



## **2019 ANNUAL REPORT**

### **MemoryCare**

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**Nationally Recognized Pioneers in Dementia Care**  
*Supporting Families Since 2000*



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*MemoryCare is a community-based, out-patient, charitable nonprofit providing expert medical care to people with dementia and support, education and training for their family and other caregivers.*

***“MemoryCare is medical and social medicine at its finest.”***

*MemoryCare Caregiver, 2019*

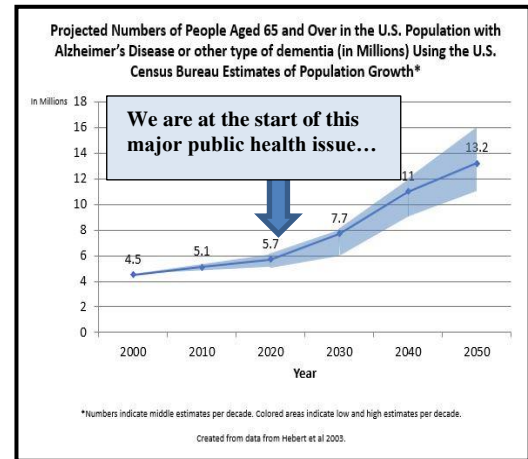
## 2019 Director's Perspective

### MemoryCare: Pioneering Dementia Care for Families Since 2000

Dementia is among the greatest public health challenges of our time. The number of people with the disease in the United States is now over 5.8 million, a number expected to rise steeply in coming decades. The Alzheimer's Association estimates that one in ten of those 65 and older have Alzheimer's or another type of dementia. With age the greatest risk factor for cognitive impairment, the disease is already a significant issue in western North Carolina where, on average 23% of our population is of this age as compared to 15.9% in the rest of the state and country. *It is for this reason that MemoryCare was established in 2000.*

When started, MemoryCare's pioneering model was based on what families said they needed to manage caring for a loved one with dementia as well as possible. From the outset, our model has contained all components of what is now considered a best practice for dementia care. Our program is a community-based, nonprofit that offers **nationally recognized dementia care supporting all families with need.** As other parts of the state and country become increasingly impacted by the disease, MemoryCare serves as a model for excellence.

In recent years, 466,000 NC caregivers gave 531 million hours of unpaid time managing care needs for someone living with dementia. In this way and others, the disease affects not only the person with dementia but their caregivers as well; it is the 5<sup>th</sup> leading cause of death in NC and has wide-reaching impact for families and communities. We see every day in our clinic that **caregivers are social determinants of health for those with dementia** and the importance of ensuring they have the training and information needed to manage the responsibility well.



For every person with dementia we see at MemoryCare, there are, on average, 3 caregivers involved. Though it often takes a toll on their own health, these caregivers play an essential role in the safety, health and well-being of their loved ones struggling with cognitive changes. They need support and information for themselves that is *particular to their family's circumstance* so they can care for their loved ones with excellence, minimize the impact of dementia on their own health, and maximize quality of life for all affected. Our staff is passionate about providing this care.

In 2019 our satellites in Burnsville and Waynesville continued to reach families in these underserved areas and our home visit program served homebound individuals in Buncombe County. Caregiver College (our 6-session caregiver education program), the MemoryCaregivers Network peer support groups, and our electronic newsletter provided continued education and support for families. In a recent letter of appreciation, a caregiver wrote of MemoryCare, **"You are who I turn to when I need something. Thank you, MemoryCare!"** It is our privilege to do this work.

We are immensely grateful for the support received in 2019 and over the years from individuals, grants, and foundations that allows us to be here and serve families. **One hundred percent of our staff, board of directors and volunteers contribute financially to help make our work possible.** For operational support in 2019, we received grants from the Community Benefit Investments Program of Mission Health, the Buncombe County Aging Coordinating Consortium, and the United Way of Asheville and Buncombe County for which we are deeply grateful. In the coming year, through financial support from The Duke Endowment, the Dogwood Trust (Leverage Fund), and generous individual donors, MemoryCare will pilot a tele-education project and expand with a new care team.

While looking forward to 2020 during which MemoryCare will celebrate 20 years of service to this community, it is with pleasure that I present this report of our activities in 2019. On behalf of our board of directors, staff, and the families we serve, thank you for your interest.

