



Montgomery HOSPICE

2009 ANNUAL REPORT

Hospice at Home • Casey House • Bereavement Care

In 2009, Montgomery Hospice cared for

1,528

patients and their families,

provided grief education and support to

5,672

Montgomery County residents,

educated more than

3,600

community members,

and distributed information to an additional

3,600

at community events.

At Montgomery Hospice we are constantly looking at ways to cultivate a culture of compassion and on-going professionalism.

We spend a significant amount of time and resources screening potential employees because we want to hire the best possible candidates.

We invest important resources in employee education, an investment crucial to retaining competent staff. In 2009 we took our professional education capabilities to a different level by making our staff available to share their expertise with clinicians in our community who are providing end-of-life care. We offered 35 professional workshops in nursing homes and assisted living facilities. Along with formal presentations for hospital personnel, we made more than 1,500 care planning visits with patients in hospitals, helping hospital staff and families make decisions about follow-up care. We are proud that both our medical and non-medical employees are extraordinarily gifted individuals on a mission to "gentle the journey" for families in Montgomery County.

In 2009, we celebrated the 10th anniversary of Casey House, the only facility solely devoted to the care of hospice patients in Montgomery County. We celebrated the original staff, community volunteers and donors who together worked to turn the dream of Casey House into a reality. Their work allowed Casey House to become a blessed and safe place for more than 3,800 patients and their families and loved ones. We also acknowledged all those who continue to financially support the Casey House mission; we could not do what we do without them.

Our community needs the compassionate, professional care provided by the dedicated staff of Montgomery Hospice. And Montgomery Hospice continues to need the help of the community to spread the word about our services and to provide financial support. Your contributions enable us to continue to care for those who cannot afford it, to educate both professional and general audiences, and to help patients living with a life limiting illness.

We can't thank you enough for your support.



Paul Nicholson, Chairman
Board of Directors



Ann Mitchell
President & CEO



Montgomery Hospice Board of Directors

as of December 31, 2009

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** Dual service Montgomery Hospice
Board, Montgomery Hospice
Foundation*

Beryl's story:

The love story of Stanley and Annette Lowenthal began at a party in New York when both were just 16 years old.

Annette allowed Stanley to drive her home, despite having come to the party with another boy. When she arrived, she told her mother, "I am going to marry him one day." Her prediction came true five years later. A year later, their lives changed when Pearl Harbor was attacked and Stanley enlisted in the Navy. Their marriage almost ended prematurely; Annette received a telegram from a rabbi chaplain that read: "Come immediately; your husband is dying." Stanley's bout with hepatitis was nearly fatal due to a severe allergic reaction to sulfur.

After the war, the story of their marriage continued with children, Stanley's career in the family electric wholesale and retail supply business, and volunteer involvement in their close-knit New Jersey community. Annette's difficult and frightening encounter with breast cancer while she was in her 40s added to their desire to live life to the fullest. They balanced work with travel, visiting several Caribbean islands, London and Paris, Greece and Israel. In 1988 Stanley and Annette moved to Leisure World. They became active at Temple Shalom and volunteered at Montgomery General Hospital and Holiday Park Senior Center. They also joined B'nai B'rith, and enjoyed subscriptions to Olney Theater and Arena Stage.

Stanley and Annette's daughter, Beryl Feinberg, fondly remembers her parents' lives together and their dedication to each other, and tearfully recalls both the joys and the difficulties of their last years.

"Casey House is about **dignity, compassion, caring and respect** for the patient as well as family and friends."





A fall in 2005 while celebrating their 65th anniversary on a cruise was the start of health problems for her mother, eventually leading to several hospital stays and time spent in skilled nursing facilities. As her health worsened and she articulated her extreme fatigue and desire for the pain to stop, Beryl knew that they would all benefit from the medical expertise and the emotional and practical support of the staff of Montgomery Hospice. Beryl credits Montgomery Hospice for helping her family achieve their goals for her mother: to be in her own home, with no pain and no anxiety. Beryl remembers her mother's last day, a Thursday in June of 2006, as being a beautiful day, filled with conversations and memories.

