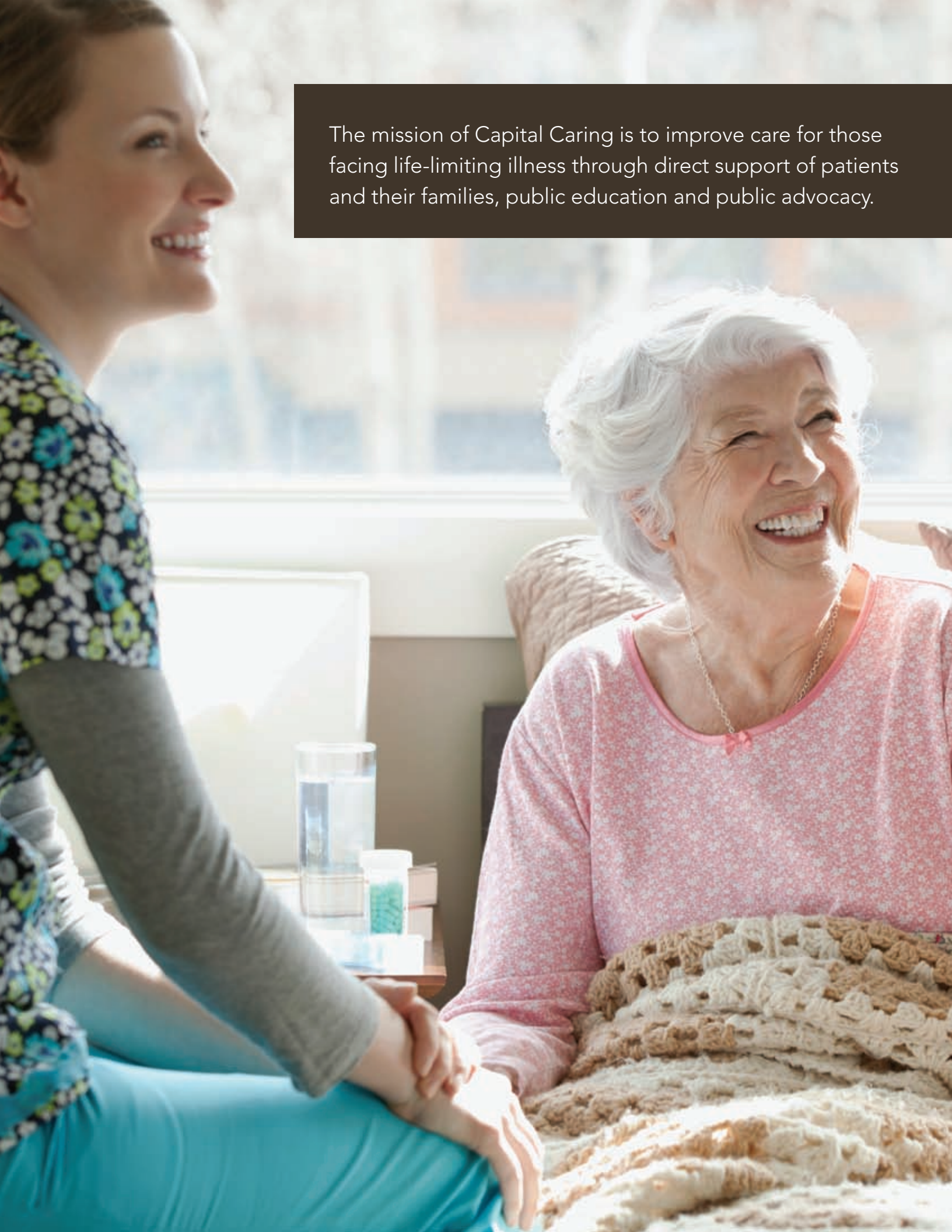


# 35 YEARS OF **INNOVATIVE CARING**

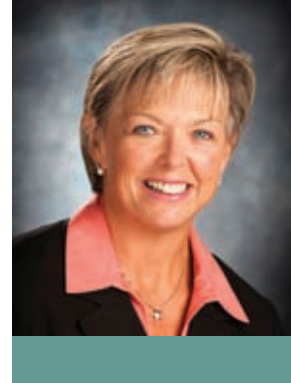
CAPITAL CARING 2012 ANNUAL REPORT





A photograph of a young woman with brown hair, wearing a blue and white patterned top and teal pants, sitting on the left. She is smiling and looking towards an elderly woman on the right. The elderly woman has short white hair, is wearing a pink patterned top and a gold necklace, and is also smiling. They are holding hands. In the background, there is a window with a view of a city, a glass of water, and some books on a table. A dark brown text box is overlaid on the top right of the image.

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.



**Life is precious.** That is a conviction our founder Josefina Magno, MD, held deeply, and which I do too. That's why it's so important to fulfill your life's unique purpose, to truly live your personal mission.

As CEO of one the oldest, largest hospices in the United States, my personal and professional mission is to increase access to our care. Because I want every person who is facing advanced illness to be comfortable, to enjoy the time they have with their loved ones, and to feel fully supported.

In 2012—our 35th Anniversary banner year—thanks to many of you, we served more patients than ever before and continued to deliver the highest quality care. How did we achieve this? True to our history, Capital Caring never stopped innovating. From our earliest days, Capital Caring has served as a national model of world-class care, helping to drive the hospice movement forward from coast to coast.

In our 35th year, we carried forth this tradition by breaking ground on our new inpatient center, the Adler Center for Caring on the Van Metre Campus. We also launched TeleCaring in order to offer our patients and families an additional layer of support. As a pain treatment center of excellence, Capital Caring scored high in reducing our patients' pain. On average, 96.5% of our patients reported that their pain was reduced considerably in the first 48 hours of receiving our care.

