



Impact Report 2025



Duke HomeCare & Hospice



Dear Friends and Supporters of Duke HomeCare, Hospice, Infusion, and Caregiver Support:

As we reflect on the past year, I'm honored to take this opportunity to extend my deepest gratitude for your financial support of Duke HomeCare & Hospice. Your shared passion for the well-being of our community's most vulnerable members continues to be the cornerstone of our mission.

In 2025, we celebrated two major milestones that will significantly enhance our ability to serve patients and families across the region. We proudly opened our **new, state-of-the-art infusion pharmacy**, designed to elevate the quality, safety, and efficiency of care for those requiring complex therapies. This facility represents our commitment to innovation and excellence in patient-centered care.

Additionally, we relocated our offices to Research Triangle Park (RTP), a move that places us in a more central location, allowing us to better support both our patients and our dedicated staff. This strategic shift strengthens our ability to collaborate, respond, and grow as a unified team.

Thanks to your generosity, our patient assistance fund continues to expand, offering support to individuals and families facing financial hardship, helping them to meet basic needs during difficult times. This fund has become a lifeline, helping our community members access essential resources and regain stability and hope.

In this Impact Report 2025, you'll see the remarkable journey we've undertaken this year, driven by our commitment to advancing home-based care programs. As we closed our fiscal year on June 30, 2025, we celebrated a consistent daily outreach that exceeded 11,879 total patients, an undeniable testament to our collective dedication.

Words cannot fully express our gratitude, but I will end with two: **thank you**.

With heartfelt appreciation,

J. Cooper Linton

J. Cooper Linton, MBA, MSHA
Associate Vice President



Give the gift
of comfort

View our donor listing and find more
information about how you can help at
[GiveToDukeAtHome.org](https://www.givetodukeathome.org)

Children's Report

One of the most meaningful ways we provide support is through our bereavement services. And, during the past year, Duke Hospice Bereavement has paid particular attention to grieving children. Our monthly support group, ReLEAF Connections, offered participants various activities to explore their grief through art and games.



During the last year, Duke Hospice Bereavement Services has supported grieving children in the community through several different endeavors. Participants in our monthly support group, ReLEAF Connections, engaged in various activities to explore their grief through art and games. Each month they came together to enjoy a pizza dinner and share memories about their loved ones. We had 18 participants in ReLEAF Connections, for a total of 120 encounters, throughout the last year. The school year was filled with running three middle school groups with the support of school social workers/counselors. During the six-week sessions, students came together during the school day to use activities to explore their grief and receive support from each other. One student shared the comment that they appreciated being able to talk about their feelings, while another student shared they found relief in their grief from being a part of the group.

Camp ReLEAF

Our annual Camp ReLEAF was held on April 12, and 27 campers ages 5 to 12

years old participated. The day was filled with art, yoga, music, and finished with our traditional closing camp fire with luminaries surrounding the fire and decorated in memory of campers' loved ones. We continue to appreciate the support of Carolina Meadows for a delicious dinner and snack, Duke Hospital Auxiliary for supplies, t-shirts, string bags, and water bottles for each camper, and a private donor for lunch and s'mores. Camp ReLEAF would not be possible without our 32 amazing volunteers. Campers shared they were feeling content, relieved, tired, and peaceful as they left camp.

Save the Date

- ▶ **Dec. 9, 2025 | 6 p.m. – 7:30 p.m.**
Lights of Remembrance
21 Alexandria Way
Durham, NC 27713
- ▶ **April 18, 2026**
Camp ReLEAF
New Hope Camp and
Conference Center
4805 NC 86
Chapel Hill, NC 27514
- ▶ **May 30, 2026**
Duke Hospice Gala
Washington Duke Inn
3001 Cameron Blvd.
Durham, NC 27705
- ▶ **Aug. 8, 2026**
Service of Remembrance
Goodson Chapel
407 Chapel Drive
Durham, NC 27708
- ▶ **Sept. 9 & 10, 2026**
**Duke Caregiver
Community Event**
Sheraton Imperial
4700 Emperor Blvd.
Durham, NC 27703

When HomeCare Becomes Family



Bentley Parker and his family think of Duke HomeCare & Hospice (DHCH) infusion nurse Cynthia Macalino as his second mother. Even though the family lives in Guilford County—outside of DHCH’s usual service area—Cynthia has visited their home weekly for the past three years to administer infusion therapy to slow the progression of 10-year-old Bentley’s Duchenne’s muscular dystrophy.

