

Montgomery HOSPICE

Annual Report 2008

Hospice at Home • Casey House • Bereavement Care

Hospice Means Hope.

HOPE that my life's work will continue.

HOPE that the causes that I feel strongly about will go forward.

HOPE that I leave behind something of value.

HOPE that I can live my final days and weeks in peace and with dignity.

HOPE that there will be reconciliation within my family.

HOPE that I can laugh, cry and share memories with my family and friends.

HOPE that I can say to my loved ones all the things that need to be said.

HOPE that my family will be cared for and supported.

HOPE that my family and friends will feel my love for them forever.

Above and Beyond...



*Ann Mitchell
President & CEO*



*Arnold J. Kohn, Chairman
Board of Directors*

For the past 27 years, Montgomery Hospice has been committed to meeting the end-of-life needs of Montgomery County's diverse community. We could not have come this far without the philanthropic support of our donors. It enables us to provide quality medical care and a wide range of other services to patients, their families and our community. During 2008, in addition to providing exceptional end-of life care, we contributed to our community in other ways including:

Care planning support for local hospitals

Our hospital liaisons support local hospital staff by easing a patient's transition from an acute hospitalization to Casey House or home. The liaisons assess patient needs, explain what to expect during this process and provide supportive counseling. In 2008, Montgomery Hospice staff members made a total of 2,261 care planning visits that accounted for more than 3,400 hours, an increase of 26% over 2007. The services our hospital liaisons provide are not reimbursed by Medicare or commercial insurers, yet are essential to enable patients and families to make wise decisions about follow-up care.

Grief education and support for healthcare providers and the community

Recruitment and retention of staff is one of the most challenging issues in the healthcare industry. One effective strategy for improving morale and increasing retention is to address emotional issues before they adversely affect the workplace. In 2008, we offered 88 workshops for professionals working with aging adults, for healthcare providers working in nursing homes and hospitals and for other community organizations dealing with grief issues. In addition, we offered 24 bereavement support groups for family members and the community. Our counselors made a total of 14,362 phone calls and personal counseling visits. Bereavement services are offered to our community at no charge.

Comfort care provided by volunteers

Montgomery Hospice has the largest hospice volunteer program in this area. We have a strong corps of more than 200 well-trained and highly-qualified volunteers whose primary mission is to allow caregivers time off for rest and to reenergize. In 2008 our volunteers donated more than 10,000 hours and gave respite care to more than 300 caregivers. Our volunteers provided stimulation, caring companionship and hundreds of lavender oil hand massages to an additional 200 patients residing in nursing homes, group homes and other facilities.

In 2008 we provided end-of-life care to 1,440 patients and their families, including 377 patients at Casey House. In 2009 our services for Montgomery County healthcare providers and the community-at-large will be even more important due to the economic downturn, rising costs, and the growing number of families in need. We need your continued support to help us provide a safety net of comprehensive care for our patients, their families and our community. We hope that you will share the Montgomery Hospice story with your family, friends and co-workers.

Thank you for your generous contributions to Montgomery Hospice.

Ann Mitchell
President & CEO

Arnold J. Kohn, Chairman
Board of Directors

*“It was 1944.
I was 22 years old.*

*And I was a combat
fighter pilot in World
War II.*

*So this is my story.
It is being told so the
children and
grandchildren of those
who were involved in
this mortal storm can
have a better
understanding of what
our world of war was
really like.*

*It has been a traumatic
experience for me to go
back through all this.”*



Mr. Aanenson's awards included:

- The Purple Heart
- The Distinguished Flying Cross
- The Air Medal with nine oak leaf clusters
- Commander of the French Legion of Honor

Quentin Aanenson, a Patient's Story

At the request of his family, more than 40 years after the end of World War II, Mr. Quentin Aanenson wrote essays describing, and a documentary about, his experiences as a fighter pilot. After retiring from a long and successful business career, he revisited the days of flying a P-47 Thunderbolt. The documentary that he created in 1994, *A Fighter Pilot's Story*, ended up being broadcast on 300 Public Broadcasting Service stations and seen by an estimated 30 million people. His compelling story was included by filmmaker Ken Burns in the acclaimed 2007 PBS documentary series *"The War."*

Mr. Aanenson's son, Jerry Aanenson, described the impact of the story: "My father was a hero to millions... famous for helping millions of people to understand the effects of World War II on their loved ones. [People kept] thanking him because now they understood why their dads, husbands, brothers, uncles were like they were after they came back from the war."