In addition, we expanded our In Good Faith program, which enables faith-based communities to tap into our support and learn more about how hospice can help families. We also held regional Point of Hope Camps, which provide grieving children, teens and adults with a safe, therapeutic setting in which to explore their feelings of loss. At our Passion for Caring Gala, we raised over \$500,000. The list of 2012 accomplishments goes on and I hope you enjoy reading about them in the following pages.

As an organization and as a community, we have achieved great things together over the past 35 years. Yet, the data show that there are still many people out there who are struggling right now because they do not have hospice and palliative care support. It is our job to change that.

Please join me as we work to deliver loving hospice care into many more homes across the region, as we continue to fulfill our vital mission.

Gratefully,

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



Robin Portman (left) and  
Malene Davis at the 2012  
Passion for Caring Gala

## Reflections from the Chair

We are living in one of the most exciting times in history. America's aging population is surging to unprecedented levels, and as a result, our country is talking about advanced illness care more audibly than ever before. That is why it is so wonderful to have served as Chair of Capital Caring's Board of Trustees over the past few years. It's an extraordinary time to help lead one of the nation's premier nonprofit healthcare providers, one that has been a national model of excellence for the hospice and palliative care field from its earliest days. Simply put, Capital Caring is the gold standard in hospice care delivery. In large part this is because Capital Caring never stops innovating.

In 2012, our visionary CEO and President Malene Davis took the organization to new heights in order to serve more patients and families coping with advanced illness. In the summer we broke ground on our new inpatient center, the Adler Center for Caring on the Van Metre Campus, in order to help more families in the Loudoun area access excellent care. Soon thereafter, we launched TeleCaring—technology that provides patients with an extra layer of support as dedicated TeleCaring staff check in with patients and their caregivers by phone twice daily to ensure that any issues are quickly addressed. This service, which will only grow more sophisticated in its offerings over time, equips patients and caregivers with the critical support they need during a time that can be very isolating.

