



# 2010 Annual Report

THE GENESIS OF CAPITAL CARING | FULFILLING THE PROMISE

*The mission of Capital Caring is to improve care for those  
facing life-limiting illness through direct support of patients  
and their families, public education and public advocacy.*



**JOSEFINA B. MAGNO, MD**  
Founder of Capital Caring

**Capital Caring's  
2010 ANNUAL REPORT**

is a publication for friends and supporters of Capital Caring. It is published yearly and is available at no charge. If you would like additional copies, please contact our Communications Department at 703-531-6241.

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Capital Caring is a community-based, 501(C)(3) nonprofit organization. Our mission is to improve care for those facing life-limiting illness through direct support of patients and their families, public education and public advocacy.

[www.capitalcaring.org](http://www.capitalcaring.org)

To request care, please call 1-855-571-5700. Look for us at [facebook.com/capitalhospice](https://facebook.com/capitalhospice)



## A MESSAGE FROM THE CEO AND PRESIDENT MALENE DAVIS



**OVER 34 YEARS AGO**, the seeds to grow a strong hospice program in our region were sown, not only by our founder Josefina "Jo" Magno, MD, but by many unsung heroes who believed deeply in the hospice philosophy, which is grounded in compassion. At that time, a promise was made by our founders to the community: our hospice program would provide high quality comfort care to all individuals struggling with serious illness, regardless of their ability to pay. And, our organization would constantly evolve, to be a forward thinking, thought leader that other hospices across America could model over time.

As the CEO and President of Capital Caring, I take this promise very seriously, and I believe it is our duty to continue fulfilling it. This starts by returning to our roots, offering high quality care to as many people who can benefit from it. Providing dignified medical, emotional and spiritual support to those facing some of the toughest moments of their lives has been, and always will be, our hallmark.

In 2010, I am thrilled to report that we did indeed further fulfill the promise made over three decades ago to our community. We served more patients and families than ever before, and focused on delivering high quality outcomes. Our census growth, which measures the number of patients who came into our care, increased by 8%. In the fall, we hit a new milestone of 1,001 patients, showing that we do have the ability to serve more people who so desperately need our care. In addition, our family satisfaction survey reached 91.2%, exceeding the national average of 89%. We also made improvements across virtually every department, while remaining good financial stewards of the donations we receive from generous people like you.

Our annual Passion for Caring Gala was one of the most successful yet, as leading health care professionals and providers from across the region partnered with us in a shared goal of improving lives. These are just a few of the many milestones we reached in 2010. In the coming pages, you will read more about these accomplishments, and importantly, you will hear from individuals whose lives are better today because of our care.

Promises like the ones made to our community so many years ago by Jo, are not fulfilled by one person, they are fulfilled by many people. It is my great hope that as you read this report, you will be newly inspired to help build on the promise.

I sincerely thank each and every one of you for all that you do in making life more comfortable for the patients and families we serve. This is what it means to care.

A stylized, handwritten signature of Malene Davis in black ink.

Malene Davis  
CEO and President

## THE GENESIS OF CAPITAL CARING

### THREE PIONEERS WITH A DREAM

It was a cold blustery night in November 1976 when one of our organization's founders, Josefina "Jo" Magno, MD, heard a knock on her door. Outside stood two individuals who would help bring Capital Caring (then Hospice of Northern Virginia) to life: Pat Pastore, who later became a leading hospice nurse in the region and passionate believer in the hospice concept, and Dorothy Garrett, a wife, mother of three and top notch administrator. The women entered Magno's home, sat down at her table, pulled out pencils and note pads, and began planning a community-based hospice program that would serve those families living in the Northern Virginia region.

"We were there until midnight or one a.m.," reflects Garrett 35 years later, as she sits in her living room on a sunny afternoon with Onyx, her sleek, black cat curled up on her lap. "Pat Pastore saw the need. Jo had unbelievable charisma. She brought people in who wanted to help. While Jo had started a successful pilot hospice program through Georgetown University for those living in Washington, we all realized that residents of Northern Virginia could benefit from hospice too."

