

# INSPIRATIONS FROM OUR PAST. INNOVATIONS FOR THE FUTURE.



CAPITAL CARING FOUNDER,  
DR. JOSEFINA MAGNO

LONGTIME CAPITAL  
CARING FRIEND AND  
SUPPORTER, DR. BERNICE  
CATHERINE HARPER



CAPITAL CARING HONORS  
VETERANS FOR THEIR SERVICE



TOM KOUTSOUMPAS,  
BOARD CHAIR,  
HONORED AT 10TH  
ANNUAL HOSPICE  
COMES TO  
WASHINGTON



CAPITAL CARING CELEBRATES  
40 YEARS OF IMPROVING  
ADVANCED ILLNESS CARE



5,506 BEREAVED  
CHILDREN AND ADULTS  
RECEIVED FREE GRIEF  
COUNSELING IN 2017



## OUR MISSION

To simply improve care

## OUR VISION

To be recognized as a  
Center of Excellence in  
providing and catalyzing  
world-class advanced  
illness care

# COMMENTS FROM GRATEFUL FAMILY MEMBERS:

"YOU TREATED OUR FATHER AS  
HE WAS YOUR OWN RELATIVE —  
EVERY SINGLE ONE OF YOU  
DID! THANK YOU FROM THE  
BOTTOM OF OUR HEARTS!"

"WE WOULD LIKE TO THANK  
YOU FOR YOUR KINDNESS  
AND SUPPORT. YOU ARE ALL  
ANGELS. WE COULD NOT  
HAVE ASKED FOR A BETTER  
PLACE FOR OUR LOVED  
ONE TO SPEND HER LAST  
DAYS. WE ARE FOREVER  
GRATEFUL."

# MESSAGE FROM TOM

## DEAR FRIENDS AND SUPPORTERS,

In 2017, Capital Caring embarked on an inspiring and innovative celebration of our 40th Anniversary – the highlights of which are featured in this Annual Report. It's truly amazing to think that 40 years have passed since our inspired founder, Dr. Josefina Magno, and a corps of volunteers possessing great wisdom, foresight, and clarity of vision brought hospice services to Northern Virginia. They could see a better future, and they worked the long hours and did the mountains of paperwork that translated the idea of hospice into reality.

Our history is precious, humbling, and profound. It is filled with leaders, innovators, thinkers, doers, selfless and tireless individuals who embraced a cause with passion and determination and would settle for nothing less than a full-service, licensed hospice. And, thanks to their efforts, we have that today and so much more.

Our present is every bit as compelling as our past. The same mission inspires today's leaders, guides the ever-dedicated and fully committed staff and volunteers, and garners the respect of our community.

And the future – the next 40 years – promises to be equally rewarding! There is no field of endeavor more challenging than health care and no mission more meaningful and far-reaching than hospice. As we head into our 41st year of service as one of the largest



community-based, multi-state providers of hospice and palliative care in the United States, we pledge to continue our work of celebrating life and our dedication to providing world-class care to our patients and their families.

Thank YOU for all you do to make this possible! Please know that your gifts of time, talent, and treasure are not just valued – they are essential. And through your generosity, you make a tremendous difference in the lives of those facing one of the most challenging times in life's journey.

With sincere appreciation,

A handwritten signature in black ink that reads "Tom Koutsoumpas". The signature is fluid and cursive, with a long horizontal line extending from the top of the first letter.

Tom Koutsoumpas,  
*Capital Caring Board Chair*



# *Capital Caring* 40 YEARS OF HOSPICE INNOVATION

2017 AT A GLANCE

➤ **6,938**

HOSPICE PATIENTS SERVED

➤ **1,508**

PALLIATIVE CARE PATIENTS SERVED

➤ **\$3,391,273**

TOTAL CHARITY CARE PROVIDED

➤ **421,127**

DAYS OF HOSPICE CARE

➤ **1,321**

HOSPICE INPATIENTS SERVED

➤ **78,603**

HOURS WORKED BY  
TRAINED VOLUNTEERS

➤ **184**

PATIENTS SERVED BY  
CHARITY CARE

➤ **2,139,176**

MILES TRAVELED BY STAFF  
PROVIDING CARE

➤ **5,506**

BEREAVED CHILDREN AND ADULTS  
RECEIVED FREE GRIEF COUNSELING

➤ **4**

INPATIENT CENTERS  
SUPPORTED VA, MD AND D.C.