In addition, we expanded our Palliative Care services and enhanced our strategic partnerships with leading healthcare providers across the region. In the fall, we held the "We Wrote the Book" Conference, an educational symposium for clinicians who thirst for new knowledge in the latest pain management techniques. The curriculum was based on *The Hospice Companion*, the nationally and internationally acclaimed go-to resource for those in Hospice and Palliative Medicine. Authored by our External Advisor, Perry G. Fine, MD, and informed by many of our own physicians, it is now in its second edition.

What I am most proud of though, is that while we expanded access to care, leveraged technology and shared new knowledge with fellow clinicians, we never forgot our true north: delivering excellent patient care. We kept our patients and their families comfortable during some of the most vulnerable moments of their lives. We set the bar high...we continued to lead the way.

Robin Portman

Outgoing Chair, Capital Caring Board of Trustees  
Senior Vice President, Booz Allen Hamilton





## CAPITAL CARING 2012 VITAL STATISTICS

84,000+

Total people served since inception

1,121

Average daily number of hospice patients

80

Average number of days  
patients received hospice care

\$2,300,000

Uncompensated care provided (charity care)

197

Patients provided with charity care

712

Staff members

686

Volunteers

1,289,863

Miles traveled by staff providing care

63,331

Hours worked by volunteers

47

Pediatric patients

29

Traveling hospice patients

129

Patients discharged with extended  
prognosis

10,272

Family members eligible to receive  
hospice bereavement services

113

Point of Hope Camp attendees



Top: Nancy Blair;  
Bottom: One of the  
birthday boxes

## Leaving a Vibrant Legacy

Former Arlington patient Nancy Blair may no longer be with us, but her memories live on through a loving project she initiated in order to shower kindness on her granddaughter, Maggie. Each year, until she turns 12, Maggie will receive a special box on her birthday that contains dolls and mementoes from her grandmother, along with a “Dear Maggie” letter containing grandmotherly advice and inspiration.

The idea stemmed from a conversation Nancy had with her daughter Kinzi, a kindergarten teacher who helps children make arts-and-crafts projects. In reflecting upon her life, Nancy realized how vibrant it had been and that she wanted to share it with baby Maggie even when she was no longer able to do so in person.

Nancy was one of the first Peace Corps volunteers in the early 1960s, where she taught in a girls’ school in Somalia. Today some of these students are now government officials, working tirelessly to bring peace and unity to the nation. Nancy later became a librarian and went on to establish a career with the U.S. Geological Survey.

Each box Maggie receives will reflect aspects of her grandmother’s life, from sentimental jewelry, to handmade clothing, to some of Nancy’s favorite dolls and books. When Kinzi is asked what will happen if Maggie ever has a baby brother, Kinzi laughs and says, “Well, I guess I’ll do some ‘Aunt Kinzi’ boxes then.”

## Life Stories

A LEGACY OF HISTORY,  
MEMORIES AND LOVE...

### Remember...

- ...your childhood home?
- ...your school years?
- ...your first kiss?
- ...your favorite holidays?
- ...how you met your spouse?
- ...your military experiences?



These formative memories are stories worth telling. Thanks to Capital Caring’s Life Stories Program, you have a way to preserve them forever. This service is free and available to all Capital Caring patients who would like the opportunity to record the special moments that have shaped their lives.

We have trained volunteers who will visit you wherever you reside and help you record your unique experiences.

*Get Involved Today—It’s Easy!* If you or someone you love is interested in recording life stories, contact us at 1-855-571-5700.

