



Hospice at Home

Casey House

Bereavement Care

Montgomery
HOSPICE

Annual Report 2015

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.

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As of December 31, 2015

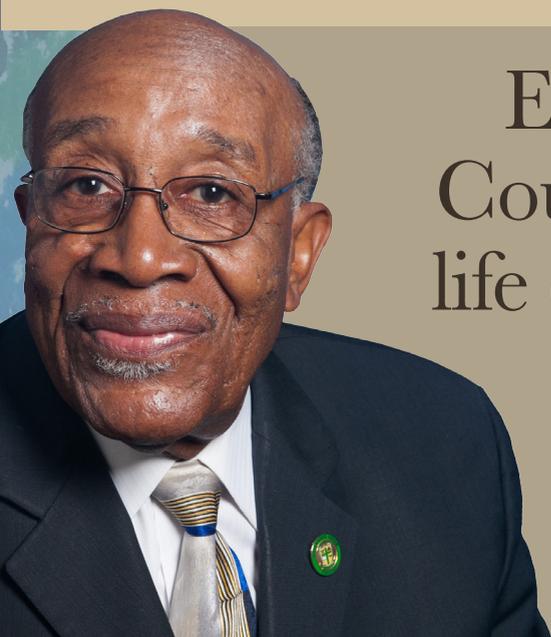
www.montgomeryhospice.org

As chairman of the Montgomery Hospice Board of Directors, I am often asked

“Why we do this work?”

The fundamental and foundational response to this question is the fact that everyone in Montgomery County who is at the end of life deserves the professional, compassionate care that we provide.

Each member of the Board believes this and is committed to the mission of Montgomery Hospice. We have seen firsthand the difference Montgomery Hospice makes for patients and for their surviving family members. We all appreciate the importance and value of Montgomery Hospice’s grief and loss support and education. We applaud the competent and compassionate staff and the many volunteers who are dedicated to doing this challenging work every day. The board is truly grateful to our corporate partners in the public and private sector who support our efforts. We ourselves are called to support this work by contributing our time, sharing our talents, and also by making a monetary donation to the organization. We encourage everyone in the community to join us by making a financial contribution to Montgomery Hospice. Together we will continue to “gentle the journey through serious illness and loss.”



Everyone in Montgomery County who is at the end of life deserves the professional, compassionate care that we provide.

Sterling King, Jr., Dr.P.H.
Chairman

All of you in our community have many choices about which organizations to support.

As president and CEO, I do not take for granted your decision to support Montgomery Hospice. We value each donation. We appreciate those of you who used your gift as a way to say 'thank you' for the care we provided to a specific patient. We are honored when you contribute to Montgomery Hospice as a memorial to a loved one. We are thankful for your investment in our organization. Your support shows that you value what Montgomery Hospice does for the community. You believe people should have excellent end-of-life care, and you want that care not only for your friends and family, but also for those in our community who don't have insurance. You have neighbors who have suffered losses and you recognize how important bereavement care is. You understand Montgomery Hospice's commitment to keeping Casey House available for patients with acute needs (even though it operates at a loss). And your heart breaks at the thought of a dying child, and you want that child and family to have the best care possible.

We are grateful for the trust you put in us to do this important work and we humbly ask for your continued support.

Ann Mitchell, M.P.H.
President & CEO



Montgomery Hospice Vital Statistics 2015

Founded 1981, Headquarters Rockville, MD

Number of Patients **2,257**

Number of Patients
at Casey House **575**

Days of Charity Care **2,149**

Number of people
receiving grief support **5,843**

High School
students educated **3,335**

Number of
Active Volunteers **300**

Number of Employees **257**

CLINICAL STAFF:

Physicians **6**

Nurse Practitioners **5**

Nurses (RN) **104**

Nurses (LPN) **8**

Certified Nursing Assistants **39**

Spiritual Counselors **13**

Social Workers **19**

Bereavement Counselors **8**

Complementary Therapists **5**

What did Montgomery Hospice accomplish in 2015?

Hospice at Home

Montgomery Hospice helps people live out their lives in dignity and comfort in their own homes.

We support quality of life at the end of life by caring for people wherever they live. In 2015, we provided hospice services to more than **1,900** patients in their homes, while also supporting their families.

