

Cultivating Our Future

Gilchrist 
HOSPICE CARE

Guiding the way.

2010 Year End Report

Our Mission

Guiding the way.
Providing the finest in end of life care.

Our Vision

Remain the leading provider in end of life care by offering the greatest services, people and resources.

Foster hope, healing and respect through an unwavering commitment to what we do, through the education of our patients, families and the community through our interdisciplinary teamwork.

Our Gifts...

come in many different forms and for very personal reasons. We have featured some of them in this report.



My journey with Gilchrist Hospice Care goes back more than a decade, before I needed their compassionate care for my family. Even then, I knew that the care they provided was vital, and I knew I needed to help ensure that their services remained of the highest quality and available to anyone in need of hospice.

As my family experienced tragic loss, I saw first-hand the dignity and comfort that Gilchrist could provide. For my family, and thousands of others in Central Maryland, Gilchrist was there with a personal touch. They were there to provide that last snapshot for loved ones so that they could forever remember their mother or father, sister or brother, daughter or son, with their dignity still in place, pain-free and peaceful.

And families do remember: Death is not something anyone wants to experience, but with Gilchrist's help, families can turn those last months, weeks and days into a celebration of life. They can take the time to remember and reminisce, to cherish and to treasure the moments that remain.



Once you experience Gilchrist, it doesn't leave you. It doesn't just penetrate your mind; it penetrates your heart.

All of which is my way of explaining my long-term involvement with Gilchrist, both as the current chair of its Board of Directors and as a donor, and the involvement of the generous families featured throughout this book. Our gifts come in many different forms and for many personal reasons.

We give because we know how important it is to Gilchrist, both present and future. We give because of what Gilchrist has given us – the education that ensures that we can properly care for our loved ones at home, the assistance that gives us time to savor our last moments together, and the support that helps us make it through the toughest of days.

It's a personal touch that never leaves us. When we needed help the most, Gilchrist was there. Now, it's our turn to help to ensure that all communities and people of all ages and walks of life will have the same opportunity, at the end of life, to receive the gift of Gilchrist's care.

On behalf of the Board of Directors at Gilchrist Hospice Care, thank you for your support.

Stuart K. Rodgers

Stuart K. Rodgers
Board Chair

Tending to the Soul



Gloria Mohr works as a volunteer doula, offering companionship to patients at Gilchrist Center.

They had spent their whole lives together – mother, father and daughter – living in the same house, traveling together, sharing everything. Through a quirk of genetic fate, Stephanie Mohr had been born with a chromosomal disorder that affected her physical size and coordination. Although she worked full-time, Stephanie did not drive and continued to live at home with her parents, George and Gloria Mohr. All of which made it that much harder when Stephanie, who had been diagnosed with pancreatic cancer, died at Gilchrist Center the day after Christmas in 2006, at age 47.

Stephanie was on home hospice and at Gilchrist Center, enough time for the Mohrs to experience Gilchrist Hospice Care's supportive hand: "We were touched by what we saw and experienced – by the compassionate and individual expressions of help to us during that time when you're not sure you're actually leading a real life," George Mohr said.

After Stephanie's death, they took advantage of the full range of grief services – from individual counseling to support groups and events. And over time, as they felt emotionally able, they began to volunteer, facilitating support groups and workshops (George Mohr), working as a volunteer end-of-life doula (Gloria Mohr), and helping out during Gilchrist's bimonthly group memorial services.

"I had always volunteered for various organizations, but I began to feel I needed to do something more and to do something that would be more meaningful to me and help others," said Gloria Mohr.

They also began to donate to Gilchrist, first with a plaque in Stephanie's memory on the Garden Wall at Gilchrist Center, where their daughter spent her last days, and later through regular donations.

"We've become so involved now. Gilchrist is the most natural place for us to donate," George Mohr said. "The volunteering we're doing and the financial support, I think it's a continuing therapy that has helped us come out of the depth of our grief and allowed us to live a different, but normal life."



The Mohrs chose to honor their daughter, Stephanie, with a Garden Wall Plaque at Gilchrist Center.



George Mohr works as a volunteer facilitator for bereavement support groups and events.



Mike Richardson's involvement with Gilchrist Hospice Care's compassionate care lasted only a few weeks, but it made a lasting impression that still touches his heart 13 years after the death of his mother, Queen Richardson.

