

The background of the entire page is a photograph of several hands of different skin tones stacked on top of each other in a circular formation, symbolizing unity and support. The image has a blue tint.

Montgomery & Prince George's
Hospice Hospice

2022

ANNUAL
REPORT

Community Centered | Community Supported

**Montgomery Hospice, Inc., is a non-profit hospice
serving the residents of Montgomery and Prince George's Counties.**

Our Mission

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

Our Vision

To bring comfort by providing the best care to our community's
multicultural residents who are facing serious illness and loss.
To be the best workplace for staff and volunteers.

Our Core Values

The principles that guide our employees and volunteers are:

- Unconditional Compassion: Compassionate care, partnered with professional excellence, is the heart of our service.
- Dignity of the Dying: We affirm the right of our patients to be treated with respect, and to be honored as unique individuals.
- Dedication: We are committed and privileged to ease the burdens and challenges that our patients and families face.
- Collaboration: Mutual respect, empathy, and trust unite us in providing care.



The greatness of a community is most accurately measured by the compassionate actions of its members.

- Coretta Scott King



President's Letter



Our Place in the Community: Building Connections that Matter

A community is as healthy as the well-being of those in its care. For those individuals and their families facing end-of-life issues, it can be a time of stressful uncertainty, financial concern, and medical need. How we provide supportive measures to families facing

such a vulnerable time is one measure of the health of our community. Since our early days, Montgomery Hospice, Inc., has been guided by a vision of care and purpose to build and provide supportive connections for those at the end of life. We believe those connections matter because they make a positive difference and create a healthier community. We have been reminded of this in dramatic ways during the recent pandemic by the truth in the old saying—we are all in this together.

Over the years, we have forged a unique place and role in our community, with deep roots linking us to a network of many others in our area. The past year reflected our ongoing efforts to continue the mission to “gentle the journey” for those coping with end-of-life challenges. We are grateful for the work of our interdisciplinary teams as they go into the community and provide support to those facing a time of uncertainty and vulnerability. Our physicians, nurse practitioners, nurses, hospice aides, social workers, chaplains, bereavement counselors, music and massage therapists, and volunteers combine professional skill with attentive care at each visit. Meanwhile in the office, our community efforts are supported by a network of professional practitioners, including administrative support, IT, financial specialists, quality assurance, and educational initiatives.

Additionally, we have seen growth in the palliative care services sector as we help families navigate the difficult terrain of serious illness.

We could not do this work without significant collaboration with others in the community. From doctors offices to hospitals; from assisted living facilities to nursing homes; and all related healthcare organizations, we work continuously to build trust and effective partnerships with those who share in giving care. We work hard to fulfill our unique role in hospice, and we recognize that we can only do this in connection with others who partner with us.

It is especially gratifying to realize that in serving the community, we are also warmly supported by the community. This support comes in several ways. First, we have wonderful volunteers who are thoroughly trained to step into a variety of meaningful roles such as patient visits, giving support at Casey House, making pet visits, sharing music, and many other meaningful ways to help. In so many ways, our volunteers reflect the spirit of our mission in what they do. Their presence is a valuable reminder of our critical place in the community. In addition to those who donate their time, we are also blessed by those who give financially to support our mission. We are often humbled and always grateful for the generous donations which come from near and far. This generosity enables us to build connections that matter and to thrive and serve as an organization.

We have been rooted in the community since our inception and look forward to the continuation of us **serving together** for years to come.

Ann Mitchell, MPH, President & CEO

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Pictured: Some Board & Life Directors

Treasurer's Report



The financial standing of Montgomery Hospice, Inc., is strong and stable. However, in 2022, as in the two prior years, the organization experienced some challenges that impacted revenue. The challenges below are not unique to Montgomery Hospice, Inc., and are being experienced by other

hospice organizations regionally and nationwide. Among the challenges were:

- Patients chose hospice much later than in pre-pandemic years, resulting in less billable days.
- Lower insurance reimbursement rate from Medicare—our largest payor source—for patients in Montgomery County.

There were also many accomplishments in 2022, for which we are incredibly proud. They include, but are not limited to:

- Community Trust: we continued to be the hospice-of-choice in Montgomery County and saw a significant increase in the number of patients we served in Prince George's County.
- Strong leadership, expert and compassionate staff, and supportive volunteers.

- Trusted partnerships with hospitals and other healthcare organizations, nursing facilities, doctors offices, civic organizations, houses of worship, and many more.
- Provided nearly **\$520,000** in benevolent care to the uninsured, under-insured, and other uncompensated services.
- Had a successful tri-annual accreditation survey.
- Selected and successfully implemented an improved patient Electronic Medical Record software.
- Raised a total of **\$6,346,358** in donations, grants, and bequests to support the mission of Montgomery Hospice, Inc.

For more than 40 years, Montgomery Hospice, Inc., has been a trusted and resilient community resource. And as we look to the future—buoyed by the community's trust, support, and partnerships, along with strong leadership, an expert staff, and compassionate volunteers—the organization is well-positioned to weather the challenges and uncertainties in healthcare.

