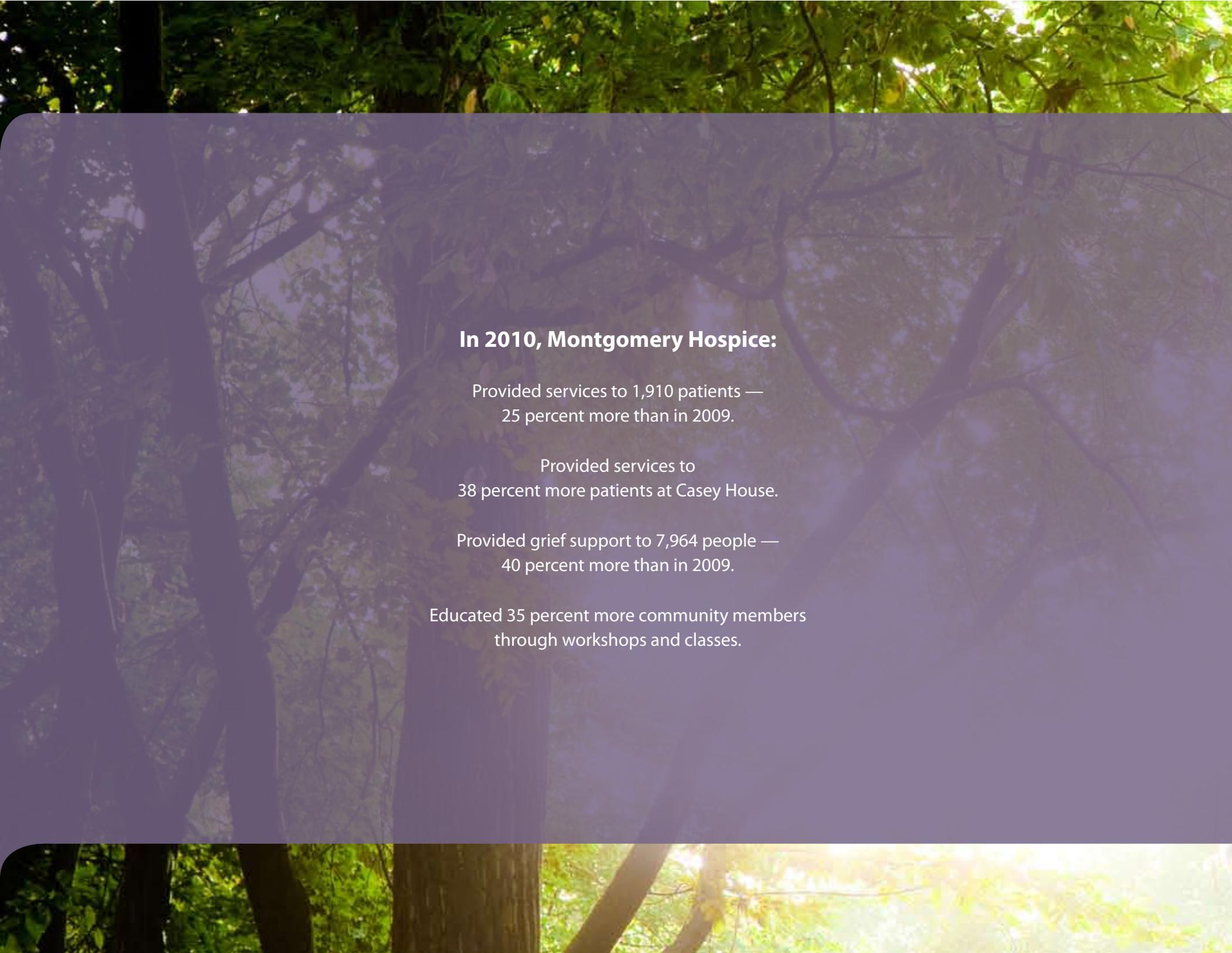




PREPARING
for the **FUTURE**



In 2010, Montgomery Hospice:

Provided services to 1,910 patients —
25 percent more than in 2009.

Provided services to
38 percent more patients at Casey House.

Provided grief support to 7,964 people —
40 percent more than in 2009.

Educated 35 percent more community members
through workshops and classes.

Growth

In the last 12 months, Montgomery Hospice has experienced a large growth in the number of patients and families that we served. The total number of patients in our Hospice at Home program increased by 20 percent. The number of patients who received intensive care at Montgomery Hospice's Casey House was 38 percent higher than last year. We had a record number of families calling to request our services. And the number of patients referred to us by doctors increased by 31 percent. To meet the needs of our community, we hired 49 new staff members, 84 percent of whom are clinicians working directly with patients.

We worked hard to manage this substantial growth without losing sight of our commitment to providing the best care to Montgomery County residents.