➤ **1,231**

TRAINED VOLUNTEERS ASSISTED

➤ **35**

PEDIATRIC HOSPICE  
PATIENTS SERVED

➤ **116,268**

HOSPICE PATIENTS  
SERVED SINCE 1977

➤ **5,957**

PALLIATIVE CARE VISITS

➤ **9**

POINT OF HOPE DAY CAMPS SERVED  
GRIEVING CHILDREN AND FAMILIES





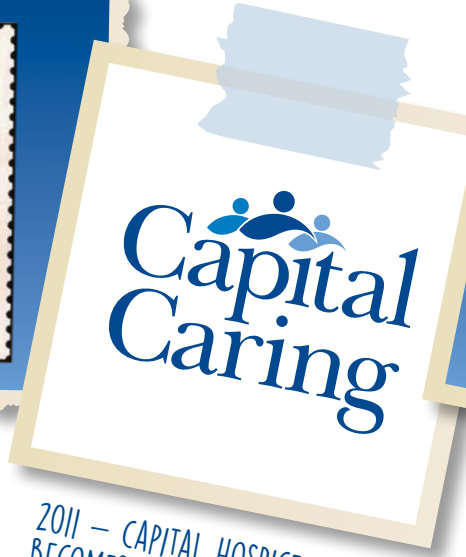
1977 — DR. JOSEFINA MAGNO  
HELPS ESTABLISH THE HOSPICE OF  
NORTHERN VIRGINIA



1986 — PRESIDENT REAGAN  
SIGNS THE MEDICARE HOSPICE  
BENEFIT INTO LAW



1999 — RELEASE  
OF THE FIRST  
HOSPICE STAMP



2011 — CAPITAL HOSPICE  
BECOMES CAPITAL CARING



2017 — CAPITAL CARING  
CELEBRATES 40 YEARS OF  
IMPROVING CARE

# HOSPICE MILESTONES BY THE DECADE

## CELEBRATING 40 YEARS OF SERVICES TO THE COMMUNITY

In 2017, we celebrated 40 years of service to the community. This annual report includes some of the highlights from this milestone year made possible by our talented and dedicated employees, generous donors, partners, volunteers and friends, all of whom share our passion for caring for those in our community.

# WORLD—CLASS INPATIENT CARE

PRINCE GEORGE'S COUNTY BECAME HOME TO CAPITAL CARING'S FOURTH INPATIENT ACUTE CARE CENTER, PROVIDING ROUND—THE—CLOCK ATTENTION FOR INDIVIDUALS WITH ADVANCED ILLNESSES WHOSE NEEDS CANNOT BE MET AT HOME. CAPITAL CARING CENTER PRINCE GEORGE'S COUNTY MARYLAND IS THE FIRST—EVER SUCH FACILITY IN PRINCE GEORGE'S COUNTY.

Capital Caring's four inpatient centers located in Aldie, Virginia; Arlington, Virginia; Prince George's County, Maryland; and Washington, D.C. are open 24/7 with nearly 60-acute care beds, more than any other hospice provider in the area. The goal of inpatient hospice care is to control severe pain and symptoms so that a patient can return home with their family and familiar surroundings and resume hospice care at home.





## CAPITAL CARING INPATIENT SERVICES

PROVIDING AN EXTRA LEVEL OF CARE

CAPITAL CARING CENTER  
PRINCE GEORGE'S COUNTY  
MARYLAND IS A WARM AND  
WELCOMING HOME AWAY  
FROM HOME FOR PATIENTS  
WHO REQUIRE AN EXTRA  
LAYER OF CARE.







1982 — THE HALQUIST MEMORIAL INPATIENT CENTER OPENS IN ARLINGTON, VIRGINIA



CAROLYN RICAR, EXECUTIVE DIRECTOR, WELCOMES GUESTS TO THE ANNIVERSARY CELEBRATION AT CAPITAL CARING HALQUIST CENTER.



THE OUTDOOR GAZEBO AND GARDEN AREA AT THE CAPITAL CARING HALQUIST CENTER PROVIDES A SERENE SPACE FOR QUIET REFLECTION. THE GARDEN IS MAINTAINED BY A WONDERFUL GROUP OF VOLUNTEERS.

