



Mission

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

Caring for One and All

Capital Caring Health does not exclude people or treat them differently for any reason, including but not limited to: 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 its patients or their families.



A Letter from our President and CEO

Tom Koutsoumpas, President and CEO, Capital Caring Health



Dear Friends, Volunteers and Community Leaders,

2020 has given us many reasons to reflect on the unanticipated challenge of a once-in-alifetime pandemic like COVID-19—one that tested our resilience in protecting our medical staff, patients and families from exposure to the virus. But this crisis also presented an opportunity to forge new partnerships, expand care to more of the most vulnerable community members and elevate compassionate care at home as the best solution for those with an advanced or life-limiting illness.

While we mourned the loss of so many souls from this global pandemic, we continued each day to provide personalized care to over 3.000 patients and families facing healthcare issues well beyond COVID-19. To date, we have no documented cases of patient-to-staff or staffto-patient transmission.

In spite of 2020's many safety restrictions and precautions, Capital Caring Health saw a 25% increase in hospice patients and provided charity care to more patients with financial need. Our state-of-the-art **Pediatric Program** cared for twice as many children, and over 6.000 families benefited from our bereavement care.

Our **Primary Care at Home** program, which began seeing patients in January 2020, expanded to provide patient care for residents in two major facilities—Goodwin House and Vinson Hall.

2020 was also marked by significant incidents of social injustice toward people of color, and Capital Caring Health launched the Center for Equity, Inclusion and Belonging to take our commitment to the next level. We believe targeting disparities in health has real-world impact—affecting if, when and how individuals access healthcare services. By establishing this Center, we strive to improve trust, understanding and hospice use among underrepresented groups—and enhance their quality of life near the end of life.

We also boosted our fight against heart disease, the top cause of death in America. Joining forces with the National Partnership for Healthcare and Hospice Innovation and the American Heart Association, we launched the **Advanced Cardiac Care** program to fight this "silent pandemic" in educating patients, families and healthcare providers of hospice's importance as an option for those with

end-stage cardiac disease. This national campaign also seeks to raise awareness of hospice care among underrepresented groups.

All in all, I'm extremely proud of our many 2020 accomplishments. I am particularly humbled by the response from countless community members and volunteers who donated their time to produce masks and other protective equipment and helped our staff stay connected to patients isolated from loved ones. To those whose financial contributions enabled us to provide grief counseling to anyone in the community, free meals to those struggling financially and critical technology for remote patient monitoring, I cannot thank you enough for your generosity.

We persevered during 2020 and emerged even stronger and more committed to reach more community members—especially in underserved areas—to open their minds to advanced illness and hospice care and experience all of the benefits of home care.

My heartfelt thanks,

Tom Koutsoumpas

Reflection

The beginning of a new decade is usually cause for anticipation—exploring the art of the possible and experiencing the feeling of a 'fresh start.' But instead, we were faced early in the year with one of the worst healthcare nightmares of the century: COVID-19.

9,270

HOSPICE PATIENTS SERVED

4,500

PALLIATIVE CARE PATIENTS SERVED

1,103

INPATIENT CARE
PATIENTS SERVED



Tom Koutsoumpas Interview

2020 Reflections

Capital Caring Health has a long history of facing the unknown head-on and serving as a national model for how advanced illness and hospice care are provided through a crisis. When the HIV/AIDS epidemic started in the 1980s, Capital Caring Health was providing the much-needed compassionate care to patients diagnosed with that new disease.

Now, the COVID-19 pandemic once again tested our ability to provide personalized care to patients and families facing end-of-life

issues, in addition to protecting them and our staff from exposure to the virus. Our clinical teams found new ways to decontaminate masks and other protective equipment and we reconfigured our inpatient units (IPUs) to provide additional space for COVID-19 patients.

Every IPU and home care team provided care to COVID-19 patients, while keeping staff and other patients and family members safe from exposure.

Education and Awareness

Capital Caring Health served as the 'go-to' source in helping to educate the community about COVID-19 safety precautions and caring for the elderly. Dr. Eric De Jonge, Chief of Geriatrics, was interviewed several times by the top network stations in D.C. regarding the pandemic and participated on a panel regarding social injustice among people of color.



