



Our Calling is Stronger than Ever

2021-2022 Annual Report



Advanced Home Care & Hospice for All Ages at All Times



Capital Caring Health[®]

Advanced Home Care & Hospice for All Ages at All Times

2021-2022 Annual Report

Dedicated to the memory of our dear colleague and friend, Laura Branker

| November 26, 1966 – May 11, 2022

Turn to Page 6 for an interview with our President and CEO, Tom Koutsoumpas and Chief of Communications, Marketing, and Philanthropy, Steve Cone about how Laura's legacy lives on through the work of our Center for Health Equity and more.



MISSION

Provide Patients and Their Families with Advanced Illness Care of the Highest Quality



Caring for One and All

Capital Caring Health does not exclude people or treat them differently for any reason, including but not limited to: race, ethnicity, sexual orientation, gender identity, gender expression, religion, diagnosis or medical condition, veteran status, ancestry, marital status, occupation, pregnancy, citizenship, political affiliation, or source of payment. Capital Caring Health respects the belief system of its patients and their families and does not impose any belief system on others.

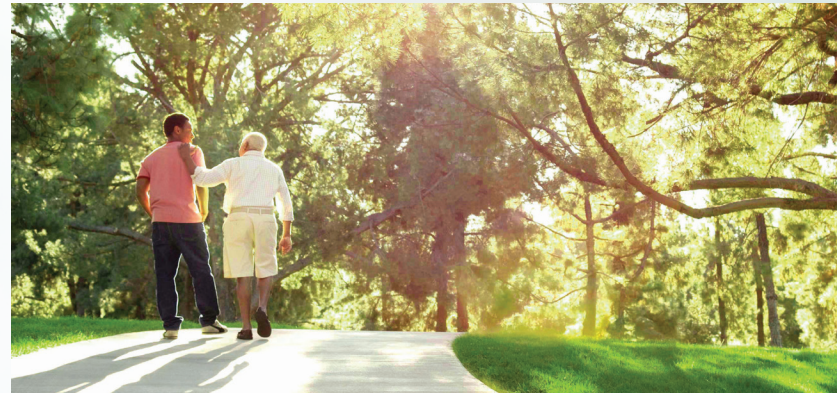


VISION

Be the Best Provider of Advanced Illness Care and the Best Place to Work in Healthcare

VALUES

1. Put Patients and Families First
2. Always Do the Right Thing
3. Respect Everyone



A Letter from Our President and CEO

Dear Friends, Volunteers, and Community Leaders,

As I write this letter, I find myself reflecting on 2021 while celebrating 2022 as we are in Capital Caring Health's **45th year of service to the community**. I always find that anniversaries, especially milestone ones, are an incredible point of intersection that connect the past, present, and future.

Looking back across Capital Caring Health's 45-year history and the leadership of our founder, Dr. Josefina B. Magno, I see the story of hospice care in America. As one of the first two hospice organizations in the United States, Capital Caring Health's journey is an integral part of the history of the hospice movement. From the countless volunteers who helped pioneer hospice as community-based model of care in Northern Virginia to the opening of our Halquist Center, one of the first inpatient hospice centers in the nation, Capital Caring Health has been at the forefront of advanced illness care.

Reflecting on the past year and the continuing challenges that healthcare organizations face, I've found that **our calling is stronger than ever**. As the pandemic persists, the nursing shortage continues, and the cost of care rises, it has been a recommitment to our mission that has buoyed the organization during these difficult times.

Capital Caring Health has renewed focus on our roots in Northern Virginia, the District of Columbia, and Maryland. We opened **The Washington Home Capital Caring Health Inpatient Center** at Sibley Memorial Hospital, the District of Columbia's only inpatient hospice unit. We also reinvigorated our **Center for Health Equity** to increase access to care, especially for communities of color.

As we look to the future, it is continuing our 45-year mission of providing the highest quality advanced illness care that pushes us forward for the communities we serve. We are committed to putting our patients and families first, from planning the next chapter of the Halquist Center to expanding **Primary Care at Home** to improve quality of life well before hospice. It is this vision and innovation that has strengthened Capital Caring Health, ensuring a bright future for the next 45 years and beyond.