# CAPITAL CARING HALQUIST CENTER CELEBRATES 35 YEARS OF SERVICE

On May 16, Capital Caring Halquist Center staff and friends held a special anniversary celebration to mark 35 years of service for the center and 40 years of service for the entire organization. One of the first hospice inpatient centers in the United States, the Halquist Center is located in the former Woodlawn Elementary School, nestled in the heart of Arlington, Virginia.



# COMMUNITY RECOGNITION



VINCE MICONE  
AND JEFF KOST

On March 10, Capital Caring was honored by the leadership of the National Capital Area Combined Federal Campaign (CFC) – which administers the D.C. area federal employee annual workplace giving program – with its **SPIRIT OF COMMUNITY AWARD**.

The award was presented by Vince Micone, chair of the local CFC campaign, during a special reception held at the National Museum of African American History and Culture in Washington, D.C. and accepted on behalf of Capital Caring by Resource Development Vice President Jeff Kost.

In presenting the award, Mr. Micone said he was “touched and inspired” when he heard a local TV news story about how Capital Caring staff mobilized the generosity of our dedicated volunteers to address what mattered most for a young mother in our care whose only wish was for a coat for her 3-year-old daughter. It is because of our social workers, volunteer services coordinators, and volunteers that we are able to further spread our message of comfort and compassion.



CAPITAL CARING  
VOLUNTEERS HELPED  
TO MAKE A  
MEMORABLE AND  
WARM HOLIDAY  
SEASON FOR KARLA  
AND HER FAMILY.



# CELEBRATING OUR VOLUNTEERS WHO GIVE THE GIFT OF TIME

VOLUNTEERS  
DONATED  
78,603  
HOURS OF  
SERVICE IN  
2017

OUR 1,200 VOLUNTEERS ARE THE HEART OF  
CAPITAL CARING.

Our volunteers donate their time supporting our mission to *simply improve care*, and they have a profound and positive impact in our community. With a cheerful attitude, a smile and comforting touch, our volunteers provide companionship to our patients, run errands for stressed families and provide support over the phone and in-person to those who are grieving, share art and music therapy with patients and families and much more.

We are SO thankful for our volunteers!





SPRING SPRUCE UP! VOLUNTEERS FROM SHILOH BAPTIST CHURCH HELPED SPRUCE UP THE YARD FOR A PATIENT IN THE SPRING. CAPITAL CARING VOLUNTEERS ARE CORE MEMBERS OF OUR CARE TEAMS. THEY COME FROM ALL WALKS OF LIFE AND BRING SPECIAL SKILLS THAT IMPROVE OUR ABILITY TO OFFER EXCELLENT CARE.







JUNE CARTY

# "40 FOR 40" CAMPAIGN COLLECTS INSPIRING STORIES

IN 2017, CAPITAL CARING  
LAUNCHED A "40 FOR 40"  
CAMPAIGN TO CELEBRATE 40  
YEARS OF CARING.

The interactive online campaign encouraged patients, donors, neighbors, staff and others whose lives have been touched since 1977 to share their reflections of the impact Capital Caring has had on them and their families.

*Take a look at an excerpt from a 40 for 40 story featuring June Carty*

## JUNE CARTY

"To thine own self be true," is the motto that June Carty lived by. She never apologized for being exactly who she was. June's daughter, Mitzi, describes her mother as a brilliant, beautiful and complicated woman who served as a powerful role model to her children, grandchildren and everyone who knew her. The final chapter of June's life closed with the same strength and determination. June believed that "death is just birth,

but on the other side." She wanted to die on her own terms and was clear about her wishes with her family and professional caregivers.

Mitzi shares that her mother's Capital Caring team supported her when she advocated for June's choices with tremendous compassion and understanding. They were a "best friend" to Mitzi during a very difficult time. Mitzi says that the Capital Caring team was her strength when she thought she ran out of strength on her own. "It felt like my mom and I were the most important people in the world to our Capital Caring team during those last days of Mom's life."

"THE GREATEST GIFT FOR A  
FAMILY IS TO BE ABLE TO SAY,  
'I HAVE NO REGRETS', AND  
CAPITAL CARING MADE THAT  
POSSIBLE FOR MY FAMILY,"  
SAYS MITZI.