With Appreciation,

Virginia Templeton, MD  
Executive Director, MemoryCare



## **VISION**

MemoryCare will be a model program that provides expert guidance for caregivers and comprehensive treatment for people living with dementia.

## **MISSION**

MemoryCare is a nonprofit organization whose mission is to provide specialized medical care to older adults with cognitive impairment; to support caregivers with education, counseling, and improved access to services; and to provide community education.

## **VALUES**

### **❖ EXCELLENCE**

Maintain the highest quality in clinical, supportive, and educational services.

### **❖ COMPASSION**

Provide a safe, caring environment that demonstrates respect for all individuals.

### **❖ COLLABORATION**

Work with patients, caregivers, staff, and other organizations to enhance services and share knowledge.

### **❖ INTEGRITY**

Act at the highest level of ethical behavior, fiscal responsibility, fairness and accountability.

### **❖ SUSTAINABILITY**

Ensure that our services remain available to the region as an independent, non-profit organization and a well-established model for others to follow.



## 2019 BOARD OF DIRECTORS

<b>Board Members</b>	<b>Officer and/or Committee</b>	<b>Primary professional or community affiliation</b>	<b>Geographic Representation (Town/county)</b>
Jerry De Land	Board President Executive/Development/ Finance/Governance/ Strategic Planning	Community Volunteer	Asheville/Buncombe
Rebekah Lowe, CLC ACC	Board Vice President Executive/Finance/ Strategic Planning	FizzyWork Executive Coaching	Asheville/ Buncombe
Tom Owens	Board Treasurer Executive/Finance	Financial Advisor First Citizens Bank & Trust Company, Hendersonville	Hendersonville/Henderson
Becky Anderson	Development	Becky Anderson Consulting, Inc, Givens Resident	WNC
Andrew Atherton, Esq	Finance	Attorney at Law, McGuire, Wood and Bissett PA	Asheville/Buncombe
David Key	Finance/Governance/ Strategic Planning	CPA	Fletcher/Buncombe
Caroline Knox, Esq	Personnel/ Strategic Planning	Attorney At Law, Knox Law	Hendersonville/Henderson Asheville/Buncombe
Carol Lawrence	Development/Strategic Planning	Community Volunteer	Asheville/Buncombe
Janet Moore	Development	Community Volunteer	Asheville/Buncombe
Sharon Wilcox Moulds	Finance	Blue Ridge Printing owner	Asheville/Buncombe
Claire Smith	Development	Community Volunteer	Asheville/Buncombe
Virginia Templeton, MD	Executive/Finance/ Development/Personnel/ Strategic Planning	Executive Director MemoryCare	WNC
Margaret Noel, MD Ex-Officio board member (nonvoting)	Finance/Governance/ Personnel/ Strategic Planning	Physician, Founder of MemoryCare	WNC

*Non-board, community members who served on committees in 2019: Mark Bailey (Development), Suzi Berl (Development), Mary Donnelly (Network representative, Development), Eleanor Owen (Finance), Robert Patterson (Development), and Pam Turner (Finance). We gratefully acknowledge their time and assistance.*