After her mother's death, it became clear to Beryl that her father was not well. He was devastated over the loss of his wife of 65 years, but he began to suffer other losses as well. As his Alzheimer's progressed, he lost the ability to drive, began to forget parts of speech, and eventually forgot even to eat. Moving to an assisted living facility helped, as did Beryl's frequent visits. He suffered a fall leaving her home in April after a joyous celebration at the Passover Seder resulting in an inoperable brain hemorrhage. Understanding that her dad's time was limited, and determined that his remaining days or weeks should be without arm and leg restraints in an intensive care unit and weary from constant battles over the administration of pain and anxiety medicines, Beryl again called on Montgomery Hospice for help.

"Casey House gave Dad the sanctuary he needed. Casey House gave me the opportunity to keep a promise to my mother to watch over my dad, to keep him safe, and to preserve his dignity. Everyone respectfully cared for Dad and also supported me. It was a wonderful experience."

Beryl is grateful to Montgomery Hospice for easing her caretaker tasks and allowing her to return to simply being the daughter. She was able to fully participate in the bittersweet ending chapters of her parents' lives. Beryl has become an advocate for Montgomery Hospice, working to educate others about the difference that hospice care made for her parents. She publicly thanked the staff of Montgomery Hospice at the Casey House tenth anniversary celebration on August 15, 2009. She is serving on the Gala auction committee, wanting to do what she can to ensure other families are able to take advantage of the compassionate, professional services provided by Montgomery Hospice.

“ I want to personally thank the staff at Casey House, as well as those providing home hospice care for the beautiful memories you have afforded me as I lost both parents. This is a gift I shall carry with me forever. ”

-Beryl Feinberg



Karen Rush

"Being at
Montgomery Hospice
was a real **blessing**
for me."

Karen Rush

*"Everyone who works here—their hearts are in it.
For them, it is not just a job, it is a vocation."*

Standing in front of Casey House, Karen Rush described the current and past staff and reminisced about their work 10 years ago starting the first inpatient hospice house in Montgomery County. Her emphasis on her co-workers, her pride in their work and their professional development, clearly reflected her leadership style. She described the joy of watching her staff's professional skills grow as well as watching them grow in their relationships with patients and families.

Karen moved to Maryland from Fort Worth, Texas, in August of 1999 in order to become the first director of Casey House. She arrived with years of hospice experience, previously working at Community Hospice of Texas where she started and managed their inpatient facility. She also brought a strong academic background, holding both nursing and social work degrees.

Catherine Leggett, Montgomery Hospice Board Director, described Karen at the 10th anniversary celebration of the opening of Casey House: "She believed in the dream and made it into a reality. She was dedicated, and she trained and supported a dedicated staff."

This year, Karen received a "You Make a Difference Award" from the Hospice & Palliative Care Network of Maryland for being an outstanding hospice professional. Her work as director of Casey House was described with these words: "She taught the staff how to create an atmosphere where serenity and good medical care can be delivered side by side."

A few years ago, Karen switched positions to become part of the admissions team of Montgomery Hospice. Over the phone and in person, Karen listened and taught and helped families make difficult decisions. Karen supported patients needing end-of-life care. Her descriptions of Montgomery Hospice's services provided clarification for families and detailed answers to questions and concerns. She shared her expertise as well with doctors, discharge planners in hospitals and other medical professionals.



Montgomery Hospice congratulates Karen on her 43-year healthcare career and thanks her for her work serving patients and families, as well as nurturing, mentoring and leading her co-workers.

“Karen, we thank you for your service to this community and to this organization. It was because of you and your staff's hard, hard work that Casey House became a home where fears lie conquered and where courage and goodness abide.”

-Catherine Leggett

Community Education & Support

Professional education was provided to the following organizations:

Adventist HealthCare
Asbury Methodist Village
Bartholomew House
Bedford Court
Brooke Grove Foundation
CHI Centers, Inc.
Collingswood Nursing & Rehabilitation Center
Community professionals at the annual Montgomery Hospice Bereavement Conference
End-of-Life Nursing Education (ELNEC) Consortium Conference 2009
Friends House Retirement Community
Hebrew Home
Ingleside at King Farm
Leisure World
Manor Care Bethesda
Maplewood Park Place
Montgomery County Mental Health Association
Montgomery General Hospital
Montgomery Village Healthcare Center
National Lutheran Home and Village
Potomac Valley Nursing and Wellness Center
Riderwood Community
Roberts Home Medical
Rockville Nursing Home
Shady Grove Hospital
Sligo Creek Nursing & Rehabilitation Center
Dr. Frederick Smith Oncology and Internal Medicine
Suburban Hospital
Sunrise at Fox Hill