Of course, it is thanks to each of you — our friends, supporters, and partners — who have made this historic milestone possible. I am also extraordinarily grateful to our staff and volunteers, both past and present, who have helped us care for nearly 200,000 patients and families since our inception. **The difference you have made in each of these lives will never be forgotten.** I look forward to your continued partnership and support to help Capital Caring Health meet these critical needs in the community in the years to come.

With heartfelt thanks,

TOM KOUTSOUMPAS,
President and CEO
Capital Caring Health



2021 by the Numbers



457,702

Days of Hospice
Care Provided



8,201

Hospice Patients Served



13,001

Palliative Care Visits



6,028

Adults Received
Grief Support



\$2 million

in Charity Care Provided

Celebrating 45 Years in 2022

A look back to the beginning.



1977

Capital Caring Health was originally founded as Hospice of Northern Virginia, one of the 15 original hospice providers established in the United States.



1982

We proudly helped the 9th U.S. Congress pass the historic Hospice Bill, increasing access to care for terminally ill Americans and their families.



1982

We opened the first inpatient hospice care center in the nation in Arlington, Virginia.



1987

Since the beginning, Capital Caring Health has been made possible by a group of committed staff, volunteers, and donors.

Thank you for making history with us by caring for local patients and families in need.



In Loving Memory of Laura Branker

November 26, 1966 – May 11, 2022

GRACIOUS. GRATEFUL. GENUINE. OPTIMISTIC. UNWAVERING. DETERMINED. COMMITTED.

Months after the unexpected passing of our esteemed friend and colleague, Laura Branker, our President and CEO, Tom Koutsoumpas and Chief of Communications, Marketing, and Philanthropy, Steve Cone sat down to share what they admired most about Laura, and about her lasting impact. Laura served as our SVP of Philanthropy, Communications, and External Affairs.

Q: What was most memorable to you about working with Laura?

Tom: I think anyone she touched learned that she was so gracious. She was amazingly effective but did it in a way that showed others — in my view — the way to lead and that you can accomplish and achieve while continuing to be that gracious leader. The other word I would say is “grateful.” She was so thrilled to be part of this organization.

Q: Reflections on Laura's top professional highlights?

Tom: Certainly, most recently was her work on opening our new Inpatient Center at Sibley Memorial Hospital, part of Johns Hopkins. I don't think it would have opened without her leadership and determination. It's not easy opening a new unit, particularly this one which was in an established hospital — and boy she made it happen! And she made it happen on schedule. When she took it over, we got it done. That was really her crowning moment in my view because it's such an important part of our care. It's huge!

Steve: Absolutely. Another one included reinvigorating the Center for Health Equity. She provided great leadership. The one thing that she and I talked about, which was a little thing but also a big thing, is that we used to have a very long name. She said, “Let's call it the Center for Health Equity so people remember it.”

Q: What would Laura be most pleased about accomplishing?

Tom: I was at our Sibley unit last week, and it's so heartwarming to see we have named one of the rooms after Laura. The plaque is there right across from our Clinical Director's office, and Da'Niesha said, “I think of her every day, as I look at her name.” We wouldn't have it without her, so it's a nice tribute in remembrance. She would be very proud.

Steve: I know Laura was also very pleased with the fact that in 2021, Philanthropy efforts had a record year, not only for CCH but for the entire not-for-profit hospice movement, and she was instrumental in making that happen.

Q: What would Laura have wanted to carry over to the next generation — particularly amongst people of color in healthcare?

Tom: I think continuing to be effective with the work of the Center for Health Equity and making sure that it continues to serve the community in such an important way. She was also really involved in developing our initiative in Wards 7 and 8, the most underserved in Washington DC. She was instrumental in working with our colleagues to make it happen.

Steve: Laura would often say to us, “We should never stand still. We should not rest on our laurels. There's always more we can do for the people we serve, patients and families, and those we don't serve that need help. We still have progress to make.”

Tom: Looking back on 2021 and the incredible impact that Laura had, it reminds me of how much we miss her and the joy she brought by walking into a room. I mean really, what an extraordinary human being.

Steve: A beautiful person in every way.

“The opportunity for all of us to work together was really a gift and she recognized that, as we did. Her commitment was genuine and unwavering.”

