buildings vying for future clients. Although our patient satisfaction exceeds national averages and we celebrate seven decades of providing superior care, our aging facilities must be brought to a level needed to compete with other care providers in Cache Valley.
- Staffing - A primary concern of health care providers nationwide is staffing challenges. There is no silver bullet to solve staffing pressures we face, given the strength of overall employment and the variety of comparable paying jobs in less challenging work settings. Sunshine Terrace Foundation has partnered with health care educators in Cache Valley and will continue to look for other alternative measures in 2019 to address our employment needs.

Future Success:

Sunshine Terrace Foundation is optimistic about our future. Each week we make strides to be positioned to succeed. Our success begins with the dedicated, compassionate service our staff provides. Across Sunshine Terrace Foundation, we provide care or service for over 250 people on a daily basis. Our devoted employees prioritize improving quality issues and measuring their progress to gauge improvements. Their professional approach to their assignments will catapult us to success in the future.

Both of us (along with the Board of Directors) are proud of the efforts our staff makes every day to provide our clients and residents with exemplary service that goes beyond the expected. We know the future has challenges, but we are laying the groundwork through strategic planning and hard work in order to succeed well into that future.

Sincerely yours,

**Board President**

**CEO**



# 2018 Board of Directors



**Lee Rulis**  
Board President



**Richard Hatch**  
Vice President



**Paul Simkins**  
Treasurer



**Shari Badger**  
Board Member



**Reed Bullen**  
Board Member



**Marty Cannon**  
Board Member



**John Cockett**  
Board Member



**David Coppin**  
Board Member



**Kevin Duke**  
Board Member



**Kris Larsen**  
Board Member



**Bruce Leishman**  
Board Member



**Jared Ripplinger**  
Board Member



**Stephanie Sorenson**  
Board Member



**Randy Watts**  
Board Member



## WHAT WE DO

### TERRACE GROVE ASSISTED LIVING

At Terrace Grove Assisted Living, we strive to make our residents' senior years the best they can be while ensuring top care and assistance. Our licensed nurse is on site 24 hours a day to assess needs and communicate with families and physicians. We design opportunities to honor lives lived and provide comfort and happiness in a beautiful living facility. Activities, planning, cooking, cleaning and laundry – we take care of it all. The heart of Terrace Grove Assisted Living is the relationships we build and the time we share.



#### DID YOU KNOW...

Two of our administrators hold key positions in state healthcare associations.

- Our CEO, Bryan Erickson, is President of the Utah Healthcare Association and also serves on the Utah Alzheimer's Association Board of Directors
- Terrace Grove Administrator, Karmon Reese, is President of the Utah Assisted Living Association (UALA)

### SUNSHINE TERRACE SKILLED NURSING

Sunshine Terrace Skilled Nursing provides care at the highest level with expertise, respect and compassion to meet the needs for difficult to manage and chronic health conditions. Social, recreational, cultural and religious needs are met through our highly experienced team who focus on bringing more to life. Skilled nurses are present 24 hours a day and trained staff gently deliver medical care and assistance with eating, bathing, toileting, dressing and getting in and out of bed. Medicare and Medicaid certified, we prioritize helping our residents and their doctors and families work through the questions and emotions of financial and medical needs.

### THE WORX PHYSICAL THERAPY AND FITNESS

Passing through a period of injury or trauma can be challenging and our team at The Worx Physical Therapy and Fitness is there to help. Our physical, occupational, and speech therapists provide one-on-one therapy for preventative and pre- or post-operative care or treatment for orthopedic, sports-related or neurological-related injuries.

Advanced features include aqua therapy, solo step, dry needling, and lymphedema therapy. RockSteady Boxing and BoxingWorx training helps manage chronic conditions like Parkinson's, MS or ALS. Our fitness gym with Renew Active Silver and Fit programs helps keep fitness at peak levels.





### REHABILITATION SERVICES

Comprehensive rehabilitation services after surgery, trauma, or illness helps patients achieve independence with an appropriate plan of care. Our rehabilitation team provides post-acute care and the physical, emotional and social support necessary to transition back home. With focused time for healing, our physical, occupational and speech therapists work to ensure a safe and simple return to independence.

Whether you need inpatient, home health, or outpatient therapies, we have the experts available in each of our businesses to serve you in each stage of your healing.



#### **DID YOU KNOW...**

Pinnacle Quality Insight, a nationally-recognized customer service satisfaction firm has awarded Sunshine Skilled Nursing and Rehab the “Pinnacle Customer Experience Award” in the following service areas:

- Individual Needs      Dignity and Respect
- Admission Process    Safety and Security

And Terrace Grove Assisted Living was awarded the “Pinnacle Customer Experience Award” in these areas:

- Overall Satisfaction    Personal Care    Quality of Food
- Dining Services        Cleanliness      Dignity & Respect
- Communication        Activities        Move-in Process
- Transportation Needs    Recommend to Others
- Response to Problems    Overall Customer Experience



### SUNSHINE TERRACE HOME HEALTH AND HOSPICE

Sunshine Cares gives assistance with rebuilding strength, partnering in end of life care, and providing private duty support in activities of daily living.