Complementary Therapies

In addition to conventional medical care, Montgomery Hospice uses holistic therapies and services for comfort and symptom relief, customized for each patient.

We offer lavender oil hand massage, “music by the bedside,” certified pet visits, Reiki and aromatherapy. In 2015, we again increased the number of patients receiving Comfort Touch® and palliative massage, and created a Threshold Choir (a group of singers who bring comfort to those who are nearing the end of their lives).

Casey House

At Casey House, our standalone acute care inpatient facility, we manage patients’ symptoms, allowing families to spend time together, to share and create memories.

In 2015, we took care of **575** patients—and their families—in this comfortable, home-like facility.

Center for Learning

We are committed to sharing our clinical expertise and end-of-life experience.

In 2015, The Center for Learning educated more than **1,200** professionals, and **1,700** people in the general community. We also provided information to **1,990** people at community health fairs.

Bereavement

Our professional bereavement staff helps patients’ grieving family members through phone calls, mailings, workshops and support groups.

Grief support is also provided free to the community. In 2015, we helped **4,333** hospice family members and **1,510** community members. We made more than **16,000** phone calls and visits, ran **60** grief workshops and groups, and provided grief education to more than **3,300** high school students.

Montgomery Kids

The Montgomery Kids team provides compassionate, professional care for children who have a life-limiting illness.

In 2015, Montgomery Hospice cared for **15** pediatric patients, and supported their family members and friends.

Why do we donate to Montgomery Hospice?

Caren Glassman, M.D.



Like most residents of Montgomery County, my husband, Barry, and I wear many hats. As a primary care pediatrician, I guide families along the road of childhood and help them through the twists and turns that an illness might present to them and their children. We work together to solve issues of development, behavior and illness.

Barry is a financial advisor and assists people in thinking about their future and planning for their financial health. He guides them through the ups and downs that inevitably happen in the lifecycle of a financial portfolio. He helps people thoughtfully plan for the best knowing that unpredictable events happen in the world.

For both of us, it is heartbreaking to work with a client or patient who is struck by an unexpected catastrophe. Frequently, we can make the situation better and solve the problem; sometimes circumstances are out of our control. These people with whom we work so closely and who think of us as trusted advisors, turn to us in their times of need for caring, compassion and guidance.

Five years ago, a child in my primary care practice had a life-limiting cardiac abnormality and had “lived” four months in the hospital. His family desperately wanted to take him home. Unfortunately, pediatric hospice did not exist in our county at that time, so the best we could do was send him home under the supervision of an adult hospice while I consulted on the pediatric nuances. After that experience, I felt obligated to get additional training so that I could walk the entire journey with my patients, even if a child was going to die. I could no longer just hope for the best; I wanted to be prepared to provide good care even when the situation turned down an unwanted path.

Caren and Barry Glassman

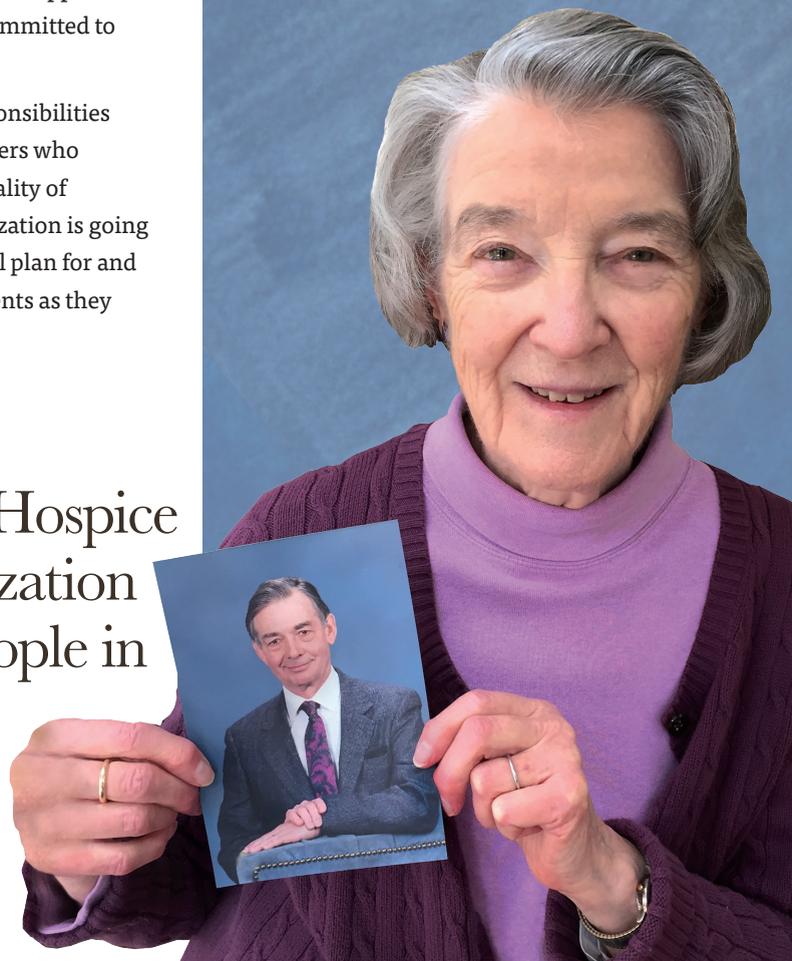
I have been working with Montgomery Kids for just over four years now. My role is to assist the team in anticipating pain and discomfort, and in planning to gentle the journey for the entire family. Together we guide families through the zigzags of life-limiting illnesses and the inevitable outcome of the passing of a child. While we can't change that outcome, we can allow families to make the most of their time together, to create memories and share many moments of love.