# HOSPICE COMES TO WASHINGTON 10<sup>TH</sup> ANNIVERSARY

Capital Caring celebrated its 10th Annual “Hospice Comes to Washington” event with a special benefit concert on Monday, May 1, featuring Grammy Award-winner Olivia Newton-John, Grammy nominee Beth Nielsen Chapman, and SOCAN Award-winner Amy Sky. The concert was held at the Ronald Reagan Building and International Trade Center. More than 350 individuals attended the event, helping Capital Caring raise more than **\$100,000** to support its hospice and palliative care programs.

The inaugural “Women of Compassion” brunch was held on May 2 at the home of Alan Zuccari of Hamilton Insurance Agency, and his wife, Lisa. Olivia Newton-John, Beth Nielsen Chapman, and Amy Sky were presented with the Women of Compassion Award in recognition of their contributions to supporting

individuals confronting the loss of a loved one. Proceeds from the brunch support Capital Caring’s children’s bereavement programs.

Capital Caring is grateful to all those who supported the LIV ON concert and the Women of Compassion brunch. Corporate sponsors included mumms® Software, Wise Hospice Options, Hamilton Insurance Agency, Campion Asset Management, and Prestige Healthcare Resources, Inc.

“Hospice Comes to Washington” offers leading experts in advanced illness care an opportunity to come together and draw attention to the vital need for easier access to quality, patient-centered advanced illness care throughout the country.



WISE HOSPICE OPTIONS  
ATTENDED THE EVENT AND  
ARE PICTURED WITH AMY SKY,  
OLIVIA NEWTON-JOHN AND  
BETH NIELSEN CHAPMAN.





SENATOR SHELLEY MOORE CAPITO



TOM KOUTSOUMPAS INTRODUCES ELIZABETH FALCONE,  
LEGISLATIVE DIRECTOR FOR SEN. MARK WARNER, AT  
CAPITAL CARING'S BRIEFING ON CAPITOL HILL.

# CAPITAL CARING ON CAPITOL HILL

Senator Shelly Moore Capito is shown at a special Capitol Hill briefing, immediately following the “Women of Compassion” brunch to celebrate the introduction of bipartisan, bicameral legislation to improve advanced illness and end-of-life care.

# HOSPICE CUP XXXVI



Hospice Cup, Inc. is a nonprofit organization founded in 1981 to help local and regional hospices raise funds for patient programs. They do this by hosting a yearly sailing Regatta and Shore Party in Annapolis, Maryland, along with several smaller events leading up to the Regatta. Participants can choose to race in the Regatta, purchase tickets for the Spectator Boat and Shore Party, become a Sponsor, or Volunteer at one of the events.

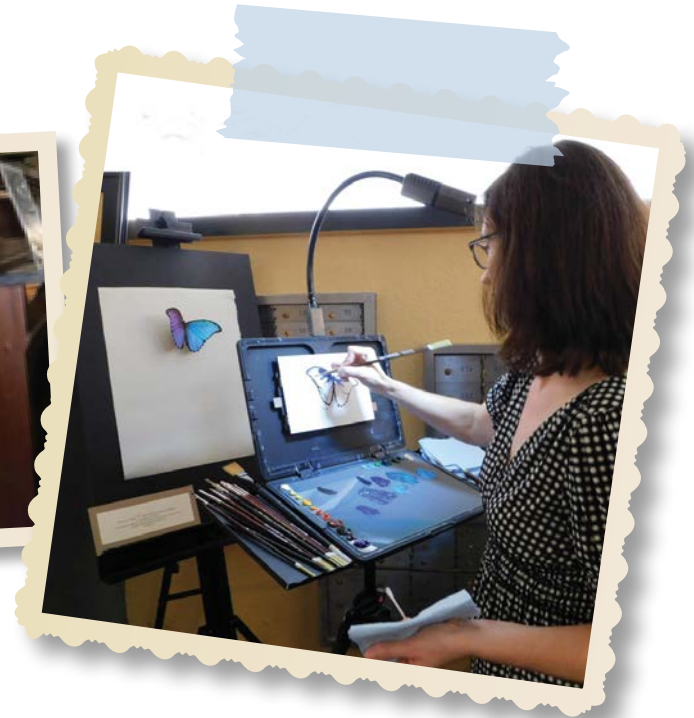
Capital Caring sponsors, volunteers, supporters, and staff gathered for the 2017 event held September 16 at the Sailing Club of the Chesapeake in Annapolis.

