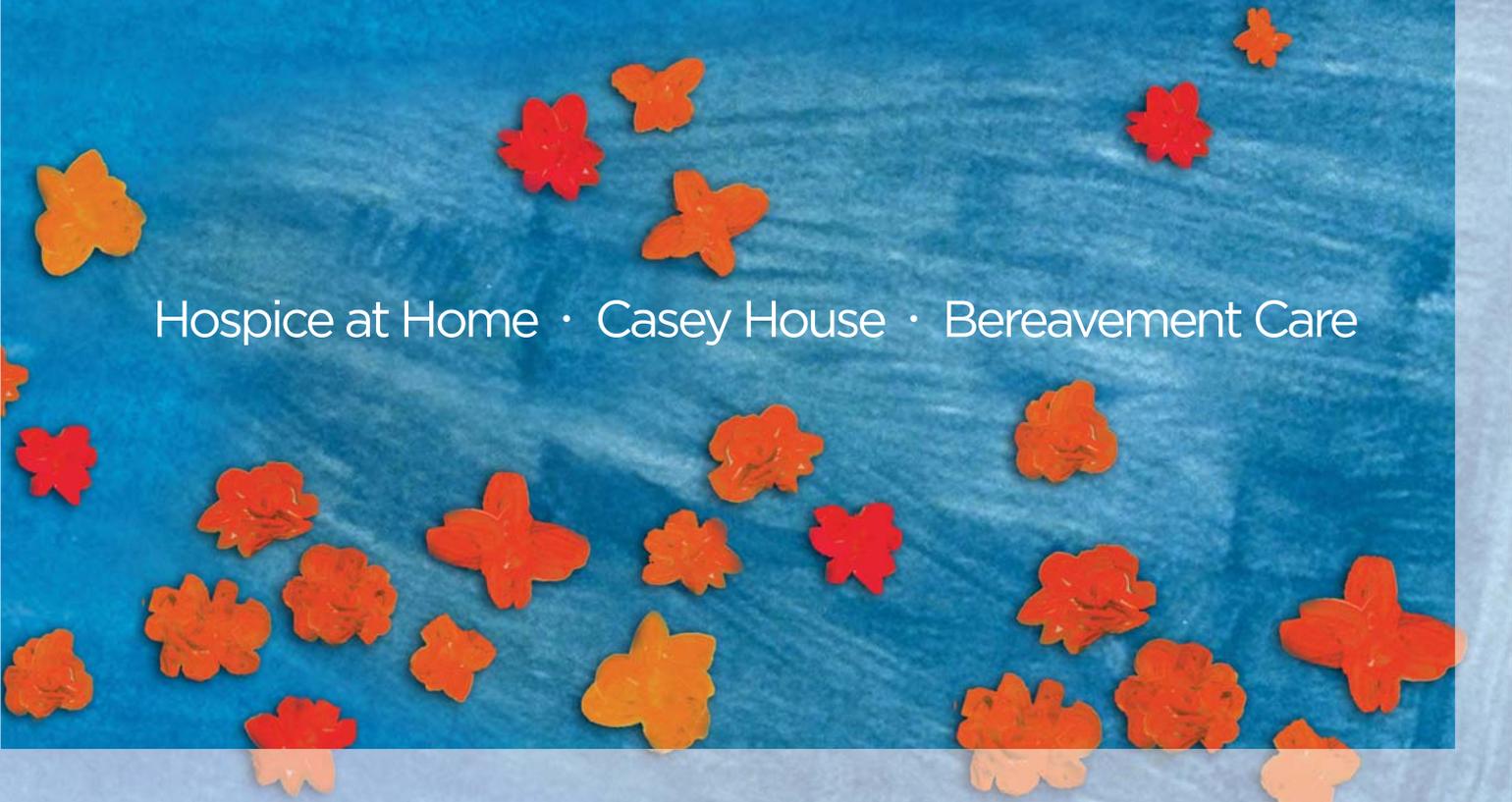


Montgomery HOSPICE

ANNUAL
REPORT
2012

Hospice at Home · Casey House · Bereavement Care

The background of the lower half of the cover is a vibrant blue textured fabric. Scattered across this fabric are numerous small, three-dimensional paper flowers in shades of orange, red, and yellow. The flowers are of various sizes and are scattered across the bottom half of the page, with a higher concentration towards the bottom edge.



