Celebrating 10 Years of Caring for Elders in D.C.

Washington Hospital Center Medical House Call Program

Mission
To provide home-based primary care that promotes health and dignity of elders in our community.

Vision
To serve as a national model of care for frail elders.

2009 Annual Report
Dear Friends:

With this annual report, we celebrate our 10th year of providing home-based primary care to frail elders in Washington D.C. Since we started the Medical House Call program in 1999, we have served over 2,000 elders and families. This is possible only with the steadfast support of individual, foundation, and corporate donors. We also owe much gratitude to Dr. Len Wartofsky and other leaders at Washington Hospital Center, who have helped us create and grow the program.

Over the past 10 years, we have organized a passionate team of professionals to bring state-of-the-art medical and social services to ill elders in our community. Our geriatricians, nurse practitioners, social workers, and support staff are nationally recognized for the extraordinary work they do on a daily basis.

Unfortunately, reimbursement from Medicare and other payors covers only about 70% of our operating expenses, so we rely on the leadership of Washington Hospital Center and the generosity of the community to grow our service. With such support, we have grown from two doctors and a secretary in 1999 to 17 outstanding staff.

We are also proud to be recognized as a model of elder care. We were named by U.S. News & World Report for the 3rd straight year as one of the top Geriatrics programs in the country. Specific accomplishments in FY09 include making over 7,500 house calls, extending social work services to all patients that need it, organizing a caregiver support network, and operating a wireless electronic health record.

While we have accomplished much, the unmet need for our services remains great. In 2010, we will expand our efforts to serve more elders in congregate housing. We will advocate for Medicare reform to support expansion of home-based elder care around the country. We will offer caregiver training conferences and other support services to reduce caregiver stress. We will also conduct staff development activities to elevate the skills and morale of our team.

Our success is based on a simple mission: To bring compassionate and skilled care to frail elders in their homes, and help them remain independent as long as possible.

We thank you for the moral and financial support you have given us.

With warmest regards,

Eric De Jonge, M.D.
Director of Geriatrics

Thank you for all you did to help us keep our mother at home. Without it, we would not have been able to keep her with us as long as we were able to.

― Alphonso F.

I want to thank each and every one of you that treated Isabell and gave her such wonderful care... I will never forget all of you and the wonderful Medical House Call Program. Dr. De Jonge and Jan treated my mother, Lizzie, seven years ago in 2002 and my sister Isabell, in 2009 and I’m just as pleased now as I was in 2002. God bless all of you.

― Leoni S.
Key Accomplishments

Medical House Call Program: Since 1999, we have provided comprehensive medical and social services in the homes of over 2,000 frail elders and their caregivers. We serve an active census of 600 elders and families. Our team coordinates all primary, specialty, urgent, and acute medical care, delivery of medications and equipment, home nursing, mental health, rehabilitation and hospice care. Through the D.C. Medicaid Elderly Waiver program, we provide social work case management to over 100 frail elders to ensure they receive daily support services that help them stay at home.

Acute Geriatrics Service: Our four geriatricians lead a hospital team that provides compassionate and skilled care to frail elders on a geriatrics inpatient service. We also lead an orthogeriatrics team to care for elders with hip fractures. Finally, we provide expertise to surgeons and other physicians for the care of complex frail elders who are hospitalized and gravely ill.

Community Leadership: Our physicians serve as medical directors of Community Hospices, Specialty Hospital of Washington, the Visiting Nurses’ Association, and as Consultants to the Maryland Office on Aging. Our staff leads community outreach to several senior apartment buildings and serves on the D.C. Medicaid Quality Improvement Committee. Drs. Taler and De Jonge have advanced Medicare reform as advisors to key health committees in the U.S. House and Senate. In October 2009, a Medicare bill drafted by our physicians was voted into the national health bill, which is currently under debate in Congress.

Emergency Fund: We provided over $30,000 to support emergency needs for elders in FY09. This included emergency alert systems, medications and supplies, food vouchers, air conditioners to prevent heat stroke, and utility bills to keep the heat on in the winter.

Education: Our team trained 18 internal medicine residents on skills and knowledge of geriatric care. We also held a Caregiver Training and Support Conference in April, 2009 for over 35 caregivers from D.C. community.

Mobile Electronic Health Record (EHR): Our House Call Team has implemented a wireless EHR for portable viewing of all hospital and outpatient records.

The difference you make in people’s health and their lives is obvious every time I take care of a house call patient in the ER. They are not nearly as sick as they could be, their families are easy to work with, and they trust the system because they feel so well-care for by you and your staff. When I can tell a family at the end of their rope that we will admit their loved one to your service, I know I am providing something of tremendous value. Thanks for everything you do.

—Dr. Susie O’Mara
Words cannot express what your service has meant to our family. You allowed Mom to be herself (you know how she loved to sing). Thanks so much for your knowledge, and Dr. Taler, thanks for taking all my calls even when it was late at night. I miss her so much but just remembering the care you provided has made it a lot easier to deal with. I’ll never forget you.

—The Edwards family

Thank you so very much for the supplies. I am so overtaken by your kindness and generosity. I am so grateful for your concern, caring, understanding and your wonderful support staff. I wish you to know that without you and NP Goldberg, I would not be able to do what I do. Thank you, Thank you, Thank you.

—Mary Ann H.

### FY 09 Medical House Call Program Operating Budget

<table>
<thead>
<tr>
<th>Revenue</th>
<th>Revenues &amp; Expenses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Patient Revenue</td>
<td>$1,013,578</td>
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<tr>
<td>Individual, Foundation, and Corporate Support</td>
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<td><strong>Total Revenues</strong></td>
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<td>Expense</td>
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<td><strong>Total Other Operating Expenses</strong></td>
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<td>Depreciation and Amortization</td>
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<td>Patient Charity</td>
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<td>Vehicle Leases</td>
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<td><strong>Total Expenses</strong></td>
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<td>REVENUES - EXPENSES</td>
<td>(293,434)</td>
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I am taking this opportunity to extend my thanks and appreciation to you, Dr. Stephanie Bruce, and Nancy Sassa, for the outstanding medical care provided to my mother, Geneva Brown. I am confident, that given the severity of my mother’s illness, she received the best care available in this area. Dr. Bruce and Nancy Sassa made it convenient for her to remain in her home as long as possible, which was what she wished to do. My thanks also to Patrice Thompson, who was always very efficient, prompt and cheerful in responding to my numerous requests. May God continue to bless each of you.

—Sincerely, Elaine M.