

Montgomery
Hospice

&

Prince George's
Hospice

2019

ANNUAL
REPORT



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(as of December 31, 2019)

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As we look back at the completion of 2019, we recognize the invaluable support we've had from our community in Montgomery County, in helping us reach our goals and envision new ones.

Thanks to the steadfast support of our donors — and the collaboration of our partners and colleagues in the community — we've been able to continue offering the quality care that our patients and families deserve and to expand the boundaries of our services, bringing our care to new areas.

In August, we began caring for patients and their families in Prince George's County — as Prince George's Hospice. To this effect, we've modified our image and adjusted our branding. Our name is now Montgomery Hospice and Prince George's Hospice and our new logo is a reflection of that. We are proud of our name and proud to serve our expanded community.

This year also — in collaboration with the Aquilino Cancer Center — we launched Palliative Medicine Consultants, offering expert pain and symptom management to those living with serious illnesses; Casey House — our inpatient hospice facility — celebrated its 20th Anniversary; and our Center for Learning graduated its first class with a Certificate in End-of-Life Care.

The pages that follow illustrate these milestones, but more importantly, they show our commitment to the care of those living with serious, time-limiting illnesses and their families.

Thank you for your continued support to Montgomery Hospice and Prince George's Hospice. It is because of your generosity that we can continue to gentle the journey, provide quality care, and honor the trust that our community is bestowing upon us.

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

Lya M. Karm, M.D.
Chairman, Board of Directors



Our Mission

*To gentle the journey through serious illness
and loss with skill and compassion.*

This year, we expanded our care to Prince George's County – becoming **Montgomery Hospice and Prince George's Hospice**. Our new image reflects the pride and commitment we have for the communities we serve.

VITAL STATISTICS 2019

Number of Patients: **2,347**



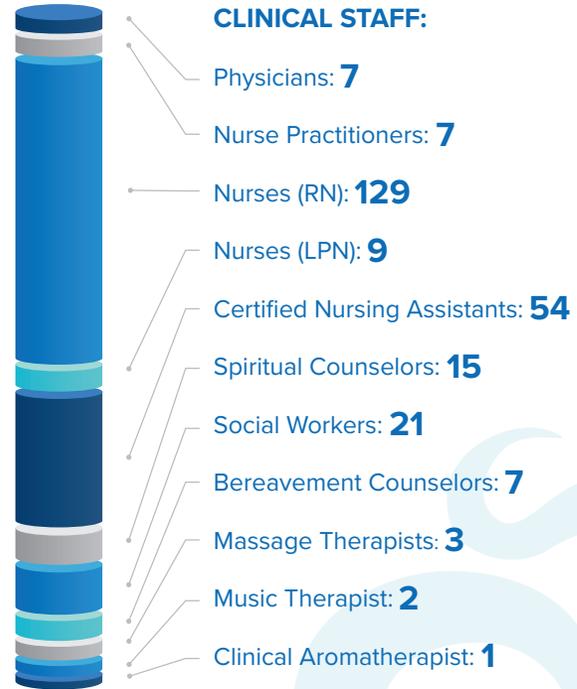
- Casey House Patients
- Hospice at Home Patients

Number of People Receiving Grief Support:
4,821

Charity Care for Uninsured Patients:
\$426,632

Number of Active Volunteers:
330

Number of Employees:
318



PRINCE GEORGE'S HOSPICE TEAM

Our Prince George's Care Team is
serving our neighbors in Prince George's County.

*The love I felt
gave me so much
strength. The
care you gave my
mother will never
be forgotten. So
kind, so sweet, so
gentle, so loving.
I am so grateful.*

- Patient's Daughter





PHYSICIANS
HOME VISITS:

3,208



NURSES
HOME VISITS:

36,684

I still remember the days with all of you. You not only took exceptional care of my mother—you took good care of me. We will celebrate her life and the family will always be grateful that she passed in peace and comfort in your loving hands. Grateful hugs.

- Patient's Daughter





In 2019, Hospice at Home provided care to

1,859 patients

and offered

2,361 days

in charity care.

Thank you for the tender and compassionate care that you provided both of my parents this summer. My parents and our family were relieved to be on the receiving end of Casey House's human-centric care for mind & body, both. My parents died peacefully and without pain in a beautiful room surrounded by kind people. Thank you!

- Patient's Daughter



Casey House Celebrated its 20th Anniversary

Board Members, Life Directors, County Council Members, and Staff gathered to celebrate 20 years of caring for our community.



This year, we cared for

488
patients

and their families at our inpatient hospice facility, Casey House. Here, our patients receive continuous expert care in a comfortable, home-like space, where families are welcomed and supported.



In 2019, we launched **Palliative Medicine Consultants**, a practice focused on improving the quality of life of those living with serious medical conditions.

www.palliativeconsultants.org

COMPLEMENTARY THERAPIES

Our **Complementary Therapies Program** provides comfort and symptom relief to patients and caregivers. Our nurses and volunteers customize these holistic services to the needs of each patient and their families.



In 2019, your generosity allowed us to offer:



1,870

Comfort Touch®
massage visits



1,452

Lavender oil
hand massages



1,588

Music by the
Bedside visits



273

Threshold Choir
visits



401

Reiki visits



1,069

Pet visits



676

Music
Therapy visits



631

Aromatherapy
blends

I want to thank you for the wonderful program you all put together for this End-of-Life certificate. I worked as a hospice volunteer with another organization for the last 2 years, and while it started me on a personal path of learning that led to a graduate certificate in Gerontology, it didn't compare in the quality of education available for volunteers to what you have created at Montgomery Hospice. I've learned a tremendous amount in a short period of time. Thank you!