Quality of Care

In 2010, we successfully renewed our Joint Commission accreditation, the nationally recognized "Gold Seal of Approval™" in healthcare. During an unannounced week-long visit, an experienced surveyor conducted a thorough on-site review of the quality and safety of our care, as well as doing an assessment of our adherence to rigorous national standards. The outcome of the on-site survey is a validation of the caliber of our work. This is the fifth time Montgomery Hospice has renewed its accreditation. We know that patients and families count on our willingness to continually improve and enhance our quality of care. We are proud to be an organization that is deeply committed to its mission.

Preparing for the Future

We have spent almost 30 years delivering quality patient care and building a reputation as the most dependable community-based hospice in the area. As we look to the future, we realize that the number of people in need of our services will continue to rise, as will the cost of providing good medical care. Our Board of Directors' response to this challenge has been to embark on a three-year fundraising campaign to raise eight million dollars. These funds are essential to set a solid foundation that will support providing Montgomery County residents with some of the best care in the United States. Our long-time volunteer and board member, Lora Drezner, is leading the Gentle the Journey Campaign, and another 60 committed campaign volunteers are working to meet the eight million dollar goal. This team has already been effective; in the first year alone, campaign volunteers (supported by staff) have raised 3.4 million dollars in gifts and pledges. Major donors and members of the community at large are responding to our call. Montgomery Hospice board members, our employees and our other (non-fundraising) volunteers are also actively participating in this effort. We are determined to meet the needs of an aging generation of baby-boomers who are caring for their parents and for themselves, but we cannot do this alone. We need our community to come together to support and share the message of the Campaign, and of our work.

Ann Mitchell
President & CEO

Paul Nicholson, Chairman
Montgomery Hospice Board of Directors
VP/Chief Financial Officer
Washington Adventist Hospital



Montgomery Hospice Board of Directors as of December 31, 2010

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The Hon. Paul A. McGuckian
Ann Mitchell, President & CEO
José A. Quiros, M.D.
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Montgomery Hospice Foundation Board

Lora Drezner, Chairman
Sheila Boland, Vice Chairman
and Secretary
Alicia Jiménez, Treasurer
Melissa Greenhut
Karen Schaeffer

“HER
LIGHT
NEVER
FLICKERED.
HER
LOVE
NEVER
FALTERED.”

By Cokie Roberts and Steven V. Roberts
(September, 2010)
Photo Courtesy of Hilary Schwab



Steve's Mom, Dorothy Schanbam Roberts, died last week at 91. She was "a virtuous woman," in the true sense of that Biblical phrase. She had a keen mind and a sharp eye. She poured all of her vast energy and insight into one simple task: making life better for her family.

"I was content to be an old-fashioned wife and mother," she told Steve for his memoir, *My Fathers' Houses*. "I was who I was and that was it."

Making a home was her life work. And she did it with true grit and grace.

Dorothy was a product, and in some ways a victim, of her time.

After graduating from high school in the middle of the Depression, she attended NYU for several years, riding a bus into Manhattan from her childhood home in Bayonne, N.J. But when her father's building business faltered, there was only enough money to keep one child in school. Of course the boy, her brother Bernie, was the chosen one.

She was deeply disappointed, but she had already met Will Rogow (on her 17th birthday) and plotted her course. They lived one block apart but wrote letters to each other, and in one of them, she expresses what she expects out of their relationship.

"Most women are not very desirous of taking up the whip and taming the world," she admitted. "What they want is to make men aware of their potential ability to do so, though. (This must seem like treason in the ranks!) To express this idea in another way—they want to be sure of equal opportunity without the faintest notion of taking advantage of it."

She was a woman of passion and persistence, and when Will seemed to be getting cold feet she wrote: "Is it enough to say your utter fineness is something I'll always remember, that your complete honesty in what you think and do has made me an entirely different individual? If not—kiss me you punk, and find your own answers."

Mom was at her best in hard times. At his father's urging, Dad went to Nevada to make his fortune in the gambling industry, and she quickly saw the flaws in his plan. "We've got to stop being such god-damn fools," she bristled. "Even if you make hundreds during the summer—what are your chances of making nickels and dimes during the winter. And the winter will come."

Winter did come, but she got them through it with her candor and courage. "Perhaps, as you think, your father is an empire-builder," she told Dad sternly. "But if I want any empires, I build them myself, the way I want them."

And so she did. It was a small empire—a house, a business, a family—but it was all hers. "The one thing that still remains with me, contradictory though it may seem, is the hope that someday I'll find love," she wrote to Dad during their courtship. "Childish and idealistic? Well, maybe—but that's important to me. That's my happy ending."

They were married for 57 years before Dad died in 1997, and five years ago Mom moved to Washington. Cokie's mother Lindy, now 94, moved here as well, and we often joked that we had 185 years worth of mother in town. Add our daughter and her three children, and on many Sundays there were four generations sitting around our kitchen table.

What a gift she gave us. What a good life she lived.