Tom Koutsoumpas

Capital Caring Health navigated the on-going COVID-19 pandemic, a growing nursing shortage, and increased medical equipment costs due to rising inflation. However, our calling to provide much needed care for patients and families remained stronger than ever.

2021 YEAR IN REVIEW



JANUARY

Grief Support Services *You Are Never Alone*

Grief is a very normal and human response to loss. We offer year-round grief support at no charge to anyone who has experienced the death of a loved one, even if they were not previously a patient of Capital Caring Health. Our caring team of professional grief counselors helped support 6,028 bereaved adults in 2021.



A Grateful Family

“The ones we love are never gone from our hearts. They visit us in old stories, they meet us in our dreams, they live on in all the good things we do for the world and for each other. Thank you for being there for us, and for everything you do.”



We are here to help. If you have lost a loved one and need additional support, please don't hesitate to call us at: (844) 4-GRIEVE.

FEBRUARY

Veterans' Health & Support Services *Honoring Those Who Served*

Since our founding in 1977, we have been proud to serve members of the military. We provide a full suite of specialized care and services, plus meaningful recognition ceremonies, and programs to match Veteran patients with our Veteran volunteers.



Did you know? 1 out of 5 of our patients is a Veteran.



► Military volunteers joined Capital Caring Health staff to honor an amazing 100-year-old Veteran, Mr. Albert Willis. Willis served at Montford Point, and was one of the first Black U.S. Marines allowed to enlist in 1942. **We thank you for your incredible service!**

MARCH

Thrift Store Breaks Records
Thrifting's Triple Bottom Line

With the global secondhand market expected to grow 127 percent by 2026*, the Capital Caring Health Thrift Store is well positioned to meet the growing demand driven by Gen Z shoppers and others hunting for chic clothing and household items.

Best of all? The “cool factor” has a triple bottom line: shoppers get to express their unique style, while fulfilling a commitment to sustainability, and supporting Capital Caring Health’s mission through philanthropic contribution.



Our compassionate team of volunteers and store manager remained focused on the mission as they experienced record-breaking days. We are thankful for their commitment, and for all who come from near and far to donate and shop!



Volunteers Celebrate Milestones
Living the Mission



April may be National Volunteering Month, though our amazing volunteers help spread joy to families year-round. From tuck-in calls to celebrating milestones, volunteers are at the heart of what we do.

The Caring Crew delivered over 100 Birthday Brigade experiences to our patients in 2021, along with meaningful cards, flowers, cakes, homemade quilts, and knitted blankets.



“Volunteers are not just committed to the mission...they are living it.”

Katherine Knoble ▶ Director of Community & Volunteer Engagement



542
Volunteers
26,980
Hours Served



APRIL

MAY

Children’s Celebration of Life
Honoring Each Journey



We partnered up with Children’s National Medical Center and INOVA Palliative Care to celebrate the lives of children unable to fulfill their dream of living beyond childhood.

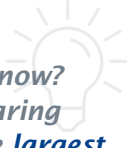
Families who had lost a child engaged in memory-making activities, shared heartwarming images and stories, and connected with other grieving families.



A candlelight walk led to a stream ▶ where families released a flower in memory of their loved one.



*Did You Know?
Capital Caring Kids is the largest children’s hospice care provider on the East Coast.*



A Grateful Family

“Without Capital Caring Kids, it would not have been possible for my son to be at home during his final months of life, and we cannot express our gratitude for everything the team has done for us.”



21% More Pediatric Hospice Patients Served in 2021

396 Bereaved Children Received Grief Support

Capital Caring Kids
Each Moment Matters



Every child is precious and each moment with them matters. Capital Caring Kids provides specialized care and support for patients with serious illness up to age 30. We care for the entire family as life-limiting medical conditions have a profound impact on a child and everyone who loves them.

JUNE

*Source: Thredup 2022 Resale Report and GlobalData

JULY

Robotic Companion Pets *Providing Comfort and Care*

We began to incorporate Robotic Companion Pets into our care plans for Veterans with dementia, Pediatric patients, and more. These special companions have been shown to provide interactive joy and comfort to patients and peace of mind to their families and caregivers.