“We love the amazing Cynthia so much that there will never be enough words to praise that woman,” said Amberly Couch, Bentley’s mom. “She is so thorough and tells me step-by-step instructions on how to care for him. Communication has always been on point between me and her, and she is quick to respond to any questions Bentley or I have.”

Bentley originally received his medication through an IV. But after months of increasingly difficult weekly peripheral intravenous catheter insertions, and in the interest of the long-term preservation of his peripheral vessels, Cynthia advocated for a port placement for Bentley. Since the port was placed in early February 2023, Cynthia has arrived each week for the infusion procedure.

During those weekly sessions, Cynthia educates both Bentley and his mother on proper port care and infection prevention as well as how to advocate effectively for proper care when needed in other locations. In addition, she has made them aware of the signs and symptoms of potential complications and when to seek medical treatment.

Thanks to Cynthia, Bentley avoided at least one ER visit for dehydration. She collected labs, completed an assessment, and administered IV fluids during a regularly scheduled infusion.

Bentley has developed such a close relationship with Cynthia that he is comfortable having her in the room without his parents. “He fully trusts that whenever he is in her care that he is fully taken care of,” said Amberly. “Even if we have to go to a hospital and he needs an IV, he will ask for Cynthia to do it because she is his comfort person.”

The rapport between Cynthia and Bentley has enabled weekly visits to become something he looks forward to, even though he gets stuck with a needle each time. “There was one occasion where he was too ill for his infusion and asked his mother, “Why can’t she come? I’m feeling better now,” said Cynthia.

She appreciates the “outside the box” thinking of DHCH leadership which has allowed Bentley to remain with Duke Home Infusion nursing even though a local agency could technically provide the same service. “The rapport that has developed between Bentley, his family, his doctor, and me has been so beneficial to all involved,” she said.

Cynthia is not just a support for Bentley but for his whole family. “She reassures me in moments that are very overwhelming when Bentley gets sick,” said Amberly. “What I have with Cynthia is what I would hope for anybody in my shoes: a close relationship with an in-home care nurse who I can put my trust in.”

Read more of our patients’ stories at
[GiveToDukeAtHome.org/Stories](https://www.givetodukeathome.org/stories)

Duke HomeCare & Hospice By The Numbers

669

Total Team Members

232 Volunteers
437 Total Active Employees



35

Pharmacists
and Techs



Dedicated Time

24 Hours
7 Days a Week



5,807,988

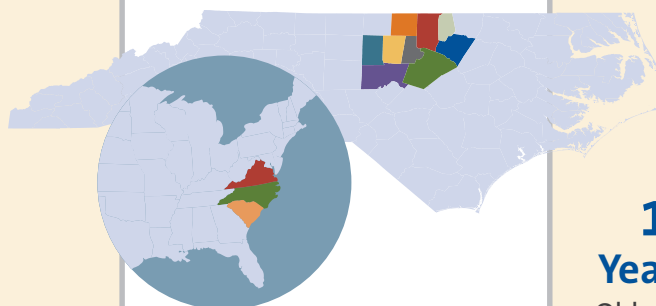
Ounces of Medicines
Compounded

(If you think of that in
8-ounce servings, that
would fill 688,027 glasses.)

**Geographic
Footprint**

3 States (Infusion)

9 Counties
(HomeCare & Hospice)



3,911,077

Miles Driven by Team
Members in a Year
(Equates to 136 trips
around the Earth.)



133,792

Patients Visited
in a Year



Duke HomeCare & Hospice

11,879

Patients Served/Year

1,354 Children
11,879 Adults



104

Years Old

24

Days Old

Oldest Patient Youngest Patient



2,480

People Supported
in Bereavement Programs



1,307

Registrants at 2024
Duke Caregiver Community
In-Person Event

11,602

Adult Incontinence Products
given (value of \$30,000)



Duke HomeCare & Hospice

Duke University Health System, Inc.
12 Moore Drive, Suite 200
Durham, NC 27713

GiveToDukeAtHome.org

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Impact Report 2025

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