## MEMORYCARE 2019 PROGRAM SUMMARY

### Who Are We?

- ❖ MemoryCare is an independent, community-based, charitable organization established in June of 2000 in western North Carolina. We serve adults with cognitive impairment and their families with a model that *integrates* education and support of caregivers with medical care of those with dementia. Our services include:
  - Accurate diagnosis (through cognitive testing and focused physical examination)
  - Caregiver training, counseling, and support
  - Disease planning (respite and in-home care options, long term care planning, prompting to address necessary financial/legal issues and safety issues unique to the disease)
  - Behavioral management
  - Coordination of services provided by other agencies
  - Prescriptions for dementia-related medications
  - Help filing for assistance for low income families
  - Assistance with end of life decision making/advance directives
  - Provision of written care plan to families in coordination with primary care physicians
  - Guided introduction to our lending library of caregiver resource materials
  - Education on aging issues to the community and dementia-specific training for health care professionals
  - Home visitation program in Buncombe County for clinical assessment when needed
- ❖ Our clinical and care management services are provided by our team of six physicians, one registered nurse, and three social workers. We have thirteen full time and seven part time staff members.
- ❖ A dedicated Board of Directors comprised of community volunteers governs MemoryCare.
- ❖ To reach more rural areas, MemoryCare had two satellite clinics- one in Burnsville serving Yancey, Madison, & Mitchell counties & another in Waynesville serving Haywood & counties farther west. The Waynesville satellite will continue in 2020.
- ❖ To address our waiting list for enrollment, MemoryCare expanded services in 2002, 2006, 2008, 2012, 2015 and 2018, and established a home visit program in Buncombe County.
- ❖ To facilitate expansion of our clinical and educational services, in 2018 we moved into the *SECU Center for MemoryCare* which was designed for our clinical model and with room to grow as resources become available.
- ❖ With support of The Duke Endowment, the Dogwood Trust (Leverage Fund), and generous donors, we anticipate growing again in 2020 with a new care team to address our waiting list and piloting of a tele-education program.
- ❖ We offer a Caregiver Consultation for caregivers who need resources prior to (or instead of) enrollment.
- ❖ MemoryCare's model of care incorporates best practice guidelines outlined by The Alzheimer's Study Group, National Alzheimer's Plan, and a DHHS review of dementia programs and Medicare's Dementia Quality Measures.
- ❖ We are a non-profit, charitable organization because of the lack of adequate reimbursement for comprehensive dementia care *and* to ensure that all with need have access to our program.
  - It costs on average \$1,660 per family per year for the comprehensive care MemoryCare provides.
  - Half of MemoryCare's annual income is from charitable funds through grants, donations, and investment income. *Per independent audit (2018), 89 cents of every dollar raised goes directly to services.*
  - In addition to charitable funds, our program has income from patient insurance reimbursement and a cost-sharing caregiver fee from enrolled families that is waived for those unable to afford it.
  - In 2019, *twenty percent* of caregiver fees were waived due to an inability to pay the cost.
  - MemoryCare would not exist without the generous support of individuals, foundations, and community agencies who have supported our program over the years.

### Who Do We Serve?

- ❖ In 2019, we served 1,020 people living with dementia and 3,372 of their caregivers through our clinical program.
- ❖ Individuals with dementia seen in our clinical program ranged from 50 to 99 years of age with average age of 80.
- ❖ 52% of enrolled families came from Buncombe County with the remainder from 18 other counties in WNC (47%) and from out of state (1%).
- ❖ 52% of MemoryCare's primary caregivers have a spousal relationship, 39% are children of the person living with dementia, 5% are other family, 3% have a non-familial relationship, and 1% are paid caregivers.
- ❖ 89% of the individuals MemoryCare sees who are living with dementia are living in their homes.
- ❖ 38% of our patients are considered low income by HHS Poverty Guidelines.
- ❖ Professional education is provided to medical students, physicians in training, geriatric and hospice fellows, nursing, social work, dental and other students. We also provide training for dementia care specialists.
- ❖ Our staff gave 46 presentations, participated in 21 community events & reached 2336 individuals + radio audience with dementia-related education. There were 6739 Facebook views of a live-streamed educational interview.
- ❖ We held 2 cognitive health screenings in the low income minority community reaching 15 individuals.

### **Why Are We Needed?**

- ❖ *MemoryCare is a model program for dementia care:* Our work over the past 19 years is a testament to the possibility of providing best practice care for those with dementia in spite of a lack of reimbursement.
- ❖ *Dementia is common:* One in 10 people 65 and older in the USA has Alzheimer's or other type of dementia, and 1 in 3 seniors dies with Alzheimer's or another dementia (2019 Alzheimer's Disease Facts and Figures)
- ❖ *There is no cure for the disease:* Intensive research continues but until there is a cure, families need expert guidance and support to manage the disease as well as possible.
- ❖ *Age is the number one risk factor for dementia:* Our WNC community is older than the rest of the state and country. Of the 19 counties in NC served by MemoryCare in 2019, on average 23.5% of the population is age 65 and older compared to 15.9% in the rest of the state. (U.S. Census Bureau, V2019).
- ❖ *Dementia is a chronic, progressive illness that can take years to progress:* Studies consistently show that active management of the disease with routine engagement of caregivers such as MemoryCare provides can improve quality of life through all stages of the disease both for the person living with dementia and their caregivers.
- ❖ *Dementia is the costliest of diseases of aging:* In 2019, the cost of caring for those with dementia in the US was estimated at \$290 billion (Alzheimer's Association, 2019 Facts and Figures).
- ❖ *MemoryCare helps save healthcare costs:* MemoryCare offers an affordable alternative for the medical care of those living with dementia that saves healthcare dollars by facilitating accurate diagnosis and by educating families about potential safety risks appropriate utilization of the acute care system. Early and *accurate* diagnosis could save up to \$7.9 trillion in medical and care costs nationally (Alzheimer's Association).