They respond to human touch and voice just like real pets. As we like to say, “No need to feed or walk or clean up after them — just enjoy their love.”

To learn more, visit capitalcaring.org/companionpets.



AUGUST

Center for Health Equity *Closing the Gap*

Our goal is to ensure that everyone, regardless of race, ethnicity, gender, or socio-economic status has access to advanced illness care of the highest quality.

A recent study revealed that compared to Caucasians, hospice is significantly underutilized by Blacks, Hispanics, Asian Americans and Pacific Islanders, and Native Americans. We, along with our partners, are determined to close this disparity gap by providing information and resources, education and outreach, training, and community grief counseling services.

The Center for Health Equity was renamed by Laura Branker in early 2022 to reflect the goal of Capital Caring Health’s work more clearly. Ultimately, The Center exists to facilitate diversity, equity, cultural competence, inclusion, and belonging for patients, families, and staff.



Donna
Gayles

Audrey
Easaw

“We will do everything possible to continue moving this important work forward. Our commitment is stronger than ever.”

Executive Director | SVP, Philanthropy, Communications, & External Affairs
Associate Director | Director, Client Relations, Washington DC



40th Anniversary Hospice Cup *Sailing for Good*

The Hospice Cup sailing regatta celebrated 40 years of raising sails, funds, and awareness for hospice care in our region.



This year’s event focused on supporting Grief and Bereavement Services, which is often not covered by insurance. It was a fantastic day full of sailing for our wonderful cause.

Did you know? We raised over \$15,000 for our patients and families.



SEPTEMBER

OCTOBER

Point of Hope Camp *Better Together*

Our annual Point of Hope Camp was held at beautiful Occoquan Regional Park in Fairfax County, Virginia with 75 participants. Bereaved children and family attendees spent a special day connecting with peers who shared their experience of losing a loved one and learned healthy ways to express grief through music, movement, art, and community.



“After the sudden loss of my husband, what Capital Caring Kids gave us is priceless. My daughter and I especially loved the memory pot activity, or as she says, ‘For our love of daddy to grow’.”

A Grateful
Mother



NOVEMBER

Kind Hearts Gala
Embassy Evenings

The 2021 Gala focused on a series of intimate, exclusive dinners with Ambassadors at their embassy residences. This allowed us to re-introduce in-person events while following COVID-19 safety guidelines.

We are grateful for the leadership of Chairs **Alisa Whyte**, Senior Partner and CEO of the Merritt Group, and **Dr. John Whyte**, Chief Medical Officer of WebMD, and Diplomatic Chairs, **His Excellency The Ambassador of Kuwait Sheikh Salem Al-Sabah and Sheikha Rima Al-Sabah**.

As always, the Gala provided vital support to help improve care for our community, which includes our new George Pakidis Advanced Cardiac Care program to expand support for heart failure patients in need.

Thank you to our 2021 Chairs, Sponsors, Guests, and Diplomatic Patrons, the Ambassadors of Bahrain, Ecuador, Japan, Jordan, Monaco, Qatar, Saudi Arabia, and Spain.



► An Evening with Her Excellency The Ambassador of Principality of Monaco, Maguy Maccario Doyle.

“You are making a difference in my life. Thank you.

A Grateful Wife



Ceremony of Remembrance
Honoring Loved Ones

As winter approaches, the holidays can sometimes bring up feelings of sadness, loss, and more.

We hosted a Ceremony of Remembrance virtual event to create space for the grief experienced when a loved one dies. Presentations included selections of music, storytelling, and meditative silence.

Participants were invited to write down the name of their loved one and to share in the beautiful Hawaiian tradition of Ho’oponopono:

*I love you.
I am sorry.
Please forgive me.
Thank you.*



New Inpatient Center Opens in DC
Celebrating State-of-the-Art Care

Capital Caring Health and The Washington Home gathered for a special preview of our new inpatient center located at Sibley Memorial Hospital, part of Johns Hopkins Medicine.



► The reception celebrated the ongoing partnership between Capital Caring Health and The Washington Home to improve the lives of those facing serious illness and reduce inequality in access to care.