For Garrett, the decision to help build a hospice stemmed from a personal experience she had with a family member. "Two years earlier, my

aunt was dying of cancer. I remember when I was saying goodbye to her for the last time. I said, 'I'll see you soon.' Of course we both knew that it was a lie. I looked into her eyes in that moment and saw her look of disappointment. I felt like I had failed her. She had expected honesty from me. She wanted to prepare for her death in the right way."

Fueled by this experience, Garrett and Dr. Magno helped shape Capital Caring by giving speeches in the community, meeting with prospective stakeholders, and educating people about the hospice philosophy. Despite the fact that the three women had no immediate funds available, and were met with numerous obstacles, they were unrelenting in their desire to create one of the top hospice programs in the region, and indeed, the nation.

Within one year, they had developed a Board of Directors, made sure that the hospice was legally incorporated, and hired an excellent Administrator to run it, named Dorothy Moga. In addition, a pool of over 300 volunteers stood by ready to serve.



**DOROTHY GARRETT**  
There from the beginning



**JOSEFINA MAGNO**  
Advocating for hospice  
in our community

Thanks to these three determined figures, as well as many committed citizens in the community, influential policymakers such as Senator Edward “Ted” Kennedy took notice and became avid supporters of the hospice movement, which eventually swept across the entire nation. Capital Caring not only helped drive the national reimbursement through the Medicare hospice benefit, it served some of the first AIDS patients, and established one of the first palliative care programs in America. Today, the organization has served over 75,000 patients and families, and spans two states and the District of Columbia.

“When my husband’s brother Charlie was dying, I made a point of holding his hand and talking to him,” remembers Garrett. “It made a huge difference. Hospice helps families to reach out to one another without being afraid. That is why we started Hospice of Northern Virginia all those years ago...to help people be less afraid.” 🐾

**CAPITAL CARING**  
(then, Hospice of Northern Virginia)  
Where we got our start



## Capital Caring 2010 Vital Statistics

**75,000**

Total people served since inception

**918**

Average daily number of hospice patients

**73**

Average number of days that patient received hospice care

**\$2 million**

Uncompensated care provided (charity care)

**159**

Patients provided with charity care

**650**

Staff members

**950**

Volunteers

**1,750,000**

Miles traveled by staff providing care

**72,158**

Hours worked by volunteers

**40**

Pediatric patients

**60**

Traveling hospice patients

**118**

Patients discharged with extended prognosis

**9,650**

Number of family members who have received hospice bereavement

**215**

Point of Hope Camp attendees

## FULFILLING THE PROMISE THROUGH VOLUNTEERISM

**M**ay 18 was one of the best days of Capital Caring hospice patient Veronica Gelzer's life. On that day, the 52-year old Gelzer, who raised three sons and now copes with ALS, got to watch her second son, Keith Smith walk across the stage and collect his college degree from the prestigious Columbia University. Gelzer, who thought the trip from Washington, D.C. to New York City would not be possible, was able to enjoy this moment thanks to the aid of a Capital Caring volunteer named Marleise Brosnan.

Brosnan, whose former husband died in hospice of ALS two years ago, notes that when she first began volunteering with Capital Caring, it took time for her and Gelzer to form a close friendship. "It took time for her to understand who I was and why I was visiting with her every week. Gradually, a strong bond of trust and sisterhood developed."

Based on the special rapport they share, one of Gelzer's sons asked Brosnan if she could help make a dream of their mother's come true: to travel to Keith's graduation. While the family had arranged for Gelzer to attend as part of the Dream Foundation, they still had concerns about the possible complications that might occur. They also needed someone to help their mother get bathed, dressed and ready for the big day. Brosnan agreed, and made the trip.