Montgomery Hospice extends our sincere condolences to the family of Mrs. Dorothy Roberts. We were privileged to have had the chance to meet her. We thank Steve and Cokie Roberts for their support of our work.

Ann Mitchell President & CEO



Ann Mitchell has been President and CEO of Montgomery Hospice since 1998; she started her tenure by overseeing the opening of Casey House. Ms. Mitchell was born in Johannesburg, South Africa to American parents. She also has lived in Caracas, Venezuela; Havana, Cuba; Panama City, Panama; Sao Paulo, Brazil; Rio de Janeiro, Brazil; and Manila, Philippines. Ms. Mitchell has a bachelor of arts degree from *Smith College* with a major in economics and a master of public health degree from *Yale University* with a concentration in hospital administration. She started her career working for *Chase Manhattan Bank*, and then turned to hospice management, leading hospices in South Carolina and Massachusetts before coming to Montgomery Hospice. Ms. Mitchell was the principal investigator of a research study on the economics of hospice, published in the *Journal of American Medicine* in 1994. Ms. Mitchell is the Vice President of the *Hospice and Palliative Care Network of Maryland* Board of Directors, Chairman and President of *The Hospice Alliance* Board of Directors, a Board Director for the *Maplewood Park Place Retirement Services Corporation* and a Board Director for the *Alumnae Association of Smith College*.

“I have found no one more dedicated to hospice than Ann Mitchell.”

-Congressman Chris Van Hollen (2009)

“ I have been in the hospice field for over 25 years because of the holistic and medical nature of the work that both honors and cares for people and their families.

”

Geoffrey Coleman M.D.

Medical Director

Dr. Geoffrey Coleman attended the *Georgia Institute of Technology* (earning an undergraduate degree in Mechanical Engineering) and *Temple University School of Medicine* in Philadelphia. His first residency training was in emergency medicine, an experience that persuaded him to pursue a career that allowed more hands-on patient contact. He decided to switch to family medicine and earned his board certification in this specialty.

Dr. Coleman spent his first year of practice in Kenya and Sierra Leone, Africa. On his return to the United States he provided medical care for nine years on the Menominee Indian Reservation in Wisconsin. Moving east to be near family, he established a community health center practice in Montross, Virginia, providing primary and preventive healthcare, with regular house calls to patients. He continued his passion for direct patient care, and for home visits, when he moved into hospice work. Dr. Coleman is certified in Hospice and Palliative Care Medicine.

“For me, hospice care is a privilege. Being able to connect with patients on a spiritual and physical level is a daily blessing.”



Monica Escalante

CFO/Vice President of Community Education and Outreach



Monica Escalante grew up in La Paz, Bolivia and has been living in the United States for 12 years. She loves to travel and has been to England, Germany, Spain, China, Cuba, Guatemala, Peru, Chile, Brazil, Argentina and Japan. Ms. Escalante speaks Spanish (her native language) and English, and has studied German. Ms. Escalante earned a master of science in marketing degree from *Johns Hopkins University*, a master of public policy and management degree from *Catholic University* and *Harvard University* in La Paz, and a bachelor of science degree in business administration from *Universidad Mayor de San Andrés* (also in La Paz). She was a member of the 2008-2009 Leadership Montgomery Program and serves on several local boards, including the board of the *Primary Care Coalition of Montgomery County*.

“I admire and have utmost respect for hospice workers; they are great teachers and role models. There is non-stop learning in the hospice environment.”

Ann Morgan-Jones

Vice President Hospice at Home Nursing



“ Hospice care supports both patient and family needs; I have been a witness to this firsthand. In my current professional position, I have the privilege of supporting patients indirectly by supporting our wonderful staff. As a leader of the nursing and volunteer departments, I feel that empowerment of the staff is critical to them as individuals and to the care they provide to the patient. ”

Ann Morgan-Jones was born in China to missionary parents and spent her formative years in South East Asia. She is a graduate of *Central Islip State Hospital School of Nursing* in New York, and has also studied at *St. Thomas Aquinas College* in Michigan, *Bob Jones University* in South Carolina and the *University of Michigan*. She belongs to many professional organizations including the *Virginia Nurses Association*, the *Hospice and Palliative Nurses Association*, the *Oncology Nurses Association* and the *National Hospice and Palliative Care Organization*. In her free time, she works teaching men and women who come from all over the world to become personal care assistants or certified nurse aides.

Theresa Johnson

Vice President of Inpatient Clinical Services, Casey House



“ Every person that works at Casey House combines professionalism, hard work and compassion. We work together as a team and support each other. I am grateful for the amazingly talented people that make up the Casey House staff. ”

After graduating from nursing school, Theresa Johnson spent many years caring for oncology patients in such places as *Kimball Medical Center* in Lakewood, NJ and *CentraState Medical Center* in Freehold, NJ. She also worked caring for hospice patients in their homes. She gained healthcare administrative experience both in a hospital setting and while working for a health insurance company. In her role as Vice President of Casey House, she draws on both her patient care and administrative experience. Ms. Johnson is a Certified Hospice and Palliative Nurse. She belongs to the *American Holistic Nurses Association*, the *Association of Nurses in Aids Care*, the *American Society for Pain Management Nursing* and the *Hospice and Palliative Nurses Association*.