# 2012 MILESTONES OF EXCELLENCE

**Delivered expert hospice care** to nearly 7,000 patients for a total of 415,230 days of care

**Provided over \$2.3 million in charity care** to nearly 200 patients and families without financial resources for a total of 10,361 days of care

**Broke ground on our new inpatient center**—the Adler Center for Caring, located in Loudoun County

**Launched TeleCaring**, an innovative new program that provides an extra layer of support to patients and caregivers from TeleCaring staff

**Traveled more than 1,289,863 miles** to care for patients and families

**Made grief counseling available** to over 10,000 children, teens and adults who experienced loss

**Responded to nearly 50,000 calls** from patients and families in need of assistance

**Held regional Point of Hope Camps** for 113 grieving children, teens and adults who explored feelings of loss in a safe, therapeutic setting

**Made more than 14,867 visits** to patients who required Palliative Care (pain and symptom management)

**Named to *Northern Virginia Magazine's* "Top Doctors" list** in 2012 in recognition of excellent care

**CEO and President Malene Davis awarded Patient Advocacy Award** from the American Academy of Pain Medicine (AAPM)

**Halquist Memorial Inpatient Center in Arlington** served nearly 800 patients for a total of 4,829 days of care including respite for caregivers

**Capital Caring External Advisor, Perry G. Fine, MD**, authored the second edition of *The Hospice Companion*, a nationally and internationally acclaimed "go-to" resource for those in Hospice and Palliative Medicine

**Hosted the 14th Annual Pain and Palliative Care Conference**, convening the nation's leading pain management physicians

**Held the "We Wrote the Book" Conference** for area clinicians to provide best practices in delivering excellent advanced illness care

**Offered 50 educational sessions a month** to our clinical staff so they can provide excellent care to patients each day

**More than 686 trained volunteers donated 52,777 hours of time** to support patients and families living with serious illness



## Doug Davidson— A Volunteer Who Cares Receives the Gift of Hospice

Over 20 years ago, Iowa-born Doug Davidson was looking for a rewarding volunteer opportunity. After reading about Capital Caring (then known as “The Hospice of Northern Virginia”), Davidson signed up for the hospice volunteer training so that he could work in the Halquist Memorial Inpatient Center and in the homes of patients. This training would lead him on a journey that would span decades.

He not only contributed to the Capital Caring Speakers Bureau, he also began offering his legal expertise to help hospice patients and their families. Legal work helps relieve the anxiety many family members feel and allows them to concentrate on more important matters.

When his 93-year old mother was diagnosed with cancer, a team of Capital Caring staff immediately began working with her while she was still living independently in her own apartment, and continued to care for her when she moved in with Doug and his wife, Suzanne.

The care was so wonderful that when Doug’s mother died, he and Suzanne gave a special gift to honor Diana Bartlett, the hospice nurse who had taken such good care of her, and Dana Carter, a private caregiver who made a wonderful difference in the final months of her life.

“You get so much positive reinforcement from everyone—patients, staff, nurses, social workers. Hospice is great at showing appreciation. There is affirming and gracious feedback all the time,” he says.

Doug Davidson and family



Above: Thrift Store Volunteers

### THE HERITAGE SOCIETY

If you or a family member has benefited from Capital Caring’s services, please consider becoming a member of our Heritage Society by including a bequest in your will or by setting up a charitable gift annuity. Both of these planned gifts will help provide hospice care far into the future for those in need, regardless of their ability to pay. We are so grateful for our “army” of volunteers who, like Doug, make an incredible contribution of time and talents to Capital Caring every day.