"I felt honored to be her help-mate that day," says Brosnan. "It was my job to help her get ready. We both love Ann Taylor clothes and I helped her pick

out her favorite, very feminine, Ann Taylor dress the day of the graduation," she says smiling. "I also recall that we couldn't find her comb that morning,

and when her son Kevin found it for us and began to approach her, she pointed to me. Though Veronica could no longer speak, I understood what she was saying...she wanted me to be the one to comb her hair. I did."

Despite the fact that it was pouring rain and she was on oxygen, Gelzer enjoyed the day and watched her son accept his degree with pride as the audience applauded. As Brosnan reflects on the experience, she gets tears in her eyes.

"Anyone out there considering volunteering should do so. Hospice is a caring, honest, loving way to help others depart this world. You aren't there because you are being paid. You are there solely as part of someone's final chapter, as their friend, as another human heart." 🐾



**MARLEISE BROSINAN**  
A volunteer who truly  
made a difference

### 2010 Volunteer Statistics

<b>Total Volunteer Hours</b>	72,158
Alexandria	3,240
Arlington	14,682
Halquist	17,622
Largo	1,690
Leesburg	7,920
Manassas	5,632
Merrifield	6,964
DC	3,326
Special Events	2,390
Thrift Stores	8,692

**Total Active Volunteers** 950



# Highlights of 2010

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## CAPITAL CARING...

- Provided care to more patients and families than ever before. Our census growth, which measures the number of patients who come into our care, increased by 8%. In the fall, we reached a new milestone of 1,001 patients, showing that we can indeed serve more people who need our care.
- Scored 91.2% on our Family Satisfaction Survey, exceeding the national average of 89%.
- Offered nearly \$2 million in charity care for patients who could not afford hospice or palliative care services.
- Secured over 24,000 gifts, totaling more than \$6.1 million in donations. Capital Caring also reached \$11.4 million in capital campaign contributions in order to build the new Adler Center for Caring on the Van Metre Campus.
- Helped over 215 grieving children, teens and adults cope with their loss by holding the 14th Annual Point of Hope Camp in Front Royal, VA. Participants enjoyed therapeutic, fun activities such as art therapy, counseling and hiking in a supportive setting.
- Held first ever Latino Day Grief Camp in order to help families address their feelings of loss.
- Offered professional development education to over 470 conference attendees at the 12th annual Josefina B. Magno Conference, the most attendees we have ever had participate.
- Provided over 3,000 hours of continuing education for physicians, nurses, and social workers.
- Launched In Good Faith initiative to reach faith community.
- Established cutting edge Research team, in order to continually offer innovative therapies to our patients. Capital Caring received site approval to participate in the first clinical trial research project.
- Developed partnerships with leading health care providers, faith-based entities, businesses, civic groups and other community organizations to further advance our mission.
- Received "Arlington Business of the Year Award."
- CEO and President Malene Davis recognized for her leadership in the hospice industry by the West Virginia School of Nursing, which awarded Davis with the "West Virginia School of Nursing Top 50 Graduates Award."
- Received Community Healthcare Accreditation Program (CHAP) accreditation. CHAP is the oldest national, community-based accrediting body that advances the highest standards of community-based care in our nation.
- Opened a new office in Ballston, a neighborhood of Arlington, Virginia.
- Made enhancements to virtually every internal department, from Information Technology and Human Resources, to Marketing, Philanthropy, Finance and Operations.



**POINT OF HOPE CAMPER**  
Works through grief in Art Therapy

## FULFILLING THE PROMISE THROUGH CAREGIVING

**A**ll I ask is that you meet with them.” These were the words that caregiver and loving wife, Dorothy “Dot” Shetterly uttered years ago as she implored her husband, who was facing a very tough diagnosis, to look into hospice services. While hesitant, Bob asked Dorothy to make an appointment. Capital Caring immediately sent out a nurse who engaged Bob and explained to him what hospice means. “I recall that Bob sat there in calm reflection and asked, ‘How do we sign up?’”