Since its inception 36 years ago, the event has generated funding for participating hospices – Capital Caring, Montgomery Hospice, and Hospice of the Chesapeake – as well as providing an exciting, fun-filled day on the water for sponsors, supporters and friends.





LOCAL ARTIST NICOLE HAMILTON  
CREATED AN ORIGINAL PAINTING  
IN FRONT OF GUESTS AT THE  
STORIES OF HOPE FUNDRAISER.



# STORIES OF HOPE FUNDRAISER

On Sept. 15, more than 90 friends, sponsors and neighbors gathered at Foode's restaurant in Fredericksburg, Virginia, to share the hope Capital Caring is bringing to children and families served by that neighborhood's bereavement program. Each candlelit table featured an individual story of a child nurtured through Point of Hope camps and Caring Circles grief support groups. Guests were serenaded by Capital Caring volunteer string musicians as they sipped hand-selected wines paired with exquisite bites of food prepared by Foode's very own Chef Joy;

they watched as local artist Nicole Hamilton created an original oil painting right before their eyes; and they bid on this and other unique silent auction items curated from the local community. By committing to support specific programs they found most meaningful, guests brought the total raised for the evening to \$17,000!

# TELECARING™ – INNOVATIONS IN COMPASSIONATE CARE

SINCE 2011, CAPITAL CARING'S TELECARING SPECIALISTS HAVE TOUCHED MORE THAN 14,500 PATIENTS THROUGH MORE THAN 766,500 OUTBOUND PHONE CALLS.

TeleCaring specialists place two outbound calls each day to hospice and palliative care patients and families as an extra layer of support to identify problems before they escalate.

The TeleCaring™ program has led to improved patient outcomes and a better experience for both patients and their families and distinguishes Capital Caring from other hospice and palliative care organizations in the mid-Atlantic region.





CELEBRATING  
40 YEARS —  
PHOTOS  
HIGHLIGHTING  
SIGNIFICANT  
MILESTONES  
THROUGHOUT  
OUR 40-YEAR  
JOURNEY WERE  
ON DISPLAY AT  
THE PASSION  
FOR CARING  
GALA.



VICTORIA KENNEDY  
AND MONTE DURHAM  
AT THE PASSION FOR  
CARING GALA.



The MGM National Harbor Resort in Oxon Hill, Maryland was the site of the 40th Anniversary **PASSION FOR CARING GALA** – themed “Tour of Tuscany.” The annual Gala is the most widely attended annual event, and in 2017, more than 500 innovators in healthcare, business, and government along with the area’s leading philanthropists and Capital Caring supporters came together for the celebration.

Mrs. Victoria Reggie Kennedy, Co-Founder and President of the Board of the Edward M. Kennedy Institute for the United States Senate, was presented with the “2017 Woman of Compassion Award” for her advocacy work to expand palliative care, pain management, nursing care, and hospice for families across the country.

# 2017 PASSION FOR CARING GALA RAISES \$500,000 TO SUPPORT BEREAVEMENT SERVICES

THE WALLACE  
FAMILY WERE  
VERY SPECIAL  
GUESTS, SHARING  
THEIR STORY OF  
HOW CAPITAL  
CARING HELPED  
THEM COPE  
WITH LOSS.



BILL NOVELLI  
RECEIVES  
PASSION FOR  
CARING AWARD



Mr. Bill Novelli was presented with the “2017 Passion for Caring Award.” He is professor in the McDonough School of Business at Georgetown University and Co-Chair of the Coalition to Transform Advanced Care (C-TAC), a national organization dedicated to reforming advanced illness/end-of-life care by empowering consumers, changing the health care delivery system, improving public policies, and enhancing provider capacity. Through his work, Mr. Novelli is making a difference for organizations across the country and has helped Capital Caring further its mission of simply improving care for thousands of families across the mid-Atlantic region.

The highlight of the evening focused on family members Tanya, Leilani, and David Wallace – whose story of total despair over the sudden, unexpected death of their husband and father, was shared on video, and how their lives were then – literally – transformed through Capital Caring’s bereavement services. Bereavement counseling for families is a program not covered by the Medicare Hospice Benefit, yet a critical service for those dealing with loss.

