

2011 ANNUAL REPORT

# CONTINUING EXCELLENCE





*Good medicine cures sometimes,  
it palliates often,  
but it comforts always.*

—SIR WILLIAM OSIER, INTERNIST



*Capital Caring's 2011 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/CapitalCaring](https://facebook.com/CapitalCaring)

**A MESSAGE FROM  
THE CEO AND PRESIDENT**

# MALENE DAVIS



What does it mean to care? For most of us, “caring” isn’t just something we do in our spare time. Caring is woven into the very fabric of our lives, as we juggle our families and careers. Caring may involve taking mom to yet another doctor’s appointment, or staying up late to help finish your child’s homework, or maybe, it simply means checking in on a neighbor.

As CEO and President of one of the nation’s leading nonprofit hospices, I often reflect on what it means to offer truly excellent care to those coping with serious illness. Patients and families living with advancing illness face challenges of all kinds on a daily basis. It is essential that we offer them holistic care to address their physical, emotional and spiritual needs in a way that is dignified and compassionate. This speaks to our mission of simply improving care, which underpins everything we do.

In 2011, I am pleased to tell you, we reaffirmed this mission by reaching some exciting new milestones. We saw unprecedented growth in the number of patients we served, with a 17.3% increase across the D.C. metropolitan region. In addition, our family satisfaction survey was the best it has ever been, reaching 96.4%. And thanks to many of you, we raised more than \$2.7 million in charity care, so that those who lack financial resources can still receive our support.

One of the biggest accomplishments in this period was our organizational re-branding effort, during which we changed our name from “Capital Hospice,” to “Capital Caring,” in order to reflect the essence of what we do and showcase our expanded services. In addition to delivering traditional Hospice Services, we now offer Care Navigation to help people navigate the health care maze, Palliative Care to manage pain and symptoms, and Point of Hope Counseling to support people through grief and loss. This name change directly contributed to our incredible growth.

I want to thank each of you who helped us make such wonderful progress. As we look to the future, I call upon you to continue your loving support. While we did reach new heights, from my perspective, the road to excellence never really ends.

There is always something more to be done for our patients and their families, and yes, there are always better ways to care.

A handwritten signature in black ink that reads "Malene Davis". The signature is fluid and cursive, with the first name and last name clearly distinguishable.

Malene Davis, MBA, MSN, RN, CHPN  
CEO and President



## EXCELLENCE IN CARING

# DIANA'S JOURNEY

Diana Ivon Mondragon, age 24, was a bright, motivated student studying psychology at Georgetown University when she was suddenly diagnosed with breast cancer. She was told she likely had about three months to live. Naturally, she fell into a depression and was feeling very hopeless until Reverend Luis Montes, a chaplain with Capital Caring entered her life.

"She didn't want to talk to me, she didn't want to talk to anyone because she was so sad," recalls Montes, who has worked as a pastor in his community since he came to the U.S. in 1990. A deeply spiritual person, Montes was determined to help Mondragon get the emotional support she clearly needed. The initial visit left him feeling a bit helpless, as he realized that despite his best efforts, this young woman was so deeply affected by her illness that she could barely communicate.

The second time he visited her, he brought along his guitar. Gently, he strummed the instrument and played beautiful songs that helped her relax. "I played the music that I felt would open up her heart," says Montes. "She began asking the tough questions...why am I sick?...what did I do to deserve this?" While Montes never claimed to have perfect answers for her, he began helping Mondragon reach a more peaceful place. "Do not be afraid," I told her, "I am here to relieve your pain."

Gradually, she began to trust Reverend Montes and would light up when he stopped by to visit. He decided to help her fulfill some final wishes. "Tell me, what would make you happy?" While many students her age would have likely given him a long list in response, Mondragon's answer was a simple one. "I would like to play the harp." No sooner did a harp appear and Montes, a naturally musical person, taught her the basics.

"Her second wish was a box of cherries," he recalls. "When she said this tears filled my eyes and I thought to myself, she is a true gift from God. She had even pasted angels all over the walls of her room." Montes returned, cherries in hand, ready to hear more about what he could do to help her experience the highest quality of life in her remaining days. She responded by saying she wanted to be treated "like a princess" at a local restaurant, Sol Azteca, which he arranged and the staff waited on her hand and foot.

On a beautiful, clear day Montes went with Mondragon's family to the beach in order to fulfill her final wish. "Diana asked to have her ashes scattered over the ocean. So, I arranged for a trip to the sea and with her family, we went out into the water. As I began scattering them I whispered, 'You are with the angels now...they will take care of you now.'"

