

Montgomery
HOSPICE

Annual Report 2016

Thank You

Bereavement Care | Hospice at Home | Casey House

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, in extended care facilities, and at our acute care facility, Casey House.




2016 Montgomery Hospice Board of Directors

As of December 31, 2016

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www.montgomeryhospice.org

As we reflect on 2016, we experience a feeling of gratitude. We appreciate all of our staff members, who use their unique talents to serve people in our community experiencing illness or grief. We are honored that those community members entrust us with their care. We are also grateful for all of you who donated to Montgomery Hospice in 2016. Working together we provided compassionate, professional hospice care to more than 2,000 of our seriously ill neighbors, and helped more than 5,700 people who were grieving.

 Because you donated, we were able to augment Casey House staffing above the level provided by Medicare and health insurance, allowing staff the time to treat patients with acute symptoms and to gently care for their family members.



Because of your financial commitments to Montgomery Hospice, thousands of people found ways to walk through their grief with the help of our professionally trained counselors.



Because you cared, we were able to offer the choice of complementary therapies (including music, touch, aroma and massage) to our patients, going beyond traditional medical treatments to provide comfort.



Because your heart breaks at the thought of a dying child and you wrote a check, we were able to continue our Montgomery Kids program.



And because you believe that no one should be alone at end of life and that every person is valuable, and you followed up those beliefs by donating, we were able to provide care to our neighbors who had no insurance coverage.



Photo credit: Jack Hartzman

So, we sincerely thank you.

In this report, we show some of the many notes sent to Montgomery Hospice by grateful family members. We share the gratitude expressed in these letters with you, because you play an essential role as part of the Montgomery Hospice team. We humbly trust that you will continue your commitment to patients and families through your donations. Together, in 2017, we will continue to “gentle the journey through serious illness and loss with skill and compassion.”

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

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

In 2016,
**Montgomery Hospice continued
its commitment to going above and
beyond through services for which we
receive no (or insufficient) insurance
payments. Together with our
community of donors, we continued
Casey House care, Bereavement care,
Complementary Therapies, Charity
Care, and Montgomery Kids.**



Casey House

People who visit Casey House describe it as a sanctuary. Many appreciate the beautiful setting—the surrounding fields, the birds, the fountain, the patio. Others cite the home-like feeling inside the building with the large table used by families to share meals, comfortable sitting areas for visiting with friends, and the meditation room providing a space for quiet thought. The characteristic of Casey House most often mentioned as exceptional is the staff of people who work there. Professionalism and expertise, combined with caring and compassion, make the Casey House staff an extraordinary group. They provide round-the-clock comfort and dignity to seriously ill patients. Having a medical facility specifically designed to care for the sickest members of our county is expensive. Donations allow the needs of residents of Montgomery County who have life-limiting illnesses to be met with expert care.

At Montgomery Hospice's standalone acute care inpatient facility, Casey House, we manage patients' symptoms, allowing families to spend time together, to share and create memories. More than 8,100 patients have been cared for at Casey House since it opened in 1999. In 2016 alone, we took care of 483 patients—and their families—in this comforting facility.

“

Grandpa was the center of our family.

We used to join together at his home to talk, to reminisce, to enjoy each other, to learn from him the vast history that he carried. When we, his family, met together at Casey House, we tried to recreate those visits.

We sat and ate dinner in your dining room as we used to do at his old house. We told stories in his room.

We tried to make ourselves at home while we ached with loss for what our new lives would be without him.

Everyone at Casey House was so kind and so patient with us. I can't imagine having to go through that time without the wisdom and kindness of your staff. I am so grateful that you were there in our moment of need.

From the bottom of my heart,

thank you

Granddaughter of a patient

”



Bereavement care

In 2016, we helped more than
4,350 hospice family members and
1,400 community members.

During the course of the year, we made close
to 16,000 phone calls and visits,
ran 48 grief workshops and support groups, and
provided grief and loss education to close to
3,000 high school students.

Montgomery Hospice professional bereavement counselors provide free grief support to Montgomery Hospice patients' families for 13 months after the death of their loved one. This includes phone counseling, mailings, support groups and workshops.

We also provide free grief support to the community through our groups and workshops, and by answering questions and phone calls. For children and teenagers, we offer groups tailored specifically for their needs, with parents and guardians meeting together at the same time. Montgomery Hospice provides free Grief and Loss Education to Montgomery County Public School students by teaching classes as part of the health education curriculum.

All Montgomery Hospice Bereavement Counselors hold graduate degrees and are experienced counselors and trainers. Montgomery Hospice is committed to continuing all of this grief support and depends on community donations to do so.

“
I wanted to take a moment to thank you for your thoughtful, compassionate facilitation of our grief group last spring.

Participating in that class was the most important thing I did all year.

You helped me navigate emotions I never expected to experience and you did it with patience, tact, support and genuine love.