Quentin Aanenson's thoughts:
"It's hard to understand why the guy next to you was blown apart and why you're able to go on to have a wonderful life. There's a sense of responsibility we assume, or should assume. I tried to make a contribution, to my family, to the business world, to live with high ethical standards ... not to waste this life, to do something that counts in a positive way ... I tried to live with purpose."

Jerry Aanenson feels that his father achieved his goal to make a valuable contribution to family. In describing the games they played, a shared love of watching the Washington Redskins and the joy of visiting the West Virginia mountains, he concludes, "My dad accomplished much in his life, but the love for family, the love we all have for each other, is my Dad and Mom's greatest accomplishment."

Mr. Quentin Aanenson passed away on December 28 under Montgomery Hospice care. His legacy lives on in the love shared by the people he left behind: his wife of 63 years, Jacqueline Aanenson; his three children; his brother and sister; and his nine grandchildren. In February, Mr. Aanenson was laid to rest in Arlington National Cemetery with full honors and an Air Force flyover of four A-10 Thunderbolt II jets.

Mr. Aanenson's family's decision to have memorial contributions sent to Montgomery Hospice has provided another legacy – one of hope to many others who need hospice care. The many contributions received in his memory are a powerful testament that Mr. Aanenson was well-respected and well-loved by many people across the country. These contributions will allow Montgomery Hospice to continue to support many others in the community, while honoring Mr. Aanenson's memory and his life well-lived in service to country, community and family.

Dear Montgomery Hospice members,

Thank you so much for your help and compassion during our family's time of need. Quentin was very appreciative and wanted to provide your outstanding organization with this deserving contribution.

Sincerely,

Mrs. Aanenson

Hospice Advocate

Angela Briefs lived her life in a “purposeful way.”

After barely surviving Nazi Germany by escaping from a labor camp near the end of the war, she felt strongly that she should contribute to her community. Moving to the United States, she earned a PhD in virology and worked professionally doing cancer research at the National Institutes of Health. In 1984, while raising three young children, she became a patient care volunteer for the “Montgomery Hospice Society,” a fledgling organization housed in donated space in the basement of St. John’s Episcopal Church.

Moved by the patients and their caregivers, she immersed herself in the work, later expanding her hours to forty-plus hours per week. As she became more deeply involved with the organization, she was elected to the Board of Directors and eventually rose to become the chairperson. Through her leadership and passion for Montgomery Hospice, she encouraged others to join the Board. She continued her commitment to hospice by working in the international hospice community, becoming involved in organizations such as the International Hospice Institute (which is now the International Association for Hospice and Palliative Care).

Angela’s daughter, Andrea Ferris, described her mother: “She was good at spotting a need and trying to help. A problem solver. Unfortunately her illness was one of the problems she couldn’t solve.” Diagnosed with ovarian cancer at age 71, Angela continued to work for Montgomery Hospice during her illness.

Recognizing the need for an in-patient facility, she worked tirelessly on logistics and fundraising for Casey House. Fortunately, she was able to attend the Casey House groundbreaking. Only after becoming a Montgomery Hospice patient herself did she submit her letter of resignation from the Board.

Angela’s commitment to hospice work is carried on by her daughter. While Andrea cared for her mother during her illness, she saw firsthand the benefits of hospice. “Montgomery Hospice took some of the burdens of caregiving off my shoulders and allowed me time to just be her daughter again.” Now she is a hospice advocate, using her undergraduate nursing degree and Master’s in Health Administration degree in her hospice and palliative care work in Michigan.