Thanks to generous donations, 5,506 BEREAVED CHILDREN AND ADULTS RECEIVED GRIEF COUNSELING FROM CAPITAL CARING IN 2017.





# CELEBRATING QUALITY CARING

The Centers for Excellence program launched in 2017, is a partnership between Capital Caring and select long-term care facilities recognized for providing world-class and compassionate end-of-life care. Organizations chosen as Centers of Excellence combine their own staff expertise in caring for others with additional education and training from Capital Caring's clinical, spiritual, and emotional case management teams, all with the goal of simply improving care for individuals with advanced illnesses.

Capital Caring Centers of Excellence have chosen to provide a comprehensive advanced illness program to their residents and families. Their facility staff also receives education and support from Capital Caring.

## CONGRATULATIONS TO THE FOLLOWING INAUGURAL CENTERS OF EXCELLENCE PARTNERS:

- Carroll Manor Nursing & Rehabilitation Center
- Elizabeth Adam Crump Health and Rehabilitation
- The Fountains at Washington House
- Greenfield Senior Living
- Heritage Hall Leesburg
- Potomac Falls Health & Rehab Center
- Powhatan Nursing Home

# CAREGIVER EXCELLENCE

Since January 2016, Capital Caring has partnered with the Ceca Foundation, to celebrate caregiver excellence. Staff are encouraged to nominate their peers based on a variety of qualities such as teamwork, demeanor, caring touch with patients, and dedication to work. Then one staff person is selected each month from the entire organization to be recognized and receive a certificate and check from the foundation.

The first hospice provider to partner with the Foundation, Capital Caring is grateful for the opportunity to promote its world-class service by demonstrating that caregivers are at the heart of the quality care we provide our patients and their families.



CECA AWARD WINNERS  
GATHER AT THE CAPITAL  
CARING HALQUIST CENTER  
GAZEBO AND GARDEN  
FOR A RECOGNITION  
CELEBRATION.

## CECA AWARD WINNERS DURING 2017 INCLUDE THE FOLLOWING:

- Japhet Etse, RN On Call, Alexandria
- Launi Robertson, RN Case Manager, Arlington
- Tamara Twaddle, Clinical Supervisor, Providence Inpatient Center
- Samuel Bangura, RN Case Manager, D.C.
- Richard Meade, CNA, Halquist Inpatient Center
- Laura Javad, Clinical Supervisor, Prince William/Fauquier
- Carlos Tapia Balboa, Lead Cook, Halquist Inpatient Center
- Joycelyne Thompson, RN Case Manager, Arlington
- Chris Vannoy, RN Case Manager, Prince William/Fauquier



# 2017 DONORS

## CIRCLE OF CARING

### *Monthly Donors*

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Arseculeratne  
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## BEQUESTS\*

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Armstrong  
Estate of Audrey J. Barnett  
Estate of Vida M. Baugh  
Florence M. Brady  
Revocable Trust  
The Margaret A. Cavanaugh  
Living Trust

Estate of Melanie Irene  
Chandler  
Estate of Dorothy H. Davies  
Margaret J. DuBois Trust  
Estate of Michael J. Dwyer  
Estate of Earnest Earman, Jr.  
Estate of Ralph Greenhouse  
Estate of Traute Heinen  
Estate of Constance H.  
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Martha Anne Jesnak Trust  
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Felicia K. Klatt Trust  
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Rosa Bente Lee Trust  
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Estate of Wayne L. O'Hern, Jr.  
The Estate of Henrietta  
V. F. Parker  
Estate of Margaret W. Pratt  
Radday Family Trust  
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Nancy C. Schiffrin Trust  
Estate of Alfred T. Souder  
Estate of Blair A. Stark  
Virginia L. Williams  
Revocable Trust  
Estate of Margaret  
Mary Wolfe

# HERITAGE SOCIETY

*Individuals who have told us that Capital Caring 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.*

