

## **Expanding Our Care** TO MEET THE NEEDS OF OUR COMMUNITY



### *Comments from Grateful Family Members*

*"I absolutely positively adored"* all the professionals that my family and I came into contact with while Capital Caring was caring for my mom for the last 2 months of her life. No words can adequately express my gratitude for Capital Caring and all their employees."

*"We received excellent hospice"* care for my father. The grief counseling was also extremely helpful."

# **Broadening our services and** doing the right thing for our patients and our community

In the early 1970s, I watched the wife of my good friend lose her battle with cancer after a long, courageous fight. It was a painful period, stretching out over several years. And despite getting care from the best doctors, the experience—for her, her family and friends—was horrible. She was only 49 when she died.

That's when it dawned on me: Our healthcare system was ill-prepared to deal with patients with life-limiting and terminal illnesses.

Fortunately, we've come a long way in the 40+ years since then. At that time, the concepts of hospice and palliative care were virtually unknown in America. Today, they are well-established disciplines, delivering care, comfort and compassion to thousands of individuals and their families each year, most often in the familiar surroundings of their own home.



*Tom Koutsoumpas* 

I'm proud to have been part of that evolution. And I'm equally proud to have just recently celebrated my one-year anniversary as the leader of this wonderful organization. It's a position I am both honored and humbled to hold.

Honored...because I've had the chance to work with an amazing team of professionals who are doing one of the hardest—yet possibly most rewarding—jobs on the face of the earth: improving life and its quality for terminally ill patients and their families. From clinicians to clergy, and social workers to volunteers, these dedicated individuals leave me in awe of all they do. As you review the impressive facts and figures on page 6, I'm sure you'll agree.



Capital Caring Health has proudly served members of the military since our founding in 1977, providing a full suite of care and services, plus recognition ceremonies and programs to match veteran patients with our veteran volunteers.



Dr. Eric De Jonge, chief of geriatrics, leads Capital Caring Health's new Primary Care at Home Program.

### **Capital Caring Health: New Name. More Care.** *Expanding services to meet the needs of the underserved*

Although we have made significant strides in addressing the healthcare needs of those with serious illnesses, the volume of work that remains to be done—in our community, our region and our nation—is daunting. The growing problems and changing needs of the underserved, the elderly, and other at-risk populations demand innovation, talent and drive. I'm pleased to say that we are answering the call.

As one of the largest and oldest non-profit providers of hospice and advanced illness care in the mid-Atlantic region, Capital Caring recently added **Health** to our name, to reflect our expanded offerings and new initiatives that will redefine how we serve the community.

We will now feature new programs and expanded services to meet a greater continuum of healthcare needs throughout the District of Columbia, Maryland and Virginia.

We are expanding and improving care for our aging veteran population. Our reinvigorated Veteran's Health & Support Services program is helping veterans—who are often unaware of the benefits they are entitled to or stymied by government bureaucracy—cut through the red tape and get the care and other support they need, have earned and deserve.

The Capital Caring Health Largo team held a special birthday celebration for Phoenix who turned 1. Phoenix was taken off life support at five months old; her mother was told she would only have six hours to live. Against all odds, and under the care of our Capital Caring Health team, Phoenix is spending more time in the comfort of her home surrounded by her family. Baby Phoenix is shown with her mother, Monique, and Yolanda Hightower, RN Case Manager at Capital Caring Health. Another problem to overcome: What to do with the growing senior population that is trying to age in place while coping with multiple, chronic health conditions? Our answer is to create Primary Care at Home for elders, headed by one of the nation's pre-eminent specialists in aging. When the program launches later this year, it will offer a complete spectrum of at-home care, assuring continuity and consistency from one stage of life to the next.

And for our youngest patients, we are redoubling our efforts to assure they get the highly specialized care they need, something we've done right from the start. At a time when only about 10 percent of the 4,500 hospices in the United States accept children and adolescents, we are partnering with Children's National Medical Center to assure an even greater level of customized care and service.

In short, I believe we've accomplished a lot in the last 12 months. As we prepare for the future, I hope you will remain as committed as we are to doing the right thing... for everyone, of any age...who needs our help.

Thank you for your ongoing support of the vital work we do together.

Sincerely,

Tom Koutsoumpas *President and CEO* 

# **Capital Caring** Health 2018 A Year in Review



Number of Patients Served by Service Area Washington, D.C. 1,050

Maryland

882

Fredericksburg/

Richmond

521

## Northern Virginia 4,951

24-HOUR CARE LINE: 800-869-2136 | 7



*Capital Caring Health is proud to be* a Commemorative Partner with The U.S. Vietnam War Commemoration. Pictured from left: Tom Koutsoumpas. Capital Caring Health President & CEO: Molly Brooks, Executive Director, Clinical Innovations; Lt. Col. David Benhoff, USMC (ret.), Director. *Veteran's Health & Support Services:* and Keith Everett, Chief Performance & Compliance Officer.