### **Who Are Our Supporters?**

- ❖ *100% of MemoryCare's staff, Board of Directors and volunteers contribute financially in support of our program.*
- ❖ The majority of donors have been touched by MemoryCare services.
- ❖ We have received significant grant assistance from the following foundations in the past three years: The SECU Foundation, The Duke Endowment, Mission Health, CarePartners Foundation, The Fullerton Foundation, People in Need grant from the Community Foundation of WNC, Cannon Foundation, Perry Rudnick grant of the Community Foundation of Henderson County, Deerfield Episcopal Retirement Community, the Buncombe County Aging Coordinating Consortium, and the United Way of Asheville and Buncombe County, alongside support from other smaller foundations, charitable trusts, corporations, and churches. For the coming year, support has also been provided by the WNC Bridge Foundation and the Dogwood Trust (Leverage Fund).
- ❖ 5.25% of MemoryCare clients are from the Givens Communities. Givens Estates generously provides an in-kind land lease for *The SECU Center for MemoryCare* and assistance with the cost of building maintenance.
- ❖ Space for our satellites are provided by the Haywood County Senior Resource Center for our Haywood County Satellite Clinic and Yancey County Hospice for our Yancey/Madison/Mitchell County Satellite Clinic.
- ❖ Cognitive screenings and peer support groups are held in churches, senior lunch sites, low income housing apartments, and other locations provided by the community.
- ❖ In 2019, MemoryCare received charitable donations from 875 individuals, 7 foundations, and 45 community partners/sponsorships allowing MemoryCare to provide \$783,760 in charitable services that help ensure our program is accessible to all with need and that fees remain affordable.
- ❖ MemoryCare appreciates the dedicated volunteers who commit their time in support of our program.

### **Who Are Our Collaborators?**

- ❖ MemoryCare enjoys collaborative relationships with the Givens Communities, the Senior Resource Center of Haywood County, and Yancey County Hospice.
- ❖ We provide education to healthcare professionals from a variety of disciplines and have collaborative agreements with Mountain Area Health Education Center and Western Carolina University.
- ❖ MemoryCare has strong working relationships with numerous other organizations serving the geriatric population in WNC including Buncombe and Henderson County Councils on Aging, Land of Sky Regional Council, Black Mountain Neuro-Medical Treatment Center, adult day programs, local retirement communities, and the Alzheimer's Association.

***“MemoryCare gave our family the tools we needed to be the caregivers our mother needed.”***

MemoryCare caregiver



## 2019 Clinical Activity

### Client Overview

Number of Patients Enrolled in MemoryCare in 2019: 1,020 (341 were new patient evaluations)

Gender of Patients: 64% female, 36% male

Percentage of Patients Living in Home Setting: 89%

Total Number of Caregivers Enrolled in 2019: 3,372

Ratio of Active Caregivers to Active Patients: 3.3:1

### Clinical Efficiency

Number hours filled with actual patients/hours available for appointments: 92.5%

### Counties:

Avery	(0.36%)
Buncombe	(52.37%)
Burke	(0.22%)
Caldwell	(0.14%)
Catawba	(0.33%)
Clay	(0.22%)
Cleveland	(0.36%)
Haywood	(8.29%)
Henderson	(16.08%)
Jackson	(3.77%)
Macon	(1.37%)
Madison	(2.57%)
McDowell	(1.38%)
Mitchell	(0.98%)
Polk	(1.42%)
Rutherford	(0.83%)
Swain	(0.61%)
Transylvania	(4.82%)
Yancey	(2.83%)
Out of State:	(1.05%)

Givens Residents: 5.25%

### Income Levels:

38% of MemoryCare families are considered low income by Federal Poverty Standards

Medicaid: 1.6%

### Enrollment Information

*Fee waivers:* 20% of caregiver fees were fully or partially waived in 2019.

