



Montgomery HOSPICE

Hospice at Home
Casey House
Bereavement Care

Annual Report 2017

**Montgomery Hospice
Board of Directors**

Paul E. Alpuche, Jr., Esq., *Chairman*

Lya M. Karm, M.D., *Vice Chairman*

Elma M. Levy, *Secretary*

Debbie McGregor, *Treasurer*

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

Bradley H. Colton

Delegate Bonnie L. Cullison

Senator Brian J. Feldman, Esq.

Susan L. Glover

Janet S. Goldman

Suresh K. Gupta, M.D.

Diane K. Kuwamura, Esq.

Cynthia A. Mesmer

Ann Mitchell

Jean Oberstar

Cesar E. Palacios

German Paraud

Sheriff Darren M. Popkin

Steven V. Roberts

Ronald J. Rubin

Michael Zhuang

Jo Anne Zujewski, M.D.

As of December 31, 2017

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.

www.montgomeryhospice.org



Dear supporter,

our focus is on
patients making the
most of their lives

When we read through thank you notes from family members, the words we see most often are compassion, caring and comfort. Those unfamiliar with hospice may be surprised to know that the word “life” also frequently appears. Those of you reading this annual report know that our focus is on patients making the most of their lives, to have moments of simple pleasure, like a spring breeze in their backyard, opportunities of love and laughter reminiscing with friends, or times of peace holding the hand of a family member. You know that those moments are made possible when our staff members provide expert medical care, problem solving and spiritual support, as well as supplies, equipment and medications.

We also hope that you know that you are critical to making our work possible. We could not do what we do to enrich the lives of our patients and their families without you. Your donations, of both time and money, are crucial to our mission of gentling the journey through serious illness with skill and compassion. As we reflect on 2017, we thank you for your ongoing support. We also thank you for sharing your individual stories with us and with others.

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


Paul E. Alpuche, Jr., Esq. *Chairman, Board of Directors*

Hospice at

HOME

My 94-year-old father was taken to the Emergency Room three times in a six-week period. Each time, he returned home worse off than before. We were both exhausted.

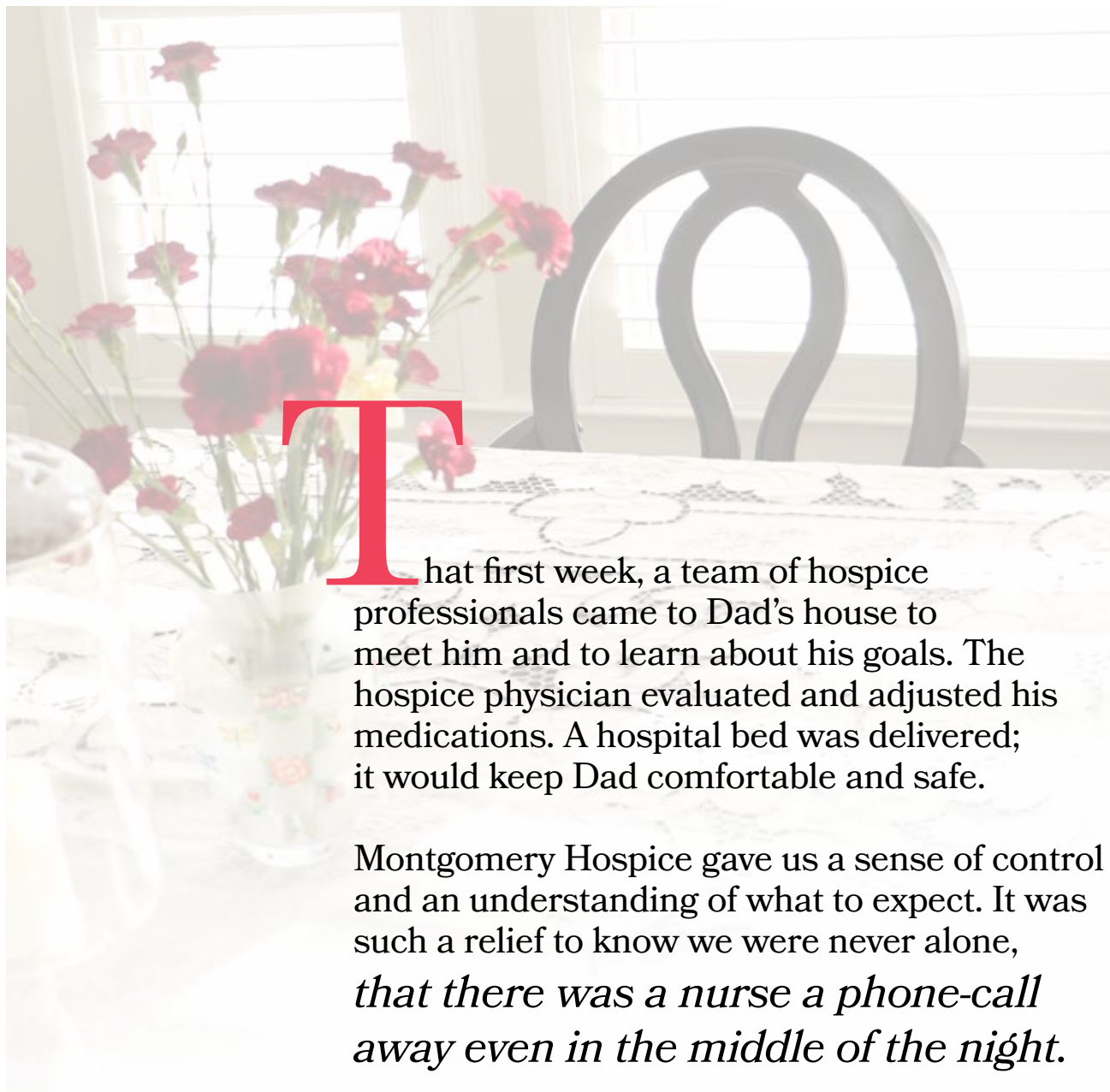
Something had to change.



