



# Montgomery HOSPICE

## *Annual Report*

Hospice at Home • Casey House • Bereavement Care • 2013

# 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.

# Your dollars at work

We take very seriously the trust that donors place in us. We are honored when people choose to donate to Montgomery Hospice, knowing that some have little to spare, and all have many choices about how to spend their money. In 2013, we received donations from more than 5,000 people. Each and every one of those donations was important to us. We carefully chose to use that money in ways that would make the most difference to our patients and their families. I invite you to look through the pages of this annual report to learn more about how we put your donations to work for our neighbors.

With humble gratitude,

Ann Mitchell  
President & CEO

Your donations make it possible for Montgomery Hospice to:

Provide inpatient care at Casey House for seriously ill members of our community

Provide specialized, compassionate pediatric hospice services

Complement our professional medical care with touch, music and aroma therapies

Support grieving families and individuals

Provide hospice care to those who have no insurance or not enough insurance



## Montgomery Hospice Board of Directors

as of December 31, 2013

Beryl L. Feinberg, *Board Chair*  
Sterling King, Jr., Dr.P.H., *Vice Chairman*  
Paul E. Alpuche, Jr., Esq., *Secretary*  
Ronald M. Wolfsheimer, *Treasurer*  
Barry R. Meil, *Foundation Chairman*  
Michael G. Banks, Esq.  
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Lya M. Karm, M.D.  
Jason A. Kirsch  
Adrienne C. Kohn  
Debora S. McGregor  
The Hon. Paul A. McGuckian  
Ann Mitchell, *President & CEO*  
German Paraud  
Sheriff Darren M. Popkin  
Lily Qi  
José A. Quiros, M.D.  
Steven V. Roberts  
William M. Schlossenberg  
Randall P. Wagner, M.D.

## Montgomery Hospice Foundation Board

Barry R. Meil, *Chairman*  
James Magno, *Vice Chairman  
and Secretary*  
Joseph A. Draetta, *Treasurer*  
Marc E. Feldman  
Hope L. Joyce

# 2013 Highlights

## Montgomery Hospice Core Programs

### Casey House

More than 550 patients (and their families) received compassionate, specialized end-of-life care at Casey House, our inpatient hospice facility.

### Hospice at Home

Montgomery Hospice provided hospice care to more than 1,800 patients in their homes, while also supporting their families.

### Bereavement

All of our Bereavement Counselors have master's-level degrees, years of experience and professional expertise in helping people who are struggling with grief.

## Other Innovative Programs

### Montgomery Kids

The Montgomery Kids team continued to provide quality care to the youngest members of our community, alongside their families and personal physicians.

### Center for Learning

The Center for Learning educated professionals and community members, through workshops, two conferences, webinars and online videos.

### Complementary Therapies

Our Complementary Therapies program continued to expand. Massage visits increased by 20 percent, and two new initiatives —Aromatherapy and Reiki— were launched.

# Leadership Matters

Montgomery Hospice is extremely fortunate to have had strong, consistent leadership for the past 15 years. When Ann Mitchell was hired in 1998, the organization served 640 hospice patients. Ann has grown the organization to one serving more than 2,000 patients yearly. (That growth is due to services being provided to a greater percentage of people; the area death rate has remained the same.) When Ann started, there were 60 people on staff; under her leadership that number has grown by a factor of four.

## Some of Ann's major achievements during these 15 years include:

- **Completion of the building of Casey House**, which was and still is, the only facility in Montgomery County exclusively designed for hospice patients. Casey House has served more than 7,000 patients since it opened in August of 1999.
- **Expansion of the Bereavement Program**, providing grief and loss education and support, fully staffed by bereavement counselors with graduate degrees in counseling, social work, pastoral care or nursing.
- **The Joint Commission accreditation**, starting with a survey five months after she started, continuing through 2013. This rigorous accreditation program has healthcare quality and safety as its goal.
- **Outreach to underserved communities**, to ensure all members of our multicultural community have access to hospice care.
- **Creation of Montgomery Kids**, the only pediatric hospice program in the county.
- **Creation of the Complementary Therapies Program**, providing patients additional choices for symptom relief.

Congressman Chris Van Hollen expressed it well when he said, "I have found no one more dedicated to hospice than Ann Mitchell."

Montgomery Hospice is indeed fortunate to have this dedicated and effective hospice leader as our President and CEO.

Beryl L. Feinberg  
Board Chair  
Montgomery Hospice Board of Directors

Deputy Director and Chief Operating Officer  
Montgomery County Department of General Services  
Councilmember, City of Rockville



# Casey House

Casey House is the only free-standing acute care hospice facility in Montgomery County. More than 7,000 patients (and their families) have been cared for at Casey House since its opening in 1999.