*Transition to Inactive Status:* 309 (30.3%) of enrolled families chose to go inactive during 2019

Reasons provided for going Inactive:

- Stable: 63
- Facility Placement: 44
- Moved out of area: 33
- Not able to transport: 9
- Patient refusal to return: 33
- Patient declining/Family coping: 33
- Hospice Enrollment: 17
- PACE Enrollment: 5
- Death: 61
- Transition to other provider: 4
- Unable to meet expectations: 1
- No response to letter/calls: 3
- Other: 3



### **Caregiver College 2019**

Number of 6-week sessions: 4 (24 modules)

Total number who attended course: 165

Number of participants not enrolled in MemoryCare: 24

Number of participants of online course: 57

### **MemoryCaregivers Network Stats**

#### *Groups:*

Total number of meetings held in 2019: 36 caregiver groups

Total number of caregivers attending two or more meetings in 2019: 82

Number of caregivers attending two or more meetings who are enrolled at MemoryCare: 49

Average # of participants per meeting (all locations): 14.0 individuals per group (range 7-22)

- Average # of participants per meeting (Fletcher): 14.3
- Average # of participants per meeting (New Hope): 12.8
- Average # of participants per meeting (Woodfin YMCA): 14.8

#### *Communications:*

6 e-newsletters sent to 2,761 addresses

### **Low Income/Minority Screening Program**

2 screening sessions with 15 individuals screened

### **Geriatric Caregiver Consultation**

Number of caregivers receiving service: 8

### **Volunteer Hours (by non-Board members)**

16 volunteers provided 830.5 hours of service in 2019

- Administrative – 165.0 (20%)
- Development – 134.5 (16%)
- Events – 23.5 (3%)
- Resource Center – 507.5 (61%)

### **Staff:**

Physician: 4.8 fte of which 4.1 is clinical (0.2 is devoted to the Yancey County satellite, 0.2 to the Haywood County satellite, 0.5 to the home visit program, 0.7 to development/management)

RN Care Manager: 0.8

SW Care Manager: 2.9

Fundraising/Community Outreach: 1.1

Office Administrator: 0.9

Program Assistant: 1.9

Data Coordinator/Billing Assistant: 1

Network staff: 0.26



## 2019 Public Outreach and Education

### Presentations

Margaret Noel, MD: “Living with Dementia” – a WLOS ABC 13 Three-Part Series on Dementia, MemoryCare, 2/11/2019 (individuals reached: unknown); “Using the Dramatic Arts for Dementia Education: ‘Steering into the Skid,’” Four Seasons Palliative Care Immersion Course, MAHEC, Asheville, 4/10/2019 (attendance: 35); “Community-Based Dementia Care: Integrating Medical and Caregiver Support” (with David Johnson, MD), American Geriatrics Society Annual Meeting, Portland, Oregon, 5/9/2019 (attendance: 300); “Using the Dramatic Arts for Dementia Education: ‘Steering into the Skid,’” Four Seasons Palliative Care Immersion Course, MAHEC, Asheville, 7/17/2019 (attendance: 25); “Using the Dramatic Arts for Dementia Education: ‘Steering into the Skid,’” Four Seasons Palliative Care Immersion Course, MAHEC, Asheville, 10/16/2019 (attendance: 35).