Montgomery HOSPICE

1355 Piccard Drive • Suite 100 • Rockville MD 20850
Phone 301 921 4400 • Fax 301 921 4433

We are grateful to the family of Amanda Mahmood, a Montgomery Kids patient, for allowing us to use her art in this report. We celebrate Amanda's life and her creativity.

Montgomery HOSPICE

ANNUAL
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Montgomery Hospice is a nonprofit hospice serving residents of Montgomery County, Maryland. Our teams of doctors, nurse practitioners, nurses, spiritual counselors, social workers, certified nursing assistants, bereavement counselors and volunteers work with our patients and their families to provide quality end-of-life care in homes, extended care facilities, and at our acute care facility Casey House.

Board of Directors

Montgomery Hospice Board of Directors

as of December 31, 2012

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Marc Feldman
Hope Joyce
James Magno

My first contact with Montgomery Hospice was very personal; I remain grateful for the caring expertise of the staff members who supported both my mother and father during their last journeys. My involvement with Montgomery Hospice now is at a professional level, as chair of the Board of Directors. The other board directors and I use our expertise and experience to support and guide Montgomery Hospice in its mission to “gentle the journey” for our neighbors in Montgomery County.

It is an honor to be part of the Montgomery Hospice team serving those who need our help. I am especially proud of our work providing care to those in the community without a voice, to those who have no insurance or not enough insurance, to undocumented immigrants, and to families with a child who has a serious illness. Together we commit to providing dignity to the dying, no matter who they are, how much money they have or what language they speak.

Beryl L. Feinberg
Board Chair



2012 Highlights

President and CEO

Looking back on 2012, the phrase “doing more with less” comes to mind. Even as our Medicare reimbursements were cut, and as we received payments consistent with cost-of-living prices in Frederick instead of Washington, our experienced, professional staff continued to provide quality care to those living with serious illness and loss.

Financial support from the community was especially important for us again this year. Corporate, individual and foundation donations were critical, especially for the programs we have that are not paid for (or only partially paid for) by Medicare or insurance. While we are not a county agency, we were also grateful to be awarded a grant from Montgomery County for a second consecutive year in 2012.

In 2012, we stepped up to help in an area of critical need – providing hospice care to children. Our Montgomery Kids program allowed 22 seriously ill children to be at home with their families. The Montgomery Kids team worked collaboratively to provide comfort, dignity and support for parents, siblings and patients.

Many thanks to each of you whose generosity helped make all of this possible in 2012.

Ann Mitchell
President & CEO



Montgomery Hospice Core Programs

Casey House

More than 550 patients received specialized end-of-life care at Casey House, our inpatient hospice facility.

Hospice at Home

Montgomery Hospice provided hospice care in homes and facilities for more than 1,800 community members living with life-limiting illnesses.

Bereavement

The bereavement department helped 6,000 people move through their grief, and taught 3,500 high school students about grief and loss.

Other Innovative Programs

Montgomery Kids

The new Montgomery Kids team of professionals and volunteers collaborated with families and community clinicians to provide quality care to the youngest members of our community.

The **Center for Learning** provided education to 2,700 professionals and community members, through workshops, a bereavement conference and a conference for African Americans.

Complementary Therapies

The Complementary Therapies Program grew, including more use of music, continued lavender oil hand massages and more than 600 patient visits made by our licensed massage therapists.



“The parents are the experts. They have been advocating for their children for a long time. It is a privilege to have them entrust me to help their child.”