Mrs. Mary M. Adams  
Mr. and Mrs. Len Adler  
Ms. Meryl N. Adler-Waak  
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Mr. Howard Armfield  
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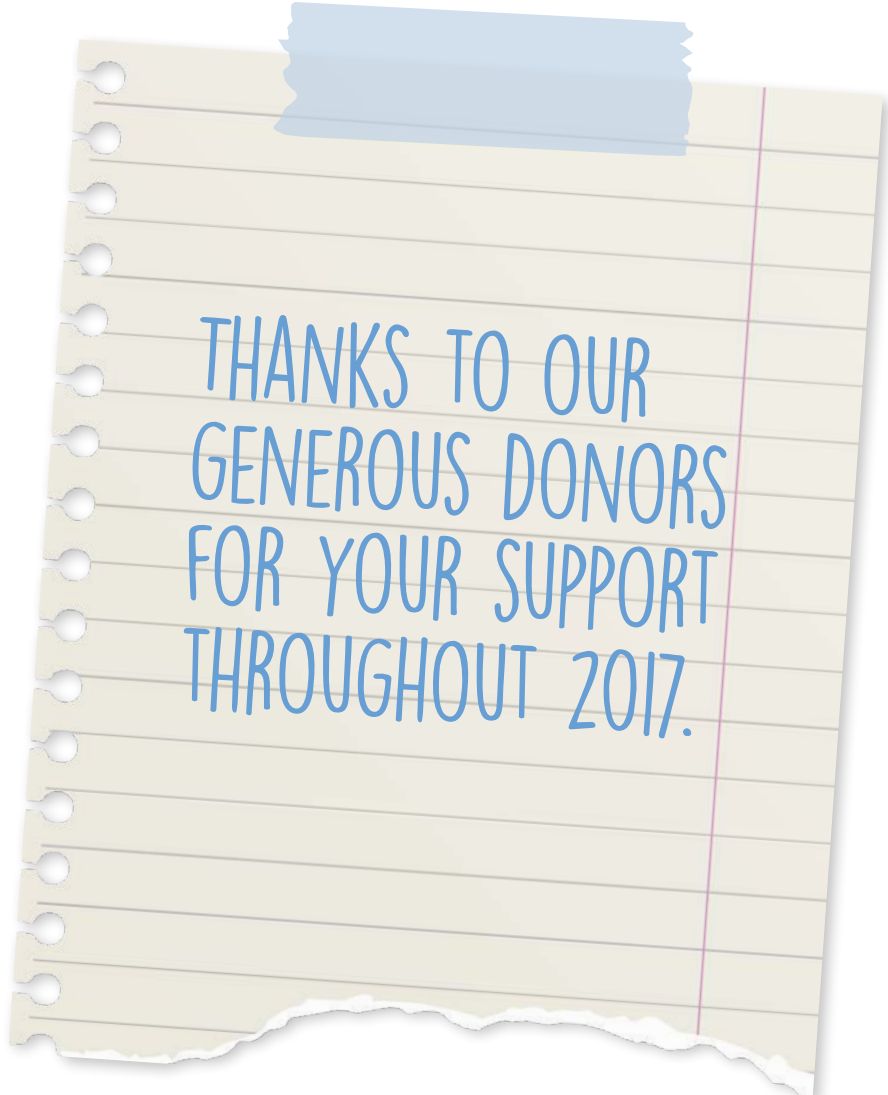
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# 2017 YEAR IN REVIEW

## REVENUE

Net patient service revenue	\$102,195,350
Private contributions, gifts & grants	\$5,754,586
Net investment income	\$2,445,012
Net assets released from restrictions	\$553,487
Other income	\$95,332