**NEAR RIGHT** | Reverend Luis Montes,  
Capital Caring volunteer chaplain

**FAR RIGHT** | Diana Ivon Mondragon,  
a student at Georgetown University



## EXCELLENCE IN CARING

# MARIA'S STORY

Maria Johnson was only 27 years old when she learned she had ovarian cancer. The young wife and mother of two children—a three-year old and a 10-month old—was in shock. Yet, her faith and a supportive community helped her through early treatments, surgery, chemotherapy and radiation. When her illness worsened, it became impossible for Maria to care for her home and children. At the same time, her husband Jim began to suffer from tremendous grief and anger in the face of such loss, all while maintaining his household and his job.

In addition, Maria and her husband lacked the insurance needed to cover at-home care for her. They began to feel totally overwhelmed. That's when Capital Caring stepped in to help. Through Capital Caring's Patient Care Fund, Maria was able to receive compassionate care during her final days at our Halquist Memorial Inpatient Center in Arlington. Her family spent time with her there while she received nursing care around the clock, relieving Jim. During this time, she was able to focus on her beloved family and say goodbye. Thanks to donors like you, who support Capital Caring, we are able to help people like Maria get the care they need, regardless of their ability to pay.



**ABOVE** | Maria and Jim Johnson benefited from Capital Caring's Patient Care Fund

*Your Gifts  
Enhance Lives*

## 2011 Patient Care Fund Statistics

**Patients served  
by Charity Care** 210

REGION	PATIENTS' DAYS OF CARE
Washington, D.C.	1,127
Maryland	2,493
Virginia	9,421
<b>TOTAL</b>	<b>13,041</b>

AGE	
Ages 18–64	64.8%
Ages 65–74	11.0%
Ages 75 and over	24.3%

DIAGNOSIS	
Cancer	65.2%
Heart Disease	7.6%
Stroke	6.2%
Liver Disease	5.7%
Dementia	3.8%
Pulmonary Disease	2.4%
HIV	1.0%
Parkinsons	1.0%
Renal Disease	0.5%
Other	6.7%

# A Brand New Day in Caring



If our founder Josefina B. Magno was present on April 6, 2011, she would have undoubtedly been very proud. On this spectacular occasion, “Capital Hospice” was christened “Capital Caring” in a day-long roll out of special events, all of which supported the core reason for changing our brand name—to increase access to our care for those living with serious illness.

We changed our name to “Capital Caring” in order to reaffirm our mission of simply improving care. “Caring” is our brand, as each day, more than 600 employees, 700 volunteers and countless donors and community partners work in lockstep to provide excellent, compassionate care to patients who need it most. We care for them physically, emotionally, and spiritually.

Our new name also represents our expanded services, which we put into place because we believe that patients and families need support throughout the entire disease process. Our expanded services offer this continuum of care. No longer do we just deliver our classic hospice services. We now provide Care Navigation to help people navigate the health care maze, Palliative Care to manage our patients’ pain and symptoms, and Point of Hope Counseling to support patients and families emotionally as they cope with serious illness.

We kicked off this special day by listening to our CEO and President, Malene Davis talk about our

name change across the airways on FOX 5’s morning show, along with Dr. Robert Williams from Howard University. Davis then headed across town to the beautiful National Press Club, where she did interviews with Channel 7 and Channel 9.

Simultaneously, health care professionals gathered at the Press Club to complete the second half of the APPEAL Training we held in collaboration with Duke University, so that health care professionals are better equipped to speak about hospice in a way that is culturally competent with African American patients and families.

And just when we thought the buzz and enthusiasm generated by this media attention and the APPEAL Training couldn’t get any louder, it did! In the afternoon, Capital Caring staff and Board Members gathered at the Press Club for our hospice and palliative care thought panel led by NPR Host Kojo Nnamdi, “Closing the Gap in Care for African Americans in D.C.,” during which some of the nation’s finest leaders in hospice and palliative care discussed the disparity between African Americans and Caucasians in accessing hospice care, and how to close this gap. The thought panel concluded with a very special announcement about our new brand name, Capital Caring, which resulted in a champagne toast among staff, leaders, board members and key stakeholders.