### 2012 VOLUNTEER STATISTICS

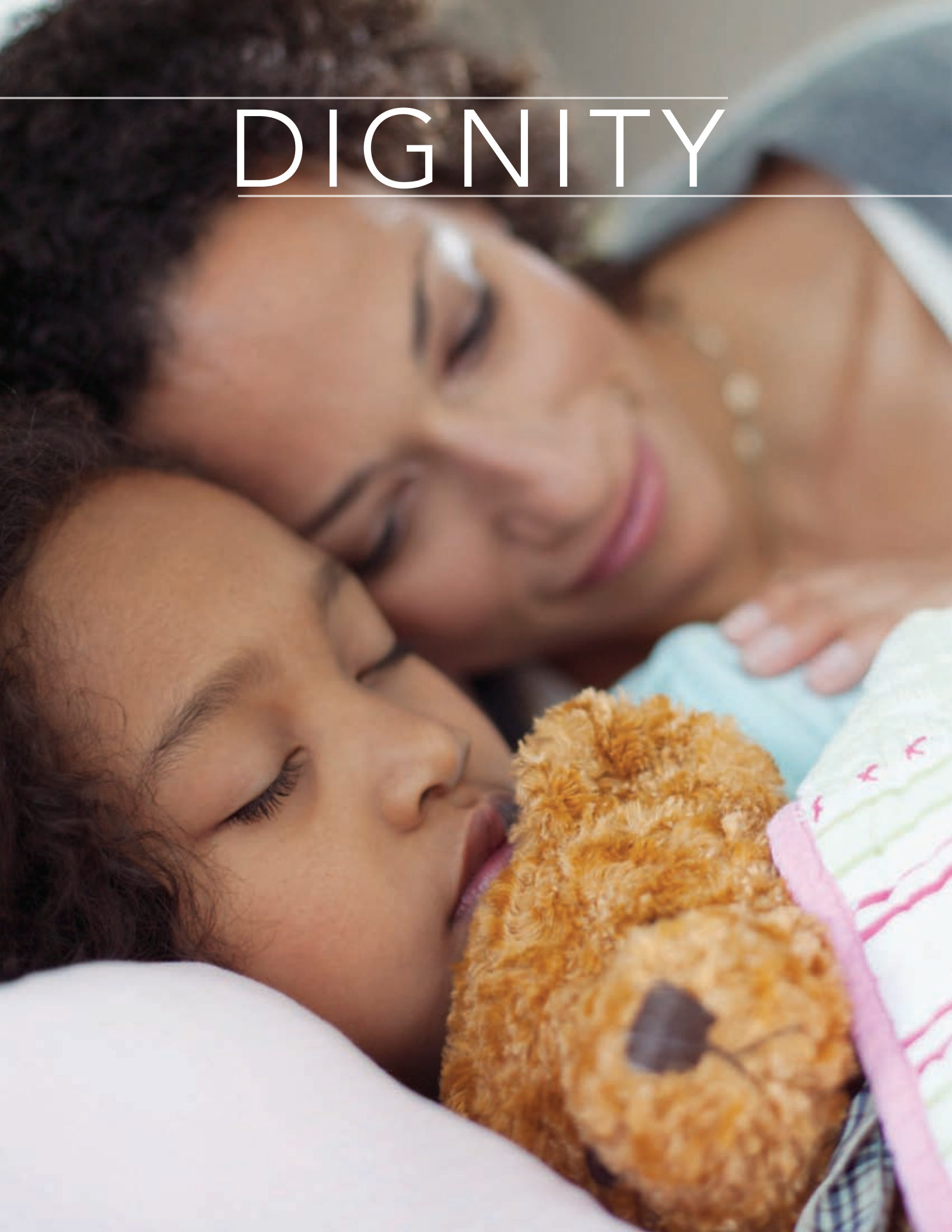
- Total Volunteer Hours 52,777
- Total Volunteers 686
- Thrift Store Volunteers 74
- Total Thrift Store Volunteer Hours 7,268
- Value of Volunteer Time\* \$1,253,804.24 (in time, talents and energy)

*\*Independent Sector’s “Value of Volunteer Time” Scale*





# DIGNITY





## We TeleCare...!

In 2012, Capital Caring launched TeleCaring, a service that provides patients with an extra layer of support. Each day Capital Caring patients and families receive two phone calls from dedicated, specially trained TeleCaring staff, who check in and make sure any issues or problems are quickly resolved.

TeleCaring gives patients and their caregivers more regular, immediate and knowledgeable access to Capital Caring staff with the result of increased customer satisfaction. For many caregivers, it also offers emotional support during a time that can be very isolating.

Exciting future plans include expanding to other state-of-the-art healthcare technologies. Eventually, a patient could have a device at the bedside, the clinical staff will begin their visit with a tablet, a caregiver may have their laptop connected from a far-away state or country, and a doctor will drop in on a video session to observe and answer questions.