Soon the Shetterlys were greeted with a supportive team right in their beautiful, sprawling Loudoun County residence, Silverbrook Farm, which has been home to their children, grandchildren, siblings, nieces and nephews over the years. “Our hospice physician actually knelt in front of Bob so he could look into Bob’s eyes while talking with him,” recalls Shetterly. “Bob was totally at ease. There was a nurse, Johanna, who was very quiet spoken and lovely. She made a wonderful impact on Bob’s remaining life, so wonderful that one day he remarked, ‘Everyone should have to go through with this experience.’”

Capital Caring’s hospice team not only supported Robert during this journey, they offered comfort to Dot. “They were wonderful. Who else would

answer the phone at midnight to a distress call, give instructions, and vow to be there immediately if things were not stable within a half hour?” remarks Shetterly. “As a caregiver, I could not have kept Bob at home and at peace had it not been for the fantastic support. They were my lifeline.”



**DOT SHETTERLY**

Longtime friend and Co-Chair of the  
2012 Daffodil Ball

While Robert is no longer alive, it is clear that his wife of 18 years keeps his memory burning brightly in many ways. On the walls of the living room are quotes neatly stenciled of witty expressions he used to say, such as, “You don’t get a chance to grow up too often.” And surrounding her are stacks of animated photos of their large family, including their five children, 20 grandchildren and eight great grandchildren.

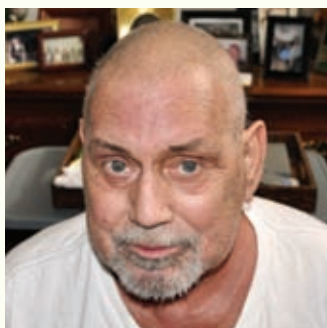
Shetterly also keeps her husband’s legacy alive by staying involved with hospice, something Bob very much valued. She is the Co-Chair, along with Kathleen Fox, of the 8th Annual Capital Caring Daffodil Ball. ♡





## A Conversation with Patient James “Larry” Justus

*Capital Caring patient James “Larry” Justus knows what it means to be a caregiver. For nine years, Justus dutifully took care of his wife Joyce around the clock, who suffered from Alzheimer’s disease. After she died, the 64-year old was diagnosed with lung cancer and is now being cared for by his family and the Capital Caring hospice team. We recently sat down with Justus and asked him about his experience as a hospice patient.*



**JAMES LARRY JUSTUS**  
A patient still soaking up life

**Q: How was it to serve as full time caregiver to your wife?**

**A:** I did everything for her for nine years. I cooked her meals, did all the grocery shopping, gave her baths and dressed her. We were married for good or for bad. I didn't realize how depressed I was after my wife died until my family persuaded me to move back into their home in beautiful, rural Lovettsville, Virginia.

**Q: What has your experience been like as a Capital Caring hospice patient?**

**A:** In addition to receiving medical services, each week a chaplain comes and visits me. We talk, we say prayers together. He makes me

realize it's not as bad as I thought this moment in my life would be. It's all so peaceful and I have no pain.

**Q: Do you like your Capital Caring hospice team?**

**A:** I love them. They come by, spend time with me, and are incredibly professional, but there's a lot of kidding on the side. I like to kid.

**Q: What would you say to people out there who are considering making a donation to Capital**

**Caring?**

**A:** Give what you can because Capital Caring is a good organization that really helps people, not just the rich, not just the poor, they help *all* people. They see everyone as a human being.

**Q: What advice would you give to others at this stage in your life?**

**A:** I still try and enjoy the life I have. I watch the Ellen DeGeneres Show, I spend time with loved ones, and in the evenings, I go out on the porch and watch all the fireflies light up the night sky. Enjoy every moment you have because you never know about tomorrow.

## 8th Annual Daffodil Ball

Nearly a decade ago, Jack and Janet Fox and a group of generous River Creek friends joined forces to create a signature event for Capital Caring. Their motivation was to help the organization realize a dream, to build a second inpatient center so that families living in Loudoun County no longer have to travel to our Arlington inpatient center to get care.

