

The background of the page is a soft-focus photograph of bamboo leaves and stalks in shades of light green and yellow, set against a white background. A large, dark green circle is centered on the page, containing the title text.

2020
*Annual
Report*

*Green from many suns,
stalks lean low to a fierce wind –
the bamboo lives on.*



Our Mission

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



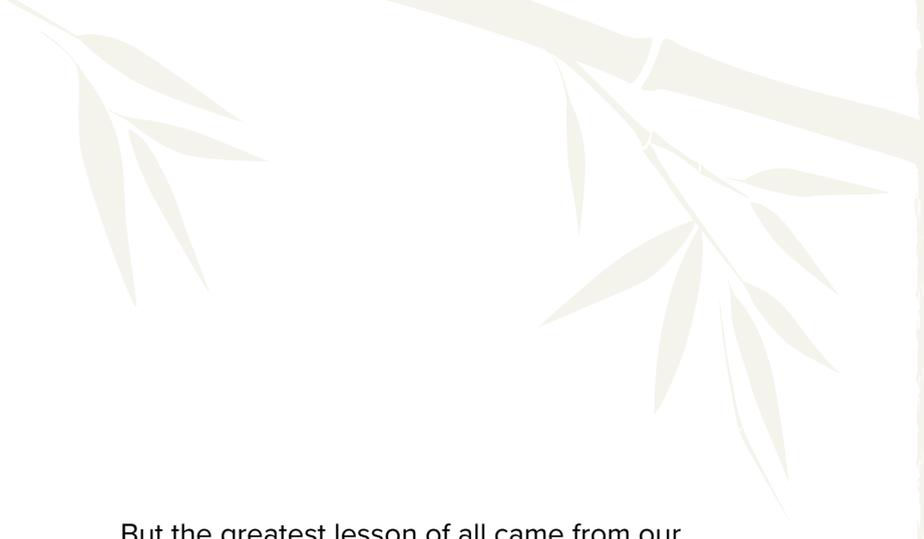
2020: A Year of Creativity and Resilience



As I reflect on this past year, I feel so proud and grateful to the people that make up Montgomery Hospice and Prince George's Hospice. Time and time again — amid unsurmountable challenges — our staff and volunteers stood strong by the patients and families we serve.

Faced with a very challenging healthcare crisis, our physicians, nurses, hospice aides, social workers, chaplains, bereavement counselors, and volunteers reacted swiftly. They were determined, in spite of all odds, to keep on providing excellent care. Armed with a strict safety protocol, our care teams were able to support our patients and families while adhering to the public safety measures established by local, state, and federal guidelines.

At the office, our administrative and support staff was also impacted. In a matter of days, the Information Technology (IT) Department implemented a secure and efficient way to support our whole operation. They revolutionized the ways in which we work and use technology, a strength we will carry in the years to come. Thanks to IT's creativity, forward thinking, and commitment, we were able to transition to safer alternatives and give continuity to the essential work we do.



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But the greatest lesson of all came from our community. In the middle of chaos and uncertainty, it was the families we served, as well as our neighborhood supporters, who demonstrated the meaning of strength, solidarity, and resilience. We are immensely grateful to all of you who went the extra mile to show your care. You stood by us, and our patients, in the midst of it all.

Thank you for your unfaltering support. Your generosity is key, allowing us to bounce back from hard times. Because of you, we can remain focused on our mission of gentling the journey for those living with serious, time-limiting illnesses, and their families. We are confident that as months go by, we will continue reimagining how best to deliver care safely while adjusting to the ever-changing normal.

Ann Mitchell, MPH
President & CEO

“When COVID-19 hit and our private duty aides were withdrawn, a Montgomery Hospice team member would help the staff at Mom’s facility with her meals and other needs and would send updates on how Mom was doing. When visitors were no longer allowed, knowing that the Montgomery Hospice team was there, made it easier.”

- A patient’s family member





In 2020,
our interdisciplinary teams cared for

2,610 patients

and provided support to their families — in their homes,
at extended care facilities, and at Casey House.