“Imagine the possibilities,” says CEO Malene Davis. “This is the kind of hospice care that I envision, the kind that will truly improve lives. That’s why I went into this field over 20 years ago and continue to work tirelessly to implement the very best that technology has to offer. With TeleCaring and other healthcare information technologies, we’re charting a brand new course in providing the highest quality care possible to our patients.”

## A CONVERSATION WITH TELECARING NURSE ANN MEYERS

### Q What is TeleCaring?

A In addition to the live nurses that visit our patients, TeleCaring provides two phone calls each day to patients and families. We help out with anything a patient may need such as ordering new supplies, ensuring they have the right dosage of medications and so forth. We also spend a lot of time listening. Many caregivers welcome an empathetic ear more than anything else.

### Q How Did You Become a TeleCaring Nurse?

A I have had my own experience with advanced illness. I’ve had breast cancer and I lost my husband to Huntington’s Disease when I was 21. We were newlyweds. I know firsthand how tough it can get and the support you need when you are going through something like this. TeleCaring reminds caregivers that they are not alone.

### Q How Do Your Patients and Families React When You TeleCare?

A Initially, a lot of patients are reluctant to speak, but as time goes on, they begin to trust us. They know they can vent and it’s not going to go anywhere. They can be honest with us because we don’t have a face. I recall one of my TeleCaring patients was hesitant in the beginning. Now he says to me, “Ann, I’m so happy to hear your voice.”

### Q How Does TeleCaring Help Caregivers?

A Caregivers get tired of talking to their friends and family about what they are experiencing. They don’t have a lot of ‘good news’ and when we step in, we’re a new face on the block. I’ve had people cry on the phone, I’ve had them yell as they experience grief. We’re this connection for them...they can express whatever they feel.

### Q What Advice Would You Give to Patients Considering TeleCaring?

A TeleCaring is a tremendous support to people. We listen to our patients and families...we talk about life, about living. We laugh with them, we try and help them stay upbeat.





Above: Jennifer Alkhayat, a nurse who cares

“They call me every day. They ask me how I’m doing...make sure I’m staying strong through this.”



## TeleCaring Helps One Patient Continue to Persevere

When Capital Caring patient Michael Embrey was 11 months old, he broke his leg when he slipped on a children’s book. It was then that his parents knew their baby boy needed to see a doctor. Michael was diagnosed with Osteogenesis Imperfecta, a rare genetic bone disorder characterized by fragile bones that break easily.

“At first my parents didn’t realize how bad it was, but when I started getting bullied in school, my mom stepped in. Each day she would drop me off and say to the principal, ‘Michael is special, be careful with him.’ But I didn’t want to be special, I wanted to be like everyone else,” says Embrey. Now in his 70s, Michael is enrolled in Capital Caring’s TeleCaring program, which gives him an extra layer of support.

“Capital Caring nurse practitioner Jennifer Alkhayat is wonderful,” he says. “She truly understands how I feel and I love the TeleCaring staff. They call me every day. They ask me how I’m doing. They help me with my symptoms...make sure I’m staying strong through this.”

Staying strong is a mantra Michael Embrey has lived. At 13, his beloved mother died, and he went on to break over 50 bones. Eventually, the pain and sadness was too much to bear, and he succumbed to alcoholism as a way to cope. Yet Michael persevered and today has been sober for over 30 years, after building a long career at Eastman Kodak Company. He also makes a point to give back, and participated in an NIH research study to help children affected by Osteogenesis Imperfecta.

“Many individuals with my bone disorder eventually experience respiratory failure,” he says. “It’s tough but the care team I have in place is amazing. They come to the home and bathe me gently so that my bones don’t break. At night, when my cats curl up next to me on the pillows, I feel that no matter what happens I’ll be able to handle it....” Michael then pauses, catches his breath and says, “I lay my hands in Capital Caring’s hands. They are like family.”



