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.

Montgomery Hospice Board of Directors

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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
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*

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
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</thead>
<tbody>
<tr>
<td>Number of Patients</td>
<td>2,257</td>
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<tr>
<td>Number of Patients at Casey House</td>
<td>575</td>
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<tr>
<td>Days of Charity Care</td>
<td>2,149</td>
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<tr>
<td>Number of people receiving grief support</td>
<td>5,843</td>
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<tr>
<td>High School students educated</td>
<td>3,335</td>
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<tr>
<td>Number of Active Volunteers</td>
<td>300</td>
</tr>
<tr>
<td>Number of Employees</td>
<td>257</td>
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</table>

**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.

**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.

**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.

**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).

**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.

**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.
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 Glassman, M.D.
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.
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 as 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.
Montgomery Hospice cares for the family as much or more as the patient.

Ms. Sharon O’Hara

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

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.

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.

Debbie McGregor
Treasurer, Montgomery Hospice Board of Directors
Partner, Snyder Cohn, CPAs and Business Advisor
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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Phyllis Davenport
The Kane Company
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Elma and Dov Levy
Barry and Wendy Meil
Joe and Cindy Mesmer/Payroll Network
German Paraud
Steve and Cokie Roberts
Jeffrey Slavin
Carol Trawick

**Table Decorations**
Nauticon Imaging Systems

**Parking**
Young & Company, LLC
Gentling the journey through serious illness and loss.

Artwork: Amanda Mahmood   Editorial: Susan Burket | Design: Paul Jutton