Montgomery Kids Program

In 2012, Montgomery Hospice's new Montgomery Kids program provided pediatric hospice care to 22 children. We cared for patients of different ages, from infants to teenagers and young adults. We support the children in their own homes, surrounded by family and familiar surroundings.

The Montgomery Kids team is a dedicated, interdisciplinary group of trained professionals and volunteers, who work with the children, their families, and their doctors or other caregivers. The team follows the lead of the family, respecting their wishes and priorities.

The team physicians: Geoff Coleman, MD, Caren Glassman, MD, & Shahid Aziz, MD

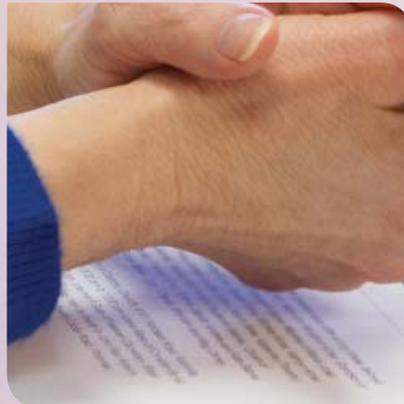


“Every parent has hopes and dreams for their children, and also wants to ensure that they are not in pain or suffering. Montgomery Hospice supports both those things.”

Each of us on the team has certain gifts. We often call on each other, tap on each other's knowledge and experience. Everyone brings something different. We bring 'a collage of gifts' for the family.

We work with a wide range of families, with many ways of looking at things. They come from many different cultures and the family dynamics are all different. The team works together to reach that family where they are, to meet their specific needs, in a way that works for them.

Our social worker also works with the siblings, reading them books, using sand therapy and other professional therapeutic tools to allow them to work through emotions.



Montgomery Hospice

MONTGOMERY HOSPICE VITAL STATISTICS 2012

Founded **1981**

Current employees **260**

Headquarters Rockville, MD

Number of Patients **2,098**

Number of Patients at Casey House **575**

Days of Charity Care **2,003**

Total number of people receiving grief support **9,581**

“Some of these children have been sick for a long time; they haven't had the same life experiences as other children. They look at life from a very different perspective. But at the same time, they want what any other kid wants. They don't stop having dreams.”



“We help families make the most of the time they have together; we help them concentrate on being a family.”

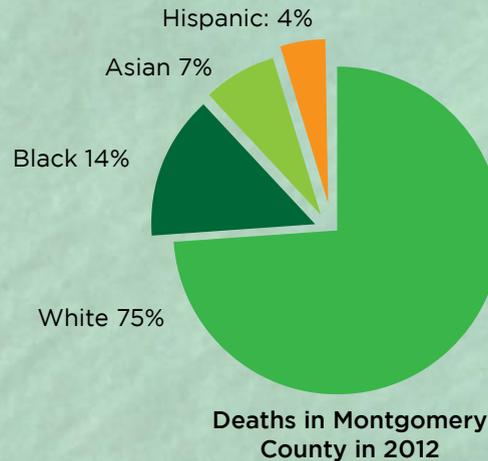
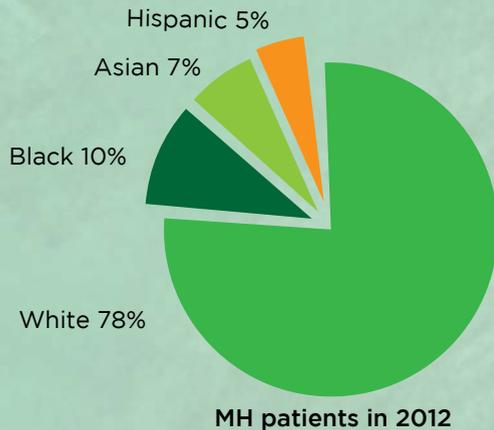


In 2012, volunteers donated 16,269 hours, drove 81,561 miles and made 6,500 patient visits. (16,269 hours is the equivalent of 8 full-time employees.)