Bereavement group participant

”



Complementary Therapies

The demand for Montgomery Hospice Complementary Therapies continues to grow. In 2016, more patients and family members took advantage of these therapies than ever before. The number of Massage and Comfort Touch® visits has more than doubled in the last three years, as have our Pet Companion visits. Visits by specialized musician volunteers increased four-fold this past year. In addition, the hiring of a Board Certified Music Therapist establishes a new clinical capacity in the highly skilled use of music to accomplish therapeutic goals. And, in 2016, we began a “Care for the Caregiver” program at Casey House, offering Comfort Touch® and/or Reiki to family members and friends three days each week.

Note: a “visit” is when a staff member or volunteer provides one of these therapies or services to a patient or family member, in the home or at Casey House.

Montgomery Hospice uses holistic therapies and services for comfort and symptom relief, customized for each patient. We integrate these therapies into our traditional medical treatments, following the preferences of the patient.

We offer a variety of services, including:

Aromatherapy,

Music Therapy/Music at the Bedside

(Music Therapy, Specialized Bedside Musicians, Threshold Singers, Reverie Harp, Custom Playlists),

Massage/Touch Therapies

(Palliative Massage, Comfort Touch®, Lavender Oil Hand Massage),

Guided Imagery, Meditation, Intentional Breathing, Reiki, and

Certified Pet Companion Visits.

Donor support is critical to us being able to continue to offer these in-demand services.

“ When the Threshold Choir sang for my mother, it truly was a gift to my dad as well as to her. Though mom was no longer talking, we believe that she enjoyed those songs that had been selected just for her. We know for sure that my father deeply appreciated this music. He'd been struggling to take care of his wife, with whom he had lived for 63 years. Having this group of volunteers take the time to sing to his beloved wife at her bedside felt like a small miracle to him.

He was overwhelmed and

grateful

that his wife had the chance to hear and enjoy live music one last time.

Daughter of a patient

”



Montgomery Kids

In 2016, the Montgomery Kids physicians, nurses, social workers, chaplains and hospice aides collaborated with community physicians to provide care for 18 children, while also supporting their family members and friends.

No words can possibly describe what it is like for a family to have a child who is seriously ill. The temptation is to look the other way. Montgomery Hospice staff members do the opposite. They offer to help. They use their extensive expertise and their big hearts to care for those children. Equally, they care for the families, because the lives of parents and children and siblings are intertwined. The focus is on helping the children live as fully as possible. Besides the clinical work of alleviating pain and the practical work of caregiving, enormous effort and creativity is dedicated to bringing joy—and fun—to each child. The memories that are made during this time help sustain the families after the child dies. When that death happens, the professional counselors on the bereavement staff step in. For two years, they call and listen and send articles and call again and meet with parents and listen and provide counseling and listen some more. They reaffirm the message that love doesn't die. Your donations to Montgomery Kids allow our clinicians to provide expert medical care to a dying child and to walk with each parent through the grief.

“

With thankfulness and gratitude

for the love you have shown, I give this check to further support your worthy and blessed efforts. You gave the name “hospice” a whole new meaning when you opened your arms to my granddaughter. Your kindness and professionalism, your abilities and love, helped make her life a joy these last months.

This joy, like a pebble in a pool, radiated out through her to all who cared for her and knew her, and enriched our lives as well.

Thank you, and may your group always be there.

*With great appreciation and love,
Grandmother of a Montgomery Kids patient*

”



Charity Care

As a nonprofit hospice, we are committed to providing hospice care to everyone in our community who needs it, including those who have no insurance or not enough coverage. In 2016, we provided \$674,092 of charity care.

The majority of our patients have Medicare, Medicaid or commercial health insurance. But not all. When community members nearing the end of life need our help but have no insurance, we still provide care for them. These patients receive the same services as anyone else. Unfortunately the needs in our community grew in 2016. Fortunately the donors in our community support our commitment to providing end-of-life care to all and made that possible through their donations.



Dear Montgomery Hospice:

My sister had no insurance, virtually no money to pay for medical treatment, no assets, and huge debt, and was dying of cancer, when Montgomery Hospice brought her to the Casey House.

I want to thank all of you so much for the love and care you gave my sister, at no cost to her. Her situation was a dire one. We, as her family, desperately tried to care for her at home on rotating shifts, but we were scared and very ill prepared.

It was such a relief to her and to us to have her at Casey House, where they took such excellent care of her.

Please keep doing what you are doing. The impact on families dealing with this is amazing. Thank you, thank you, thank you.

Sister of a patient



Hospice at Home



Most Montgomery Hospice patients receive care in their own homes. Helping people live out their lives in dignity and comfort at home is Montgomery Hospice's core service. Supporting patients living safely and comfortably in their homes is one of the best ways of providing quality of life at the end of life. Members of the Montgomery Hospice team visit Hospice at Home patients wherever they live. This includes single-family homes and apartments, as well as extended care facilities, assisted living centers or nursing homes.

Center for Learning



The mission of the Montgomery Hospice Center for Learning is to share our end-of-life experiences and expertise with members of our community. Our goal is to teach the diverse families in our community about grief and end-of-life issues, and to share our clinical knowledge with other professionals. In 2016, the Center for Learning educated 750 professionals and 700 people in the general community. We also provided information to 2,800 people at community health fairs.