Angela had the foresight and generous spirit to arrange to support Montgomery Hospice after her death, making a provision in her will and setting up a charitable trust with her husband, Dr. Godfrey Briefs. Her daughter says, “The donations were an expression of her appreciation for having had the opportunity to work with the people at Montgomery Hospice. The real gift was to my mother. She really loved Montgomery Hospice. She knew the contribution would be put to good use to help others in need of hospice care and support.”

“Montgomery Hospice was a very special place in the lives of my parents. My mother would, no doubt, say that it was a privilege to be a part of the development of such a fine organization and that it was ‘fun’ (the actual word for her experience).”

—Andrea Ferris (Angela’s daughter)



“Angela brought to Montgomery Hospice her gifts of keen intelligence and a generous heart. She was a long time, very active board member, and her energy, commitment and hopeful approach helped us through many ups and downs. Her experience as a volunteer at the bedside of those who were dying—and in supporting their families—nourished her passion for hospice. She was an inspiration to those of us who were privileged to work with her.”

—Patricia Kelley

Patricia Kelley is the former Clinical Director of Montgomery Hospice and coauthor of the acclaimed book "Final Gifts." She now works as a consultant on hospice and palliative care, grief and bereavement, HIV/AIDS and managing the stress of working with such issues.

Montgomery
HOSPICE

is proud to
honor such an
accomplished
colleague.”



“ I want to be
there **100 percent** for
whomever I am with,
working to provide comfort to
patients and families.”

A Staff Member...

After 25 years as a hospice nurse, Cheri Sanford can't imagine doing any other kind of work. She started "accidentally" in 1983, when the home health agency where she was employed landed a contract with a newly formed hospice program in Prince George's County, Maryland. This fortuitous accident turned out to be the perfect career fit for Cheri. While treating hospice patients in their homes, she never wore a watch. She did this deliberately in order to spend time with them without the feeling of being rushed. "I wanted to be there 100 percent for whomever I was with, working to provide comfort to patients and families."

Currently, Cheri works as the Admissions Coordinator for Montgomery Hospice. The admissions staff members are often the last people to go home at the end of the day, staying late to call patients and families that they haven't been able to reach during the day.

For this work in the admissions department, and in honor of her many years of hospice work, Cheri was awarded a "2008 You Make a Difference Award" from the Hospice & Palliative Care Network of Maryland. In her nomination letter, Ann Mitchell, Montgomery Hospice President & CEO, stated: "Cheri is exceptionally gifted in her role for several reasons: her extraordinary memory for clinical and demographic data about patients; her excellent knowledge of hospice; her calm, steady demeanor on the phone and in the office; and her superior knowledge of the computerized medical record system. Cheri is amazingly adept at facilitating and juggling many people and data points in

order to admit a patient and family carefully and expeditiously."

When asked recently to describe the hopes of Montgomery Hospice staff for patients, Cheri replied "You hope that you can help the family to be in a place where they are more comfortable with the dying process. As a clinician, you hope to make it peaceful. You hope that you can prepare them well, both patient and family."

Expressing her hopes for herself, Cheri said that she simply wishes to continue doing what she is doing: "It is a privilege to do hospice work. I wouldn't want to do anything else."



Award winner Cheri Sanford (middle) with Montgomery Hospice coworkers.

Community Education & Support

Montgomery Hospice at Fairs and Festivals

- Asbury Methodist Village End of Life Expo
- Asbury Methodist Village Health and Wellness Fair
- City Place Health & Fitness Expo
- Hospice Network of Maryland Annual Conference
- Interfaith Works Caregivers Conference
- Leisure World Health Fair
- Montgomery County African American Health Fair
- Montgomery General Hospital Family Festival
- Rockville Hometown Holidays
- NBC4 Health Fair
- Takoma Park Folk Festival



Montgomery Hospice in the news

- Montgomery County Municipal Cable Channel 16 television show in Spanish (Que Pasa)
- Montgomery County Public Schools television show in Spanish (10 Minutos)
- Montgomery County Public Schools television (Take Ten)
- NBC4 Morning Person(s): Sharon Cline and Blanche Ventura
- News Channel 8's NewsTalk: Dr. Robert Washington hospice discussion with Bruce DePuyt
- TV Viewers Channel 21 Revista Spanish

Montgomery Hospice provides professional education

- Bereavement Conference: "Lessons of Loss: Grief and the Quest for Meaning" with Robert A. Neimeyer, Ph.D.
- Social Work Conference: "End of Life Ethics and Spiritual Values" with Montgomery Hospice Chaplain Rabbi Gary Fink, D. Min., D.D.