Janet Cauffiel

Vice President of Human Resources

"It has been a pleasure and honor to be associated with Montgomery Hospice. I am very proud of the part I've played in the growth of the organization. It's like watching your children grow up to be happy and successful. I want to help Montgomery Hospice continue to provide the same outstanding care to the community in the future."



Janet Cauffiel has 33 years of experience in Human Resources in the healthcare environment. Her bachelor of arts degree is from *Gettysburg College*, where she earned a degree in Political Science. Ms. Cauffiel served on the Board of Directors for *Center for Adoption Support & Education* for 10 years. Reflecting on her 16 years at Montgomery Hospice, Ms. Cauffiel says "I continue to do hospice work because it makes such a difference to so many patients and families, and because of the wonderful people who do the work. Both of my parents were Montgomery Hospice patients, and I will always be grateful for the wonderful care they received. That experience also gave me a fresh perspective and desire to keep doing this work."

“

Working for Montgomery Hospice is one of the most fulfilling and humbling positions I have ever held. To call or visit with a family who has been touched by Montgomery Hospice is so deeply inspiring because they can never say enough about the compassionate care that our staff provided to help 'gentle the journey' for their loved one.

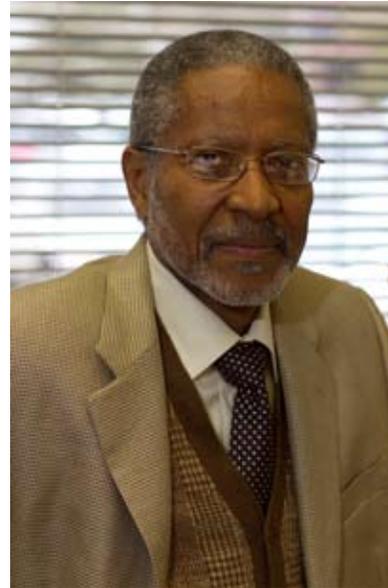
”



Jane DiGirolamo

Vice President of Development

Jane DiGirolamo started her professional career in marketing and public relations, but has concentrated on fundraising for the last 18 years. Previous positions include serving as Assistant Vice President for University Advancement for *Stevenson University*, Director of Development for the *Adventist Rehabilitation Hospital of Maryland* and Director of Advancement for *Saint James School*. She holds a master's degree in communications and journalism from *Shippensburg University* and a bachelor of arts degree in psychology and Spanish from *Susquehanna University*. She is a board member of the *Western Maryland Chapter of the Association of Fundraising Professionals* and a member of the *Mid-Atlantic Cabinet for the Association of Healthcare Philanthropy*.