In addition, seminars and presentations were made to the following community groups:

The Arc of Montgomery County	New Beginnings
Bethesda Chevy Chase High School	Nueva Vida
Black Ministers' Conference of Montgomery County	Olney Lions Club
B'nai Shalom of Olney	Our Lady of Good Counsel High School
Chevy Chase Presbyterian Church	Potomac Presbyterian Church
Colesville United Methodist Church	Prince of Peace Lutheran Church
Col. Zadok Magruder High School	Pumphrey Funeral Home
Covenant Baptist Church	Richard Montgomery High School
Danzansky-Goldberg Memorial Chapel	Rotary of Silver Spring
Darnestown Presbyterian Church	Senior Connection
Greenridge Baptist Church	Senior Health Insurance Assistance Program
Hughes United Methodist Church	Sol Levinson Funeral Home
Holiday Park Senior Center	St. John the Baptist Catholic Church
The Leukemia and Lymphoma Society	St. Nicholas Catholic Church
Lutheran Church of Saint Andrew	St. Paul Catholic Church
Manor Woods Church of Christ	Thomas S. Wootton High School
Metro Bethesda Rotary Club	Threshold Mental Health Services
Montgomery County Coalition for the Homeless	U.S. Chemical Safety Board
Montgomery County HHS Center for Continuous Learning	Walter Johnson High School
Montgomery County Law Days at Holiday Park Senior Center	Winston Churchill High School
Mt. Jezreel Baptist Church	

Community Fundraising & Support

"A Celebration of Life" *21st Montgomery Hospice Gala* *March 20, 2009*

Benefactors

Abramson Family Foundation, Inc.
Chevy Chase Bank
Suzanne and Doug Firstenberg
Delia and Marvin Lang
Catherine and Ike Leggett
Pettit Family Charitable Foundation
Shady Grove Adventist Hospital
and Washington Adventist Hospital

Contributors

Catherine Harris Byrd
Family and Nursing Care
Linowes and Blocher, LLP
Janet and Paul Nolan
Robert A. Pumphrey Funeral Homes

Patrons

Sally and Steve Herman
Kaiser Permanente
Montgomery General Hospital
Otsuka America Pharmaceutical, Inc.
Sami and Annie Totah
Carol Trawick

Dessert Bar

The Chevy Chase Land Company
Sandy Spring Bank

Entertainment Sponsor

Calvert Group, Ltd.

Social Hour Sponsor

Warner Financial, Inc.

Hospice Cup XXVIII *September 26, 2009*

Sponsors and Donors

Associates in Radiation Medicine
Tom and Jane DiGirolamo
Digestive Disease Consultants
Suzanne Firstenberg
James Fox
Lyle E. Gramley
Atiya Gopalani, M.D.
Deborah Hall
Arnold J. Kohn
Joseph Kaplan, M.D.
Lawrence J. Markovitz, M.D.
Margaret "Peggy" McCaig
Ann Mitchell and Thomas Carroll

Motamedi & Associates, PC
Pulmonologists, P.C.
Charles & Cecilia Thompson Charitable Trust
Shady Grove Orthopaedic Associates, P.A.
Arthur F. Woodwood, Jr., M.D.

Derby Duck Race and Festival **October 4, 2009**

MEDIA Partners

97.1 WASH-FM
Comcast
The Gazette

GOLD Ducks

Kaiser Permanente
Pettit Family Charitable Foundation

SILVER Ducks

Family & Nursing Care
Sandy Spring Bank
Karen and Rick Schaeffer

BRONZE Ducks

Ann Mitchell and Thomas Carroll
Robert A. Pumphrey Funeral Home

DUCKLINGS

John and Cathie Chaplin
The Chevy Chase Land Company
Dawn Crafton Dance Connection
Tom and Jane DiGirolamo
Fitzgerald Auto Malls
Furey, Doolan & Abell, LLP
Arnold and Carolyn Kohn
Mike and Donna McKinney
Moyer & Sons Moving and Storage
NIH Federal Credit Union
Janet and Ron Wolfsheimer