On behalf of the Board of Directors, thank you for helping us to fulfill our mission to **gentle the journey through serious illness and loss with skill and compassion.**

Justin G. Reaves, Treasurer

Montgomery Hospice, Inc. Board of Directors
Co-Founder and COO at Mastrics, LLC

Facts & Figures



2,290
Patients
Served



588
Patients Served
at Casey House



273
Employees



280
Volunteers



\$519,542
Charity Care and
Uncompensated Services



11
Veterans
Served

2022 Summary of Operations

REVENUE & SUPPORT	
Net Patient Services Revenue	\$21,567,440
Funds Raised	\$6,346,358
Other Revenue and Unrealized gain (loss)	(\$678,046)
Total Revenue & Support	\$27,235,752

EXPENSES	
Hospice Expenses	\$27,115,879
Management and General	\$2,017,739
Fundraising	\$400,501
Total Operating Expenses	\$29,534,119
Change in Net Assets	(\$2,298,367)

STATEMENT OF FINANCIAL POSITION	
Current Assets	\$6,687,461
Investments	\$32,803,385
Fixed Assets and other Long-term Assets	\$4,296,413
Total Assets	\$43,787,259
Current Liabilities	\$3,297,427
Long-term Lease Liabilities	\$906,028
Net Assets	\$39,583,804
Total Liabilities and Net Assets	\$43,787,259

Honoring our Hospice at Home Founders and First Patient

We were pleased to host a reception to honor Janet Ruth Summers Felker for her dream, vision, and legacy and Sarah (Sally) Amanda Ketchum for her steadfast work and determination in founding Montgomery Hospice Society, which is now Montgomery Hospice, Inc. Joining in the celebration were Janet's daughter, Jenny Felker Carr, and Sally's children, Jeffrey Ketchum, Elizabeth (Liz) Wolczko, and Eleanor Silverman, along with other relatives, friends, volunteers, and parishioners of St. John's Episcopal Church in Chevy Chase, Maryland, where our home-based services began.



Hospice at Home

In 2022, we were once again honored to be invited into private homes, nursing homes, assisted living facilities, group homes, and continuing care retirement communities to provide care to nearly **2,000 residents** of Montgomery County and Prince George's County.



My dad received care at local hospitals and a nursing home. As his health was declining, he wanted to go home—to deal with the health challenges surrounded by family and friends.

The staff at Montgomery Hospice gave that opportunity. My father was able to visit with close relatives, long-time friends, and neighbors in the comfort of his home—with family and homecare professionals never far away. The advice and support we received from the Hospice at Home staff was invaluable to us making sure my dad's last request was granted...which was a great relief to all of us and has made the grieving process that much easier.



Casey House

Casey House, our 14-bed inpatient hospice has been a treasured community resource for 23 years.



Your caregivers are the best. Thank you for all of your kind care you give to the patients and the warmth you extend to the family and friends.



We are grateful to the late Betty Brown Casey whose generosity through the Eugene B. Casey Foundation makes it possible to **annually** care for more than **500** community residents living with a life-limiting illness.



In Memoriam

Dr. John S. Saia
1936-2022

Former Board Member,
The Eugene B. Casey
Foundation & Honoree of
a \$1M designated gift to
Casey House



Bereavement Care

Provided **free** professional grief and loss support to approximately **5,000 individuals**.



17

Support Groups



14

Workshops



10

Community Events



Kip Ingram,
Director of
Bereavement Care,
provided words
of reflection and
support at the in-
person and virtual
Tree of Lights event.

*Beautiful tribute!...may your work continue
to warm the hearts of others. Well Done!*

Montgomery Kids

A specialized team of doctors, nurses, nursing aides, social workers, grief counselors, and highly trained volunteers provided care for the youngest members of our community. They worked with the families and specialist physicians to care for the children in their homes surrounded by the people and things that they love.



Served

14

patients



The Montgomery Kids team consists of a group of quietly dedicated individuals who embody commitment to the children and families they serve. This is evident in their attention to detail, nuanced communication with parents and caregivers, mutual respect, and boundless compassion.

Volunteer Services & Complementary Therapies

Volunteers play a vital role in the service we provide. These individuals donated **thousands** of hours and their talents in service to their neighbors and friends through a variety of services, from companionship for patients, reading, playing music, performing veteran pinning ceremonies, supporting community events, administrative support, and much more.

“Volunteer Services improved the quality of my dad’s time in hospice. He very much enjoyed the choir performance and the dog visits. Thank you to all of your volunteers.”



Trained

41

new volunteers





Beloved therapy dog, Sophie, volunteered for 8 years and after passing received the Governor's Citation for volunteer service.



59

Massage Therapy/
Comfort Touch® Visits



271

Music
Therapy Visits



838

Aromatherapy
Orders Filled

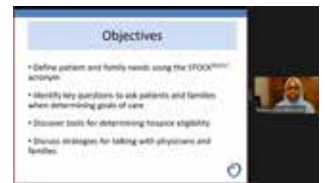
Palliative Medicine Consultants

- In 2022, our Palliative Medicine Consultants (PMC) services provided physical and psychosocial support to **300 patients** at Aquilino Cancer Center, White Oak Cancer Center, and Laurel Cancer Center.
- Supported patients through **200 telehealth visits**.
- Partnered with Brook Grove Retirement Village, Collington Retirement Community, Maryland Oncology Hematology, Riderwood Senior Living, and White Oak Medical Center.
- Attended a retreat with the Medical teams from White Oak Medical Center and Shady Grove Adventist Hospital.
- Developed a partnership with Physician Alliance Network (formerly known as Clinically Integrated Network).



Community Outreach & Education

In 2022, we provided expert and culturally sensitive education on end-of-life care and planning to **thousands** of professionals and community members.



Thank You Donors!

You made our journey as my mother was transitioning from this life, a much better experience. I hope to continue giving a donation so that others would have the same experience we had.






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