After experiencing such joy (yes, I said joy) in helping families so desperate for guidance, knowledge and caring, Barry and I decided to increase our commitment to Montgomery Hospice by becoming donors and by fundraising on behalf of the organization. We dedicated all the funds raised at our 2015 "Chef Night" event to Montgomery Kids. We support Montgomery Hospice because, like us, the organization is committed to helping people in need as their lives change directions.

We live in a beautiful community. We all have roles and responsibilities as professionals, citizens and friends. We are grateful for others who have made the commitment to contribute to the ongoing vitality of Montgomery Hospice. Like the families we serve, our organization is going to face challenges that we are not expecting. Together we will plan for and negotiate that winding road, and continue to walk with patients as they travel on their own individual end-of-life journey.

We support Montgomery Hospice because, like us, the organization is committed to helping people in need as their lives change directions.

It was as good as it could be.



Mrs. M

My husband was a Physics professor at the University of Maryland. He'd been at Maryland almost from the time he graduated from graduate school. He was always interested in the students, as opposed to some who wanted to focus on just the research. He had ALS for many years. He was able to spend his last days at Casey House. People were so good to him there. He was able to die in comfort. The medical people knew what they were doing. Casey House suited him very well. They were very nice to me as well. I would go there to visit every day. Friends would pop in; co-workers came to visit. It was a very nice place. It was as good as it could be.

Casey House is important to the community.

Every year, I am required to take out a minimum distribution from an IRA that was my husband's. I use that money as a memorial to him, and make a donation to Montgomery Hospice. I also regularly go to the Tree of Lights, usually taking along a friend. I have good memories from Casey House and from Montgomery Hospice.

Mrs. M donates in memory of her husband who died in 2001.

Dr. Yong Lee

Even though I'm in health care myself, I didn't know what hospice was. I just knew we needed help. We were paralyzed, unsure of what to do.

But we knew we wanted an organization that

- 1) *cared,*
- 2) *had our best interests at heart, and*
- 3) *had the skills and resources to make a meaningful plan occur.*

Montgomery Hospice provides very compassionate care with an emphasis on dignity for the patient; the patient's family is emotionally supported as well.

Each anniversary, and each birthday, I would give presents to my mom and to my dad. Now I think about what they would have liked and then make a donation to Montgomery Hospice.

Montgomery Hospice
serves the community
by providing
compassionate care
and allowing people
to live with dignity.

Montgomery Hospice cared for Dr. Lee's mother in 2006 and his father in 2014.



Ms. Sharon O'Hara

Montgomery
Hospice cares
for the family
as much
or more
as the patient.

Uncle Normie was the dearest guy in my life. He was a war veteran. His work as an electrician took him into several congressional offices. He enjoyed doing remodeling. He loved to write, and had two books published. He never met a dog that he didn't like.

He was also quite naughty, and a great prankster. He loved the ladies, although was married to my "Auntee Bernice" for a long time; she was a beautiful woman.