Our physicians, nurses, social workers, chaplains, hospice aides, therapists, professional bereavement counselors, and volunteers collaborated in providing skilled comfort care —as well as physical, emotional, and spiritual support— to patients, their caregivers, and family members.

Hospice at Home

In 2020, we provided expert care at the end of life to our neighbors in Montgomery and Prince George's Counties. Our holistic approach supports the physical, emotional, social, and spiritual wellbeing of our patients and their families, allowing them to focus on what matters the most to them and living their lives to the fullest. Our care is provided in the comfort of their own place of residence.



Casey House

Casey House, our acute-care facility, offers a serene, comfortable, and home-like environment for our patients and their families. In 2020, and under strict safety guidelines, we provided continuous nursing care for those patients with symptoms that required intensive medical attention. The support of our interdisciplinary care at Casey House is 24 hours a day, 7 days a week, and is available to all our patients who might need it.



I felt like I was at home, in my living room, in my dining room, in my garden, and with my family. My sister was comfortable there and loved and cared for, and I thank you from the bottom of my heart. I wish there were more sanctuaries like yours around our country, in all of our states, to make the dying so loved and comfortable in a most warm, bright, loving, peaceful place such as Casey House.

- A patient's sister



Bereavement Care

In a year when so much of our world has been shaken with the fierce and unexpected winds of change, we have worked diligently and creatively to find good ways to provide grief support to our families, community, and colleagues. When pandemic restrictions made clear that we could no longer work in the office, we quickly adapted to working from home. Unable to provide counseling and grief groups in person, we shifted and learned online systems which would enable us to continue individual and group support virtually.

Amid intense loss and change, our bereavement counselors offered regular grief groups throughout the year, reached out by phone to thousands of grieving hospice families, offered counsel to many community callers seeking support, affirmed and encouraged our colleagues in team meetings, and supported area professionals with helpful webinars and presentations.

Though shaken by the fierce changes like everyone else, the Bereavement Department has bent without breaking, leaning upon those resources we've needed to replenish and sustain us out of this year and into the next.

In this past year, our professional bereavement staff

cared for

4,878

hospice family
members

made

15,377

phone calls
and/or visits

sent

4,171

supportive
grief mailings

and offered **34** support groups and workshops in professional, religious, business, and community settings across Montgomery and Prince George's Counties, with a total of **883** attendees.



In 2020, Palliative Medicine Consultants grew in staff and in reach, with our interdisciplinary palliative care team providing visits in person and via telehealth.

The team includes Board-Certified Hospice and Palliative Care physicians, an Oncology and Hospice and Palliative Care certified nurse practitioner, a pediatric registered nurse, a social worker, and a chaplain.

montgomery Kids

Montgomery Kids, our dedicated team of physicians, nurses, social workers, chaplains, volunteers, and hospice aides, supported families in our community amid difficult times.

Our attentive pediatric team continued to provide skilled care through telehealth. They brought comfort and joy to children and families in the community, finding creative ways to stay in touch and connect.



I want to tell you how wonderful Montgomery Hospice was. I can't imagine having done that without your support. You always seemed to be one step ahead of me, with items showing up just as I needed them. Your understanding and patience allowed us to concentrate on caring for Mom while you handled everything else. Everyone we dealt with was amazing. Thank you for everything.