Words cannot express my

*gratitude*

for the care and support that was provided to my mother. All of the staff did everything possible to keep Mom comfortable and to attend to her needs. All of this was done with genuine caring and respect for her. Thank you also for the incredible support you provided to our family. The afternoon teas, warm blankets, music, places to sleep, living room – all were so helpful.

*son of a patient*

## **THANK YOU**

2013 Major Benefactors

Wolpoff Family Foundation, Inc. • The Morris and Gwendolyn Cafritz Foundation • Catherine C. Wakelyn

# Charity Care

Montgomery Hospice does not turn anyone away who needs hospice services. Care is provided to the uninsured and under-insured.

I recently worked with a patient, a hard working self-supportive woman, who had to make a difficult decision to cancel her health insurance in order to pay her mortgage. Later she was diagnosed with a terminal disease; unfortunately by the time she was diagnosed it was too late for treatments to be effective. After several hospitalizations she was sent home to die, alone in her home. Her church family wanted more for her than that and worked diligently with Montgomery Hospice to support her through the end of her life. There were many challenges, numerous visits, and supplies needed but never once did anyone at Montgomery Hospice say that we couldn't offer the necessary services because of a lack of reimbursement. I am proud to work for an organization that honors the thought that everyone deserves

*dignity*

and support regardless of ability to pay.

Montgomery Hospice social worker

## THANK YOU

2013 Major Benefactors

The Morris and Gwendolyn Cafritz Foundation • Wells Fargo Foundation

# Montgomery Kids Program

Montgomery Hospice is the only hospice provider in Montgomery County to care for pediatric patients. We provide compassionate, professional care for children and their families, in their homes, respecting their wishes and priorities.

Before we met you, the word hospice really scared us. But now we know that hospice is a good word because you all focus on

*living*  
and enjoying life.

*mother of a Montgomery Kids patient*

## **THANK YOU**

2013 Major Benefactors

Healthcare Initiative Foundation • Dr. Caren Glassman • The Meil Family Foundation



# Complementary Therapies

The Complementary Therapies Program integrates holistic services that offer comfort to patients and caregivers. In 2013, we continued providing Comfort Touch®, lavender oil hand massage, music and pet visits, and we developed a clinical specialty in aromatherapy (with the certification of three nurses who each completed a rigorous 310-hour course). Services were also expanded with the addition of Reiki, an energy modality.

The massages help with pain and discomfort, and breathing. They are very

*valuable*

and beneficial. I am amazed by how much they help me. This is absolutely what I want as part of my hospice care.

Montgomery Hospice patient

## **THANK YOU**

2013 Major Benefactors  
Lou and Kim Fiorentino

# Grief and Loss Support

Montgomery Hospice supports grieving family members of patients, with phone calls, mailings and workshops, and also educates community members.

After losing both my parents last year, I was unsure of how to deal with my grief. I attended a workshop and it made a huge difference. The mailings and phone calls were

*Comforting*

and helpful, just what I needed to keep me moving forward. Thank you!

*family member of a patient*

**THANK YOU**

2013 Major Benefactors

# Montgomery Hospice Bereavement Program

## Community and Family Members Helped by Bereavement Services

Year	Community Members	Hospice Family Members
2013	5481	4290
2012	5372	4209
2011	4626	4183
2010	4470	3494
2009	3202	2470
2008	3138	2516

### Community members:

Grief and loss support and education is provided free of charge to the Montgomery County community.

### Hospice family members:

Montgomery Hospice patients' family members are supported through phone calls and mailings for 13 months after the death, and through workshops and support groups. (Montgomery Kids families receive support for 2 years.)

## In 2013, the bereavement counselors:

- made 16,742 phone calls and visits to family members of Montgomery Hospice patients
- ran more than 60 grief workshops and support groups
- provided grief and loss education (including specific information tailored to teenagers) to 3,800 high school students
- made more than 1,100 phone calls and visits to grieving community members
- sent 17,500 packets to families, each with a letter of support, poetry, information on grief, and flyers about upcoming groups and workshops.

# Treasurer

Montgomery Hospice remained financially healthy in 2013, despite ongoing Medicare reimbursement reduction due to sequestration and rate cuts. We were able to continue providing our highly-valued programs because of so many community members who made financial contributions.

I am honored to serve as Chairman of the Finance Committee. Each year, I find myself renewed and inspired by the many family members of our patients who express their appreciation by donating or volunteering.

I would like to extend my personal thanks to all the staff and volunteers of Montgomery Hospice, and to our generous supporters in the community.

**Ronald M. Wolfsheimer**, Treasurer  
Montgomery Hospice Board of Directors

Executive Vice President  
Chief Financial and Administrative Officer  
Calvert Group, Ltd.