Other Fundraising Events

Montgomery Hospice Annual Tree of Lights
The Julian Weinfeld Memorial Golf Tournament
The Whitt Family Walk 4 Hospice



Montgomery HOSPICE

Summary of 2009 Operations

REVENUE & SUPPORT

Net Patient Services Revenue	\$13,140,800
Fundraising	\$1,220,100
Other Revenue- ^{*Note 1}	\$447,600
TOTAL REVENUE & SUPPORT	\$14,808,500

OPERATING EXPENSES

Hospice at Home & Casey House Patients & Community Services- ^{**Note 2}	\$10,683,600
Fundraising	\$353,800
Administrative	\$2,220,500
TOTAL OPERATING EXPENSES	\$13,257,900

^{*Note 1}—Other Revenue includes realized and unrealized gains of \$435,800 from investments in stocks and mutual funds.

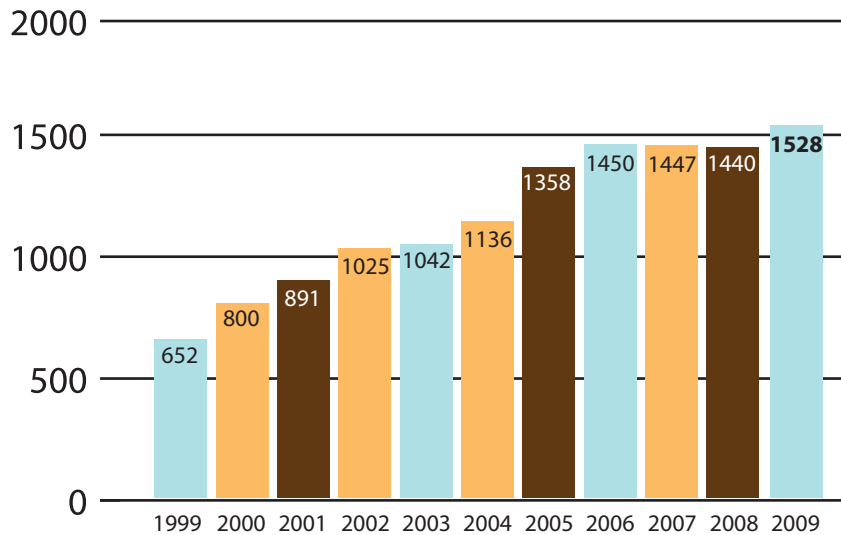
^{**Note 2}—Expenses include charity and other community benefits.

“It is indeed a privilege for me to serve as a Board member and the Treasurer of Montgomery Hospice. The deeply compassionate and highly-skilled care that the staff and volunteers provide to their patients and their families is truly a blessing to our community. We are grateful for your financial support, which helps to ensure that the Montgomery Hospice team stands ready “to gentle the journey”.”

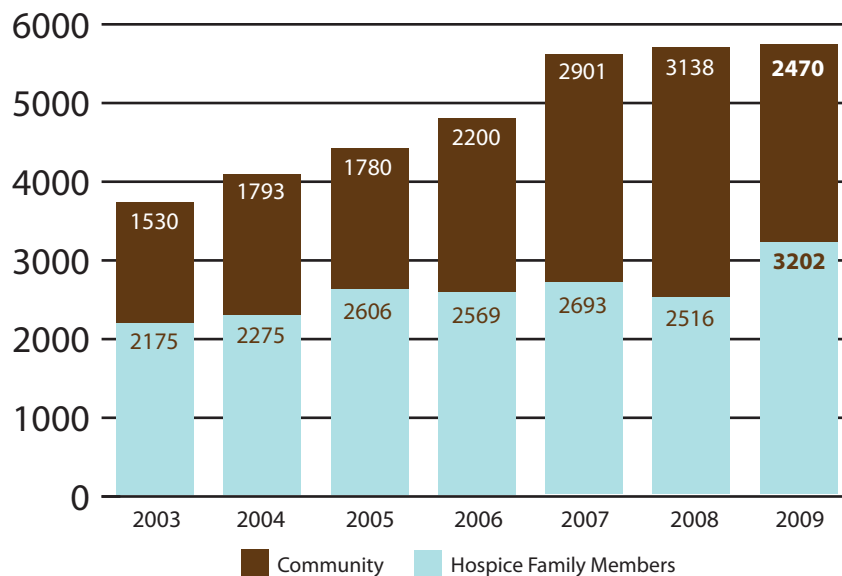
Ronald Wolfsheimer
Senior Vice President
Chief Financial and Administrative Officer
Calvert Group, Ltd.