In addition to prime-time news stories, we produced informational videos for our website to address safety protocols and home care resources.

Uncompromised Quality Care

Throughout the year, we provided care to a record number of patients and families in the home, assisted living and extended care facilities and hospitals while adhering to the highest standards of personal protective equipment (PPE) and sterilization procedures to ensure safety of both our staff and those in our care.



Capital Caring Health served as the 'go-to' source in helping to educate the community about COVID-19 safety precautions and caring for the elderly."

Response

The pandemic took center stage in March 2020 with many closures and cancellations across industries. Under a mandated quarantine, nursing home residents became the most vulnerable targets of COVID-19, raising awareness of vital home care for those with compromised health conditions.

Capital Caring Health once again assumed a pivotal role in educating our care teams about safety protocols and acquired PPE from multiple sources to ensure the safety of our staff, patients and families in our care.

Each of our inpatient units cared for COVID-19 patients and we provided critical support to Inova hospitals in handling the increased volume of patients during the May/June timeframe.

From employing state-of-the-art sterilization tools and technologies to providing rapid tests for staff and incoming patients, we stayed connected to our patients. We increased our virtual visits and other activities in response to the isolation and anxiety.



Volunteers in Action

Capital Caring Health volunteers found creative ways to stay connected with patients during the pandemic, such as facilitating Zoom calls with patients and their families; sending cards and letters to patients; coordinating virtual and outdoor musical performances; sewing and distributing masks, caps and gowns; sharing videos of prayers and poems; creating handmade care bracelets; delivering flowers and care packages; and hosting online tuck-in calls and Reiki therapy.

For this year's virtual Point of Hope Camp, our volunteers provided fleece blankets that were used by the camp attendees to create 'blanket forts' and to cherish as a keepsake of this special bereavement program for pediatric patients.

Capital Caring Health is proud to be the recipient of the 2020 Volunteer Program of the Year Award from Volunteer Fairfax.



Center for Equity, Inclusion and Belonging

In response to the national demonstrations on social and racial injustice, Capital Caring Health stood in solidarity with the Black community and other marginalized groups pledging to do our part to ensure we help to address health disparities as it relates to access to healthcare and workforce diversity by creating the Center for Equity, Inclusion and Diversity.

It can be a matter of life and death: underserved groups are more likely to be diagnosed at a later stage in a disease, to experience increased suffering and to have a poorer outcome than Whites. Recent COVID-19 statistics sharply illustrate these facts, with

much higher death rates and less access to care among African American and Hispanic communities.

Capital Caring Health is already recognized for our commitment to understanding and caring for our diverse patients. To date, we have earned accreditation by the National Institute for Jewish Hospice and designation by the National Alliance on Mental Illness (NAMI) as a StigmaFree organization. We are currently in the process of becoming credentialed for Cultural Competency training from SAGECare (Services and Advocacy for LGBTO Elders).



Keith Everett



Altonia Garrett

Under the direction of Chief Officer for Performance, Compliance and Cultural Operations Keith Everett and Vice President of Public Affairs and Strategic Partnerships Altonia Garrett, the Center will continue to increase mindfulness and understanding of cultural and religious differences in end-of-life care and build trust through community outreach and heightened awareness of the benefits of hospice and palliative care.

Philanthropy



Even without a pandemic, any year is a challenge to reach community members in need of elder care, advanced illness or hospice, especially the most vulnerable—not to mention the need for grief counseling and support that is provided free of charge to anyone regardless of whether they or a family member are in our care. 2020 placed extraordinary burdens on patients and families imposed by the pandemic—isolating loved ones from their support systems, further eroding family budgets for food and other

necessities and compromising visits to healthcare facilities for primary and urgent care for fear of exposure to COVID-19.

Thanks to the extreme acts of compassion and generosity from foundations, donors, friends and volunteers, we were able to fill some critical gaps by providing meals, transportation, home safety evaluations, care coordination and remote patient monitoring through our "Capital Caring Stay at Home Safely Services." This new companion program to Capital Caring Health's Primary Care at Home program helps patients and families much sooner in their journey through advanced illness. Case management certified nurses, social workers and community health workers coordinate care mostly virtually from our headquarters in Falls Church.