Together, they founded and held the first Daffodil Ball. Fast forward eight years, and Capital Caring is slated to break ground on this inpatient unit, The Adler Center for Caring on the Van Metre Campus, this fall.

On March 31, Dorothy Shetterly and Kathleen Fox will be co-chairing the 8th Annual Daffodil Ball, which will help raise the funds needed to carry the momentum forward and make the Center a reality.



## FULFILLING THE PROMISE HOLISTIC CARE FOR ALL

*Each year, Capital Caring's Patient Care Fund helps many patients and families who could not otherwise afford our services, obtain them. This is a result of compassionate donors whose gifts, big and small, go a very long way in increasing access to our care. Following is the voice of just one of the many people whose lives have been touched through this critical Fund.*

**V**ietnamese born Teresa Nguyen, mother of nine children and wife of over 40 years, has led a full life. When her daughters noticed that their vibrant mother wasn't feeling well, they quickly got her to a doctor, who diagnosed her with a serious condition. As more time passed, the family found themselves constantly having to take Nguyen to health appointments that fatigued her to a point of exhaustion. They were determined to find a better path forward in order to help their mother live her best life, despite her illness. That's when Capital Caring stepped in to help.

The elegant older woman, who sits surrounded by her loved ones in a home decorated with emblems of her past, says gently, "I'm happier now. Capital Caring has shown kindness and I feel

better too. When I do have pain, the nurses and medical staff know how to support me." Nguyen also finds great support in her faith, which her daughters say is the centerpiece of her life.

Beyond attending to her medical condition, Capital Caring also helped her emotionally by ensuring that Nguyen got to see a beloved

family member who still lives in Vietnam. Capital Caring Social Worker, Brenan Nierman, wrote to the American Consulate in Vietnam asking permission for Nguyen's loved one to travel to America and see her. As a result, she was able to spend precious time with him for over five weeks.

Nguyen's children note that before their mother saw him again she was depressed, and would stay in her bedroom all day. According to them, hospice brought "sunlight back into her home."

Nguyen begins to smile, as does everyone in the room as they recollect the family reunion. She quietly leans forward and says, "I want to thank all of the donors who made this possible. I could never repay each of you, but, I will pray for you. This is the way I give back." 🙏



**TERESA NGUYEN**

Teresa benefits from our charity care

## 2010 Patient Care Fund Statistics

### TOTAL CHARITY CARE PROVIDED

\$2 million

### PATIENTS SERVED BY CHARITY CARE

159

REGION	PATIENTS' DAYS OF CARE
Washington, D.C.	578
Maryland	1,610
Virginia	6,191
<b>TOTAL</b>	<b>8,379</b>
AGE	
Under age 18	1.3%
Ages 18–64	63.5%
Ages 65–74	15.7%
Ages 75 and over	19.5%
DIAGNOSIS	
Cancer	62.9%
Liver Disease	11.9%
Heart Disease	7.5%
Dementia	5.6%
Heart	1.9%
HIV	1.3%
Acute Pulmonary Disease	0.6%
Chronic Lower Respiratory Disease	0.6%
Parkinsons	0.6%
Renal Disease	0.6%
Other	6.3%

## We Care for All Ages...

At Capital Caring, we believe in providing hospice services to patients of every age. This includes children. No other provider in our region has a more comprehensive pediatric hospice program than Capital Caring. We extend pediatric hospice services to all seven of our service areas. In 2010 we serviced 40 children in need of hospice services.

Our pediatric hospice patients and their families have many of you to thank. We are able to fulfill our mission of improving care for children due to our generous donors. As pediatric hospice expenses are not normally reimbursed by the Medicare Hospice Benefit, and commercial insurance varies in its coverage, Capital Caring relies heavily on our compassionate donors to ensure that children and their families receive the comfort and dignity they too deserve when coping with a serious illness.