History of Patients Served



Community and Family Members Helped by Bereavement Services



“We appreciate your never-ending patience and love you give to so many of our patients and their families who face hard decisions at the end of their lives.”

*Dr. John Melnick
Dr. Steven Dolinsky and Staff*



Montgomery HOSPICE

Depends on our Volunteers

We so appreciate these men and women who generously donate their time and their talents to help patients and families.

The following volunteers donated more than 80 hours in 2009:

Susan Barrett

Barbara Baskin

Bonnie Benedict

Joanne Bowman

Deborah Brown

Heidi Chaney

Carole Clem

Karen Depew

Barbara DiGioia

Peter DiGioia

Noreen Duguid

Helen Edwards

Marvin Fell

Nancy Fragoyannis

Jenny Geiger

Juline Glaz

George Gleason

Catalina Gomez

Diana Goroff

Margaret Hays

Marcia Joiner

Dick Jubert

Deborah Kaplan

Kay Lee

Mary Lindberg

Alena Lizonova

Basil Manns

Julia McBee

Betty Ann McGuire

Peter McManus

Virginia Nitkiewicz

Carolyn Patterson

Billie Stephenson

Frank Sullivan

Lurethia Sykes

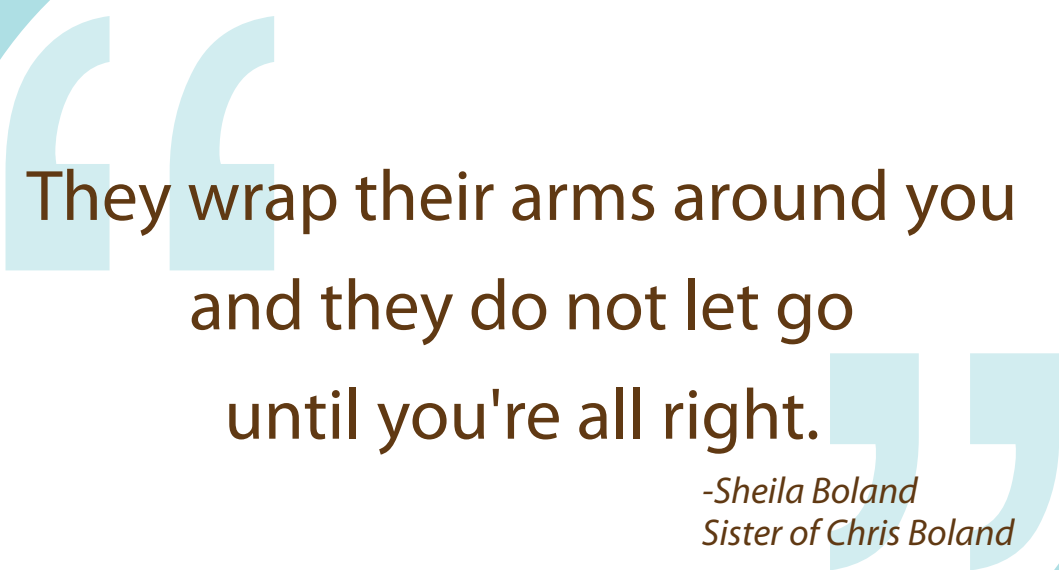
Martha Vayhinger

During 2009, volunteers donated more than 12,500 hours and drove more than 43,400 miles to get to patients' homes.



In 2009, volunteers donated more than 1,100 hours of administrative support to Casey House and almost 2,000 hours to the Montgomery Hospice main office.

In 2009, Montgomery Hospice volunteers provided more than 6,090 hours of direct patient care support in patients' homes and at Casey House.



They wrap their arms around you
and they do not let go
until you're all right.

*-Sheila Boland
Sister of Chris Boland*

Montgomery HOSPICE

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Rockville MD 20850

(301) 921-4400

www.montgomeryhospice.org

Non-profit
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Physicians
Nurse Practitioners
Nurses
Nursing Assistants
Bereavement Counselors
Social Workers
Chaplains
Volunteers



“

We provide professional medical care for Montgomery County residents who are living with a life limiting illness.”