We Asked - You Responded

From gifts to support basic needs such as meals and transportation, to generous contributions in support of our COVID-19 Relief Fund, our Pediatrics program and the construction of our newest inpatient unit to provide care for Washington, D.C. and Montgomery County residents, your response was phenomenal. We can't thank you enough.



From March 2020 to December 2020, we provided 4,257 meals at a value of \$31,927.50.

Mrs. L., a 74-year-old Asian American woman living in Fairfax county, was enrolled in our meals program while in our hospice care. Her husband, who was her primary caregiver, went from experiencing high anxiety around her diet and specialized meals, then with our meals program to a state of relief and calm, with one less worry as a caregiver. Shortly after Mrs. L. passed away, her husband shared that he felt that this program was a blessing and a help from God. Because he felt so supported while his wife was on the program, he wanted to donate to the program to ensure other families could benefit as he did."



The Washington Home Foundation

The Washington Home Charitable Foundation provided Capital Caring Health 3 grants totaling \$177,127 to provide charity care in our Washington, D.C. inpatient units, ice cream treats for patients and families and assistance to caregivers.



Potomac Health Foundation

Potomac Health Foundation provided a grant of nearly \$200,000 to develop the Stay At Home Safely initiative, addressing social determinants of health, in the Potomac Health Foundation's footprint in Virginia.



Truist Foundation

The Truist Foundation provided a \$100,000 grant to Capital Caring Health to provide emergency assistance during COVID-19, meals for patients and families, telehealth connectivity services and Capital Caring Kids programs.

HH Truist Foundation



Arlington Community Foundation

The Arlington Community Foundation provided a grant of \$30,000 in support of Capital Caring's COVID-19 Relief Fund.





ACTS for Alexandria

ACTS for Alexandria provided 5 grants totaling \$32,500 in support of Capital Caring's COVID-19 Emergency Relief Fund, providing emergency meals support, outreach to the Hispanic community in Alexandria, telehealth connectivity and more.



Alexander and Margaret Stewart Trust

The Alexander and Margaret Stewart Trust provided Capital Caring Health 2 grants totaling \$100,000 to support Capital Caring Kids as well as Capital Caring's COVID-19 Relief Fund.



*Additional grantors listed on Page 26

Grief Counseling and Bereavement

Just about everything has been more complicated during the pandemic and that includes the ability to grieve the loss of a loved one. Gone are the rituals that normally bring comfort, consolation and closure.

Capital Caring Health responded with tools and techniques to help families through mourning and the holidays. Our resources included an Adult Grief Guide During COVID-19 offering practical advice that makes a difference. Available in both English and Spanish, the guide covers staying connected, managing anxiety, grief, sleep, wellness, self-care and more.







Recommended books and 10 Things Grief Counselors Want You to Know are among the additional resources included.

Capital Caring Health also developed a **Child &** Family Grief Guide in the Midst of COVID-19 as children are especially likely to need help managing anxiety due to their grief and dealing with the pandemic. The guide covers talking to kids about COVID-19, controlling anxiety with mindfulness apps and websites for children, plus at-home activities and books for children dealing with the loss of a loved one.







A special COVID-19 support group was established for anyone in the Washington Metro region who has lost someone anywhere in the world—due to the coronavirus.

6.184

BEREAVED CHILDREN AND ADULTS RECEIVED GRIEF SUPPORT FROM CAPITAL CARING HEALTH IN 2020

> Capital Caring Health responded with tools and techniques to help families through mourning and the holidays."

Veterans Service and Support

For more than 40 years, the care, support and recognition of veterans have been part of Capital Caring Health's mission. From help and assistance securing the benefits they have earned to matching patients with "battle buddies"—current and former members of the military who volunteer their time to support and encourage colleagues in our care—we've taken that pledge to heart.

Perhaps the most visible indication of that commitment lies in our comprehensive, branch-specific ceremonies to honor those who served.







CAPITAL CARING HEALTH HOSTS DRIVE-BY BIRTHDAY CELEBRATION FOR 105-YEAR-OLD ARMY VETERAN ROBERT COX

Over 50 community members and friends came together to celebrate the birthday of one of our oldest patients - Army Veteran Mr. Robert Cox, who turned 105 years old on June 4, 2020.