	2008	2009	2010	2011	2012
At Home Only	1,063	1,116	1,342	1,491	1,523
At Home & Casey House	149	153	239	296	335
At Casey House Only	228	259	329	285	240

Note: the number of deaths in Montgomery County has remained stable for the last decade.
 Source: Maryland Vital Statistics Reports, Department of Health and Mental Hygiene

Montgomery Hospice patients closely match ethnic and racial makeup of Montgomery County



Montgomery Hospice

Montgomery Hospice Bereavement Program

Year	Community Members	Hospice Family Members
2008	3138	2516
2009	3202	2470
2010	4470	3494
2011	4626	4183
2012	5372	4209

Community Members: Grief and loss support and education is provided free of charge to anyone in Montgomery County.

Hospice Family Members: Family members and loved ones of Montgomery Hospice patients are supported through phone calls, mailings for 13 months after the death, and with workshops and support groups.

In 2012, the Bereavement Counselors:

- made **14,700** phone calls and visits to family members of Montgomery Hospice patients
- ran more than **65** grief workshops and support groups
- provided grief and loss education (including specific information tailored to teenagers) to more than **3,500** high school students
- made more than **1,000** phone calls and visits to grieving community members
- sent **17,800** packets to families, each with a letter of support, poetry, information on grief, and flyers about upcoming groups and workshops.



Montgomery Hospice's **Complementary Therapies Program** continues to grow and be integrated into patient care. Therapies provided include Comfort Touch® (provided by licensed massage therapists), Lavender Oil hand massage and music through Reverie Harps and an extensive music library. Complementary therapies are increasing in demand, and are well received by patients and families. Several of the children in the new Montgomery Kids program benefited from Comfort Touch® massages and musical interventions.



The Center for Learning in 2012

The goal of the Montgomery Hospice Center for Learning is to teach the diverse families in our community about grief and end-of-life issues, as well as to share our clinical expertise with other professionals.

 We distributed materials at **31** different community Health Fairs, attended by **6,600** people.

 **Hospice Matters for Physicians**, with end-of-life research and other clinical information, was mailed each quarter to **3,000** physicians.

 The Montgomery Hospice website had **88,000** visits in 2012.

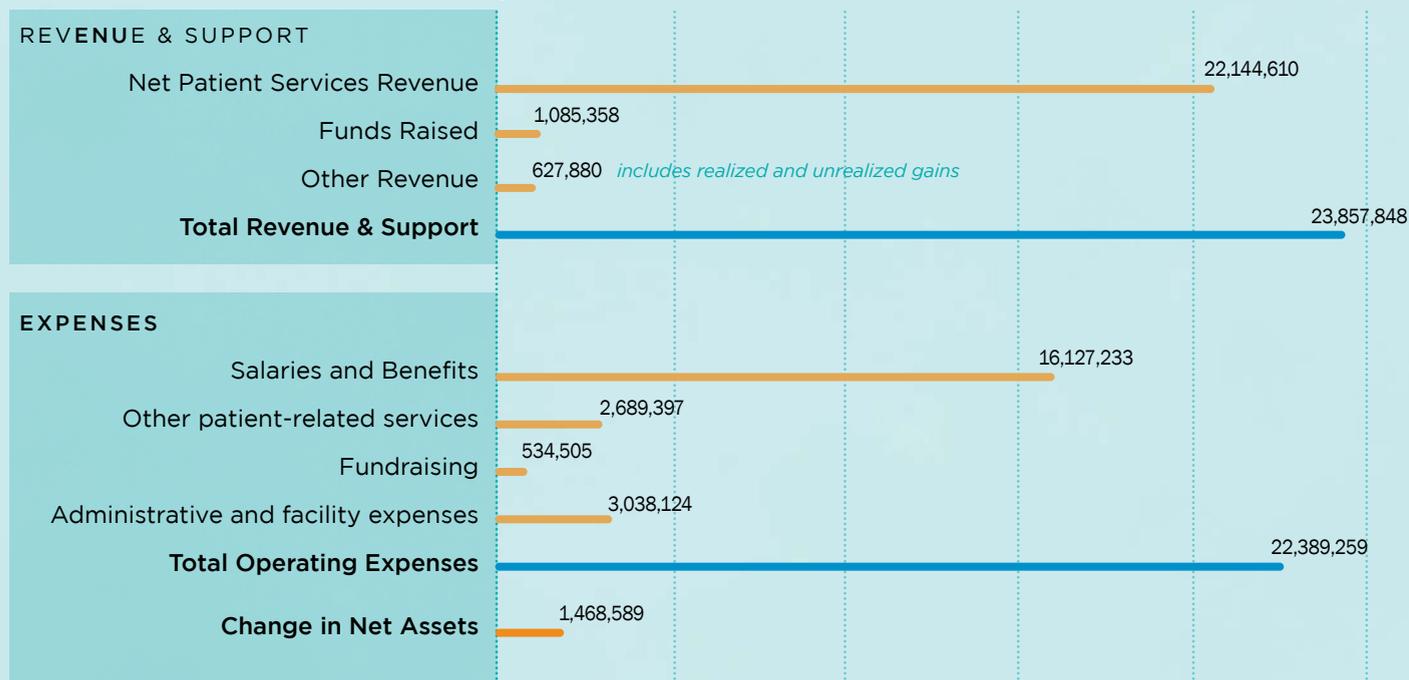
 In 2012, the Center for Learning provided education to **2,700** professionals and community members, through **179** programs, including workshops, a bereavement conference and a conference for African Americans.