**TOP** | Capital Caring’s External Strategic Advisor, Dr. Perry Fine and CEO Malene Davis celebrate the special moment.

**LEFT** | The group applauds as Capital Hospice is officially christened “Capital Caring.”

**RIGHT** | CEO Malene Davis toasts Capital Caring’s Board Chair Robin Portman.





# 2011 Milestones in Excellence

Capital Caring reached new heights this year in our continuous quest to offer the very best to those we serve. Here are just a few highlights. 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 17.3%.
- Delivered expert hospice care to nearly 6,000 patients.
- Made over 20,000 visits to patients and families in the place they call home.
- Scored 96.4% on our Family Satisfaction Survey, exceeding the 91.2% we reached in 2010.
- Raised over \$2.7 million in charity care dollars for patients who could not afford hospice or palliative care services otherwise.
- Were named to *Northern Virginia Magazine's* "Top Doctors" list for 2011 in recognition of excellent care.
- Held the 15th Annual Point of Hope Camp, which helps grieving children, teens and adults cope with recent loss. More than 220 campers participated.
- Embarked on planning an innovative TeleCaring program, which enables patients and families to receive an extra layer of support from TeleCaring nurses.
- Travelled more than 1,180,000 miles caring for patients and families.
- Made more than 12,176 visits to patients who required Palliative Care (pain and symptom management).
- Adopted a new organizational name, "Capital Caring," through a highly successful re-branding initiative that led to incredible growth in patient caseload.
- Hosted the 13th Annual Josefina Magno conference titled, "Transitions and Coordinated Care: The Impact of Pain across the Continuum of Care."
- Held APPEAL Training, during which Capital Caring and Duke University partnered to bring an interdisciplinary training session for health professionals on caring for African American patients and families at the end of life. Over 125 people attended this conference.
- Set up a new boutique thrift store in Falls Church. Our thrift stores have raised over \$1 million in sales over the past three years.
- Opened an office on F Street in the heart of Washington, D.C.
- Developed new partnerships with leading regional health care providers and conducted more outreach to the faith-based community.
- Played a vital role in producing *The Hospice Companion* by Perry Fine, MD, the national standard for best clinical practice in hospice and palliative care. Many of our own doctors contributed to this popular clinical guide.
- Offered 40 educational sessions of continuing education a month to our clinical staff so they can continue to provide the highest quality of care possible.



## EXCELLENCE IN GIVING

# THANK YOU *to our loyal donors!*

Charitable gifts from individuals, corporations, foundations, civic groups and faith communities help underwrite nearly 16 percent of Capital Caring's patient care costs each year.

Simply put, these gifts change lives and help ensure:

- More than 1,200 people a day receive expert, compassionate hospice care
- Patients whose symptoms can't be managed at home have access to inpatient care
- Families receive grief and loss support
- Children and teens receive special counseling, including summer day camps
- No patient who needs our care is ever turned away due to their inability to pay
- After 35 years of service to the community, Capital Caring continues to be there for all who need us

We are most grateful for your generous support!



### 2011 PASSION FOR CARING GALA

2011 Passion for Caring Gala Co-Chairs Mike and Jane Anzilotti, Len and Dale Adler, and David and Diane Guernsey join CEO Malene Davis in welcoming guests. The gala is one of Capital Caring's signature philanthropic events, including the Van Metre Polo Cup, Daffodil Ball, Hospice Cup Regatta and Executive Women's Golf Tournament. Proceeds from the 2011 event benefitted the Adler Center for Caring on the Van Metre Campus—our new inpatient center scheduled to open in 2013.



### LOCKHEED MARTIN GRANT

A three-year grant from the Lockheed Martin Corporation helped Capital Caring expand and enhance its Military Physician Training Program to include 25 Army and Navy medical residents each year at the Walter Reed National Military Medical Center and Fort Belvoir Community Hospital. These physicians care for our returning Wounded Warrior service members, as well as veterans and their families. We plan to expand to other military hospitals, enlisting their residents in our urgently needed hospice and Palliative Medicine training.

**LEFT** | Representatives from Lockheed Martin, Walter Reed, Fort Belvoir and Capital Caring.



### POINT OF HOPE CAMP

Grieving is hard, especially for children and teenagers who have lost loved ones. Capital Caring appreciates civic groups like the Army Officers Wives Club of the Greater Washington Area for providing loyal and enthusiastic support of Capital Caring's bereavement program—including our annual Point of Hope Grief Camps for children and teens.



### PATIENT CARE FUND

Capital Caring's Patient Care Fund Program ensures that those who have no means to pay for hospice can still receive it. We thank the Alexander and Margaret Stewart Trust and other charitable foundations that have supported us over the years. In 2011, Capital Caring provided more than \$2.7 million in charity care throughout the Washington metropolitan area.