And while COVID-19 has definitely rained on our parade, it didn't dampen our enthusiasm or our ability to maintain tradition.

When the pandemic first hit, we made a conscious decision to continue honoring the former military members in our care.

Beginning in June, recognition ceremonies went virtual, with pre-recorded anthems. Tribute speeches and flag foldings, formerly done in person, were also online, although patients still received their flags and other military-themed gifts.

To make up for the lack of human touch so essential to hospice and palliative care. a Capital Caring Health team headed by Director of Veterans Health and Support Services Program Lt. Col. David Benhoff (retired, USMC) and Veterans Services

Coordinator Katherine Knoble reached out via social media soliciting service-related goods and items that would be comforting to former military members nearing the end of life. From Colorado to California. New York to Alaska, gifts started pouring in.

Handmade lap-robes embroidered with service insignia, knitted prayer shawls, crocheted tissue-box covers, coasters and more were shipped at the volunteer's own expense to honor those who sacrificed so much.

Knoble estimates that she coordinated approximately 20 individual ceremonies each month, about the same as before the pandemic, throughout Capital Caring Health's service area. Altogether, she has a cadre of about 100 military members who volunteer their time.

Capital Caring Health 2020-2021 Annual Report

Resilience

The COVID-19 pandemic significantly raised awareness of the importance of home care - especially for the most vulnerable community members. As the world began to shut down and families were isolated from one another, home care became the only safety net for delivering critical care in a secure environment.

Following the strictest of protocols to protect our staff, patients and their families, we persevered to provide care to more patients of all ages in more settings than ever before - demonstrating our resilience - once again, as one of the leading providers of elder health, advanced illness and hospice care in the nation.

As the world began to shut down and families were isolated from one another, home care became the only safety net for delivering critical care in a secure environment."



Inpatient Care Expands in Northwest D.C.

Capital Caring Health's inpatient centers continued to welcome families and pets at patient bedsides during the pandemic - where hospitals were unable to do so. We upheld our 'No One Dies Alone' mantra under strict safety conditions so that families were never isolated from a loved one during their time of need.

Building on a most extraordinary gift of \$2M from charitable foundation The Washington Home, Capital Caring Health is expanding its inpatient care for persons with advanced and life-limiting illness with the construction of a new inpatient hospice care unit on the campus of Sibley Memorial Hospital.



The 10-bed private room facility, aptly named The Washington Home Capital Caring Health Inpatient Center, will provide muchneeded comprehensive advanced illness care to residents of Washington, D.C. and Montgomery County, Maryland. This world-class facility will be our second healthcare resource in the District of Columbia to provide specialized care to patients facing their end of life journey. The new inpatient center is scheduled to open during the fourth quarter of 2021.

> We upheld our 'No One Dies Alone' mantra under strict safety conditions so that families were never isolated from a loved one during their time of need.





Primary Care at Home Expands to Bring Home Care to Seniors

Launched in January 2020, Capital Caring Health's Primary Care at Home program hired staff and enrolled nearly 200 patients. In addition to providing this specialized home care to the age 55+ community, we signed contracts with Vinson Hall and Goodwin House senior communities to serve as medical director and provide primary and urgent care to their residents.

Capital Caring Kids Pediatric Program



Caring for Grieving Children's Hearts

We provided pre-bereavement and post-death bereavement services through one-to-one counseling and grief support groups to over 150 children in 2020. We also hosted a virtual Point of Hope Camp and a Healing with Horses event.

Throughout 2020, our care teams worked extraordinary hours to provide advanced illness and hospice care to patients, responding to 'surge schedules' from area hospitals needing extra help caring for advanced illness patients with COVID-19. From early on, healthcare workers, along with our key service providers in the community, became 'heroes' for making an impact during the COVID-19 crisis.

IN 2020. WE INCREASED THE NUMBER OF PEDIATRIC HOSPICE PATIENTS SERVED BY

32% in 2020

Pediatric hospice care requires special skills and resources only available with the right training, tools and talent. In 2020, we signed a formal contract with Children's National Medical Center's Pediatric Palliative Care Team (PANDA), to provide pediatric provider support, education and complex care coordination, as well as End-of-Life Care (ELNEC), Pediatric Palliative and Hospice education to 60 staff members. This opportunity furthers our expertise as the leading provider of hospice care for children in the region.