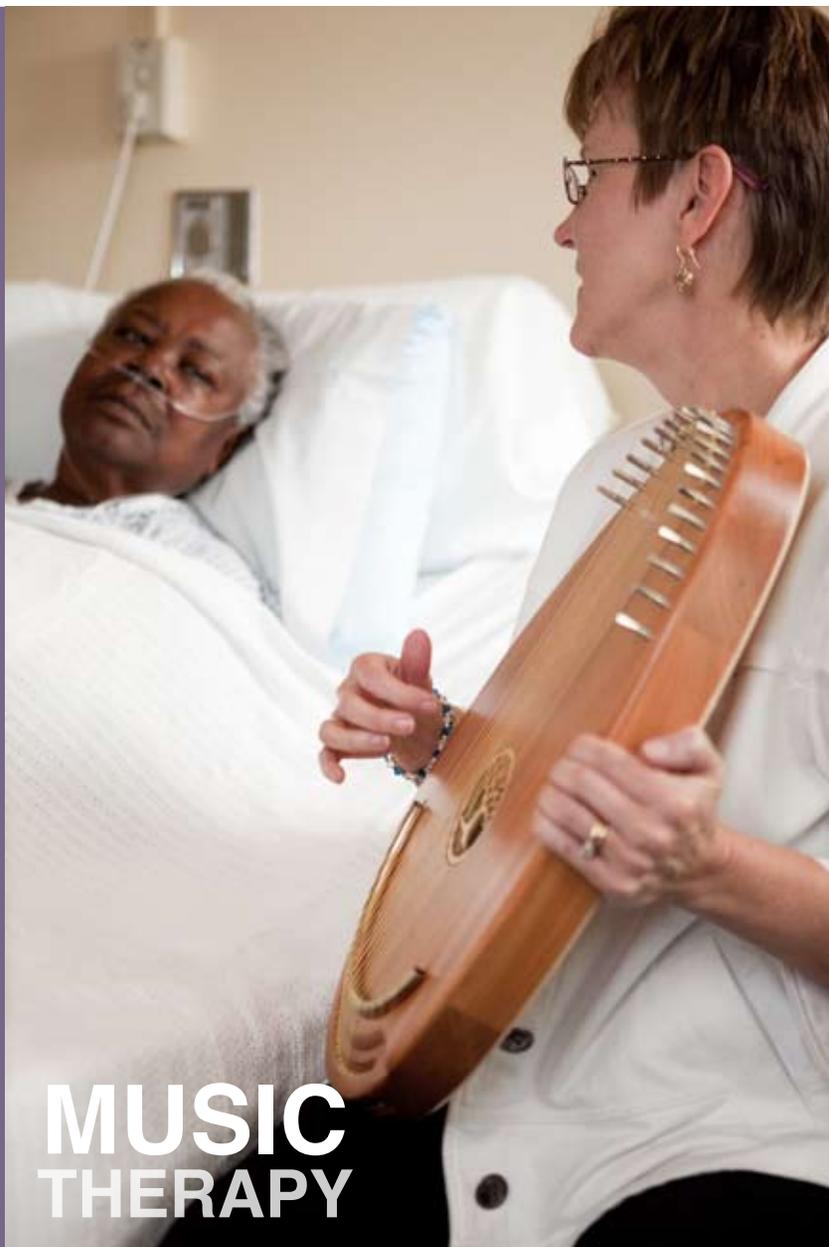


Robert Washington

Vice President of Counseling Services

Dr. Robert Washington, a licensed clinical psychologist and an ordained minister, has held several executive positions in mental health administration including Commissioner of *Mental Health Services* for the District of Columbia and Executive Director for the *Community Mental Health Council* (Chicago) and *William Wendt Center for Loss and Healing* (DC). Dr. Washington is an expert in grief, grief counseling and end-of-life issues, and is in much demand as a speaker on these topics. Dr. Washington has a Masters in Divinity from *Howard University* and a Ph.D. in Clinical Psychology & Public Practice from *Harvard University*. Currently, Dr. Washington serves on the Board of Directors of the *Hospice Foundation of America*.

“While counseling hospice patients and their families, I find myself at the nexus of two primary interests—psychology and spirituality and am forced to think more deeply about meaning (in life and relationships).”



MUSIC THERAPY



TOUCH THERAPY

In 2010, we continued our commitment to community education by sharing our end-of-life and bereavement expertise with both professionals and families. We educated more than 5,400 people and distributed information to an additional 4,670 people at community events. An educational publication containing basic hospice information, as well as educational articles about grief and advance care planning, was distributed to 270,000 county households as an insert in *The Gazette* newspaper.

We continued our efforts to provide state-of-the-art care to patients and families. With the help of a grant from the **Healthcare Initiative Foundation**, we created an end-of-life dementia program. Senior members of the Montgomery Hospice staff combined specialized dementia training with their own end-of-life expertise into training for all Montgomery Hospice clinicians, as well as other professionals in the community, including staff members of nursing homes.

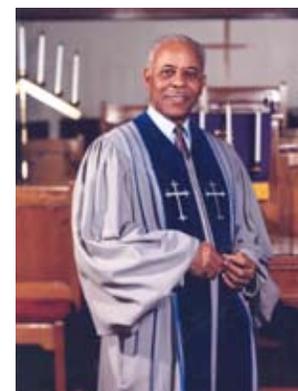
We also provided education and support for family members of patients suffering with Alzheimer's disease. Montgomery Hospice had the privilege of providing hospice care for twice as many patients with dementia in 2010 (as in 2009).

Montgomery Hospice expanded the Complementary Therapies program in 2010. "Complementary Therapies" are techniques that can be used along with conventional medical care to provide comfort to patients. These techniques help ease pain and anxiety, and help patients relax. Montgomery Hospice's Complementary Therapies program focuses on touch, music and aroma. Since 2007, all Montgomery Hospice volunteers have been trained to provide Lavender Oil hand massage to patients and caregivers. We expanded this part of the program with the hiring of a licensed massage therapist who does hands-on care and coordinates a volunteer touch therapy program. Licensed professional massage therapists visit patients in homes, facilities and at Casey House. These therapists are trained in Comfort Touch®, a type of massage designed for patients who are elderly or very ill. Montgomery Hospice also has "Music by the Bedside" (using recorded music and an instrument called a Reverie Harp) and is exploring the use of aromatherapy.