Our nurses and therapists

value the moments when they help patients better their quality of life and stay independent at home. We work with patients, families and physicians to plan and provide care and symptom management at home. Bringing more to life each and every day – that’s the Sunshine Way.

#### **DID YOU KNOW....**

Over 42,500 volunteer hours were donated in 2018, helping improve the quality of life for our residents.



## Ben's Story



Benjamin Powers came to Sunshine Terrace's Skilled Nursing and Rehabilitation Center in May 2017 after spending time at Logan Regional Hospital following surgery. He had no health insurance coverage when he was admitted for rehabilitation and had limited funds to cover his care.

Prior to his hospitalization, Ben resided with his mother, Doris. They were devoted to each other. Not only was she Ben's roommate, Doris was his friend and protector. She encouraged him to take care of his health and reminded him to take his medications. Twenty-eight days after Ben was admitted to Sunshine Terrace, his mother unexpectedly passed away. Ben was devastated. He spent days in bed, in the dark, with the blinds closed.

Nurses, Social Workers, aides and more from across Sunshine Terrace Foundation rallied around Ben through this difficult time. Not only were his medical needs addressed, but also his financial, emotional, and spiritual needs. Ben knew he mattered.

Our Sunshine Terrace team knew Ben's health would be jeopardized if

he was on his own. When funds ran out, staff worked tirelessly with Ben's attorney to facilitate an application for government assistance. Initially, Ben's application was denied. An appeal was filed which meant waiting at least a year for a court date. Ben stayed in his new home on our campus while his appeal was pending and eventually approved.

Now almost two years later, Ben is thriving in our Skilled Nursing Center. With excellent medical care, his wounds have healed. With support from Peaceful Healing, his emotional wounds are healing, too. Our dietary staff ensures he is eating healthier food, rather than the "fast food" we all admittedly love. He is always very enthusiastic about being an active part of Sunshine Terrace and attends most activities, especially enjoying games, movies, and learning about new things. He loves community outings with Recreational Therapy. He has come out of the darkness and continues to make friends with other residents. Ben is truly part of the Sunshine Terrace Family and we are grateful we can bring more to his life.





## How Your Support Made a Difference

- Made numerous trips to transport Terrace Grove residents to appointment and multiple excursions for Sunshine Terrace Skilled Nursing residents.
- We cared for 65 Sunshine Home Health patients, 74 Private Duty Patients (Sunshine Cares 45 - Pioneer Valley Lodge 29) and supported 56 families with end of life care through Sunshine Hospice, caring for families wherever they call home.
- Scholarships totaling \$17,950 were awarded to 17 staff members, supporting education costs for careers in Social Work, Physical Therapy, nursing and more. Since 1993, total scholarship awards of \$153,182 have been awarded to Sunshine Terrace Foundation employees.
- In our skilled nursing facility, 266 clients were admitted for short term rehabilitation with 219 (83%) returning to their homes in the community after an average 20-day length of stay. Overall, a total of 336 patients were admitted.
- Alongside 50 staff members and their families, our residents invited their children and grandchildren to our fall Car Show to eat hot dogs, bounce in the bounce house, climb the rock wall and vote for their favorite car.



## How We Give Back

- Facilitated support groups including *Peaceful Healing* for grief and loss, *Soup 'n Stroke* for anyone impacted by stroke, *Caregiver Support* for caregivers of all types, *Strive to Thrive* for residents of Terrace Grove, and hosting the *Parkinson's Support* group before the Rock Steady Boxing Program for individuals with Parkinson's Disease.
- Community Presentation by guest speaker Jeff Olsen.
- Provided community education with Dementia Dialogues training.
- Educated and equipped over 100 professionals to serve our community through our Professionals for Seniors monthly lunches, while fostering connection, collaboration and idea-sharing.
- Staff and residents participated in the annual Cache Valley Walk to End Alzheimer's.
- Coordinated the Caregiver Coalition's fall conference, educating caregivers on end of life discussions, addressing mental health concerns and preparing for the holidays.



# MISSION

*Our mission is to advance wellness, independence, dignity, and comfort.*

# VISION

*Bringing More to Life*

# VALUES

*The Sunshine Terrace Foundation CARES:*

**Compassion** – We reach out with openness, kindness, and concern.

**Accountability** – We use our resources responsibly.

**Respect** – We honor the dignity of the human spirit.

**Excellence** – We expect the best of one another and ourselves.

**Service** – We cultivate relationships that build on our legacy.



**SUNSHINE  
TERRACE  
FOUNDATION**