Perennial Gifts From The Heart

It was late in 1997 when Mr. Richardson learned, suddenly and without warning, that his mother's battle with uterine cancer was nearing an end. He made the decision, then and there, to move her from her home in Harlem, New York, to Maryland.

Both he and his wife, Michele, were working full-time and caring for a young daughter, and they knew that, while they were determined to keep his mother at home for as long as possible, caring for her would be no easy task. That's when Gilchrist stepped in to help.

For the next few weeks, a volunteer sat with Queen Richardson while Mike and Michele worked. A nurse made regular visits, and the medicines she needed were sent to the Richardson home. Everything was designed to make things easier for the Richardsons during an emotional time – to allow them to savor their remaining time together.

As the end neared, they made the difficult decision to move Mrs. Richardson to Gilchrist Center. The home-like atmosphere, beautiful surroundings and comfortable room immediately calmed her: "When she said, 'Mike, can we afford this?' I knew she was where she needed to be," he said. "Her surroundings put her at ease. She knew it was time and she was in comfort."

Queen Richardson passed away on October 7, 1997, but the family's hospice experience had a profound effect on her son. "Because of the compassion I saw, I made a conscious decision that I would put a few dollars aside each paycheck so I could make a yearly donation," he said.

"I appreciate everything that was done."

More than a dozen years later, he is still giving, quietly and without fanfare: "I want anyone who needs hospice care, even if they may not have the means, to be able to experience the care Gilchrist provides so they can be at peace when they make the final transition."

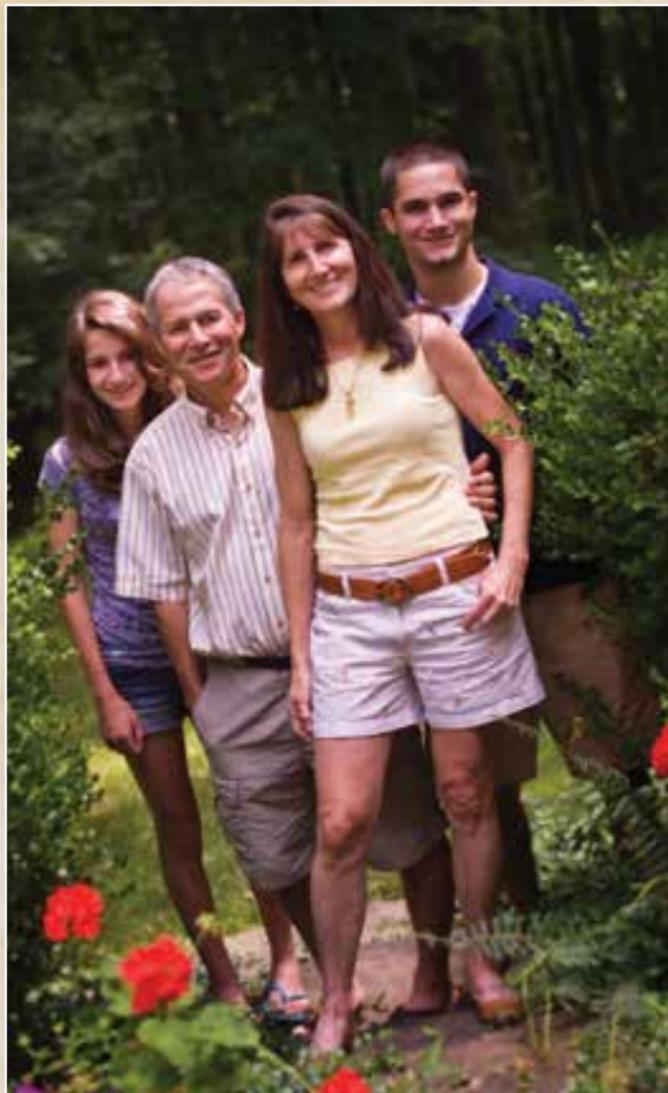


The Richardsons are grateful for the peace of mind Gilchrist provided both for them and for his mother, Queen.



Mike Richardson holds the brooch he once gave his mother.





Generosity Blossoms

As an oncologist, Dr. Nick Koutrelakos is a strong advocate for hospice and the quality of life it affords for patients and families dealing with end of life issues. His advocacy is so strong, in fact, that for more than a decade beginning in the late 1980s, he worked as a medical director – first as a volunteer, later for a nominal fee – for what was then Hospice Services of Howard County, a predecessor to Gilchrist Hospice Care.