Thanks to contributions from Easterns Automotive Group, we built the Bluebird Suite for art therapy at Capital Caring Health Headquarters for pediatric hospice patients and their siblings and bereaved children. The Bluebird Suite is facilitated by our two resident licensed art therapists.

> THE AVERAGE LENGTH OF STAY FOR A PEDIATRIC PATIENT INCREASED FROM

47 days in 2019 to 85 days in 2020

Tabitha started out on our hospice service, bu graduated to palliative care on her first birthda Child grieves with support from a pony at the Healing with Horses event in December 2020 art therapy sessions in the Bluebird Suit

Honoring the Heroes Among Us

The pandemic stopped us from gathering in a ballroom, but not from recognizing local heroes who made a difference in our community. Honoring the Heroes Among Us was the theme for the 2020 Passion for Caring Gala that was held virtually on October 3, 2020. Capital Caring Health was proud to recognize three outstanding individuals nominated by the community as local health care, community and social justice heroes who made a significant impact during the COVID-19 crisis or through their fight for social justice.

Meet the Honorees



Peggy Leadbetter, RN, answered the call to nursing after becoming a Capital Caring Health Volunteer. Upon graduation from nursing school, she was hired by Inova Mt. Vernon Hospital. Then COVID-19 hit. Peggy was immersed in the crisis of a true pandemic. She experienced caring for the sickest of the sick and her training as a Hospice volunteer was put to practice. Peggy worked long hours but still made sure to call her Capital Caring Health patient each week, and

when she couldn't get her patient on the phone, she sent cards and even made a beautiful care basket for her. Peggy always puts patients and families first.

Healthcare Hero Award



When Frank Sherman, CEO, Transportation Management Services, heard how difficult it was to acquire masks for healthcare workers, he was horrified. On his own, and to no one's knowledge, he used his own financial resources and international contacts to acquire thousands of face masks. He provided Capital Caring Health with 20,000 masks and he never billed Capital Caring Health. It was his way of making a difference.

Community Hero Award



Gloria Thomas Anderson, Ph.D., LMSW, an educator and national expert on advance care planning and end-of life care, developed *The African American Spiritual and Ethical Guide to* Advanced Care Planning. The guide is culturally sensitive to the needs of people who have faced a history of neglect, oppression and unjust treatment by the U.S. healthcare system. Dr. Anderson conducts programs across the country that changed the lives of thousands. Social Justice Hero Award

Gala Chairs Dr. John Whyte and Alisa Valudes Whyte

Corporate and Individual Sponsors

\$25,000 \$20,000 amazon

SHEEHY

Its Easyl

STAFFURD

DR. JOHN WHYTE & ALISA VALUDES WHYT

\$15,000

MARCUS PARTNERS

\$10,000







\$5,000



TEGNA

ANDREW DOLINSKY





TOYOTA FREDERICKSBURG



SHERYL HINE



EPSTEIN BECKER GREEN

Innovations in Advanced Cardiac Care



Because more Americans die from heart disease than any other condition. Capital Caring Health collaborated with the National Partnership for Healthcare and Hospice Innovation (NPHI) and the American Heart Association to launch the Advanced Cardiac Care program. The initiative helps hospice and advanced illness care providers to enlighten physicians and consumers as to the availability of primary medical and lifestyle care available at home, even for heart failure patients who are not terminal.

Rolling out in 2021, clinical protocols along with patient and family educational resources will be available for immediate use. These materials can help avert multiple hospital and emergency room visits that are a huge source of stress for the patient, their family and the medical facility currently dealing with COVID-19.

Advanced Pain Clinic

Capital Caring Health received a generous award from the Frederick D. and Karen G. Schaufeld Foundation to be designated for the Advanced Pain Clinic, now renamed the **Schaufeld Family** Advanced Pain Clinic. This generous investment into this state-of-the-art facility, led by Dr. Michael Byas-Smith, helps further the comprehensive interventional pain and palliative care for patients and expand consulting services with regional health systems. The Schaufeld Family Advanced Pain Clinic is located in Aldie, Loudoun County, Virginia, and is another significant investment for the benefit of the entire Northern Virginia community by Loudoun County's benevolent Schaufeld family.