# INNOVATION



Left to Right: Capital Caring leaders with Jack Fox, the Adlers and the Van Metres break ground on new inpatient center

## 2012 PATIENT CARE FUND STATISTICS

**\$2.3 million**  
Total Charity Care Provided

**197**  
Patients Served by Charity Care

REGION	PATIENT DAYS OF CARE
Washington, DC	690
Maryland	2,450
Virginia	7,221
<b>TOTAL</b>	<b>10,361</b>

AGE	
Under age 17	0.5%
Ages 18–64	66.5%
Ages 65–74	12.7%
Ages 75 and over	20.3%

DIAGNOSIS	
Cancer	129
Stroke	13
Liver Disease	12
Heart Disease	8
Dementia	7
Renal Disease	4
HIV	4
Pulmonary Disease	3
Parkinson's Disease	1
Other	16



## TIMELINE OF INNOVATION

- **1977** Hospice of Northern Virginia formally founded; One of 26 demonstration sites leading to Medicare Hospice Benefit
- **1982** Opened third inpatient hospice unit in U.S.
- **1983** Served some of the first AIDS patients
- **1984** Medicare hospice benefit was fully funded, using our data
- **1996** Created Hospice Care Unit for people with AIDS
- **1997** One of first hospice programs to be awarded dual accreditation
- **1998** Palliative Care program initiated; Merged with Hospice of DC
- **2001** Merged with Hospice of Prince George's County
- **2005** Became third accredited physician fellowship program in the U.S. for Hospice and Palliative Medicine
- **2006** Malene Davis, CEO and President, arrives and initiates a model of best practices in quality care and sustainable business
- **2008** Loudoun County inpatient center and palliative care pain clinic preparation begins; Organization restructured
- **2009** Neighborhood commitment brings hospice offices into local communities; Key metrics revolutionize quality care
- **2010** Average number of hospice patients/families served daily reaches 1,001
- **2011** Capital Hospice becomes "Capital Caring" to increase access to care; TeleCaring pilot launched
- **2012** Ground broken on new inpatient center, Adler Center for Caring; TeleCaring expanded; Capital Caring co-authors *The Hospice Companion*, 2nd edition



# Every Day is a Gift...

## YOUR GIFTS MAKE A BIG DIFFERENCE

By supporting Capital Caring, you make a tremendous difference in the lives of more than 1,200 seriously ill adults and children in our local community—every single day! In 2012, Capital Caring provided more than \$2.3 million in charity care.

Charitable gifts from individuals, corporations, foundations, civic groups and faith communities help underwrite nearly 16 percent of Capital Caring's patient care costs. They also fund special programs essential to our mission, such as...

- ✓ **Patient Care Fund Program** for patients lacking the financial resources to pay for our care. No one is ever turned away due to their financial situation.
- ✓ **Point of Hope Counseling services**, including annual camps held throughout our service area for bereaved children and teens who need support to cope with feelings of loss
- ✓ **The NEW Adler Center for Caring on the Van Metre Campus.** This new inpatient center will provide care to more moms and dads who need it.
- ✓ **TeleCaring**, an innovative new program that provides an additional layer of support for patients and caregivers as TeleCaring staff check in twice daily to address their needs
- ✓ **Hospice and Palliative Medicine training** for military physicians who care for our Wounded Warriors







#### GIFTS THROUGH GRANTS:

Grants enable us to stay on the cutting edge. In 2012, the grant we received from Home Instead Senior Care Foundation made it possible to purchase telecommunications equipment essential to our new TeleCaring program.

At left: Jason Sager of Home Instead presents grant check to CFO David Schwind and VP of Information Technology Diane Rigsby



#### GIFTS FOR CHILDREN, TEENS AND ADULTS:

### Point of Hope Camps

Grieving is difficult, especially for children and teens who have lost a loved one. Capital Caring appreciates civic groups like the Army Officers Wives' Club of the Greater Washington Area for providing support of our bereavement program—including our annual Point of Hope Camps. These camps offer grieving individuals a safe, therapeutic setting in which to explore and cope with their feelings of loss.