We would go visit him often, traveling from Washington state, including after he developed stomach cancer. He called it an ulcer because people of that generation did not say the "C word."

Uncle Normie loved Montgomery Hospice. He gave them credit for everything. He told me Montgomery Hospice was mowing his lawn and doing his dishes. I reminded him that they were providing medical care but let him believe they were doing all those other things, too.

Montgomery Hospice was always in communication with me. They weren't just taking care of him; it was me and my husband, too. I just felt like they weren't strangers. I felt like I was family. Montgomery Hospice cares for the living as much or more as the patient. They are there to be with us, help us with grief. They help the living because we have to go on.

I have the most affection for Montgomery Hospice, it is my favorite charity. I know they need donations, so I contribute regularly. But there is no way to ever repay what they did for us.

Ms. O'Hara's Uncle Normie died in October 2008.



It is an honor to be with people at this time in their lives.

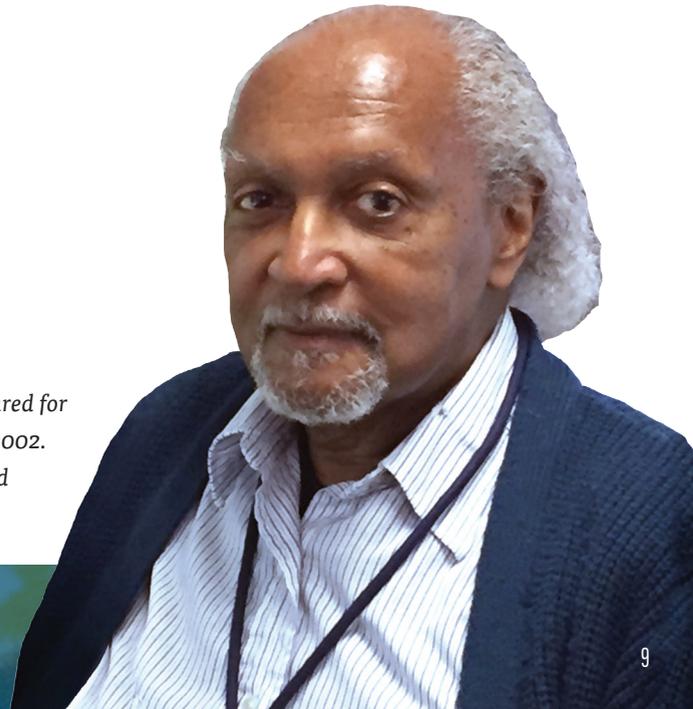
Dr. Everett Dutton

The Montgomery Hospice staff members who helped us in 2002 were so helpful. I decided to become a hospice volunteer in order to “give back.”

I've found that it is important to me to be able to provide comfort for people who are dying. Many of the patients that I have visited in nursing homes don't have family or friends coming by very often. They are often lonely. I try to develop relationships so they can see me as something analogous to a friend. I want them to see me as someone who cares about them. I try to get to know their personalities; their likes and dislikes; the things that make them comfortable and uncomfortable. I give them the best that I have during the time that I'm with them. At first it was difficult for me when it was quiet, but I've learned to be silent, to let the patient talk, or to just sit with no one talking and not be uncomfortable.

My experience is that the Montgomery Hospice staff members are very caring and very devoted to the organization's mission. The staff should be commended for the great job they do. They, like me, feel that it is an honor to be with people at this time in their lives.

Montgomery Hospice cared for Dr. Dutton's loved one in 2002. He has been donating and volunteering since 2003.



Volunteers are an invaluable part of the Montgomery Hospice team

In 2015, the 300 Montgomery Hospice volunteers donated more than 19,000 hours made more than 14,000 patient visits and drove more than 10,000 miles in order to help our patients.