Prior to joining Capital Caring Health, Dr. Byas-Smith spent 22 years at Emory University School of Medicine in Atlanta, Georgia, where he served as Professor of Anesthesiology and Pain Medicine, as well as the Director of the Winship Cancer Institute Cancer Pain Clinic.





National Recognition

The Future of Home Health -A PBS Mini Documentary

Capital Caring Health was contacted in 2020 by The Public Broadcasting System (PBS) regarding an opportunity to educate millions of viewers about the future of home health care. As a leading provider of elder health, advanced illness and hospice care, producers of the program 'Viewpoint,' hosted by Dennis Quaid felt we had a compelling story to tell through a mini documentary. In early 2021, employing strict safety protocols, a crew from PBS spent a day at Capital Caring Health filming President and CEO Tom Koutsoumpas, Chief of Geriatrics Dr. Eric De Jonge, and Executive Director of Inpatient Units Dr. Lee-Anne West. The mini documentary about home health care will air nationally on PBS stations, and shorter segments will be seen on major networks like CNBC, Fox Business, Discovery Channel, CNN, History Channel, Learning Channel and Family Channel.

Thrift Store Rebound

Another unfortunate casualty of the pandemic was the temporary closing in mid-March 2020 of our Thrift Store, a place where community members donate items belonging to their departed loved ones and find a variety of clothing and household items at a bargain. We reopened on July 7, 2020, with the help from our dedicated volunteer corps. The silver lining for area 'pickers' who frequent the Thrift Store was an over-abundance of donations from community members, who used quarantine time to clean out their attics and closets and donated great items.

Our volunteers reflect Capital Caring Health's

humanity and empathy. And both donating to

and buying from us is a way to perpetuate

caring for others in the future."



MICHAEL MURPHY has operated Capital Caring Health's Thrift Store for nearly 22 years.

WebMD Webcasts

Capital Caring Health is a proud founding member of NPHI, an organization of more than 75 missiondriven, non-profit hospice and palliative care organizations across the country. As a collective group of innovators in providing quality care throughout one's health care journey, we benefit from sharing best

> practices and resources to raise awareness of elder health, advanced illness and hospice care.

In 2020, Capital Caring Health collaborated with WebMD on several webcasts addressing such topics as Mental Health, Grief and Bereavement and Primary Care at Home.

Award-Winning Team

Instrumental in getting the word out about the benefits of home care, our marketing, communications and public relations team was resilient in developing and implementing award-winning work that received national recognition in 2020. The team was recognized with several national awards including Best Healthcare Provider Website from the 2020 WebAward Competition.



We were also recognized with two Gold MarCom Awards for our 2020 No Place Like Home Campaign and our digital media.







The COVID-19 pandemic brought an indelible impact on our organization, our community, and our patients and families. When a family was in need of our services, we were there for them regardless of their ability to pay. We are incredibly grateful to you, our generous donors, who supported the work of our tireless and compassionate healthcare heroes every step of the way. It has truly been a year of reflection, response and resilience. We could not have made it through this challenging time without you—THANK YOU.

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



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Capital Caring Health 2020-2021 Annual Report

HERITAGE SOCIETY

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

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

Anonymous

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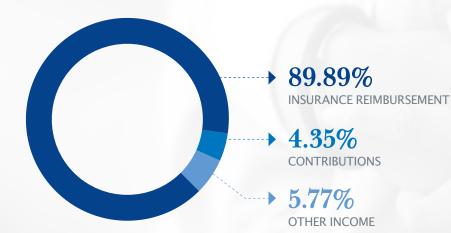
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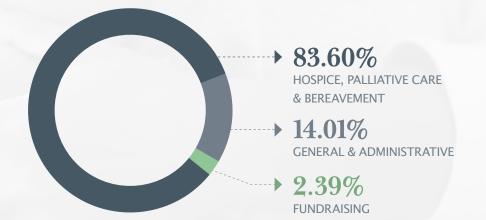
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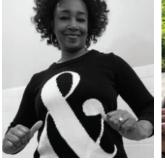








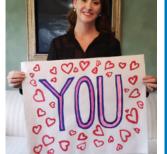
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