



*Extending Home*  
The Campaign for the Hospitality House



Hospitality House – Bowling Green, Kentucky





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# The Hospitality House

Among the most stressful situations in a family's life occurs with the advent of serious illness. There is the trauma associated with the diagnosis. There is the uncertainty of the future, both short and long term. Under duress, there is the planning for and the duration of treatment, decisions about care, the seemingly unending hours of anxiety ... a potentially overwhelming emotional burden for the entire family — not just the patient.

Often overlooked are the ever present real life issues — travel to and from the best available healthcare resource, the financial encumbrance of the out-of-pocket costs of medical treatment, and the added expense of food, lodging, and other unrelated expenses, including the possible loss or reduction of wages.

Recognizing these burdens, Commonwealth Health Foundation, along with The Medical Center and Commonwealth Regional Specialty Hospital, seeks to help families address some of these issues by providing a facility where family members, caregivers and some outpatients can stay while loved ones receive treatment, in some cases for extended periods of time.

The Hospitality House will provide families, especially those with limited resources, a warm, safe and inviting place to stay.

Fighting illness or disease takes determination and energy and that should be the focus of the patient, family members and friends — beating the disease, not worrying about a place to stay. The Hospitality House will provide a home-like environment where they can sleep, rest, eat, and take care of even the most mundane daily tasks such as laundry. The Hospitality House will also be a true source of comfort to those who need to share their anxieties with others in similar situations... truly “a home that heals when you are away from home.”

SCOTTSVILLE, February 2008 – When a tornado ripped through Allen County, it devastated the lives of one family. Two-year-old Hunter and his grandmother, Linda, were killed during this tornado. Hunter's mother could only stand briefly during the funeral service due to injuries she sustained. Hunter's father was so severely injured he could not attend his son's funeral. This unforeseen event killed his son and mother, and hospitalized his wife, father and himself for several weeks.

*“We had the family that was devastated by the tornados that swept through Scottsville. Three generations of this family were affected. Extended family stayed at the hospital around the clock for over a week. They lost everything and had no place to go. We tried to find them basic necessities and places in the hospital to sleep and shower. The Hospitality House would have been a lifeline for this family.”*

Barbara Wolfe  
Clinical Manager II, Cardiothoracic and Vascular  
The Medical Center

## The Medical Center and Commonwealth Regional Specialty Hospital



For more than 80 years, The Medical Center has been caring for people and improving the quality of life in Southcentral Kentucky. Growing from a 35-bed city hospital to a 490-bed regional healthcare system, The Medical Center and its affiliated hospitals offer residents of the region the highest quality medical care available.



Many of our patients travel great distances to take advantage of our expertise in cardiac care (including open heart surgery), obstetrics and neonatology, cancer treatment and orthopaedic services.

Commonwealth Regional Specialty Hospital is a long-term acute care hospital that provides a continuity of care for patients with complex medical conditions. Many of our Specialty Hospital patients require extended stays of 18 to 35 days in this highly specialized environment that provides innovative services that address a patient's physical, emotional, and spiritual needs integrated with some of the most effective and proven treatments and advanced technologies in nursing and rehabilitation.

### The Urgent Need

#### *Hospitality House*

#### Philanthropic Need

*\$2 Million*

According to the National Association of Hospital Hospitality Houses (NAHHH), the need for families and caregivers to have access to affordable accommodations has increased significantly during the past ten years. Of the more than 500 Hospitality Houses worldwide, almost all operate at or near 98 percent occupancy rate and at any given time, 40 percent of those Houses are working on expansion efforts to accommodate long waiting lists.

Throughout the years, The Medical Center and Commonwealth Regional Specialty Hospital have grown to become truly regional destinations for quality healthcare, especially in our Centers of Excellence in cardiac service, cancer, orthopedics and neonatology. Today, as many as 50 percent of The Medical Center patients come from outside Warren County.

In the past, The Medical Center had the ability to reserve patient rooms for families of those who came to The Medical Center for open heart surgery. Now, because of our high occupancy rate, increased patient volume and the overwhelming need for patient beds, we are unable to make that space available for family members or caregivers. Anytime of the day or night it is not uncommon to walk through the hospital and see families, caregivers and friends sleeping on chairs and couches in waiting rooms, lounges and lobby areas.

The need for the Hospitality House is real – not only for family members and caregivers who want to remain near their loved one during those critical 24 to 48 hours after major surgery, but for parents of a premature baby.

For example, a very premature baby often requires a 3-month stay in the Neonatal Intensive Care Unit (NICU), which can cause a family to spend well over \$9,000 in hotel lodging and meals. These unexpected costs are in addition to the family's normal household expenses — mortgage or rent payments, continuance of resident utilities, and any out of pocket costs they incur.

National statistics indicate that more than one-third of families file for bankruptcy after experiencing a significant medical crisis with their child. The emotional and financial strains are unimaginable. The Hospitality House can help lessen some of this emotional and financial stress.