Partners in Ministry

"We are happy to have had the privilege of working in a cooperative relationship with Montgomery Hospice for many years. Hospice staff have conducted workshops for us and helped us deal with the many spiritual, emotional, and grieving needs of our church family and community. They have provided training and support through workshops, and have provided professional grief counseling and support for the members of Mount Calvary and community. We are very proud to assist Montgomery Hospice in conveying information regarding the quality professional service it renders to the residents of Montgomery County, Maryland. "



Sincerely,

Leon Grant, Pastor
Mount Calvary Baptist Church
Rockville, MD



Summary of 2010 Operations

REVENUE & SUPPORT

| | |
|-------------------------------|--------------|
| Net Patient Services Revenue | \$17,038,400 |
| Fundraising | \$3,403,800 |
| Other Revenue- <i>*Note 1</i> | \$408,100 |

TOTAL REVENUE & SUPPORT **\$20,850,300**

OPERATING EXPENSES

| | |
|---|--------------|
| Hospice at Home & Casey House Patients & Community Services- <i>**Note 2</i> | \$13,483,400 |
| Fundraising | \$517,200 |
| Administrative | \$2,551,000 |

TOTAL OPERATING EXPENSES **\$16,551,600**

**Note 1*—Other Revenue includes realized and unrealized gains of \$305,600 from investments in stocks and mutual funds.

***Note 2*—Expenses include charity and other community benefits.



As the treasurer of the Montgomery Hospice Board of Directors, I am pleased to present the financial statements for 2010. Throughout the year, Montgomery Hospice has continued to 'gentle the journey' for an increasing number of community members. The generous support we receive from donors allows us to provide highly-skilled, compassionate care and education to our patients, their families, and our community regardless of their financial means. Montgomery Hospice's ongoing commitment to a fiscally responsible use of funds will allow us to continue our work into the future. ””

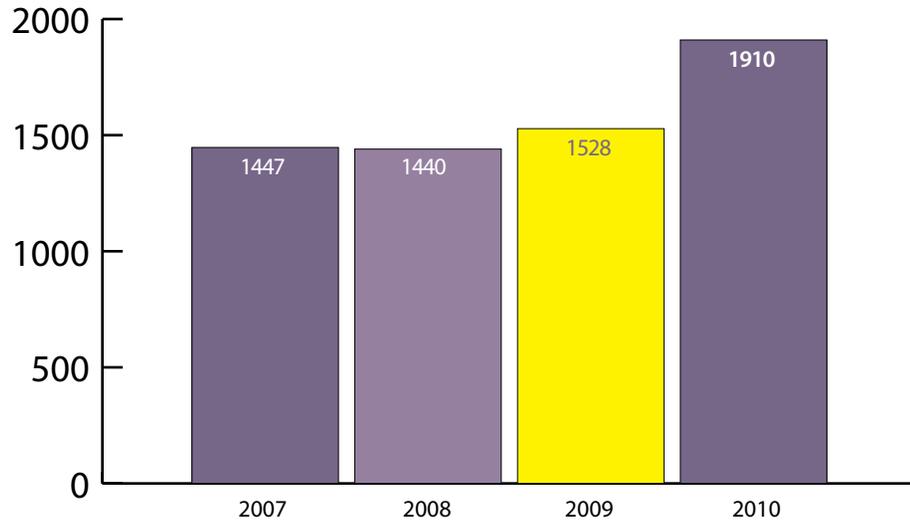
Ronald Wolfsheimer
Senior Vice President
Chief Financial and Administrative Officer
Calvert Group, Ltd.

Montgomery HOSPICE

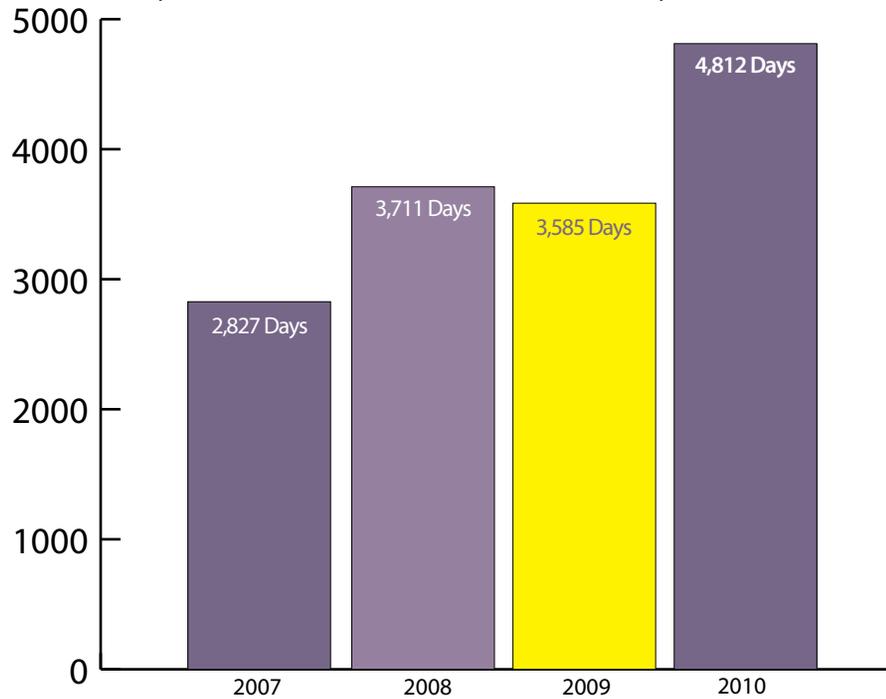
Vital Statistics:

- **FOUNDED: 1982**
- **CURRENT EMPLOYEES: 200**
- **HEADQUARTERS: Rockville, MD**
- **TOTAL PATIENTS SERVED: 1,910**
(25% more than 2009)
- **TOTAL PATIENTS SERVED AT CASEY HOUSE: 568**
(38% more than 2009)
- **TOTAL NUMBER OF PEOPLE RECEIVING GRIEF SUPPORT: 7,964**
(40% more than 2009)

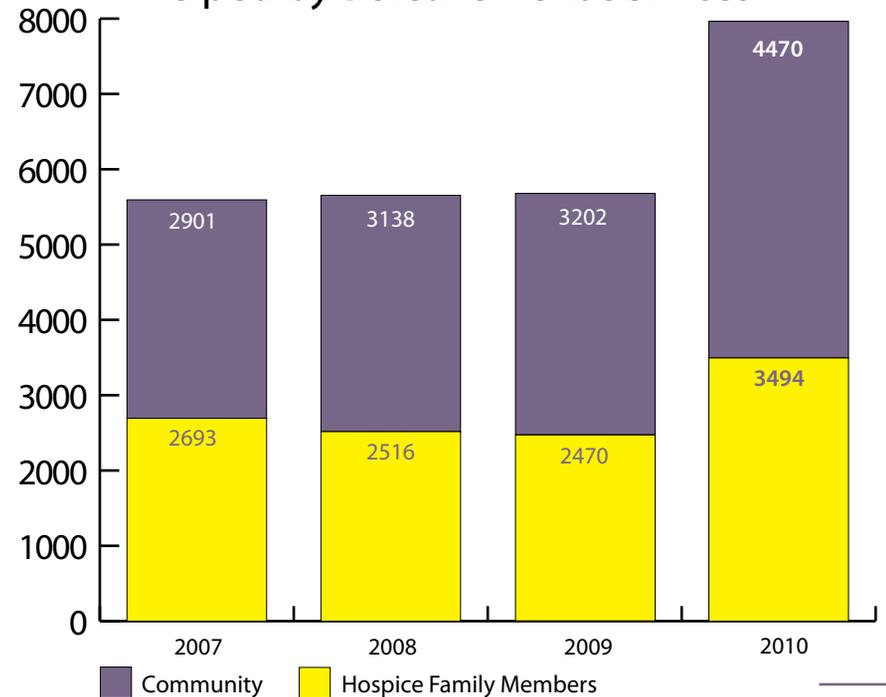
History of Patients Served

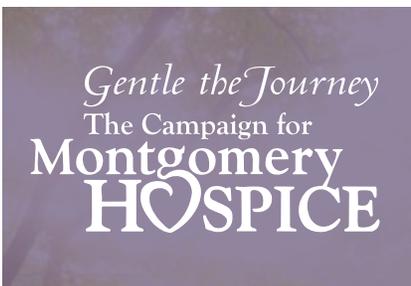


Days of Care Provided at Casey House



Community and Family Members Helped by Bereavement Services





Following a feasibility study in January 2010, the Montgomery Hospice Board of Directors voted to begin planning for a three-year, \$8 million campaign with two major goals – 1) to create a \$4 million endowment to support nursing services at Casey House, and 2) to provide \$4 million of operating support for Montgomery Hospice for programs and services not covered by insurance reimbursement. This includes our professional bereavement care services for all county residents, complementary therapies for patients with life-limiting illnesses, community education programs for adults and teens, and assistance with end-of-life planning from our nurse liaisons and social workers.



In March, **Lora Drezner, MSN, FNP**, a Montgomery Hospice patient care volunteer, agreed to serve in the important role of chairperson of "***Gentle the Journey: the Campaign for Montgomery Hospice.***" Lora readily admitted, "I am not a fundraiser, but I believe so deeply in what Montgomery Hospice does for this community, so I couldn't say 'no.'" Lora immediately began to put together her campaign team and assisted them in recruiting a cadre of more than 60 volunteers to help in this effort. With her steady leadership, unbridled enthusiasm and tenacious spirit, the Campaign was officially launched on September 16, 2010, with the (corporate partner supported) publication of a special educational insert in *The Gazette* newspapers.



Two \$1 million grants were received in 2010. The **Eugene B. Casey Foundation** offered a \$1 million challenge grant with the offer to match any donation, \$1-for-\$1, up to \$1 million to create the Casey House Nursing Services Endowment. The **Healthcare Initiative Foundation** provided a \$1,062,000 grant, with the largest portion - \$1 million – to be used to support *Hospice at Home*, \$61,000 to help with technology upgrades and infrastructure, and \$1,000 to purchase two reverie harps for the complementary therapies program.