That was back in the day when weekly care planning meetings were held in a local Methodist church and he and his partner, Dr. Jon Minford, alternated hospice duties. “We would probably care for 10 to 20 patients at any given time, and everyone was at home” Dr. Koutrelakos said. “They didn’t have anywhere else to go.”

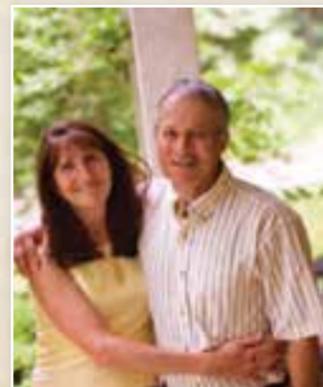
Over the years, “Dr. K” has become an invaluable resource for both his patients and, at times, patients referred to his practice, Maryland Oncology Hematology P.A., by other doctors for pain management, when it is time to have the delicate discussion about end of life care.

I tell patients that life is a journey,” said Dr. Koutrelakos. “Whether or not you’re enrolled in hospice, you have a defined time in your life and you have to decide how you want to live it.



These days, Dr. Koutrelakos and his wife Susan Lancelotta, a non-practicing internist, are regular donors to Gilchrist and continue to be strong believers in the benefits of hospice. They are thankful, they say, for the care Gilchrist has provided for family members and close friends through the years. The couple, who have four children, donate to Gilchrist several times each year, often in loving memory of a friend or family member who has passed away.

“We’ve been really blessed. The Bible says to whom much is given, much will be required, so we support many charities in addition to our church,” said Dr. Lancelotta. “Hospice has touched us personally, and it provides an invaluable service to our community. Most people don’t realize how much help hospice can provide until they experience it for themselves.”



Susan Lancelotta and Nick Koutrelakos are strong supporters of the hospice philosophy. “Dr. K” once served as the volunteer medical director for a predecessor to Gilchrist in Howard County.



The Koutrelakos family has been thankful for the supportive hand of hospice over the years.

Lisa Hubbard had been battling Stage IV breast cancer for a few years when her mother Kay, who had moved from Hawaii to Maryland to be with her ailing daughter, became suddenly and terminally ill from a potent brain disease. As Kay Hubbard neared death, Lisa, weakened from her own treatments, sought out the comfort and support of Gilchrist Hospice Care.

A Harvest of Thanks

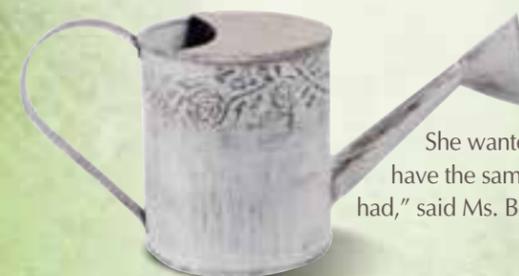
Less than a year and a half after her mother’s death and four years after her initial diagnosis, Lisa again looked to Gilchrist to help her prepare for her own impending death.

“She always said Gilchrist was really wonderful and made sure her mother was comfortable. In a stressful situation, Gilchrist was very comforting to her,” said Jane Bohlin, one of Lisa’s closest friends. “Right away, she said that when it was her turn, she wanted to be cared for by Gilchrist.”

Lisa had donated money to Gilchrist in the months after her mother’s death, but it wasn’t until after her own death in March 2009 at age 45, that the full depth of her gratitude was revealed: Lisa, an electrical engineer with a wide circle of friends but no family nearby, had chosen to bequeath a portion of her estate to Gilchrist.

Her decision to leave her money to Gilchrist came out of her positive hospice experience: “Gilchrist gave her what she needed and definitely made her feel comfortable and at ease,” said Lisa Welch, another close friend.

Lisa had been careful with her money and chose to give large amounts from her estate to charities that were close to her heart – including Gilchrist – because of the crucial assistance they provided for her and her mother during their illnesses.



“She really just wanted to help people in a similar situation to her.

She wanted other people to have the same opportunities she had,” said Ms. Bohlin.



After her death, Lisa Hubbard (pictured here) chose to give to charities that had provided invaluable assistance to her and her mother – including Gilchrist.