Virginia Templeton, MD: “MemoryCare – Who We Are and What We Do,” Deerfield Rotary Club, Asheville, 1/7/2019 (attendance: 65); “Living with Dementia,” Facebook Live Interview, WLOS ABC 13 Studios, Asheville, 2/19/2019 (6,739 views); “MemoryCare: Information about Dementia,” WLOS LiveWell Expo, WNC Agricultural Center, Fletcher, 3/30/2019 (attendance: 15); with Mary Donnelly “MemoryCare,” 211 Staff of the United Way of Asheville and Buncombe County, Asheville, 3/28/2019 (attendance: 16); “The Many Faces of Dementia and their Implications for Hospice Care,” an ECHO online presentation for Four Seasons, Flat Rock, 4/19/2019 (attendance: 21); Radio presentation about Brain Health Conference, Body and Soul with host Je’wana Grier-McEachin, 5/21/2019 (attendance: radio audience); “About MemoryCare, Brain Health Conference to Launch NC Registry for Brain Health,” UNC-Asheville, 6/1/2019 (attendance: 185); “MemoryCare and Caregiving,” House Party, Deerfield Episcopal Retirement Community, Asheville, 6/14/2019 (attendance: 62); “Brain Health, MemoryCare, and Ice Cream: Feeding Your Brain,” Crowfields, Asheville, 6/14/2019 (attendance: 75); “Brain Health, MemoryCare, and Aging,” Eagles Group, Hendersonville, 8/1/2019 (attendance: 28); “MemoryCare and Brain Health as We Age” (with Della Simon, MD); Western Carolina Medical Society, Asheville, 9/18/2019 (attendance: 11); “Dementia Education Program,” Family Nurse Practitioner students at Western Carolina University School of Nursing, Asheville, 10/8/2019 (attendance: 38).

Mary Donnelly: “What’s Normal, What’s not?” Rotary Club Asheville, Renaissance Hotel, Asheville, 4/19/2019 (attendance: 100); “Speaking of Travel” (with Becky Anderson and Johnny Morris), WWNC Radio Show, Asheville, 5/1/2019 (radio audience); “FAQs about Dementia,” Prime Time Living Health Expo, Lelia Patterson Center, Fletcher, 6/20/2019 (attendance: 12); “What MemoryCare Offers,” McDowell County Caregiver Support Group, McDowell Senior Center, Marion, 7/30/2019 (attendance: 6); “Diamonds to Pearls – Using Teepa’s GEMS to Understand the Progression of Dementia,” 4<sup>th</sup> Annual Clinical Update for the Medical Assistant, MAHEC, Asheville, 8/24/2019 (attendance: 80).

### Caregiver College:

Spring Session – Asheville, Modules 1-6, Instructors: Margaret Noel, MD, Mary Donnelly, and Caroline Knox, Esq. (attendance: 43); Spring Session – Haywood, Modules 1-6, Instructors: Lisa Verges, MD, Mary Donnelly, Brian Schaefer, (attendance: 12); Summer Session – Asheville, Modules 1-6, Instructors: Margaret Noel, MD, Mary Donnelly, and Caroline Knox, Esq., (attendance: 48); Fall Session – Asheville, Modules 1-6, Instructors: Margaret Noel, MD, Mary Donnelly, and Caroline Knox, Esq., (attendance: 74); Online version (57 received).

### **MemoryCare Caregiver Education Series:**

“Understanding Lewy Body Disease,” Margaret Word-Sims, MD, MemoryCare, 4/25/2019 (attendance: 30); “Assistive Technology: Easing your Caregiver Journey,” Cameron Kempson, M. Ed., 5/2/2019 (attendance: 27); “Brain Games – What Works?” Earl Rhoades, Psy.D., 5/9/2019 (attendance: 35); “You, too, can Fight the Elder Fraud Industry,” David Kirkman, Attorney, 5/16/2019 (attendance: 23); “Navigating the Alzheimer’s Maze, Part 1,” Bill Smutny, 5/23/2019 (attendance: 40); “Navigating the Alzheimer’s Maze, Part 2,” Bill Smutny, 6/6/2019 (attendance: 26); “Understanding Goals of Care with Progression of Dementia,” Virginia Templeton, MD, 6/13/2019 (attendance: 42); “Say This, Not That! Learning to Communicate with Dementia,” Mary Donnelly, 6/20/2019 (attendance: 51); “Exercise and Brain Health” David Johnson, MD with Lindsey Kremer, 6/27/2019 (attendance: 35); “Doing the Wrong Things for the Right Reasons: Maybe There’s a Better Way!” Mary Donnelly, 8/29/2019 (attendance: 31); Book Club – *Dementia Reimagined* by Tia Powell, Pam Lessig, MA, MBA, LPC, 9/5/2019 (attendance: 26); “Safe Driving Skills – How are They Impacted by Aging and Dementia?” Jan Stephanides, MD, OTR/L, CDRS, CDI, 9/12/2019 (attendance: 22); “Community Services for Caregivers,” Juanita Igo, MS, and Ruth Price, 9/19/2019 (attendance: 28).