- Certificate in
End-of-Life Care Graduate



In 2019, we celebrated a milestone — graduating the inaugural class of our **Certificate in End-of-Life Care Program**. These professionals have completed 10 rigorous end-of-life trainings that focus on the fundamentals of hospice and palliative care — including topics such as pain and symptom management, advance directives, grief and loss, and communication.

THE CENTER FOR LEARNING

In 2019, The Center for Learning educated
3,540 healthcare professionals and community members by offering:

72
Educational Trainings
with over
2,300
attendees

22
Continuing Education
Trainings to
1,040
professionals

13
Webinars attended by
746
professionals and
community members

Certificate in End-of-Life Care



- In 2019, we graduated the first **30** members to complete our program
- Currently, over **230** healthcare professionals are enrolled in the program

Podcast - What's Important to You?



- We published **5** new episodes of *What's Important to You?*, garnering over **1,390** downloads

YouTube



- We started a YouTube channel!
- We published **20** educational videos, with over **1,600** views

WE HONOR VETERANS

We have partnered with the Veterans Administration and the National Hospice and Palliative Care Organization to provide quality care to veterans and their families.

In 2019, we served and honored 265 veterans.



VOLUNTEERS

In 2019, our **330** volunteers generously did:



12,253

Visits



1,105

Patients Served



19,738

Hours Donated



131,043

Miles Driven



96

Veteran Pinning Ceremonies



Volunteer Training - Fall 2019



BEREAVEMENT CARE



In the work of bereavement care through Montgomery Hospice and Prince George's Hospice, we understand that building community happens one conversation, one grief group, one supportive event at a time.

Our professional grief counselors realize that trust is fundamental to the quality of support we offer to our families, and we build such trust through reliable, professional, consistent care. We also provide support for partners of care as we affirm and build upon larger networks of community health.

In this past year, our professional bereavement staff sent more than

17,000

supportive grief mailings,
provided

14

six-week grief groups,
offered

35

workshops with more than

1,000

participants, and provided some
type of grief support to more than

6,600

people across Montgomery and
Prince George's Counties.

A close-up photograph of a child's hands playing with colorful LEGO bricks on a white surface. The child is wearing a blue and white striped shirt. The bricks are in various colors including red, yellow, green, blue, and white. Some bricks are assembled into a car-like structure with wheels, while others are scattered around. The background is softly blurred.

montgomery Kids

Montgomery Kids is our dedicated pediatric team of physicians, nurses, social workers, chaplains, and hospice aides. In 2019, it was our privilege to offer skilled and comfort care to 28 families in our community.

TREASURER'S REPORT



In 2019, we expanded our operations to Prince George's County — creating Prince George's Hospice, an organization whose goal is to provide the wide array of comprehensive services Montgomery Hospice has been offering in Montgomery County. We also resumed operations at Palliative Medicine Consultants, in a partnership with the Aquilino Cancer Center. As we continue to serve more patients, expand our area of reach, and diversify our services, we have maintained our focus on the exemplary care that has come to define Montgomery Hospice for 38 years.

In 2019, Medicare's revenue for patient services in our region continued to drop, reimbursing \$2.3 million less than the year prior. Additionally, there was an increase in hospice expenses. In spite of these hardships, we have been able to continue providing quality end-of-life care to our patients. We were able to offer \$3.3 million of vital services that are largely uncompensated by commercial insurance companies and Medicare. This includes Charity Care, Casey House, Bereavement Care, Montgomery Kids, and Complementary Therapies.

This care is made possible by the generosity of our donors, combined with persistent stewardship in the use of our resources. With your unflinching support, we continue to provide compassionate care to our terminally ill patients and their family members in Montgomery and Prince George's Counties.

Michael Zhuang, Treasurer

Montgomery Hospice Board of Directors
MZCapital Founder and Principal

2019 SUMMARY OF OPERATIONS

REVENUE & SUPPORT	2019
Net Patient Services Revenue	24,999,210
Funds Raised	3,658,519
Other Revenue and Unrealized (Loss) Gain on Investment	2,224,710
Total Revenue & Support	30,882,439

EXPENSES	2019
Hospice Expenses	27,326,874
Management and General	1,856,883
Fundraising	492,449
Total Operating Expenses	29,676,206
Change in Net Assets	1,206,233

STATEMENT OF FINANCIAL POSITION	2019
Current Assets	9,161,702
Investments	18,916,497
Fixed Assets and other Noncurrent Assets	3,554,857
Total Assets	31,633,056
Current Liabilities	3,261,782
Noncurrent Liabilities	366,461
Net Assets	28,004,813
Total Liabilities and Net Assets	31,633,056

“The day he was transferred, it’s like a huge weight was lifted off of everyone’s shoulders. We knew for the first time in weeks that he was in good hands, and that we could finally breathe again. After he passed, the staff made it so easy for my family there.

They were over the top with accommodations and we all felt we had the time and the space to properly mourn the loss. Even the smallest details, like having coffee and water available, really did help a lot. We are truly blessed that Casey House was able to provide the space for my grandfather, and I am truly eternally grateful for how easy you made this on all of us.”

-Patient’s Granddaughter



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www.montgomeryhospice.org
www.princegeorghospice.org

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throughout the world.