Professional education and workshops were also provided to other community organizations, including:

Advantage Assisted Living
 Asbury Methodist Village
 Bedford Court Assisted Living
 Bethesda Chamber of Commerce
 Bethesda United Church of Christ
 Black Ministers' Conference of Montgomery County
 Center for Continuous Education of Montgomery County
 CHI Centers, Inc.
 Churchill High School
 Churchill Senior Living
 Emory Grove United Methodist Church
 Gaithersburg Interfaith Alliance
 Gaithersburg UpCounty Senior Center
 Holiday Park Senior Center
 Hospice Network of Maryland
 Johns Hopkins University (Master of Social Work students)
 Leisure World Medical Center
 Leukemia and Lymphoma Society of the Capital Area
 Linkages to Learning
 Magruder High School
 Maplewood Park Place Retirement Community
 Montgomery County Coalition for the Homeless
 Montgomery County Coalition on End-of-Life Care
 Montgomery General Hospital (Cancer Survivors)
 Mt. Calvary Baptist Church

National Active and Retired Federal Employees Association
 National Institutes of Health Advanced Oncology Program
 Oakdale Emory United Methodist Church
 Potomac Rotary Club
 Robert A. Pumphrey Funeral Homes
 Riderwood Retirement Community
 Rockville Presbyterian Church
 Rockville Senior Center
 The Rotary Club of North Bethesda
 Seneca Community Church
 Shady Grove Adventist Hospital chaplains
 Shady Grove Adventist Hospital Oncology
 Sibley Hospital Oncology
 Sunrise Senior Living
 Team Clinical Care
 U.S. Department of Agriculture
 Victoria House Assisted Living
 Visiting Angels Living Assistance Services
 Walt Whitman High School
 Walter Johnson High School
 Washington Adventist Church
 Washington Adventist Hospital
 Weichert Realtors
 The Wellness Community (Greater Washington DC)
 Winston Churchill High School

Montgomery
 HOSPICE

Community Fundraising & Support

“A Celebration of Life”

2008 Annual Hospice Gala

Benefactors

Chevy Chase Bank
The Chevy Chase Land Company
Harris, Kluttz & Krechting Group of Oppenheimer & Co., Inc.
Linowes and Blocher, LLP
Shady Grove Adventist Hospital and Washington Adventist Hospital

Contributors

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Jim and Carol Trawick Foundation

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Robert and Dee Metz

Entertainment Sponsor

Janet and Paul Nolan

Social Hour Sponsor

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Hospice Cup XXVII

Sponsors

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Dr. Lyle E. Gramley
Margaret “Peggy” McCaig
Maria Teresa Meyer
Ann Mitchell and Thomas Carroll
Pettit Family Charitable Foundation

The Derby Duck Race and Festival

MEDIA Partners

Comcast
The Gazette Newspapers

DIAMOND Duck

Eugene I. Kane Foundation, Inc.

GOLD Ducks

Daimler
Pettit Family Charitable Foundation

In 2008, many individuals, families, corporations and foundations provided leadership contributions to ensure our success.



We could not be more grateful.