My father's physician suggested that Dad could benefit from hospice services provided to him in his home.

When the Montgomery Hospice nurse came, she listened carefully and respectfully. She explained what supplies, medications and equipment would be provided.

She spent a long time answering all of our questions.



That first week, a team of hospice professionals came to Dad's house to meet him and to learn about his goals. The hospice physician evaluated and adjusted his medications. A hospital bed was delivered; it would keep Dad comfortable and safe.

Montgomery Hospice gave us a sense of control and an understanding of what to expect. It was such a relief to know we were never alone, *that there was a nurse a phone-call away even in the middle of the night.*

A photograph of a dog lying on a bed in a cozy room with a fireplace in the background. The dog is looking towards the camera. The room is dimly lit, suggesting a warm, intimate atmosphere. The dog's fur is a mix of brown and white, and it has long, floppy ears. The background shows a brick fireplace and some draped fabric.


T

he months that Dad was under Montgomery Hospice care were filled with visits from friends and grandchildren.

A Montgomery Hospice volunteer wrote down many of his stories from his childhood and from the war. I was surprised by how much Dad enjoyed the visits from the massage therapist.

I will always be grateful for that time Dad and I had together,

for simple joys, and for the peace that he felt, comfortable in his own home.



Hospice at Home

Most of our patients stay at home, in familiar, comfortable surroundings, where they are visited by Montgomery Hospice staff members. In 2017, we served **1,989** patients and their families in homes and neighborhood facilities.

Casey House

Casey House is the only inpatient hospice in Montgomery County. More than **8,590** patients have been cared for at Casey House since it opened in 1999. In 2017, we took care of **491** patients—and their families—in this place of dignity, respect and comfort.

Here is what I want you to know about the care we are honored to provide at Casey House. Although we usually have only a short time to get to know our patients, and the circumstances might be challenging, we try, as best and quickly as possible, to see things from our patients' points of view. It is a truism in hospice that we "meet people where they are," and those who work at Casey House are exceptionally good at this. We want to know the lives and the goals of our patients – even when those lives and goals might be more limited than any of us would hope.

Casey House is most of all about discerning how life looks from the eyes of patients and their families and about helping them find the meaning which enables this portion of their journey to be gentle, dignified and valuable.

A Casey House physician

Bereavement

In 2017, the professional counselors on the Montgomery Hospice bereavement team supported more than **4,220** hospice family members and **1,470** community members. They made **14,000** phone calls and visits, and ran **45** grief workshops and support groups.