Lisa, pictured with friends Jane Bohlin (left) and Lisa Welch (right).



Lisa and her mother, Kay.

A Growing Faith in Gilchrist



Reverend Trina Evans (right), with Peg Leary.

For four months, Gilchrist Hospice Care helped Peg Leary care for her husband, Joe, at home, in their apartment at Oak Crest Village in Parkville. And when he drew his last breath in June 2006, the compassionate staff stayed with Mrs. Leary into the early hours of the morning, providing support and guidance.

"They were so caring and knew just the right things to do and say," said Mrs. Leary. "I was able to keep my husband home and comfortable with the help of Gilchrist. Without them, I wouldn't have known what to do."

She's not alone in her appreciation of Gilchrist and the services it provides. In fact, when the Oak Crest Village Protestant Faith Community is looking for charities worthy of the financial support of its 250 members, Gilchrist often receives multiple nominations. On any given day, Gilchrist cares for between 15 and 20 residents of the larger Oak Crest community.

"Many of our members have been blessed by the services Gilchrist provides. It's a recurring need here," said Reverend Trina Evans, co-pastor of the Oak Crest Village Protestant Faith Community. "Our members continually experience a compassionate, caring and knowledgeable staff. There is dignity in how Gilchrist walks them through everything."

Each year, the Protestant Faith Community gives a portion of the donations it receives from its members to about a half dozen charities – part of the 15-year-old ministry's mission to support organizations that provide for the needs of Oak Crest residents and members of the community at large.

They've been giving to Gilchrist for more than a decade. Under Mrs. Leary's leadership two years ago, the faith community even toured Gilchrist Center with a video camera, later using Oak Crest's cable channel to broadcast the footage throughout the community.

"I can see why people fall in love with the care," said Rev. Evans. "People describe death with Gilchrist as a gentle death or a good death because of the wisdom and compassion of the staff. It makes a difference. To experience Gilchrist's care is awesome."



Reverend Evans and Mrs. Leary are part of an active faith community at Oak Crest Village that actively supports outside charities important to its membership.



When Franklin "Gene" Barnhart's mother unexpectedly became ill and died in 2001 after breaking her hip, he sought out the compassionate support and guidance of the Gilchrist Hospice Care bereavement staff. After the death of his wife of 49 years, Joan, in 2005, he remembered how helpful Gilchrist had been and returned for grief support.

The talks with the counselors helped Mr. Barnhart, a retired facilities planning manager for Giant Food, come to grips with the deaths of the two most important women in his life: "They really helped me get through it. I needed someone who would understand and help me sort out my feelings."

Five years later, Mr. Barnhart is the beneficiary of a different type of care from Gilchrist. Diagnosed with terminal colon cancer, Mr. Barnhart, who lives in Street in Harford County, began receiving visits from Gilchrist's caring clinical staff in mid-July. A week later, Mr. Barnhart, who has made regular contributions since his mother's death, sent another donation – a small token, he said, of his gratitude.

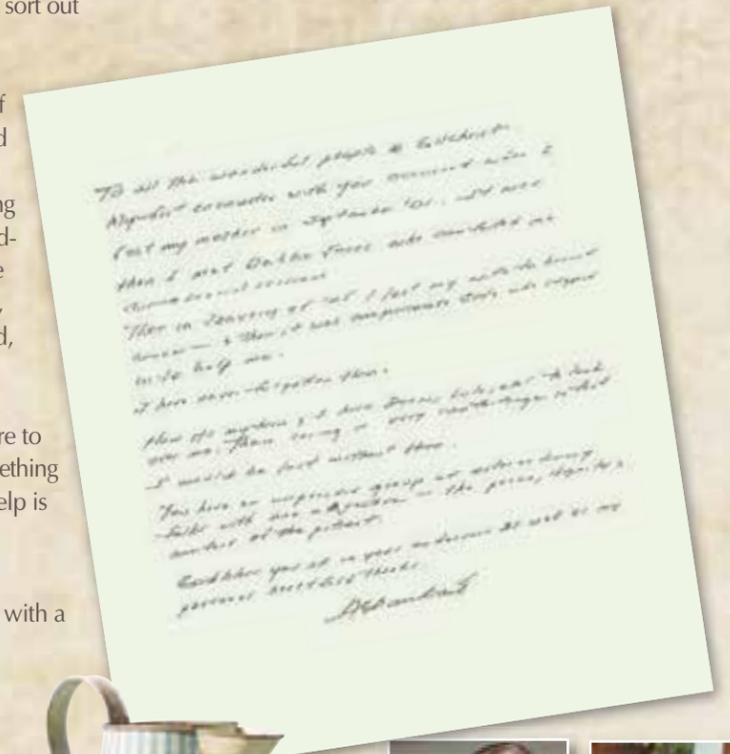
"You helped me out in the past, and you're here to help me out now," he said. "I wanted to do something for Gilchrist. It could never be enough. Your help is priceless."