## FULFILLING THE PROMISE THROUGH PHILANTHROPY

### *We have you to thank...*

*Charitable gifts help underwrite nearly 16 percent of our patient care costs. We depend on these gifts, to ensure that Capital Caring is there for everyone in our community. Plainly and simply, your donations improve lives.*

### *Events*

*At the 2010 Passion for Caring Gala, Capital Caring honored our incredible medical partners, including: Inova Fairfax Hospital; Inova Health System; Lombardi Cancer Center, Georgetown; Massachusetts Avenue Surgery Center; Virginia Cancer Specialists; Virginia Hospital Center; Walter Reed Medical Center; Washington Hospital Center; and U.S. Oncology.*

*The Gala is one of Capital Caring's signature philanthropic events, including The Van Metre Polo Cup, The Daffodil Ball, The Hospice Cup Regatta, and The Executive Women's Golf Tournament.*

### *Outreach*

*Patients are helped as part of our partnership with the hospice program at St. Gabriel's Hospital in Malawi, through the Foundation for Hospices in Sub-Saharan Africa.*



### *Volunteers*

*Philanthropy volunteers provided more than 11,000 hours of work to support our Thrift Stores, Special Events and development operations.*



*New friendships made at our 14th Annual Point of Hope Camp, which helps grieving children, teens and adults address their loss*



*A child works through grief with her Big Buddy Volunteer at Point of Hope Camp*



Dr. Elizabeth Simms, 2010 Passion for Caring Gala Honoree



Malene Davis, CEO and President, welcomes attendees at the 2010 Passion for Caring Gala



Gala Honorees and Co-Chairs, from left to right:

Dr. Jonathan Cosin; Linda Anderson, RN; Mark Stauder; Col. Ellen Pinholt, MD; Dr. Kirsten Edmiston; Dr. Cameron Muir; Susan Muir; Dr. Janis Orlowski; Malene Davis; Dr. Beth Simms; Dr. Andrew Putnam; Dr. Roy Beveridge; Dr. Richard Binder; Dr. Kathleen Fink; Dr. Matthew Kestenbaum; James Cole; Dr. Loren Friedman



4th Annual Van Metre Polo Cup players are celebrated after match



Future vision for Adler Center for Caring on the Van Metre Campus



# Building Campaign

We are thrilled to have exceeded the \$11 million mark on our capital campaign, in order to make the new Adler Center for Caring on the Van Metre Campus a reality. The state-of-the-art inpatient center will provide some of the best hospice and palliative care available to people living with serious illness. In 2010, proceeds from the Daffodil Ball and the Hospice Polo Cup supported fundraising efforts for the Center.



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♥ Deceased



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*We have made every effort to include all of our donors in these acknowledgement lists. If we have inadvertently missed a name, please contact Penelope Welch, CFRE, at 703-531-6232. Thank you.*