#### GIFTS FOR OUR PATIENTS AND FAMILIES:

### Patient Care Fund

The Patient Care Fund Program ensures that those who have no means to pay for our care can still receive it. We are grateful to St. Charles Borromeo Catholic Church, the Arlington Agency on Aging, and others for their generous support of this vital program.



#### GIFTS OF CELEBRATION WITH OUR DONORS:

### Special Events

Thanks to generous philanthropists such as Len and Dale Adler, Beau and Dea Van Metre, Kevin and Margaret Miller, who chaired the 2012 Passion for Caring Gala, and Kathleen Fox and Dot Shetterly, who co-chaired the eighth annual Daffodil Ball—we are able to host special events that result in more donor dollars. These funds help us bring dreams such as the new Adler Center for Caring on the Van Metre Campus to life and keep our hospice program on the cutting edge in care excellence.

#### GIFTS FROM OUR PARTNERS:

Headquartered in Reston, Virginia, Triple Canopy has been one of Capital Caring's valued Corporate Partners for many years. Corporate partners like these enable us to offer the finest care to those who need it. We are most grateful. For more information about the Corporate Partner Program, please call Steve Titlebaum at 703-531-2383.



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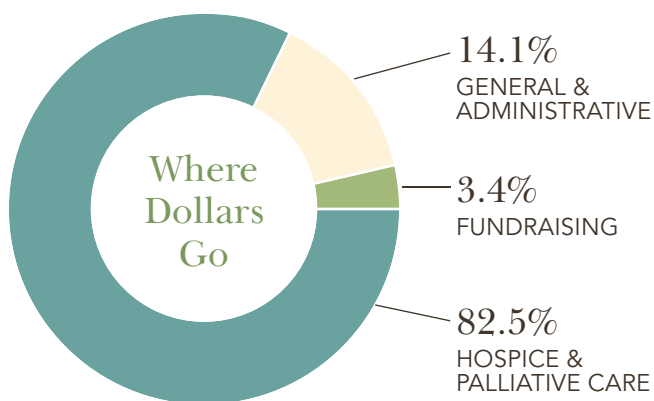
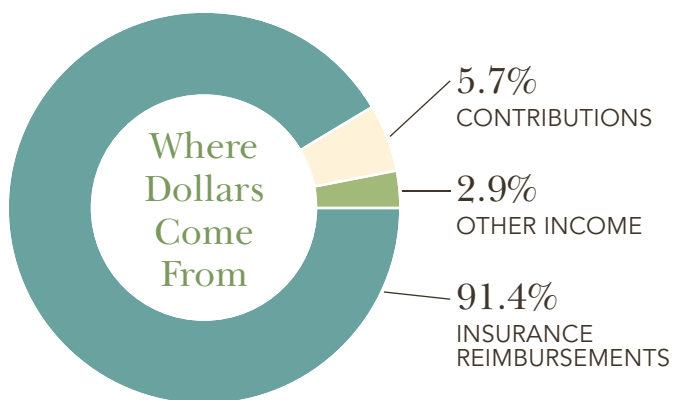


## Revenue

Net patient service revenue	\$77,095,585
Private contributions, gifts, & grants	\$4,524,899
Net assets released from restrictions	\$246,942
Net investment income	\$1,302,414
Other income	\$1,103,892
<b>TOTAL REVENUE</b>	<b>\$84,273,732</b>
<i>Additional restricted contributions</i>	<i>\$3,293,567</i>

## Expenses

Patient care	\$65,203,951
Fundraising	\$2,684,215
General & administrative	\$11,132,977
<b>TOTAL EXPENSES</b>	<b>\$79,021,143</b>
<i>Results of unrestricted operations</i>	<i>\$5,252,589</i>





# COMPASSION

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