Montgomery Hospice Vital Statistics 2016

| | |
|--|-----------|
| Number of Patients | 2,132 |
| Number of Patients at Casey House | 483 |
| Number of people receiving grief support | 5,771 |
| Number of High School students educated | 2,973 |
| Number of Active Volunteers | 315 |
| Number of Employees | 297 |
| Charity Care for uninsured patients | \$674,092 |

Clinical staff:

| | |
|------------------------------|-----|
| Physicians | 6 |
| Nurse Practitioners | 6 |
| Nurses (RN) | 105 |
| Nurses (LPN) | 7 |
| Certified Nursing Assistants | 42 |
| Spiritual Counselors | 13 |
| Social Workers | 25 |
| Bereavement Counselors | 7 |
| Massage Therapists | 2 |
| Music Therapist | 1 |

Report of the Treasurer

At a time when demand for our services is increasing and insurance reimbursements (our main source of revenue) are decreasing, philanthropic support from the community is the critical margin of difference. With your support we are able to maintain a high level of service for all who need our care including uncompensated but integral bereavement and volunteer support services. Montgomery Hospice is a vital resource to Montgomery County, and without your donations we cannot meet the needs of our community!

Debbie McGregor

Treasurer, Montgomery Hospice Board of Directors

Partner, Snyder Cohn, CPAs and Business Advisor

2016 Summary of Operations

Revenue & Support

| | |
|------------------------------|------------|
| Net Patient Services Revenue | 24,453,806 |
| Funds Raised | 1,340,878 |
| Other Revenue | 593,374 |
| Total Revenue & Support | 26,388,058 |

Expenses

| | |
|---|------------|
| Salaries and Benefits | 19,066,392 |
| Pharmacy, Medical Equipment and other Patient- Related Services | 3,073,320 |
| Fundraising | 438,676 |
| Administrative and facility expenses | 2,883,524 |
| Total Operating Expenses | 25,461,912 |
| Change in Net Assets | 926,146 |

2016 Statement of Financial Position

| | |
|---|------------|
| Current Assets | 8,087,455 |
| Investments | 14,694,185 |
| Fixed Assets and other non Current Assets | 2,866,061 |
| Total Assets | 25,647,701 |
| Current Liabilities | 2,631,541 |
| Non Current Liabilities | 370,270 |
| Net Assets | 22,645,890 |
| Total Liabilities and Net Assets | 25,647,701 |

Thank you, Montgomery Hospice volunteers.



Montgomery Hospice has the largest hospice volunteer program in Montgomery County. Our volunteers donate their talents, their time and their presence to patients, to families and to grieving members of the community. They are part of the Montgomery Hospice team, working with our hospice professionals who are the experts in medical and psychosocial end-of-life care.

In 2016, **315 Montgomery Hospice volunteers** donated more than 21,000 hours, made more than 15,900 patient visits and drove more than 135,000 miles in order to help **1,100 patients** who requested volunteer support.

Volunteers who donated 80 hours or more in 2016:

| | | | |
|------------------|-------------------------|-------------------|---------------------|
| Sarah Adams | Adrienne Dern | Carolyn Knight | Joseph Rychlec |
| Joan Alden | Jan Dreisbach | Susan Kramer | Jack Sahn |
| Cindy Arno | Susan Foord | Jane Lewis | Susan Schober |
| Margery Auerbach | Jenny Geiger | Mary Jane Lubore | David Selby |
| Barbara Baskin | Juline Glaz | Mary Anne Marcot | Christine Smith |
| Susan Barrett | Jennifer Gold | Lillian Mason | Marianne Smyth |
| Barbara Beadles | Janet Goldman | Michael McCarthy | Kitty Southworth |
| Bruce Beckert | Karen Goldstein | Tanya Mena | Dorett Sutherland |
| Lee Blank | Katie Goldstein | Tanya Michelson | Bonnie Tarone |
| Anne Bouhour | Mark Goldstein | Zoeann Millard | Susan Thomas |
| Joanne Bowman | Catalina Gomez | Judith Mroccka | Henning Vent |
| Judy Brown | Beth Gorski | Paulina Oliveras | Joe Walshe |
| Lily Butler | Sarah Hanson | Valerie Pabst | Elyse Weiner |
| Kevin Byrne | Cathy Haver | Carolyn Patterson | Katrin Weixel |
| Mary Casco | Maggie Hayes | Anneke Pleijsier | Cynthia West |
| Shirley Casey | Stephanie Hoover | Niki Popow | Christiane Wiese |
| Elizabeth Cheng | Meredith Horan | Meigs Ranney | Penny Winder |
| Sheila Clark | Maria Hubenette-Reinsch | Anne Rayman | Vicky Wood |
| Carole Clem | Pat Hutchison | Inge Rhein | Patricia Yeghissian |
| Mary Crouter | Janet Ishimoto | Suzanne Robinson | |
| Judy Davis | Diane Jackson | Janet Roby | |
| MaryAnn DeMarco | Marcia Joiner | Beverly Rollins | |

Montgomery HOSPICE

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