♥ Deceased

# 2010 YEAR IN REVIEW

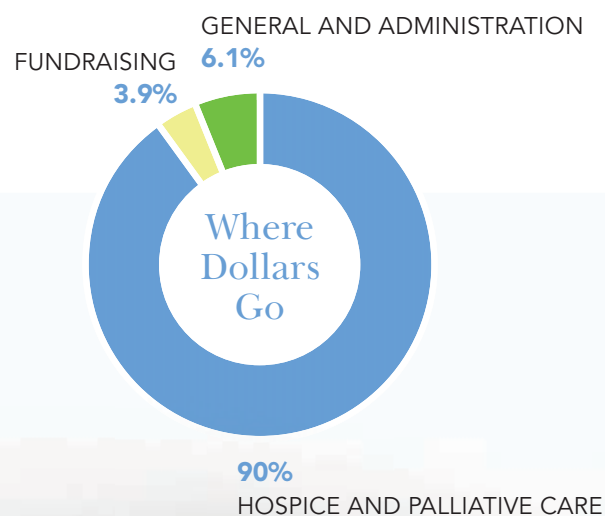
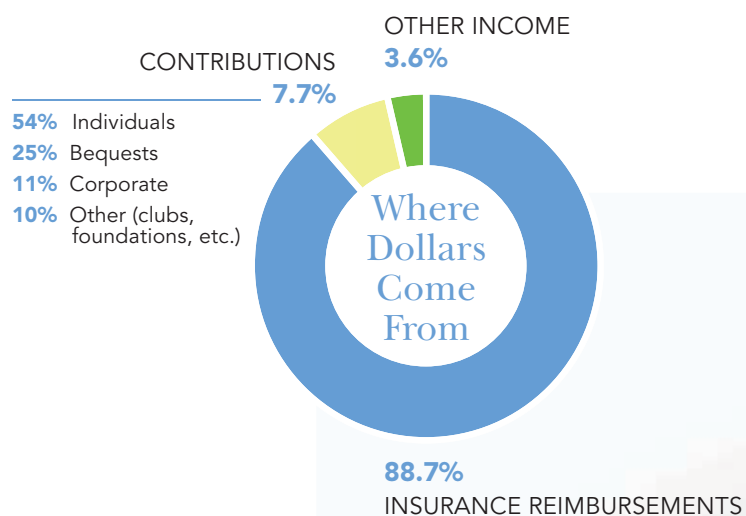


## Revenue

Patient Care	\$63,454,199
Contributions	\$5,350,631
Net assets released	\$166,791
Net investment income	\$1,352,966
Other income	\$1,234,121
<b>TOTAL INCOME</b>	<b>\$71,558,708</b>
<i>Additional Restricted Contributions</i>	<i>\$2,268,504</i>

## Expenses

Patient Care	\$59,697,700
Fundraising	\$2,544,985
General and Administrative	\$4,068,858
<b>TOTAL EXPENSES</b>	<b>\$66,311,543</b>
<b>RESULTS OF UNRESTRICTED OPERATIONS</b>	<b>\$5,247,165</b>





## 2010 Board of Trustees

Capital Caring would like to thank its 2010 Board of Trustees for their service and leadership.

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Vienna, Virginia

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## Comprehensive Services for Those We Serve

**CARE NAVIGATION** | Professional resource specialists help patients and their families determine where to turn based on their unique needs and the patient's medical condition. We help detangle the health care web.

**PALLIATIVE CARE** (*pain and symptom management*) | We work diligently with our patients to get their pain and symptoms under control. Our more than 20 staff doctors are board certified, and our nurse practitioners are licensed and certified.

**POINT OF HOPE COUNSELING** | We are there for patients and families as they begin to experience the many losses that advanced illness brings. If a patient is enrolled in our hospice service, we offer bereavement support for one year after the loss.

**HOSPICE SERVICES** | We work with patients and families to create a customized care plan, bringing a coordinated team of support, wherever our patients live.