- A patient's daughter

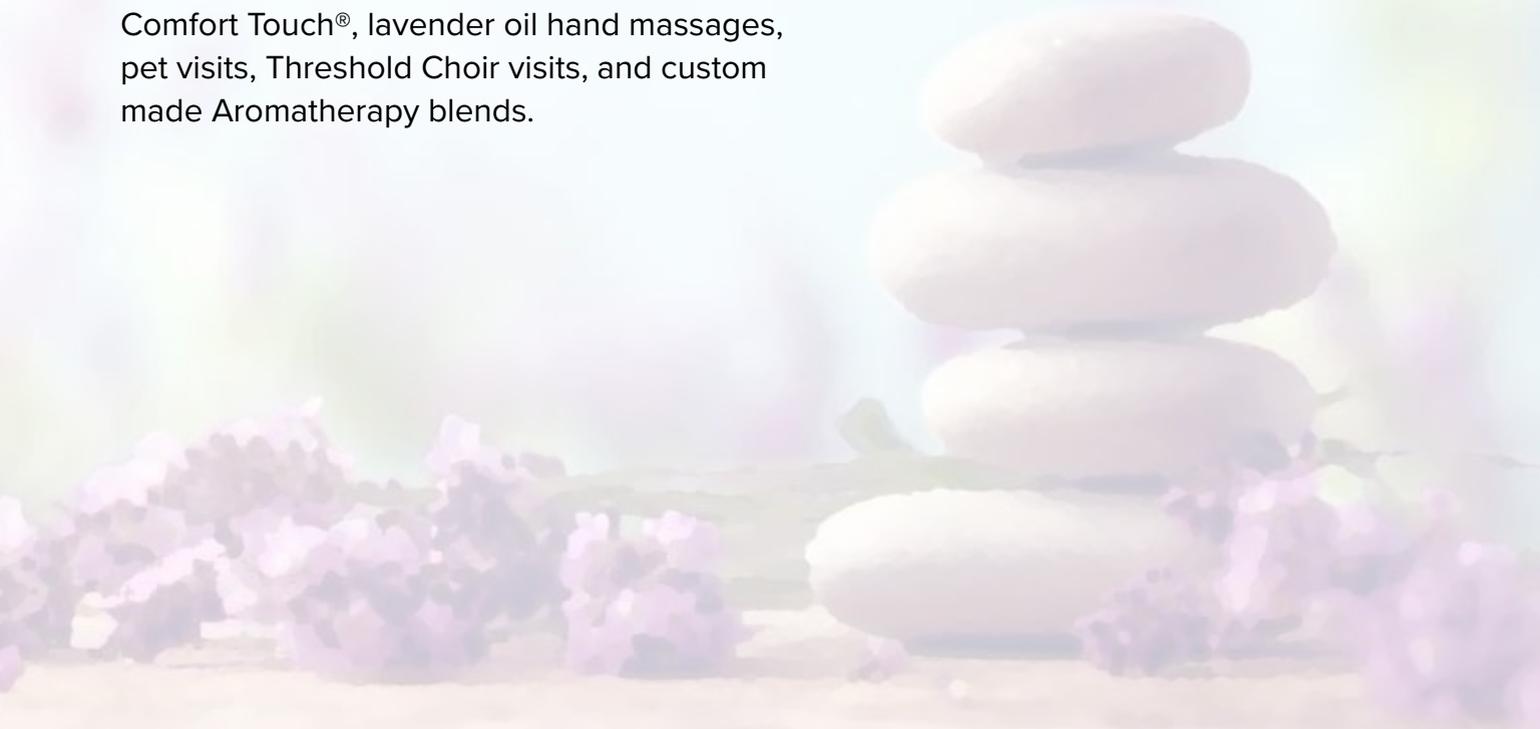


Complementary Therapies

During a year of extraordinary impediments for in-person care, our Complementary Therapies Department reacted creatively to continue providing relief to patients and their families.

Our licensed therapists and volunteers shifted therapies such as Reiki, Music Therapy, and Music by the Bedside to virtual sessions. At facilities, our volunteers provided therapy via socially distanced “patio sessions”. For our larger community, the therapists and volunteers created short 5-minute videos, walking viewers through activities they could do at home, in a much-needed time for self-care.

Over the course of the year, we also provided Comfort Touch®, lavender oil hand massages, pet visits, Threshold Choir visits, and custom made Aromatherapy blends.





Volunteer Services

When the pandemic restrictions canceled in-person care, our volunteers immediately switched gears and actively started making handsewn masks and head coverings for our staff, patients, and their families. They also made weekly phone calls, wrote cards and letters, and visited with patients virtually.

Along with many friends of hospice in the community, our volunteers donated over 3,200 masks in 2020.