### **Community Outreach**

Educational table, WLOS LiveWell Expo, WNC Agricultural Center, Fletcher, McKenzi Wallin, 3/30/2019 (attendance: 250); Newbridge Baptist Church Block Party, Woodfin, Mary Donnelly, Educational table, 8/3/2019 (participation: 12); Presentation of the Georgia Crump CNA Award, MAHEC, Asheville, Liz Grieco, 9/9/2019 (attendance: 150); Alzheimer’s Association 2019 Walk to End Alzheimer’s, Pack Square Park, Asheville, Liz Grieco and Suzi Berl, Educational table, 9/21/2019 (participation: 75); Give!Local Launch Party, Salvage Station, Asheville, Educational table, Liz Grieco 10/24/2019 (attendance: 150); Stonehouse Pottery Benefit Sale, Stonehouse Pottery, Balsam, Liz Grieco, 11/3/2019 (attendance: 60).

### **Special Events:**

Brain Health Conference to Launch NC Registry for Brain Health, MemoryCare, 6/1/2019, (attendance: 185).

### **Cognitive Health Screening**

Givens Gerber Park, 1/14/2019 (individuals screened: 8); Weaverville First Baptist Church, 2/20/2019 (individuals screened: 7).

### **Clinical Observation/Students**

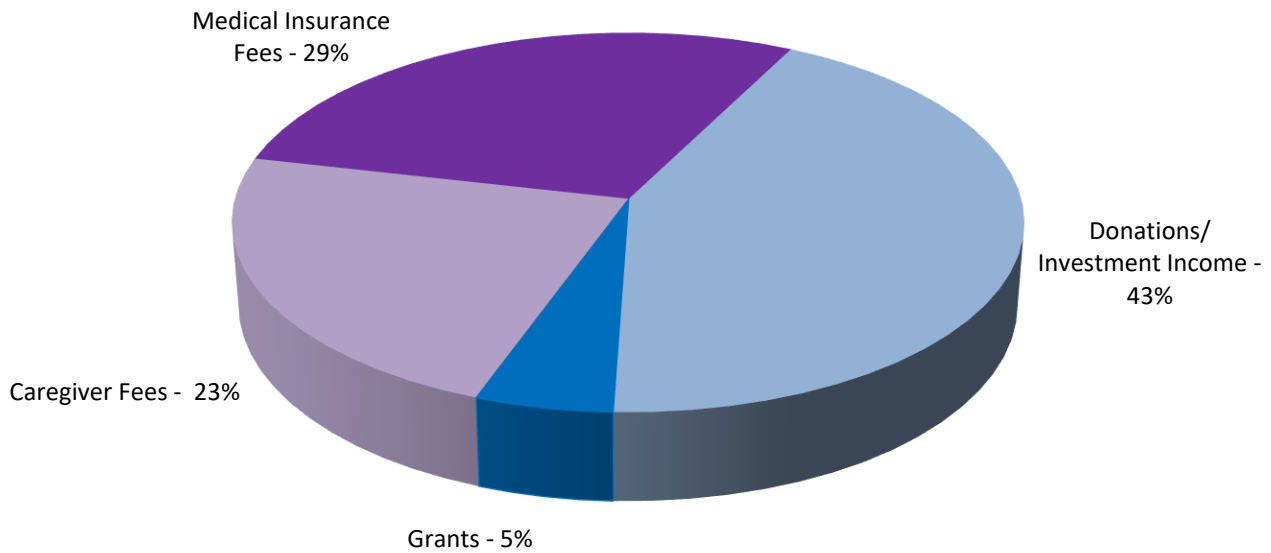
CC, RN, DNP, AGPCNP-BC, GNP-BC, FAANP and LM, LCSW, Integrated MemoryCare Center, Emory University, Clinical Observation and Informative Lunch, 1/28/2019; HN, PharmD, Geriatric Pharmacy Resident, MAHEC, Clinical Observation, 1/31/2019, 2/28/2019, 3/28/2019; HN, MD, Hospice and Palliative Medicine Fellow, MAHEC, Clinical Observation, 2/19/2019; DS, MD, IPC Healthcare, Clinical Observation, 3/20/2019; MD, MD, Jewish Community Services, Wilmington, DE, Clinical Observation for plans to begin cognitive disorders similar to MemoryCare, 3/25/2019; MF, Pharm D, MAHEC, Clinical Observation, 4/4/2019; DS, MD, Clinical Observation 4/4/2019; MP, MD, Clinical Observation, 4/5/2019; HN, PharmD, Geriatric Pharmacy Resident, MAHEC, Clinical Observation, 4/11/2019, 5/30/2019, 6/27/2019; EC, MD, Resident, MAHEC, Clinical Observation, 4/22/2019; KH, DO, Sports Medicine Fellow, MAHEC, Clinical Observation 5/13-15/2019; JP, MD, 3<sup>rd</sup> year Family Medicine Resident, MAHEC, Clinical Observation, 6/18/2019; SP, Pharm D, MAHEC, Clinical Observation, 9/26/2019; EL, Family Nurse Practitioner student at Western Carolina University, Clinical Observation, 10/21/2019.