The Washington Home Capital Caring Health Inpatient Center provides critical care to residents of the District of Columbia and beyond as the District’s only inpatient hospice location. Our new 10-bed inpatient center will help ease the burden of countless families in DC by providing 24/7 care in a warm, home-like environment.

“Words cannot express how grateful our family is to you for your kind, loving, compassionate care to our father and us in our time of need.

A Grateful Family



Healing with Horses
Supporting Families After Loss



Hosted by Capital Caring Kids, our annual holiday event introduced grieving children and their families to the special bond between humans and horses.

Children experienced the healing power of animals, created holiday crafts, posed with Santa, and visited with their new four-legged friends.

Elf Squad
Bringing Holiday Cheer



Our amazing volunteer Elf Squad delivered over 600 gifts to young patients and their siblings during the 2021 holiday season.

DECEMBER

Ways to Give

2021 Donors

If we have inadvertently left off your name, please contact 703-538-2077 or email stewardship@capitalcaring.org.

A heartfelt thank you to our donors for your amazing support. By giving to Capital Caring Health, you make a tremendous difference in the lives of the patients and families we care for.



Give by Mail:

Capital Caring Health
Attn: **Philanthropy – Annual Report**
3180 Fairview Park Drive, Suite 500
Falls Church, VA 22042



Give Online:

Visit capitalcaring.org/AnnualReport or scan the QR code to the left to give securely online.



Make a Tribute Lights Gift:

Give a memorial gift in honor of a loved one. Your donation will help other families to receive much needed hospice care and support. To donate, or to create a free online tribute for your loved one, visit: tributelights.capitalcaring.org.



Make a Planned Gift:

Leave a legacy behind by including a planned gift in your estate plans and joining our Heritage Society. To learn more, visit: capitalcaring.org/planned-giving.

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Estate of Judith A. Regner
Virginia Strunk Trust
Estate of Elizabeth L. Whitely

*In Memory of/Deceased

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Individuals who have told us that Capital Caring Health is included in their will or estate plans or in another type of planned giving.

On behalf of the future patients and families whose lives they will touch, we thank them for their thoughtful generosity.

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*In Memory of/Deceased

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- Ms. Sue Whittle

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- Community Foundation of the Rappahannock River Region, Inc.
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*In Memory of/Deceased

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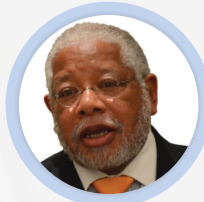


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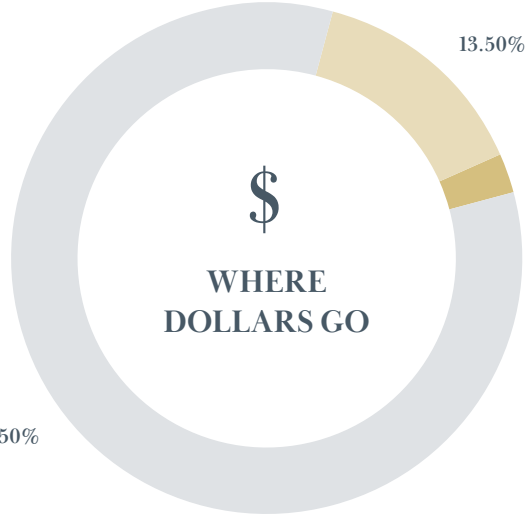
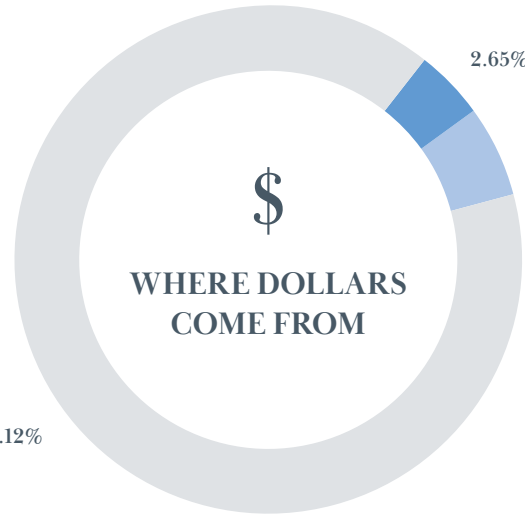


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