“ *This presentation was amazing - filled with so much information and presented through so many formats (research, studies, articles, poetry, professional and personal assessments and expertise). The slides were excellent and the presenter has a very pleasing voice, pace and manner of presentation so that everyone in the room with me (doing their own work) ended up listening to the presentation. They are so appreciative of all they learned, as am I!* ”

- Online Educational Program attendee



In 2020, The Center for Learning educated **4,858** healthcare professionals and community members by offering:

47
educational trainings,
with over
2,458
attendees

34
online programs,
attended by
1,488
professional and
community members

23
Continuing Education
trainings to
1,074
professionals



Certificate in End-of-Life Care

In 2020, we had over **260** people enrolled in our Certificate in End-of-Life Care Program.



Podcast – “What’s Important to You?”

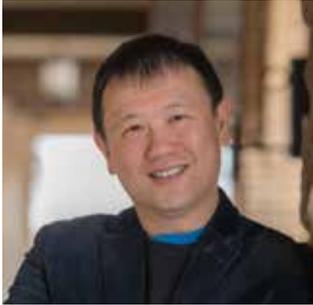
We published 5 new episodes of “What’s Important to You?”, garnering over **1,105** downloads across **12** countries. In 2020, our most popular episode was **“What it means to be a hospice nurse.”**



YouTube Channel

We published **63** new educational videos with over **5,300** views.

Treasurer's Report



2020 was a year of many challenges for all healthcare organizations, and Montgomery Hospice and Prince George's Hospice were not impervious to them.

It was thanks to the generosity of our supporters that we were able to continue fulfilling our mission of gentling the journey of those living with serious illnesses, without sacrificing the quality of our care — and protecting the safety of our patients and our staff.

Your contributions allowed us to react swiftly, moving our administrative staff to a work-from-home setting. We established an efficient system of testing clinical staff regularly and acquired the personal protective equipment (PPE) necessary to maintain safety standards for our patients and their families.

This new remote setting required additional resources. Each department had to think creatively and find unique solutions to continue their individual work, driving us to adopt new processes and technologies. With your support, we were able to provide for the needs of our staff and volunteers, and to remain steadfast by the community we serve — providing 3,200 days of Charity Care, including uncompensated care.

Thank you for standing by Montgomery Hospice and Prince George's Hospice. Your unwavering presence helps us provide the best care to our multicultural residents facing serious illness and loss in Montgomery and Prince George's Counties.

Michael Zhuang, Treasurer

Montgomery Hospice, Inc. Board of Directors

MZCapital Founder and Principal

2020 Summary of Operations

REVENUE & SUPPORT	
Net Patient Services Revenue	23,777,662
Funds Raised	12,829,263
Other Revenue and Unrealized	177,885
(Loss) Gain on Investment	1,421,322
Total Revenue & Support	38,206,132

EXPENSES	
Hospice Expenses	28,141,880
Management and General	1,991,764
Fundraising	526,901
Total Operating Expenses	30,660,545
Change in Net Assets	7,545,587

STATEMENT OF FINANCIAL POSITION	
Current Assets	10,336,213
Investments	31,514,465
Fixed Assets and other Non Current Assets	3,485,725
Total Assets	45,336,403
Current Liabilities	5,597,581
Non Current Liabilities	4,188,422
Net Assets	35,550,400
Total Liabilities and Net Assets	45,336,403



Honoring our frontline heroes during 2020 — the International Year of the Nurse.

We Honor Veterans

In 2020 we served
356 veterans

Despite physical restrictions, we were able to continue providing support to our veteran patients through our work as a **Level IV Partner of We Honor Veterans**.

Our volunteers were able to provide Virtual Pinning Ceremonies to **60 patients in their homes, and 36 patients at Casey House**.

We celebrated the silver lining of friends and family from all over the world being able to witness and partake in their loved one's ceremony.



Pinning Ceremony honoring a Prince George's Hospice Veteran





*Green from many suns,
stalks lean low to a fierce wind –
the bamboo lives on.*

— Kip Ingram, Director of Bereavement Care



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