## 600.000

Veterans over 65 living in Virginia, Maryland, Washington, D.C

## **VETERAN'S HEALTH & SUPPORT SERVICES Addressing Needs** in our Communities

### Doing The Right Thing For...Those Who Served

Long after the uniform is carefully mothballed and the medals tucked safely away, many of our nation's veterans feel sidelined themselves. They're in a kind of limbo—honored in public for risking life and limb for their country, yet suffering in private as they face advancing age, service-related diseases and disability without a clear path to the help they need.

Capital Caring Health has proudly served members of the military since our founding, providing a full suite of care and services, plus recognition ceremonies and programs to match veteran patients with our veteran volunteers. But last year, we asked ourselves if we could do more.

The answer, according to Lt. Col. David Benhoff USMC (ret.), was "yes."

A Capital Caring Health volunteer coordinator and care representative since 2016, Benhoff was deployed several times during his 25-year military career. And he knew from personal experience that many area veterans were not getting the special care and assistance they needed. The problem rests largely in the complex and time-consuming process required to unlock government benefits.

So in 2018, Capital Caring Health created a new department devoted exclusively to Veteran's Health and Support Services, with Benhoff as director.

"What veterans and their families really need most is a 'boots-on-the ground' approach—help in accessing more in-home caregiver support and veteran benefits, such as disability compensation, pensions, and healthcare," says Benhoff. "We've started working directly with state-level Veterans Affairs offices to assure the vets at Capital Caring Health get what they need, earned and deserve."

### Meeting the needs for a growing veteran community

Capital Caring Health is partnering with local and regional VA medical facilities, VA community-based outpatient clinics and active duty medical installations to raise awareness of how palliative, hospice and bereavement services can support their medical missions. As part of that effort, second-year medical residents from Walter Reed National Military Medical Center and Fort Belvoir Community Hospital train with Capital Caring Health experts for a week, as an introduction to advanced illness and end-of-life care.

In 2014, a VA study estimated nearly 600,000 veterans over 65 live in Maryland, Virginia and Washington, D.C. As the region's population of retired military continues to grow, so too will the need for more tailor-made services and programs.

Capital Caring Health will be ready.

"Overall, I now have a better understanding of how hospice" and palliative care services operate and I will better be able to explain to patients and their families what to expect when they are transitioned to hospice or palliative care. Not only do I better understand the logistics involved in this kind of care, but I saw the caring hearts of the Capital Caring staff." Internal Medicine Resident: Walter Reed National Military Medical Center

# Veterans Program?

A: The goal of our veterans program is to not only to I want to do something about that. continue to recognize and honor military veterans, but also provide true meaningful help and support Many veterans from the Vietnam, Korean War and WWII to our veterans – from assistance with benefit era were raised to not ask for help. They have all done so acquisitions to in-home caregiver support, and help with much for our nation, now they need someone to advocate household tasks like mowing lawns and general home for them. maintenance.

## in place?

A: Many veterans suffer from ailments related to their service and some may have not pursued VA benefits for which they may be eligible. Additionally, many of our veterans are isolated and may just need a *Battle Buddy* to sit with and talk about their experiences.

### David Benhoff

## 50%

The number of veterans and spouses of veterans that Capital Caring Health cared for in 2018

### **Q&A with David Benhoff**, Director, Veteran's Health & Support Services *Q*: What is your goal for Capital Caring Health's

### *Q*: *What type of support do veterans need as they age*

### *O: What drives your passion for supporting veterans?* A: There are an abundance of resources and

organizations helping younger veterans, which is awesome; however, there are so few helping the older veterans. I feel like our older veterans are forgotten, and



Tom Koutsoumpas and Dr. David Steinhorn at 2018 Passion for Caring



Teens who suffered the loss of a loved one were special guests on ABC 7s Let's Talk Live sharing about their Making Memories Taylor Swift Concert Experience.



Our Pet Therapy Program offers comfort to bereaved families.

### CHILDREN'S HOSPICE & PALLIATIVE CARE

### **Doing The Right Thing For... Our Youngest Patients**

When a child has a terminal or life-limiting illness, it assaults our sense of what's right. In the natural order of things, we expect kids to outlive parents and grandparents.