Grief often brings unforeseen side effects of various kinds which reflect both the depth of our love for another person and the unknown things we carry within. We can be genuinely surprised by the intensity of our feelings and the reactions which spill out into our lives. The temptation sometimes is to see grief as a problem to be tackled, handled and gotten rid of quickly. After all, grief unsettles our sense of self in ways that don't always feel good. And yet, grief is not a problem to be solved, it is a mystery we find ourselves in. There is a necessary element of being patient with the unknown in ourselves as we piece together the moments in meaningful ways. We become something like gentle seekers, watching our own lives unfold, trying to cope and making some sense of them.

A bereavement counselor



Complementary Therapies

Complementary Therapies provided
to patients or family members in 2017:

Comfort Touch® visits	2,112
Lavender oil hand massages	1,825
Music by the bedside visits	1,454
Pet visits	1,282
Music therapy visits	815
Reiki visits	385
Aromatherapy blends provided	547

Complementary Therapies, used alongside conventional medical treatments, are effective for alleviating the symptoms of our patients. Our professionals—including a board certified music therapist, certified aromatherapy nurse, and licensed massage therapists—work along with trained volunteers to bring touch, aroma and music to our patients. Families especially appreciate our four-legged certified pet companion volunteers!

The Complementary Therapies manager

Montgomery Kids

In 2017, the specialized **Montgomery Kids** team of physicians, nurses, social workers, chaplains, hospice aides and volunteers cared for 25 children.

There are misconceptions of “you’re going to hospice, it’s all over, you’re giving up.” A lot of people think that and they are so wrong. Hospice gave our daughter 14 extra months, which were very rewarding, a pleasurable time for us. The cats would come in and wake her up in the morning. The dog would jump on her bed. I would jump on her bed. Montgomery Hospice got her this great huge hospital bed so we could all get in and pile on and just have a normal life.

A Montgomery Kids patient’s mother

Fortunately there aren’t a lot of children who die every year, but the ones who do, their families really need our support.

A Montgomery Hospice social worker

Charity Care

Montgomery Hospice does not turn anyone away who needs hospice services. Care is provided to the uninsured and under-insured. We provided the equivalent of **\$556,730** in charity care in 2017.

I worked with a patient, a hard-working, self-supportive woman, who had to make the difficult decision to cancel her health insurance in order to be able to pay her mortgage. A couple of years later she was diagnosed with a terminal disease. After several hospitalizations she was sent home to die, alone in her home. Her church family worked diligently with Montgomery Hospice to support her through the end of her life. There were many challenges, numerous visits, and necessary supplies needed to care for her. I am proud to work for an organization that believes that everyone deserves comfort at end of life, regardless of insurance status.

A Montgomery Hospice clinician

Center for Learning

In 2017:

- we provided **57 programs** that educated **2,868 local professionals**.
- launched the Montgomery Hospice Certificate in End-of-Life Care with **90 professionals** working towards completion.
- presented end-of-life education to **2,768 community members**.
- offered **free continuing education credits** to more than **700 clinicians**, including nursing home administrators, assisted living managers, nurses, and social workers.
- implemented more **online seminars** allowing greater access to end-of-life education.
- distributed end-of-life care news and research findings in our quarterly publication sent to **3,500 clinicians**.

The Montgomery Hospice Center for Learning was started in 2011 in order to educate members of our community about death, dying and bereavement. Our speakers are Montgomery Hospice clinicians who are experts in end-of-life care and who work every day with patients and families. Our attendees include physicians, nurses, nurse practitioners, social workers, chaplains, case managers, researchers, therapists, counselors, geriatric care managers, university students and volunteers.

Vital Statistics 2017

Number of Patients	2,312
Number of Patients at Casey House	491
Number of people receiving grief support ..	5,698
Number of Active Volunteers	325
Number of Patients visited by Volunteers. . .	1,055
Charity Care for uninsured patients. . . .	\$556,730
Number of Employees	327

CLINICAL STAFF:

4	Physicians
6	Nurse Practitioners
121	Nurses (RN)
7	Nurses (LPN)
57	Certified Nursing Assistants
16	Spiritual Counselors
22	Social Workers
9	Bereavement Counselors
2	Massage Therapists
1	Music Therapist

Volunteers

Number of patients seen by volunteers	1,055
Number of active volunteers	325
Number of hours donated	21,742
Number of patient visits	17,256
Number of miles driven	147,629

Every week, a volunteer named Carl would visit my father. Every week, dad would tell Carl about my mother’s memorial service at Arlington Cemetery. And, every week, Carl would pretend that he had not heard that story before.