## Join Our Community, Make an Impact...

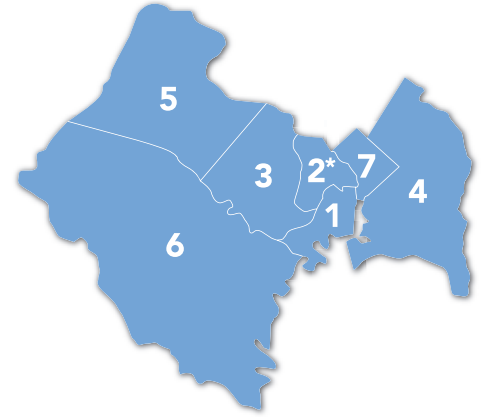
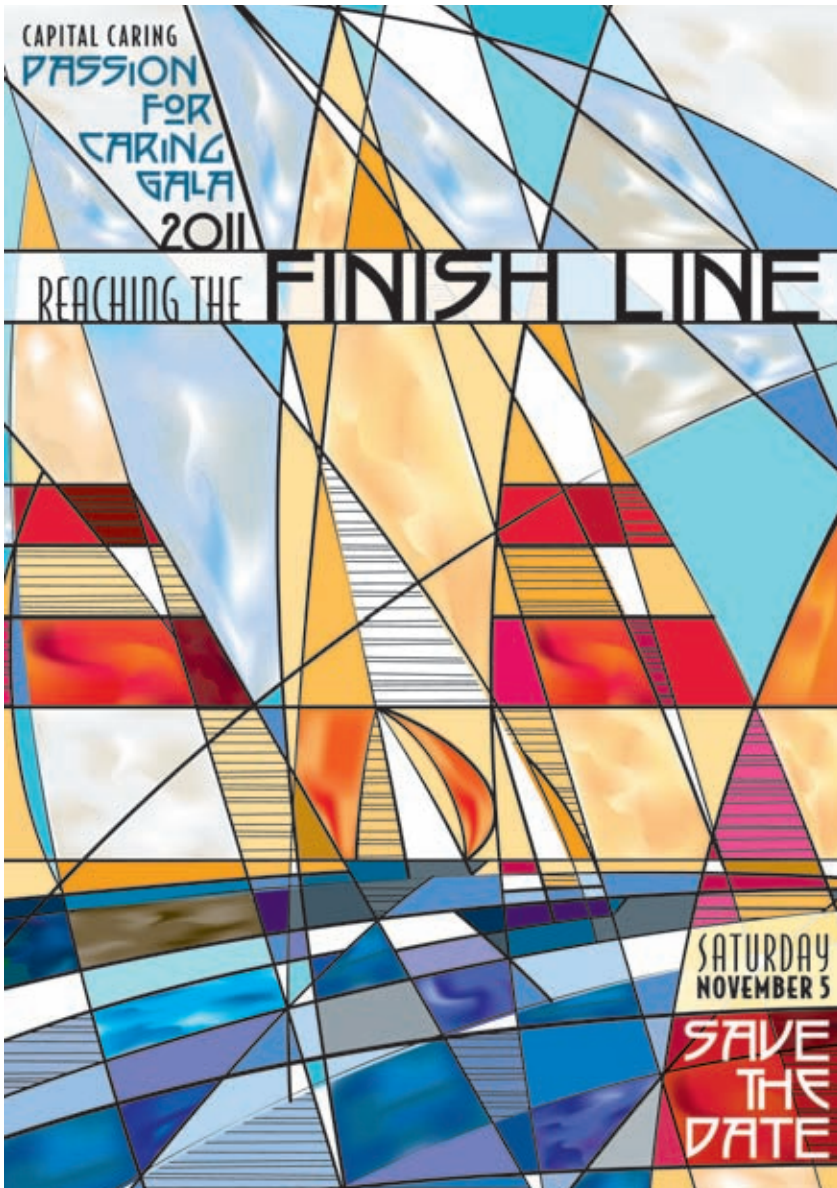
Capital Caring is rooted in a rich tradition of community. Our volunteers, staff, donors, business partners, faith-based allies, civic groups, and other friends walk in lock step for one simple reason: we care deeply about helping patients and families living with serious illness.

### **WAYS TO SHOW YOU CARE:**

- Volunteer with us! Share your time, unique talents and compassion.
- Make a donation. Every gift, big or small, helps improve lives.
- Become a partner. We are open to collaboration and would love to hear from you.
- Join our online community at [www.capitalcaring.org](http://www.capitalcaring.org).
- "Like" us on Facebook at [facebook.com/capitalhospice](https://facebook.com/capitalhospice)
- Follow us on Twitter at [twitter.com/capitalcaring](https://twitter.com/capitalcaring)

*All gifts given to this year's Gala will be matched  
up to \$500,000 by an anonymous donor.*

Event will be held at the Mandarin Oriental in D.C. on November 5, 2011.



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