According to the NAHHH, approximately 84 percent of guests who stay in Hospitality Houses have traveled 50 or more miles. In 2009, more than 18,000 inpatients stayed overnight at The Medical Center at Bowling Green, with almost half coming from outside of Warren County. As the figures below indicate, the population *clearly* exists to create a facility that will provide comfort and care for both patients and their loved ones.

| Year | Patient Location         | Patient Total | Avg. Length of Stay | Avg. Daily Census |
|------|--------------------------|---------------|---------------------|-------------------|
| 2010 | Outside of Warren County | 8,805         | 4.61 days           | 111 patients      |
| 2009 | Outside of Warren County | 8,870         | 4.44 days           | 108 patients      |
| 2008 | Outside of Warren County | 8,596         | 4.63 days           | 109 patients      |

The Hospitality House, located on The Medical Center at Bowling Green campus, is comprised of 12 bedrooms, each with a private bath. In addition to a large kitchen and dining room to accommodate multiple families, a quiet room for contemplation and meditation is available, as well as a community room with comfortable furnishings and television. There is also a business center with computers and Internet access for those separated from their work or personal responsibilities during lengthy stays.

Critical to the decision-making process in determining the composition of such a facility was the ability to meet several criteria deemed to be important factors in the operation of other Hospitality Houses nationally.

- A home-like, comfortable atmosphere
- Close proximity to the medical facility ... 69% of all Hospitality Houses nationally are within one half mile of the medical facility while 36% are on the campus
- Spacious enough to accommodate everyone who requires a place to stay
- The ability to provide space for eligible visitors virtually free of charge

*“The need is tremendous for patients receiving outpatient radiation therapy. It is common for patients to have a need for housing especially if they live in the outlying counties and cannot obtain transportation each day to and from Bowling Green. It is not uncommon for patients to drive up to 50 miles one way for treatment. Undergoing cancer treatment is both emotionally and physically draining — both for the patient and caregiver. Having this house nearby is a welcome respite.”*

Richard A. McGahan, M.D.  
Radiation Oncology Department  
The Medical Center

All guests of the Hospitality House will be referred by case managers, social workers, physicians, nurses or chaplains of The Medical Center or Specialty Hospital. Priority will be given to family members or caregivers of seriously ill patients receiving care or an outpatient receiving active medical treatment at The Medical Center at Bowling Green or Commonwealth Regional Specialty Hospital. Guests are not charged but are encouraged to make a small donation to the Hospitality House if they are able to do so. No one will be turned away for an inability to pay.

### *Endowment*

### Philanthropic Need

*\$1 Million*

In the current healthcare environment, health systems must, more than ever, exhibit sound business practices, good management, and fiscally responsible stewardship. While it was imperative that the Foundation addressed the tremendous need outlined in this document with the construction of the Hospitality House, it is equally important to ensure its services, sustain its long-term viability, and make certain there is financial flexibility and strength for the future.

With this in mind, the Foundation seeks to raise a minimum of \$1 million in endowment to support the Hospitality House and secure our commitment to our patients and their families in perpetuity.

## **The Help We Need**

Commonwealth Health Foundation, the philanthropic arm of Commonwealth Health Corporation (CHC), is determined to help the organization provide state-of-the-art, comprehensive services to the many people who seek the highly reputable clinical capabilities of The Medical Center and Commonwealth Regional Specialty Hospital. Each day a large number of people travel great distances to seek the best possible healthcare services in the region. To lessen the burden of patients and families who have traveled so far and face the potential of lengthy stays and unexpected financial burdens, the Foundation is funding the construction of the Hospitality House on the campus of The Medical Center.

This project requires a substantial financial commitment reaching above and beyond what Commonwealth Health Foundation and the Health System's resources can accomplish. To that end, the Foundation seeks to create a partnership with the community through *Extending Home: The Campaign for the Hospitality House* to fund the \$3 million need, consisting of the construction and furnishing cost of the Hospitality House and the beginnings of an endowment to support its operation.

The success of the *Extending Home Campaign* will depend on the commitment of those friends of the Foundation, the Health System, The Medical Center, and Commonwealth Regional Specialty Hospital who see the extraordinary value of this project, and will support our efforts to meet the needs of those we serve today and in the future.

*“The construction of a Hospitality House on our campus was the necessary next step for the Foundation and the Health System in our mission to care for people and improve the quality of life in the communities we serve.”*

Bob Kirby  
Board Member  
Commonwealth Health Foundation

Hospitality House – Bowling Green, Kentucky





800 Park Street • P.O. Box 1868 • Bowling Green, KY 42102-1868  
(270) 796-5543 • Fax (270) 745-1518 • Email: [info@chfbg.org](mailto:info@chfbg.org)  
[www.CommonwealthHealthFoundation.org](http://www.CommonwealthHealthFoundation.org)

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