 **Hospice Matters**, our educational newsletter was mailed in the spring and in the fall to approximately **19,000** people each time.

 More than **200,000** households in Montgomery County (and 13,500 readers of the Gazette of Politics and Business) received our 12-page educational newspaper.

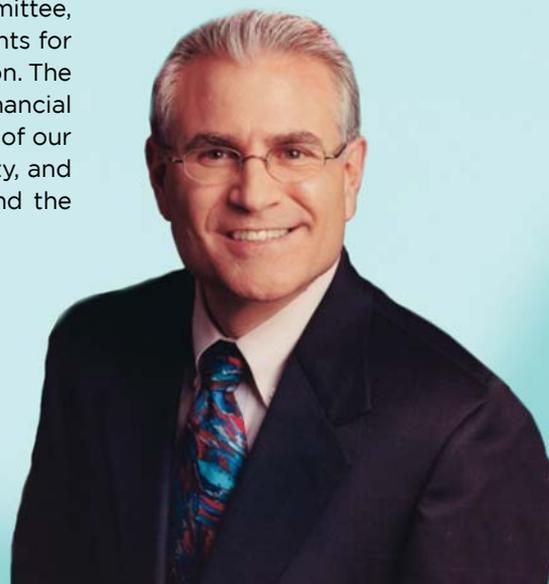
Treasurer

2012 SUMMARY OF OPERATIONS



As chairman of the Montgomery Hospice board finance committee, I am pleased to present the 2012 combined financial statements for Montgomery Hospice and the Montgomery Hospice Foundation. The financial position remains strong despite the many rate cuts. Financial support from the community continues to be an integral part of our provision of care for underinsured members of our community, and for Casey House, the community bereavement education and the Montgomery Kids program.

Ronald M. Wolfsheimer, Treasurer
 Montgomery Hospice Board of Directors
 Executive Vice President
 Chief Financial and Administrative Officer
 Calvert Group, Ltd.



Gentle the Journey: The Campaign for Montgomery Hospice

Having experienced Montgomery Hospice in such a personal way with both of my parents, I am honored to be able to “give back” as Chair of the Foundation Board and Chair of the Gentle the Journey Campaign. When our campaign journey began in 2010, we set our sights high with a goal of \$8 million.

The goal was set at \$8 million in order to raise critical support for a \$4 million endowment to support Casey House nursing services and \$4 million to support Montgomery Hospice’s operational and program needs. These include Hospice at Home, Montgomery Kids, Bereavement Care, Complementary Therapies, and Community Education and Outreach.