Below is the text of the letter Mr. Barnhart sent with a recent donation:

*To all the wonderful people @ Gilchrist,
My first encounter with you occurred when I lost my mother in September '01. It was then I met Debbie who comforted me during several sessions.
Then in January of '05 I lost my wife to breast cancer – and then, it was compassionate Carla who stepped in to help me. I have never forgotten them.
Now it's my turn and I have Donna, Lula, et.al., to look over me. Their caring is very comforting – in fact, I would be lost without them.
You have an unparalleled group of extraordinary folks with one objective – the peace, dignity and comfort of the patient.
God bless you all in your endeavors, as well as my personal heartfelt thanks.*

~ F.E. Barnhart

Seeds of Gratitude



Franklin "Gene" Barnhart, with his wife, Joan. (top) Franklin Barnhart's heartfelt letter to Gilchrist.



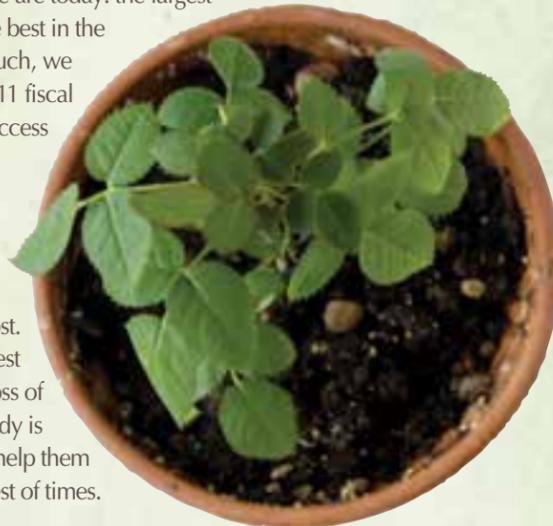
I am grateful every day: I am grateful that I work for an amazing organization with an extraordinarily talented and compassionate staff. I am grateful that amid so much financial instability elsewhere, Gilchrist Hospice Care has been able to thrive and care for an ever-increasing number of patients and families. And I am grateful for our broad base of community support.



Looking back, it is easy to see the impact our donors have made. In the mid 1990s, their time and treasure sowed the first seeds of what would become Gilchrist Hospice Care, resulting in both the creation of our renowned inpatient facility, Gilchrist Center, and of a charitable endowment to ensure that any patient with a life-limiting illness can receive our services. At the same time, volunteers invested countless hours in countless ways.

Those dollars and hours helped make us what we are today: the largest hospice organization in Maryland and one of the best in the country. But while we have accomplished so much, we still have much to do. Looking forward to the 2011 fiscal year, we are planning to grow our services and access in a few crucial areas:

We recently launched Gilchrist Kids, a home hospice program for infants, children and teens. This program fills a void in hospice services in Central Maryland, but it also comes with high cost. Still, we know it is our duty to ensure that the finest in end of life care is available for children. The loss of a child is an unimaginable tragedy, but that tragedy is compounded if there is no one around who can help them and all those who love them, through their darkest of times.



We are also poised to begin construction on new inpatient beds in Howard County. The new unit will be a first for the county and allow our patients at the southern end of our service area easier access to inpatient care. This facility, tentatively named Gilchrist West, also comes at a high cost – both for construction and for the recurring costs of providing inpatient care that exceed reimbursements.

We are always looking for new ways to expand our services. We are looking for ways to touch the lives of all those who have received life-changing diagnoses to ensure that they have the support they need as they navigate their way through their illness. Because of your generosity, we have and will continue to have the flexibility to grow to meet the diverse and increasing needs of any patient who seeks out our services.

Cathy Hamel

Cathy Hamel,
Executive Director

See how we've grown...