SILVER Ducks

Abramson Family Foundation
The Columbia Bank
Family & Nursing Care
Gingery Development Group
Sandy Spring Bank
Karen and Rick Schaeffer

BRONZE Ducks

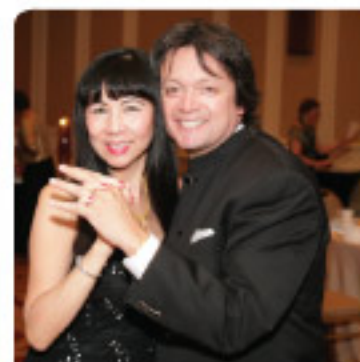
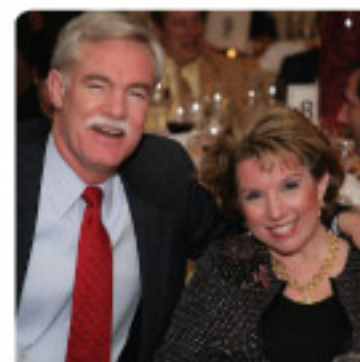
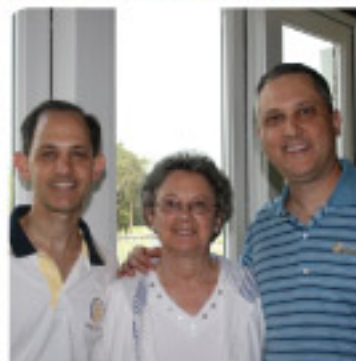
The Donohoe Companies
Montgomery General Hospital
Janet and Paul Nolan
Southwest Airlines

Ducklings

John and Cathie Chaplin
Fitzgerald Auto Malls
Drs. Cecil B. Harris and Delores M. Harris
Arnold and Carolyn Kohn
Robert and Dee Metz
The McKinney Family
Ann Mitchell and Thomas Carroll
Moyer & Sons Moving and Storage
NIH Federal Credit Union
Pel-Bern Electric, Inc.
Roberts Home Medical, Inc.
Sundecks by T&A Contracting, Inc.

Other Fundraising Events

- The Gregorio & Boland Memorial Golf Tournament
- The Julian Weinfeld Memorial Golf Tournament
- Tree of Lights at Brookside Gardens in Wheaton
- Theater Night at the Olney Theatre Center with reception sponsored by Sandy Spring Bank
- The Whitt Family Walk 4 Hospice
- The Hillandale Tree of Lights

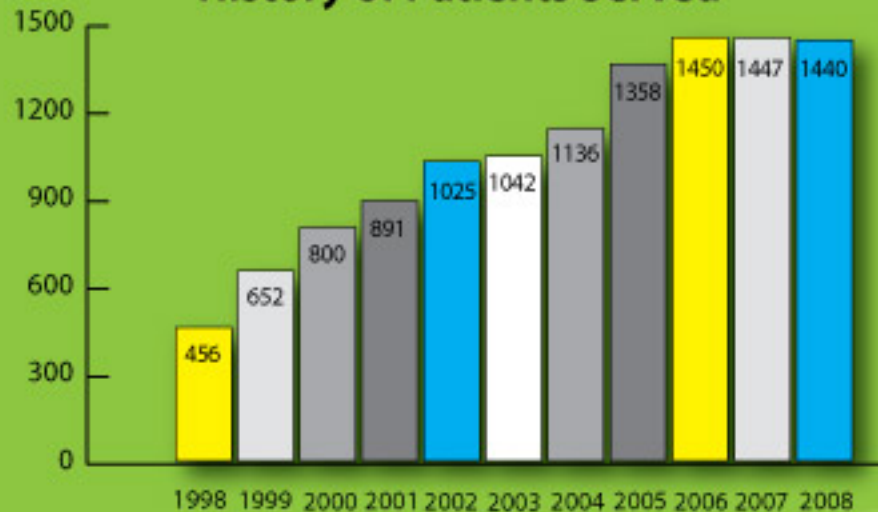




“The caring, professionalism and kindness of the **Montgomery Hospice** staff will never be forgotten...”