## 2013 SUMMARY OF OPERATIONS

REVENUE & SUPPORT	
Net Patient Services Revenue	21,088,768
Funds Raised	1,746,980
Other Revenue	836,000
Total Revenue & Support	23,671,748
EXPENSES	
Salaries and Benefits	16,019,693
Pharmacy, Medical Equipment and other Patient- Related Services	2,629,350
Fundraising	560,531
Administrative and Building Expenses	2,851,721
Total Operating Expenses	22,061,295
Change in Net Assets	1,610,453

2013 BALANCE SHEET	
Current Assets	8,574,213
Investments	10,564,263
Fixed Assets and other non Current Assets	2,752,511
Total Assets	21,890,987
Current Liabilities	2,342,733
Non Current Liabilities	112,483
Net Assets	19,435,771
Total Liabilities and Net Assets	21,890,987

## HISTORY OF PATIENTS SERVED

	2008	2009	2010	2011	2012	2013
At Home Only	1,063	1,116	1,342	1,491	1,523	1,591
At Home & Casey House	149	153	239	296	335	297
At Casey House Only	228	259	329	285	240	261

# *Gentle the Journey:* The Campaign for Montgomery Hospice

## **2013: Successful Completion**

At the end of 2010, the Montgomery Hospice Board of Directors, after careful consideration of the evolving hospice and healthcare environment, made the forward-thinking decision to start a 3-year campaign to raise eight million dollars. The campaign was specifically designed to ensure the short-term and long-term viability of Montgomery Hospice. Half of the money would be targeted to the operational costs of our programs for which we receive no Medicare or insurance funds. The other half of the money would be used to create an endowment for Casey House, specifically for nurses and nursing aides. The decision was fortuitous; the funds from the campaign have been critical as hospice has suffered rate cuts and sequestration.

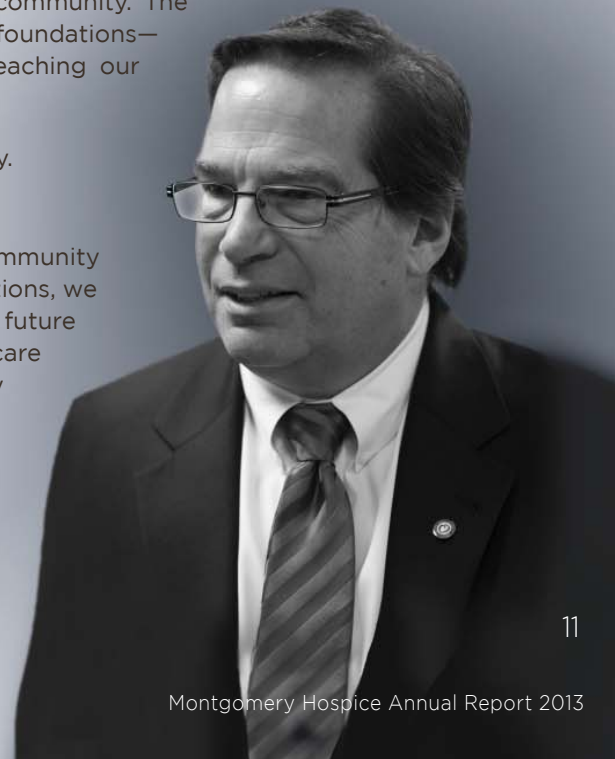
The Board launched the Gentle the Journey Campaign and the community generously stepped up to support it. The Eugene B. Casey Foundation and the Healthcare Initiative Foundation were instrumental in its success, demonstrating their commitment to Montgomery Hospice and our work in the community. The financial support of 880 organizations, corporations and foundations—and more than 15,000 individuals—was critical to us reaching our campaign goals.

We are grateful for everyone who joined us on this journey.  
Thank you to ALL who supported it.

While the campaign was successful, we still need community support. In these uncertain times for healthcare organizations, we want to ensure that Montgomery Hospice is here to serve future generations of patients and families who need hospice care and grief support. I hope you will join me and my family in our continued support of this wonderful organization.

With deep gratitude,

Barry Meil  
Campaign Chair  
Montgomery Hospice



# Montgomery HOSPICE

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## The Montgomery Hospice Vision

To bring comfort by providing the best care to our community's multicultural residents who are facing serious illness and loss.

### Montgomery Hospice

Vital Statistics 2013

Founded **1981**

Number of Employees **250**

Number of Volunteers **300**

Headquarters Rockville, MD

Number of Patients **2,149**

Number of Patients at Casey House **558**

Days of Charity Care **2,269**

Total number of people receiving grief support **9,771**