Gilchrist Hospice Care received the Gold Seal of Approval from The Joint Commission, the accrediting body for health care organizations, in June 2010...



In September 2009, Gilchrist Center opened 10 additional beds for patients with acute pain and symptom management needs and has remained at or near capacity throughout the year. Gilchrist also began planning for a new 10-bed inpatient hospice facility to be located within Harmony Hall Assisted Living in Columbia. The new unit is scheduled to accept its first patients in Spring 2011...

Gilchrist completed planning for our new pediatric home hospice program, Gilchrist Kids, and accepted our first young patient in May 2010. The program officially launched on July 1, 2010...

Gilchrist recently reached a new milestone: We are now caring for more than 500 patients with life limiting conditions every day...

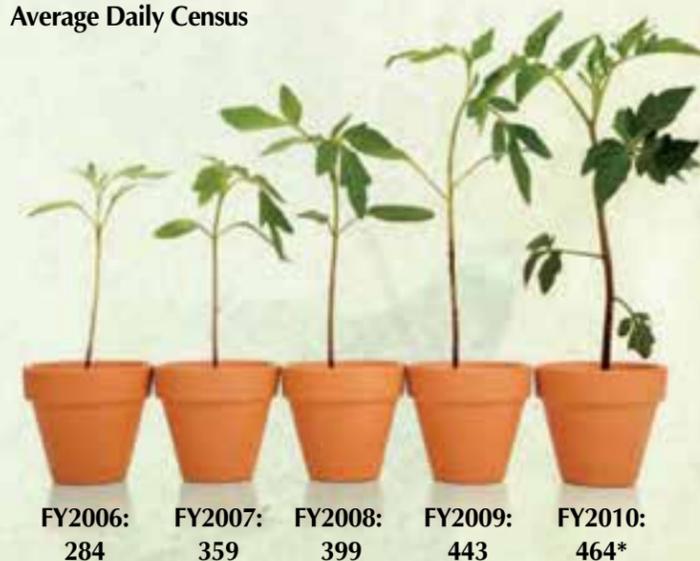
Gilchrist provided more than \$1.5 million in non-compensated, direct patient care during FY2010...

Gilchrist began partnering with Nkoaranga Lutheran Hospital's hospice program in Arusha, Tanzania, in Summer 2009 with a goal to provide financial and technical assistance, as well as friendship and educational support, to a program that cares for hundreds of patients each day with a bare-bones staff and minimal budget. Our partnership is sponsored by the Foundation for Hospices in Sub-Saharan Africa...

All of Gilchrist's clinical managers are now certified in end of life care...

The Gilchrist Volunteer office began End-of-Life Doula services for patients and their families to ensure that no patient dies alone and that families will have the critical support and companionship they need during this difficult and emotional time.

Average Daily Census

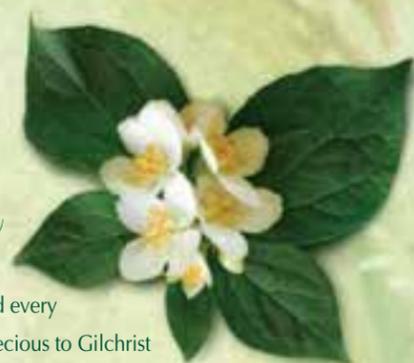


*For the month of June 2010, our average daily patient census was 500.

A Bounty of Appreciation

Each and every gift is precious to Gilchrist Hospice Care and essential to our efforts to provide the finest in end of life care. Thousands of residents of Central Maryland are touched each year by the high quality compassionate care that has become synonymous with Gilchrist.

On the following pages, you will find a “snapshot” of the generosity of the patients, families and friends who have been touched by Gilchrist’s care in some way – and who have chosen to show thanks by providing support.



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*We ask you to give,
so we can continue to touch the lives of others.*



Cash
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For more information, please contact
Lori D. Mulligan at 443.849.8214



Guiding the way.

443.849.8200

gilchristhospice.org

11311 McCormick Road, Suite 350
Hunt Valley, MD 21031

HOWARD COUNTY
5537 Twin Knolls Road, Suite 433
Columbia, MD 21045
phone 410.730.5072

TTY Maryland Relay Service: 1.800.735.2258

Gilchrist Hospice Care provides services without regard to race, color, creed, sex, sexual orientation, disability, religion, ability to pay or national origin.

A *GBMC* AFFILIATE