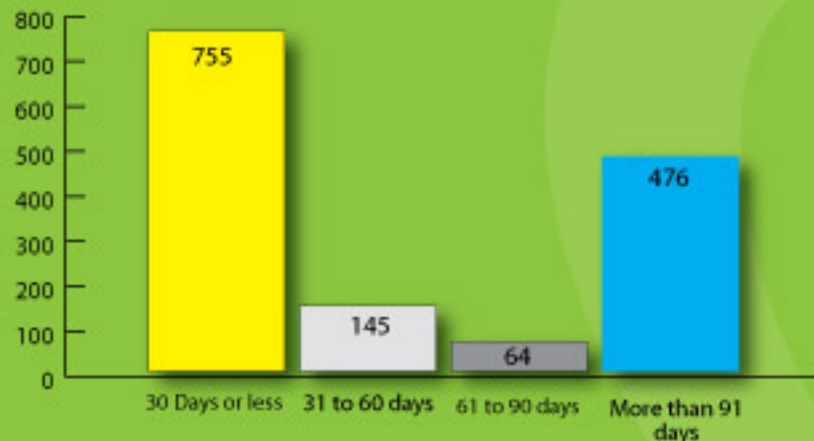
The Lives We Have Touched

History of Patients Served

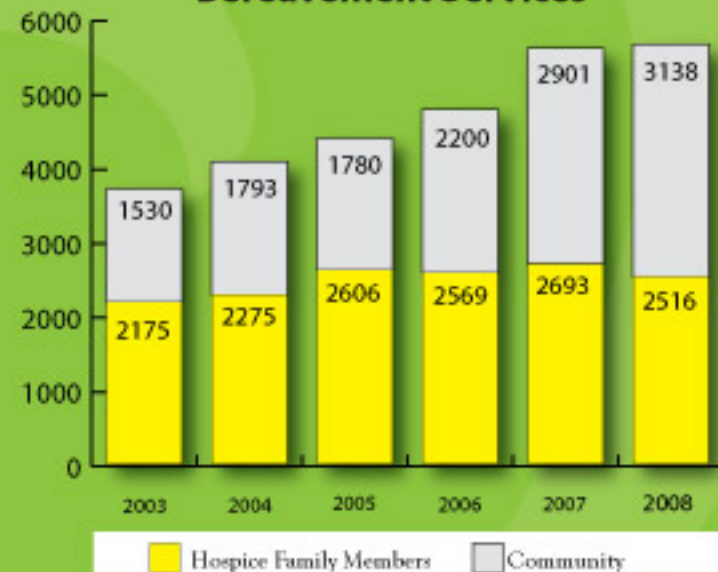


“ On behalf of my entire family, **we thank all of you** for your **dedicated service** to Grandma. You gave respite and comfort to us, and we'll never forget your labors of **love.**”

Number of Patients by Length of Stay



Number of Patients we Helped with Bereavement Services





Paul Nicholson is Vice President and Chief Financial Officer of Washington Adventist Hospital.

I am pleased to present Montgomery Hospice's 2008 financial results. Montgomery Hospice continues to practice good stewardship not only with its financial resources but also with staff, volunteers and in relationships with other healthcare providers.

The number of patients we serve has more than tripled in the last decade, as has the total number of days of care provided. This means that Montgomery Hospice is caring for more people for longer periods of time.

We are grateful for your generous support. Your help to make it possible for us to fulfill our mission to provide compassionate and skilled care to our community.

Paul S. Nicholson
*Treasurer
Montgomery Hospice Board of Directors*

Montgomery HOSPICE

Summary of 2008 Operations

REVENUE & SUPPORT	
Net Patient Services Revenue	\$10,629,000
Fundraising	\$1,328,300
Other Revenue/(Loss)-*Note 1	(\$656,200)
TOTAL REVENUE & SUPPORT	\$11,301,100

OPERATING EXPENSES	
Hospice at Home & Casey House Patients & Community Services-**Note 2	\$8,885,100
Fundraising	\$384,100
Administrative	\$2,085,100
TOTAL OPERATING EXPENSES	\$11,354,300

**Note 1—Other Revenue/(Loss) includes realized and unrealized losses of \$(769,300) from investments in stocks and mutual funds.*

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



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