The reality, however, is often different—something that the visionary founders of Capital Caring Health clearly knew. Since opening our doors in 1977, the care of infants, children, and adolescents has been a cornerstone of our foundation. In fact, Capital Caring Health today is one of the oldest and largest providers of palliative and hospice pediatric care in the nation. Thanks to donor support—including \$450,000 raised during our 2018 Gala—we are now taking the pediatric program to the next level... for both children in need of care, and children in need of solace from the death of a loved one.

### Surrounding Families with Care and Support

In 2018, we launched a Virtual Pediatric Consultative Rounds program in conjunction with our long-standing partner, Children's National Medical Center—one of the nation's foremost children's hospitals. Led by Dr. David Steinhorn, Medical Director, Hospice and Palliative Care Services for children at Capital Caring Health, our team uses video and web-based technology to

review symptoms, treatment and support services with Children's pediatric experts in real time. As a result, we are improving pain and symptom management on the spot, for an even greater level of customized care and comfort for our youngest patients and their family members. In the near future, we have plans to expand this program even further.

At the other end of the spectrum, we also serve children suffering from the loss of a parent, sibling, or other loved one. Through an in-school grief club, special camps, pet therapy and more, our pediatric bereavement programs help children try to understand, cope with and process the bewildering death of someone close to them.

### Pet Therapy: Offering Grieving Children the **Comfort They Need**

Toward that end, the pet therapy program got a boost from Lois and Meredith Baily-mother and sister of Regan, who died tragically young. Knowing that fuzzy friends play an important role in healing, they established Regan's Caring Zone to reflect her love of animals and love of life. By providing certified therapy pets, the new program helps bereaved children experience unconditional love...and eventually their own feelings. We think it's just what the doctor ordered.

### Q&A with Tara Hoit, Director, Children's Hospice & Palliative Care *Q*: What are some of the special needs of children

### Q: How does Capital Caring Health for Kids support both the patients and their families?

A: We provide holistic symptom-directed care encompassing the social, emotional and spiritual needs of children facing serious illness. We are committed to this care philosophy for the entire family as the effects of long-term illness can have a huge impact on everyone who loves the child. By providing 24/7 access to a hospice pediatrician and pediatric certified nurse, the physical needs of the child are addressed in the home or in one of our inpatient centers. While they can still pursue the full menu of curative measures available to them, they can be at home with our support. Our team comprised of a social worker, chaplain and child life specialist are there to advocate for the child's wishes, help the entire family cope with the emotional distress of late-stage illness, and connect them to resources for additional support.

Tara Hoit

Bereaved children and adults receiving grief support

Children Hospice patients serve in 2018

Caring Circles School Bereavement Groups

receiving hospice and palliative care?

A: Children who engage in our palliative or hospice care are experiencing a life-limiting illness that affects their day-to-day life. Most of the children have spent a lot of time in the hospital undergoing invasive treatments and partaking in clinical trials with the hope of a cure.

### *Q*: *What drives your passion for the Capital Caring* Health for Kids Program?

A: The children in our program teach me every single day what's important in life. They find meaning in small moments that many of us miss like the way their dad's whiskers tickle their cheeks or how the reflections of light on the floor make interesting patterns that fuel their imagination. Because many of them are too young to understand what the future holds for them, they don't allow those feelings of dread affect their day. They still want to play and discover their world even if their world consists of a hospital bed in the living room. This has given me what I call my "child goggles." I can put them on when I start to get uptight about traffic or some small mishap. They are the lens through which I try to see how special life is for all of us, even if it's not as long as we'd hoped.

# Celebrating Capital Caring Health **Employees**

Our team of 800-plus employees go above and beyond to care for our patients and provide support to families on a daily basis. Each month, an employee is recognized with the Capital Caring Health CeCa Award based on employee nominations. The award recognizes employees for demonstrating qualities such as teamwork, exceptional patient care and dedication to work.

The following employees were recognized in 2018. Several CeCa Award Winners also shared what they enjoy most about working at Capital Caring Health in the feature below.







Danice Franklin. Financial Case Manager, Largo

"What I like most about working at Capital Caring Health is the support, provide. One story that I will always remember is a patient who wanted to go to the beach "one last time." She needed a special wheelchair to get her through the sand; we made that happen. It's little things like this that makes me proud to be a part of Capital Caring Health."



Mia Debarbieri. Area Manager, Patient Advocacy, Leesburg "I've had the privilege of working for Capital Caring Health for six vears. I've often been asked how I remain positive and optimistic when most of my life revolves around being of service to those that are at the end of theirs. The answer is simple: I believe in our vision and mission. I am in constant awe of the invaluable and compassionate care that we provide families in our community.



Caring Health Adler Campus. Aldie "I enjoy helping the their life!"