### HERITAGE SOCIETY

Thanks to Heritage Society members such as Alma Kasulaitis (pictured here), in 2011 Capital Caring received more than \$2.7 million in gifts from individual bequests. As a result of their generosity, these members provide a large portion of annual fundraising dollars through estate plans that will benefit Capital Caring for years into the future.



### THRIFT SHOP GRAND OPENING

In September, Capital Caring celebrated the grand opening of its new Boutique Thrift Shop adjacent to the main store in Falls Church. This new shop offers antiques, collectibles, signed and numbered pieces of art, sterling and gold jewelry, and other valuable items donated by our hospice families. The two stores generated more than \$273,000 in 2011 in support of our charity care in the community. To donate goods or to volunteer please call the Resource Development department at 703-531-6209.





## EXCELLENCE IN VOLUNTEERISM

# *Volunteers are the heart of hospice care.*

—JOSEFINA B. MAGNO

Capital Caring's 700+ volunteers help us fulfill our critical mission on a daily basis. Their spirit of generosity and love speaks to the heart of what we do in caring for vulnerable patients across D.C. Each and every one of them are integral members of our Care Teams. On any given day, you'll find a Capital Caring volunteer...

- Providing comfort and companionship to patients who may not have loved ones nearby
- Reading to patients or running errands for a stressed family
- Giving support over the phone to those who have lost a loved one and are grieving
- Sorting, pricing and selling goods in our thrift shops
- Maintaining our beautiful therapeutic garden at our Halquist Memorial Inpatient Center
- Working with children, teens or adults who are grieving at our regional Point of Hope Camps
- Lending their talents through music, art and pet therapy
- Helping in one of our seven administrative offices

These are just a few of the many activities our wonderful volunteers conduct to improve others' lives. If you would like to become a Capital Caring volunteer, please contact us today at 1-855-571-5700. We welcome your time and talents.

### 2011 Volunteer Statistics

**700+** Total Volunteer

**66,000+** Total Volunteer Hours

**9,200+** Total Number of Volunteer Visits



**TOP TO BOTTOM** | Landscape crew volunteers maintain our beautiful therapeutic gardens at Halquist Memorial Inpatient Center; Longstanding volunteer Laura Miller folds bed linens; New Capital Caring volunteers proudly complete their volunteer training.



## EXCELLENCE IN VOLUNTEERISM

# Keeping Loving Memories Alive

Our volunteers are a talented crew, who spring from all walks of life. Despite their diversity, they share one thing in common: a deep desire to serve. Every day we hear amazing stories from across the region about Capital Caring volunteers who made a positive impact. Our volunteers don't just make a difference while a patient is coping with a serious illness—they are there to support a grieving family after their loved one has passed away.

One such example is that of volunteer Jessica Sauder from our Manassas office. In 2009, Jessica wrote a note to Terry Fleming, a Capital Caring Volunteer Services Coordinator. Jessica expressed that she wanted to give back and had skills in making crafts. Terry took notice and suggested an idea she had heard at a grief conference: to make "Memory Bears."

What is a Memory Bear? A cute stuffed bear made out of a deceased loved one's most cherished clothing. Terry contacted Jessica, who spearheaded the effort, transforming beloved articles of clothing into something our grieving families can hold onto tightly forever. Today Capital Caring has presented nearly 100 cuddly bears to mourning families who want to keep their loved one's memory alive.



*When I am feeling  
really bad, I just hold  
onto and hug my bear  
and I feel much better.*