**Total of 46 presentations, 21 community events with  
2336 individuals reached + 6739 views of Facebook interview + radio audience**

*NOTE: Attendance and presentations are counted only once in shared presentations.*

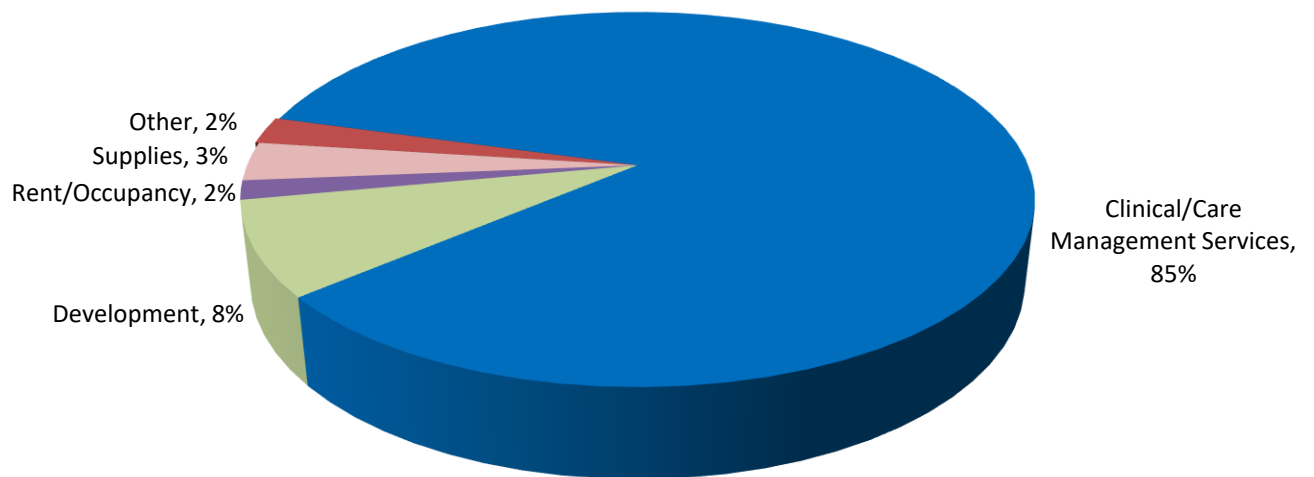
## MemoryCare 2019 Operating Income

Total Operating Income: \$1,692,904\*



## MemoryCare 2019 Operating Expenses

Total Operating Expenses: \$1,686,874\*



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\*amounts are based on *pre-audit*, modified cash basis and do not include capital income/expense





## Staff Directory 2019

Office phone: 828-771-2219; fax: 828-771-2634

Visit our website for additional information: [www.memorycare.org](http://www.memorycare.org)  
or send an email to: [office@memorycare.org](mailto:office@memorycare.org)

### MemoryCare Staff

Amy Cohen, MD, Staff Physician  
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