Angela Rodriguez, Certified Nurse Assistant, Capital Caring Health Center, Washington D.C. "I love working with our CNA and Nursing staff at the Providence Inpatient Unit. They are hardworking and they take pride in what they do."

about being a Hospice Liaison/Nurse is the opportunity to meet people, provide a listening care and empathy we ear and, if needed, a shoulder to cry on, and to be there for our patients and families so they are not alone."

12 | 2018-19 CAPITAL CARING HEALTH ANNUAL REPORT



**Olive Uwamaliya**, RN Case Manager, Capital Center on the Van Metre patients in our community live comfortably and enjoy

Shantal Williams. Services, Largo "I love my job because

no day is ever the same. I feel like the work I do makes a difference to the people we serve and our community. I know when I go home that I truly did something meaningful and and families in a holistic important."



Sherri Parker. Social Capital Caring Health Halauist Center

"Capital Caring Health has given me the opportunity to be part of a team where everyone is working toward a common goal - to care for our patients way, helping make end of life a meaningful and positive experience.



Stacy Brown, LPN,

"The ability to help someone when they need help the most is paramount. I think it's the kindest, most loving thing a person can do for another person, whether it be a nurse, a CNA or a family member. Every single day it's a little different and you meet people where there are - through the challenges and their smiles. I just find it fulfilling, I love my work." Carla Thompson. *Chaplain*. Alexandria and Karen Perez. Memorial Inpatient *Center*, were also recipients of the CeCa Award in 2018.

# Celebrating Capital Caring Health **Volunteers**

*Volunteers don't necessarily have the time; they just have the heart!* 

In 2018, 77,000-plus hours were given by volunteers in support of our Mission.

Capital Caring Health would not exist without our 1,500 volunteers. In 1977, our organization was founded by a group of dedicated volunteers, deeply committed to making a profound and positive impact in our community.

Our talented and compassionate volunteers provide companionship and support to patients and their families, help with special events and lend a hand with administrative projects throughout Capital Caring Health.

We are so thankful for our volunteers. To learn about volunteer opportunities, **www.capitalcaring.org.** 





# Welcome to the New Members of the Capital Caring Health Board of Trustees

IN 2018, CAPITAL CARING HEALTH HAD THE HONOR OF WELCOMING TWO NEW MEMBERS TO THE BOARD OF TRUSTEES - WILLIAM "BILL" NOVELLI AND LYNN MENTO.



Ms. Lynn Mento is the Executive Director of Friends of the National Zoo (FONZ), the nonprofit organization dedicated to supporting the Smithsonian's National Zoo and Conservation Biology Institute. Prior to her role at FONZ, Ms. Mento oversaw membership and member engagement at AARP and has served in a variety of leadership positions at marketing and advertising agencies in Washington, D.C., Pittsburgh, and New York City. Ms. Mento has also been a longtime supporter of Capital Caring Health and past member of the Board of Trustees.



Mr. Bill Novelli is a professor in the McDonough School of Business at Georgetown University and the creator of the Global Social Enterprise Initiative at the School. He is also Co-Chair of the Coalition to Transform Advanced Care (C-TAC), a national organization dedicated to reforming advanced illness care by empowering consumers, changing the health care delivery system, improving public policies and enhancing provider capacity. Mr. Novelli's extensive experience also includes serving as President and CEO of AARP, as well as a recognized leader in social marketing and social change leading international marketing as the co-founder of public relations firm Porter Novelli.

### A LOOK AT 2018 COMMUNITY EVENTS



Throughout 2018, Capital Caring Health hosted a variety of events to help further the philanthropic mission of the organization and help expand access to hospice and palliative care for families. As one of the nation's oldest and largest nonprofit hospice and palliative care providers, Capital Caring Health serves an important role to provide a voice to families facing advanced illness especially in our nation's Capital.

### \$450,000 raised at Gala supporting children hospice and palliative care

Raising awareness about the specialized services required for child patients and their families was the focus of the annual Capital Caring Health Passion for Caring Gala. More than 400 community members gathered at the Marriott Marguis Washington DC on Nov. 17 to help raise \$450,000 for programs and services benefiting some of the youngest, and most vulnerable patients.

2018 Passion for Caring Gala Co-Chairs Lisa and Alan Zuccari (center) along with their family and Co-Chair Scott Stewart (second from left) at the event on November 17.

Capital Caring Health President and CEO Tom Koutsoumpas (left) with Dr. David Steinhorn (right) of the Children's National Medical Center's PANDA Palliative Care Team, which received the annual Passion for Caring Award in recognition of their ongoing partnership with Capital Caring Health.