Volunteers who donated 80 hours or more in 2015

Sarah Adams	Beth Gorski	Carolyn Patterson
Joan Alden	Sarah Hanson	Anneke Pleijsier
Cindy Arno	Stephanie Hoover	Niki Popow
Barbara Beadles	Meredith Horan	Judith Porzel
Arlene Belman	Maria Hübenette-Reinsch	Meigs Ranney
Nancy Birner	Karen Hughes	Louise Ritz
Joyce Botkin	Diana Jamieson	Deneice Robinson
Joanne Bowman	John Kalliel	Suzanne Robinson
Lily Butler	Nick Keller	Janet Roby
Lucie Campbell	Arlene Kiely	Beverly Rollins
Patrick Carlson	Mercedes Kline	Florencia Rossel
Domenica Carrese	Carolyn Knight	Joseph Rychlec
Elizabeth Cheng	Susan Kramer	Susan Schober
Carole Clem	Marge Lanthier	David Selby
Linda Corey	Maryland Lehmann	Cathy Shiers
Sondra Danoff	Jane Lewis	John Smallwood
Judy Davis	Maryjane Lubore	Marianne Smyth
Adrienne Dern	Mary Anne Marcot	Dorett Sutherland
Bill Dietrich	Nan Marks	Bonnie Tarone
Connie Dove	Lillian Mason	Susan Thomas
Doris Drees	Michael McCarthy	Shelagh Van Saanen
Patsy Fratanduono	Betty Ann McGuire	Joe Walshe
Jenny Geiger	Zoeann Millard	Katrin Weixel
Tricia Gill	Debbie Miller	Penny Winder
Juline Glaz	Judith Mroczka	Vicky Wood
Karen Goldstein	Valerie Pabst	Phoebe Wu
Katie Goldstein	Betty Parker	
Catalina Gomez		

Montgomery Hospice volunteers are carefully screened, attend an extensive three-day volunteer training, and participate in educational events throughout the year. Volunteers go to patient homes, to nursing homes and to Casey House. Montgomery Hospice patient care volunteers do a wide variety of things, including:

- visit patients in their homes
- read aloud
- provide lavender oil hand massages
- play the Reverie Harp
- converse with patients
- help families
- allow caregivers to take a break
- run errands
- assist with simple chores
- work on genealogy research
- help patients with letter writing
- create memory books
- visit patients with trained pet
- play an instrument
- offer companionship
- provide Comfort Touch®
- provide Reiki
- listen to patient's favorite music
- sing to patients
- sit quietly with a patient

We also have bereavement volunteers who work beside professional counselors to provide grief support; administrative volunteers who do office work; and outreach volunteers who offer community presentations and represent us at health fairs.

I am pleased to report Montgomery Hospice ended 2015 with a positive operating margin. Montgomery Hospice continues to maintain a strong financial position, enabling our organization to continue caring for our neighbors at the end of life. Donations from the community allow us to provide services that go above and beyond, including Casey House, grief support for families and the community, complementary therapies and the Montgomery Kids program. Your generosity also allows us to continue our charity care policy, a safety net for those uninsured and less fortunate, and to invest in our most valuable asset, the Montgomery Hospice staff and volunteers.



Debbie McGregor
 Treasurer, Montgomery Hospice Board of Directors
 Partner, Snyder Cohn, CPAs and Business Advisor

2015 Summary of Operations

Revenue & Support

Net Patient Services Revenue	22,248,199
Funds Raised	2,008,714
Other Revenue	31,906
Total Revenue & Support	24,288,819

Expenses

Salaries and Benefits	16,995,256
Pharmacy, Medical Equipment and other Patient- Related Services	2,629,993
Fundraising	612,218
Administrative and Facility Expenses	2,651,023
Total Operating Expenses	22,888,490
Change in Net Assets	1,400,329

2015 Statement of Financial Position

Current Assets	8,393,929
Investments	12,606,340
Fixed Assets and other non Current Assets	2,942,742
Total Assets	23,943,011
Current Liabilities	1,906,647
Non Current Liabilities	316,620
Net Assets	21,719,744
Total Liabilities and Net Asset	23,943,011

The Board of Directors is most grateful for the generous contributions of our donors who work with us to ensure that all in our community who are seriously ill or grieving are well-cared for.

The Magic of Caring Gala

On June 19, 2015, we celebrated the 23rd Montgomery Hospice Gala.

We are grateful for the leadership of our Gala co-chairs, Life Directors Suzanne Firstenberg and Catherine Leggett.

We honored and celebrated the long-time support of Mr. Richard Pettit and the Pettit Family Charitable Foundation.

We appreciate all who attended and contributed; the evening raised funds for the Montgomery Hospice Bereavement program.

Thank you to our Gala sponsors:

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1355 Piccard Drive | Suite 100, Rockville MD 20850

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