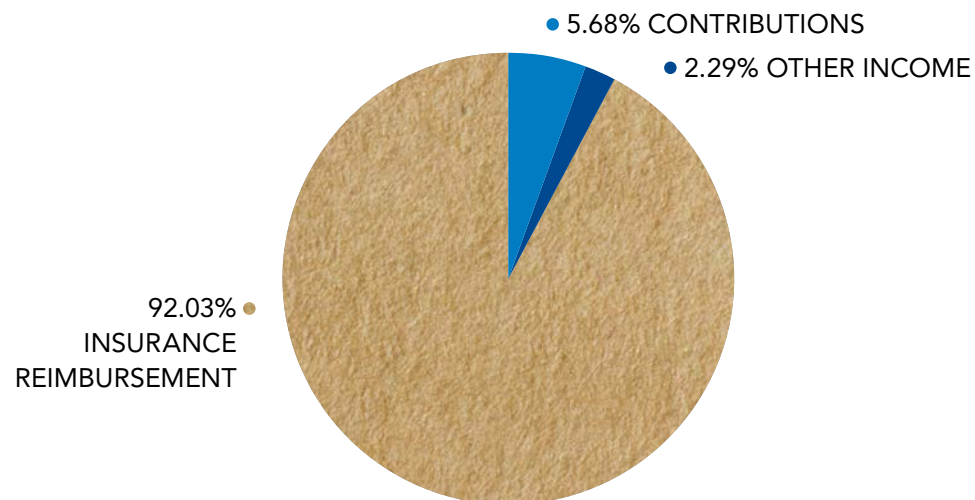
<b>TOTAL REVENUE</b>	<b>\$111,043,767</b>
<i>Additional restricted contributions</i>	<i>\$284,709</i>

## EXPENSES

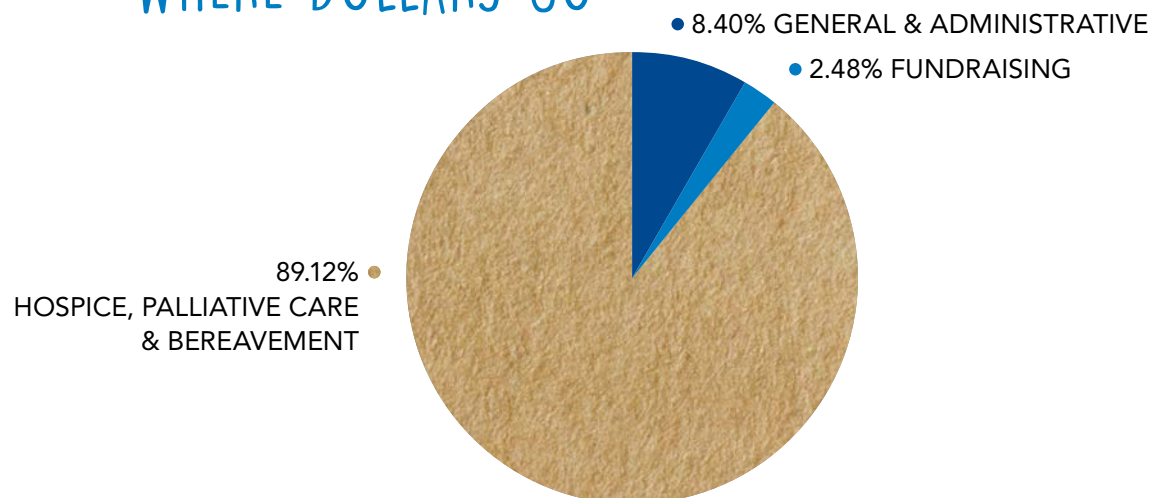
Patient care	\$99,048,806
General & administrative	\$9,334,806
Fundraising	\$2,753,084

<b>TOTAL EXPENSES</b>	<b>\$111,136,696</b>
<i>Results of unrestricted operations</i>	<i>(\$92,929)</i>

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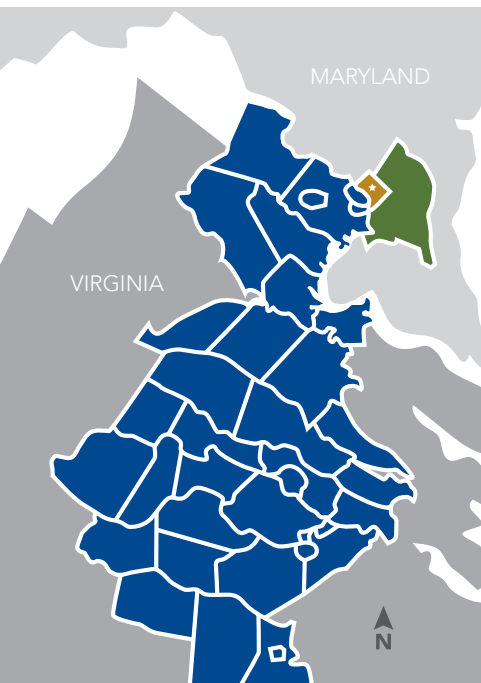


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