Three Signature gifts (gifts of \$50,000 and above) were also received in 2010. Dr. Lyle E. Gramley made a generous donation to create the ***Evelyn L. Wachtel Gramley Endowed Fund for Casey House Nursing Services*** in memory of his late wife. Jeffrey and Lora Drezner made a leadership gift commitment to the Campaign to honor the professionals and volunteers who cared for Lora's father at the end of his life. Richard Pettit and the Pettit Family Charitable Foundation made a generous pledge to the Campaign and an additional three-year commitment to the Corporate Partnership program.

By December 31, 2010, \$3.4 million had been raised toward the \$8 million goal. We are deeply grateful to our donors who continue to extend their financial support to help us "*Gentle the journey*" for our neighbors in Montgomery County. Your *investment* in Montgomery Hospice is truly making a difference for those we are privileged to serve.

We would also like to acknowledge the support of the Weinfeld family for hosting the annual

SPECIAL THANKS TO OUR SIGNATURE GIFT DONORS

Eugene B. Casey Foundation
Dr. Jeffrey and Mrs. Lora Drezner
Dr. Lyle E. Gramley
Healthcare Initiative Foundation
Pettit Family Charitable Foundation

2010 Corporate Partners

Diamond

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Adventist HealthCare
Pettit Family Charitable Foundation

Silver

Abramson Family Foundation
Calvert Investments
Daimler
Family & Nursing Care
Joseph Gawler's Sons, Inc.
Right at Home

“A CELEBRATION OF LIFE”

Honoring the Life and Legacy of Walter A. Kirsch
Montgomery Hospice Gala March 12, 2010

Platinum Sponsors

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Councilmember Valerie Ervin
Marvin and Dede Lang
Ike and Catherine Leggett
Aris and Marianne Mardirossian
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Contributors

Chevy Chase Bank
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Bank of Georgetown
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Sami and Annie Totah
Carol Trawick

Social Hour

The Chevy Chase Land Company
Karen and Rick Schaeffer

Table Decorations

Sandy Spring Bank

Hospice Cup XXIX

September 25, 2010

Sponsors

Anonymous
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Adventist Health Care
Calvert Investments
Daimler
Family & Nursing Care
MedImmune
Pettit Family Charitable Foundation
Right at Home
Pulmonologists, P.C./Dr. Libuse
Heinz-Momcilovic

Donors

Jane and Tom DiGirolamo
Lora and Jeffrey Drezner
Gregory Gingery
Ann Mitchell and Thomas Carroll
Lyle Gramley
Dick and Sabra Ladd
Peggy McCaig



Julian Weinfeld Memorial Golf Tournament on June 28 to benefit Montgomery Hospice.

[Volunteers]

The value of the time and caring shared by our volunteers is immeasurable. We truly appreciate their gift of themselves.

We especially applaud the following volunteers who donated more than 80 hours in 2010:

Barbara Baskin
Bonnie Benedict
Elaine Berman
Phyllis Bloomberg
Ursula Boesch
Joanne Bowman
Dolores Bryla
Lily Butler
Heidi Chaney
Pat Clausen
Carole Clem
Margaret Cooper
Aminata Diallo
Ann Didden
William Dietrich
Gail Diggs
Peter DiGioia
Noreen Duguid
Helen Edwards
Marvin Fell
Susan Foord
Margie Ford
Nancy Fragoyannis
Jenny Geiger
Juline Glaz
George Gleason
Catalina Gomez
Chris Haskins
Margaret Hays
Lillian Hearl
Karen Hughes

Diane Jackson
Richard Jubert
Angela Khan-Thomas
Kay Lee
Alena Lizonova
Michele Magnani
Edgar Marburg
Sandra Martinez
Nancy McEntee
Shirley McGinn
Betty Ann McGuire
Peter McManus
Rebecca Nation
Virginia Nitkiewicz
Valerie Pabst
Carolyn Patterson
Joyce Radowich
Louise Ritz
Janet Roby
Jacqui Rose
Sujata Roy
Beth Schaffer
Josephine Shepard
Bridget Smith
Billie Stephenson
Lurethia Sykes
Bonnie Tarone
Anne Toohey
Martha Vayhinger
Joe Walshe
John Zeglin

In 2010, Montgomery Hospice volunteers donated more than 17,000 hours and drove more than 64,800 miles.



The number of Montgomery Hospice volunteer hours donated in 2010 was 36 percent more than in 2009.



Over 250 volunteers donated their time and talents to Montgomery Hospice and our patients and families in 2010.



“

Montgomery Hospice made a very difficult time in my life bearable. Your support and help during this past year has greatly helped with my healing. Thank you again for not only me and my family, but for the families in the future that your organization will provide help to.

”

Montgomery HOSPICE

1355 Piccard Drive Suite 100
Rockville MD 20850
(301) 921-4400
www.montgomeryhospice.org

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