—FAMILY MEMBER SERVED BY CAPITAL CARING



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*\*Deceased*

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# 2011 YEAR IN REVIEW

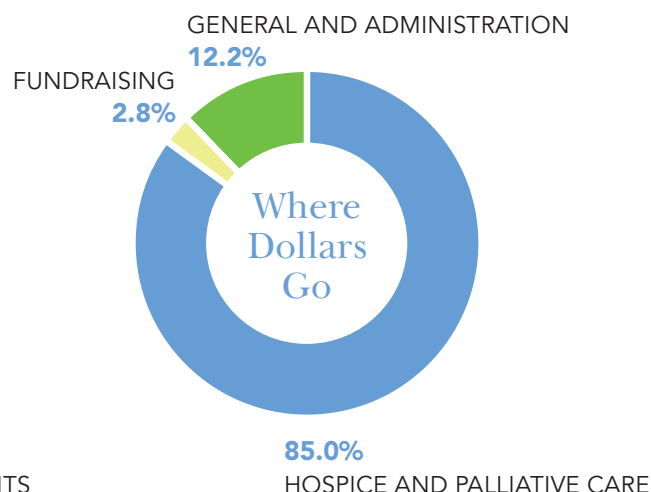
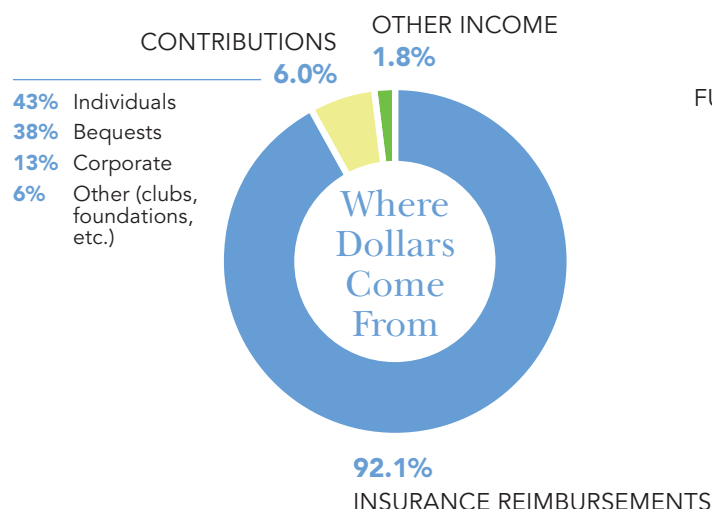


## Revenue

Patient Service	\$69,455,834
Private Contributions	\$4,371,250
Net assets released	\$153,652
Net investment income	\$160,664
Other income	\$1,233,072
<b>TOTAL INCOME</b>	<b>\$75,374,472</b>
<i>Additional Restricted Contributions</i>	<i>\$2,989,222</i>

## Expenses

Patient Care	\$61,425,653
Fundraising	\$2,020,596
General and Administrative	\$8,847,815
<b>TOTAL EXPENSES</b>	<b>\$72,294,064</b>
<b>RESULTS OF UNRESTRICTED OPERATIONS</b>	<b>\$3,080,408</b>



## Capital Caring 2011 Vital Statistics

**79,491**

Total people served since inception

**1,027**

Average daily number of hospice patients

**72**

Average number of days that patient received hospice care

**\$2 million**

Uncompensated care provided (charity care)

**210**

Patients provided with charity care

**670**

Staff members

**700+**

Volunteers

**1,750,000**

Miles traveled by staff providing care

**72,158**

Hours worked by volunteers

**34**

Pediatric patients

**10**

Traveling hospice patients

**105**

Patients discharged with extended prognosis

**9,861**

Number of family members who have received hospice bereavement

**225**

Point of Hope Camp attendees



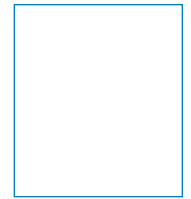


*The mission of Capital Caring is to improve care for those facing life-limiting illness through direct support of patients and their families, public education and public advocacy.*



HOSPICE | COUNSELING | PALLIATIVE CARE

2900 Telestar Court | Falls Church, VA 22042



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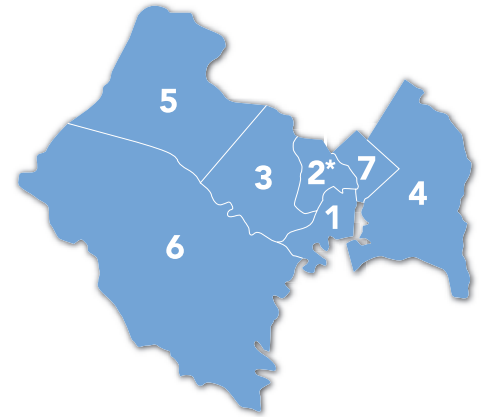
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## LOCATIONS

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5568 General Washington Drive, Suite A215  
Alexandria, VA 22312

**2 ARLINGTON, VA**  
*serving Arlington and East Fairfax Counties*  
950 North Glebe Road, Suite 500  
Arlington, VA 22203

**\* HALQUIST MEMORIAL  
INPATIENT CENTER**  
4715 15th Street North  
Arlington, VA 22205

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2900 Telestar Court  
Falls Church, VA 22042

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*serving Prince George's County*  
1801 McCormick Drive, Suite 180  
Upper Marlboro, MD 20707

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209 Gibson Street, NW, Suite 202  
Leesburg, VA 20176

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10530 Linden Lake Plaza, Suite 200  
Manassas, VA 20109

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