A patient’s daughter

I am constantly amazed by the range of talents our volunteers bring to their work at Montgomery Hospice. We have volunteers of all ages, who come from many different countries and walks of life; each one brings a set of special skills. But what they all have in common is their compassion and deep commitment to the patients.

Director of volunteer services

Volunteers who served 80+ hours in 2017

Sarah Adams	Eleanor Gass	Judith Mroczka
Cindy Arno	Jenny Geiger	Paulina Oliveras
Sarah Austin	Juline Glaz	Carolyn Patterson
Susan Barrett	Jennifer Gold	Anneke Pleijsier
Barbara Baskin	Janet Goldman	Meigs Ranney
Barbara Beadles	Katie Goldstein	Anne Rayman
Bruce Beckert	Mark Goldstein	Mary Rice
Bonnie Benedict	Nancy Goldstein	Joanna Robin
Lee Blank	Catalina Gomez	Suzanne Robinson
Martha Bohrer	Beth Gorski	Janet Roby
Joyce Botkin	Sarah Hanson	Beverly Rollins
Anne Bouhour	Clifton Hardin	Joseph Rychlec
Joanne Bowman	Cathy Haver	Jack Sahn
Robert Brady	Margaret Hayes	Susan Schober
Judy Brown	Eileen Hollander	David Selby
Lucie Campbell	Stephanie Hoover	Denny Shaw
Mary Casco	Meredith Horan	John Smallwood
Melissa Clark	Maria Hübenette-Reinsch	Christine Smith
Carole Clem	Patricia Hutchison	Marianne Smyth
Karen Clough	Diane Jackson	Kitty Southworth
Ellen Coster	Liz Jordan	Frank Sullivan
Mary Crouter	Deborah Kopp	Bonnie Tarone
Sondra Danoff	Susan Kramer	Susan Thomas
Judy Davis	Holly Larisch	Beth Van Meter
MaryAnn DeMarco	Jane Lewis	Henning Vent
Adrienne Dern	Mary Lindberg	Joe Walshe
Mina Devadas	Mary Jane Lubore	Elyse Weiner
Connie Dove	Mark Malakoff	Katrin Weixel
Noreen Duguid	Mary Anne Marcot	Penny Winder
Robin Feigenbaum	Lillian Mason	Vicky Wood
Susan Foord	Michael McCarthy	Maria Wortman
John Forrer		Patricia Yeghissian

Treasurer Report

As treasurer of the Montgomery Hospice Board of Directors it is my pleasure to present the 2017 financial statements. Montgomery Hospice continues to responsibly manage insurance reimbursements and community donations to provide end-of-life and bereavement care to our county residents.

Our financial position remains healthy despite challenges resulting from increases in our costs and decreases in Medicare reimbursements. In 2017, Montgomery Hospice was paid four percent below the national average for the invaluable services provided. This successful year is a direct result of the philanthropic support from our community.

I am confident we will continue to work together maintaining Montgomery Hospice as a model program supporting our community's multicultural neighbors. We sincerely thank you, our community supporters, for your continued generosity and dedication allowing us to fulfil Montgomery Hospice's mission providing highly-valued programs.

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

2017 SUMMARY OF OPERATIONS

Revenue & Support

Net Patient Services Revenue	26,679,035
Funds Raised	1,963,689
Other Revenue	1,387,735
Total Revenue & Support	30,030,459

Expenses

Salaries and Benefits	21,731,249
Pharmacy, Medical Equipment and other Patient- Related Services	3,306,838
Fundraising	576,463
Administrative and Building Expenses	2,929,380
Total Operating Expenses	28,543,930
Change in Net Assets	1,486,529

2017 Statement of Financial Position

Current Assets	8,573,288
Investments	16,044,930
Fixed Assets and other non Current Assets	2,895,437
Total Assets	27,513,655
Current Liabilities	3,023,160
Non Current Liabilities	358,076
Net Assets	24,132,419
Total Liabilities and Net Assets	27,513,655

Montgomery HOSPICE

1355 Piccard Drive | Suite 100, Rockville MD 20850

Phone 301-921-4400

Fax 301-921-4433

www.montgomeryhospice.org

facebook.com/montgomeryhospice

@MontHospice

Non-profit
Organization
U.S. Postage
PAID
Suburban MD
Permit #2483



Our mission is to gently the journey through serious illness and loss with skill and compassion.