# Thanks for supporting Capital Caring Health



Annual Heritage Society Brunch Members of the Threshold Choir perform at the annual Heritage Society Brunch on June 7 to recognize individuals who have included Capital Caring Health in their planned giving.

**Capital Caring Health Day on the Hill** Congressman Earl Blumenauer (D-OR) speaks at the Policy, Progress and Future Prognoses Hill Briefing to help improve care for those with advanced illness on May 9.



**Making Memories Taylor Swift Concert Event** Thanks to the generosity of our supporters, Capital Caring Health was able to provide a one-of-a-kind experience at the Taylor Swift concert at FedExField on July 10 for some of the families in our grief support programs.

**Sailing for Hospice Care** Capital Caring Health was honored to be one of the beneficiaries of the 2018 Hospice Cup sailing regatta On September 15 in Annapolis, Maryland.



Raising Awareness: Capital Caring Health was featured on the WILA-TV Seven on Your Side program in November 2018. WILA produced segments about family caregivers and interviewed Carolyn Richar for a segment on National Family Caregiving Month. A group of employees also spoke with100 callers – explaining hospice eligibility to those caring for loved ones.



# Capital Caring Health in the News

WJLA-TV (ABC affiliate) graciously hosted a team of Capital Caring Health social workers, physicians and staff for a special **7 On Your Side** segment during the prime-time evening news to promote National Health Care Decision Day in April. During the two-hour segment, Capital Caring Health staffers manned a phone bank and fielded nearly 100 calls from viewers with questions regarding how to complete their advance care plans and the eligibility requirements for hospice care.

The response to this event was so popular that the Capital Caring Health team was invited to participate in a second **7 On Your Side** event in November for National Caregiving Month/National Hospice and Palliative Care Month. Once again, a team of social workers and grief counselors answered more than 100 calls from viewers interested in support and resources available for caregivers and of loved ones with an advanced illness.



### CAROLYN RICHAR, CAPITAL CARING HEALTH'S CHIEF MISSION OFFICER, FEATURED IN ARLINGTON MAGAZINE

Arlington Magazine featured Capital Caring Health's Rev. Carolyn Richar, Chief Mission Officer of Capital Caring Health in its March/April issue discussing her role both as a nurse and chaplain. The article provided invaluable insight into the type of care Capital Caring Health provides to patients and their families at the end of life. Read the entire article here: https://www. arlingtonmagazine.com/facing-death-part-job/





### NEW WEBSITE LAUNCHED IN 2019

Capital Caring Health is inviting visitors to explore its new website, www.capitalcaring.org, which has been redesigned to provide a user-friendly experience with improved I Think my Loved One Has Dementia navigation and functionality. Visitors to the site now have access to updated content http://bit.ly/DementiaCaregiversGuide on common medical conditions that most frequently benefit from hospice care, with downloadable brochures on topics such as Caring for a Loved One with Dementia, and How to Care for Elderly Parents. Additional new features include a Caregiver Blog, How to Talk to Your Parent's Doctor videos showcasing our special inpatient facilities, comprehensive information on http://bit.ly/TalkToParentsDoctor how hospice care is paid for and eligibility requirements, along with opportunities to volunteer and become part of the Capital Caregiver Community.

Visit **www.capitalcaring.org** to check out the new resources for family caregivers, and take a look at our most popular resources for family caregivers.

### When is it Time for Hospice Care http://bit.ly/HospiceCaregiversGuide

Taking Care of Elderly Parents http://bit.ly/TakingCareOfElderlyParents

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22 | 2018-19 CAPITAL CARING HEALTH ANNUAL REPORT



Estate of Wayne L. O'Hern, Jr.

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touch, we thank them for their thoughtful generosity.

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Caring Gala.



\*Deceased

Tom Koutsoumpas, Alva Roche-Green, M.D., Inova Medical Group, Sue Boris, R.N., Chief of Clinical Operations; and Matthew Kestenbaum, M.D., Chief Medical Officer, are shown at the 2018 Passion for

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# **2018** Year in Review

\$94,353,200

\$1,207,637

\$87,887,285 9,785,861 2,299,725

\$99,972,871

\$(5,619,671)

### REVENUE

Net patient service revenue	\$91,297,648
Private contributions, gifts & grants	3,712,928
Net investment income	(1, 212, 447)
Net assets released from restrictions	275,005
Other income	280,066

### **Total Revenue** Additional restricted contributions

### **EXPENSES**

Patient care	
General & administrative	
Fundraising	

**Total Expenses** *Results of unrestricted operations* 





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• 4.23% Contributions

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

### VISION

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

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