I am pleased to report that, thanks to the generosity of grateful families and friends, foundations, businesses and other donors, we have raised more than \$6 million toward our goal.

The funds donated to this campaign are already being put to good use. Below are just some of the things Montgomery Hospice accomplished in the past two years.

We are now in the home stretch of our Gentle the Journey Campaign with one year to go! Thank YOU for being such an important part of our campaign journey. Together, we are making a difference in the lives of Montgomery Hospice patients and their families, and helping to advance its mission to *gentle the journey through serious illness and loss with skill and compassion.*

Barry R. Meil, Campaign Chair
Chair, Montgomery Hospice
Foundation Board
Member, Montgomery Hospice
Board of Directors

Montgomery Hospice accomplishments in the past two years

- 🌸 Hired and retained new nurses at Casey House.
- 🌸 Provided \$2.83 million in charity care and other community benefits.
- 🌸 Funded some of the unexpected cost for Montgomery Kids to care for 22 children.
- 🌸 Provided grief and loss support and education to more than 18,000 individuals including children and teens.
- 🌸 Purchased Reverie Harps for our staff and volunteers to use with patients
- 🌸 Helped the Montgomery Hospice Center for Learning provide outreach and educational programs to the community about end-of-life care and planning.



THANK YOU to all our volunteers for giving your time and care to help Montgomery Hospice serve the community. We are also grateful to those who provided in-kind gifts to support our programs and services.

Gift-in-Kind Donors

Gloria Allen	June McMurry
Ben & Jerry's of Rockville	Barry and Wendy Meil
Lauren D. Bosco	Odysseus Mikalis
Jessie Brande	National Resources, Inc.
Martha Burton	New Hope
Brian A. Carpenter	Presbyterian Church
Marian Celli	Cynthia Newman
Melodie Chenevert	Curt Niebur
Donald Cohn	Jaak Pesti
Jean S. Cohn	Angie Phalsaphie
Kristin Cooper	Ryan's Country
Lora E. Drezner	Seedling Garden Club
Joseph R. Gaylord	Diane Sickles
Girl Scout Troop 406	Stephanie Stewart
Susan E. Johnson	Linda Szollosy
Elizabeth Kelly	Trader Joe's
Jason Kirsch	Family of Hermine Vaz
David Littleton	Sue Yun
Roger Manwaring	

Volunteers who donated more than 80 hours in 2012:

Barbara Baskin	Ann King
Bonnie Benedict	Mercedes Kline
Phyllis Bloomberg	Maryland Lehmann
Joanne Bowman	Jane Lewis
Dolores Bryla	Alena Lizonova
Terri Buren	Mark Malakoff
Lily Butler	Ann Marshall
Carole Clem	Mary Martin
Meg Cooper	Sarah McGhee
Linda Corey	Shirley McGinn
Sandy Danoff	Becky Nation
Bill Dietrich	Virginia Nitkiewicz
Lora Drezner	Valerie Pabst
Noreen Duguid	Carolyn Patterson
Sue Foord	Anneke Pleijsier
Jenny Geiger	CarolAnne Puglise
Juline Glaz	Julie Ritz
George Gleason	Janet Roby
Catalina Gomez	Joseph Rychlec
Beth Gorski	Donna Selig
Mirna Haddadin	Billie Stephenson
Barbara Hartman	Carolyn Taylor
Maggie Hayes	Sue Thomas
Lillian Hearl	John Togut
Janice Hewitt	Juliette Traore
Maria Hübenette-Reinsch	Martha Vayhinger
Stella Johnson	Barbara Vellmerk-Halpern
Barbara Joltin	Susan Veras
Esther Kaleko-Kravitz	Lynn Volpe

Artwork: Amanda Mahmood
Photography: Michael Colella
Design: Paul Jutton

Montgomery HOSPICE

1355 Piccard Drive • Suite 100 • Rockville MD 20850
Phone 301 921 4400 • Fax 301 921 4433

