

SPRING 2015

Hospice Alliance™

Ask for us by name

# Hope NOTES...

## Help Us Train More Amazing Volunteers!

In 2014, volunteers donated 9,788 hours, providing respite care, companionship and support to the patients and families we serve.

Volunteers' situations change and they are not all able to give time year after year, so we hold three volunteer classes annually.

The cost for each training class is \$2516 or about \$125 per volunteer. Volunteer care is a hospice Medicare benefit requirement, yet we receive no reimbursement for training.

**Please consider giving a gift using the envelope enclosed. Thank you!**

## *Your gifts create works of heart* **Why I Volunteer for Hospice Alliance**

by Trish Koeppel

“When a close friend’s husband was diagnosed with brain cancer, I struggled with a lot of anxiety. She was close to my age, her children were the same ages as mine and her husband was also their sole provider.

“**T**hat was a little over 2 ½ years ago, and since that time, I’ve become a volunteer for Hospice Alliance. Here’s my story:

I’m blessed to be a stay-at-home mom and married to a wonderful husband who provides for all of us. After my children got more involved in outside activities, I found that I had pockets of time during the day.

I started to search for something to do with my time that would be meaningful yet flexible.

My friend’s husband had passed from brain cancer and during his last days, my husband and I visited him

*continued on page 2*



Trish Koeppel found, that once her kids reached a certain age, she found she had pockets of time and wanted to do something meaningful yet flexible. As a Hospice Alliance volunteer, her needs and that of our thankful patients and families are fulfilled. **Help us train more volunteers by giving a donation today!**

## JOIN US AT A 2015 EVENT!

Go to our website for details and updates: [www.hospicealliance.org](http://www.hospicealliance.org)



*June 24*

**Annual Service of Remembrance and Memorial Brick Dedication**  
Kemper Center, 5:30pm



*October 13*

**“Consider the Conversation: A Documentary on a Taboo Subject”**  
Watch website for location & time



*November 12*

**Ring & Remember**  
Admin. Building,  
Pleasant Prairie, 5:00pm

## We're On a Roll!



Rita Hagen,  
Executive Director

Hip! Hip! Hooray! Hospice Alliance has earned yet another prestigious award for Quality – two years in a row! In addition, we improved from last year and have been awarded **2015 Hospice Honors elite** – scoring above the national average on all 18 questions on surveys

completed by the families of patients we cared for during the 12-month period. (See page 4 article.)

I believe that our patients, families, employees and volunteers have always known about our Excellent Quality of Care – but to be recognized nationally and compared to peers is truly a feather in our cap. This speaks to the incredibly compassionate, knowledgeable, professional staff and volunteers who give 200% every day to care for patients with life-limiting illnesses.

### In addition to our Quality of Care, I am proud of many things at Hospice Alliance:

- Our Hospice Houses, which provide shelter and care to those who need it
- Our volunteers, who show me every day that no task is too big or small for them to accomplish for our patients
- Our employees, who live our mission and find ways to bring comfort, peace and dignity to our patients and support to their families
- Our community, which so generously donates items from our wish list, attends our fundraising events and sends us memorials and other donations in support of our mission

As the only free-standing, community-based, non-profit hospice in SE WI, Hospice Alliance has been providing outstanding, compassionate, end-of-life care for 34 years and we will continue to do so – thanks to all of you!

Warmly,



\*Hospice Honors elite" is a prestigious, annual honor awarded by Deyta, a data management company that specializes in healthcare and serves more than 1,700 hospice agencies nationally. The award criteria were based on Family Evaluation Hospice Care (FEHC) survey results for an evaluation period of October 2013-September 2014.

### Why I Volunteer at Hospice... continued from page 1

at the Hospice Alliance House in Pleasant Prairie. When we left – even though I knew the outcome wouldn't change – I felt a peacefulness and comfort.

Some time afterward, I saw a notice in the newspaper that Hospice Alliance volunteer classes were starting. I made a phone call to get more information – with no plan of committing. But the woman on the other end of the phone was so gracious, she pretty much had me at "hello".

### *I knew I could offer... a warm smile and a hand to hold.*



Trish shared her volunteer story at the Hospice Alliance "Evening of Wishes" Gala in March.

So I started my volunteer training with very little knowledge of hospice, no medical training and a lot of unsettled feelings about the thought of dying. However, I knew I could offer some basic life skills, including the art of conversation, a warm smile and a hand to hold.

What I have learned is there is an unbelievable amount of care and compassion not only given toward patients, but the family, friends and visitors who also need support during this time. There is great effort to make someone's end-of-life story filled with meaningful moments.

### *Through the tears, the first thing families say...*

I have been present in the Hospice House when someone has passed. Through the tears, the first thing families say is "thank you, thank you so very much." They are so grateful to have had our support.

Volunteer experiences like this are truly "works of the heart," and I am honored to be a part of them.

*I hope you will find it in your heart...* I realize not everyone has time to give to Hospice Alliance, but I hope you will find it in your heart to support Hospice Alliance and its volunteer program. *Thank you!*

"There is great effort to make someone's end-of-life story filled with meaningful moments."

Excerpted from comments shared at the Hospice Alliance 2015 Evening of Wishes Gala held March 7.

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# Roaring '20s Evening of Wishes Gala Raises the Roof on Fund-Raising

Executive Director, Rita Hagen, welcomed over 165 guests to the Hospice Alliance "Evening of Wishes" gala held at the Club at Strawberry Creek on March 7th.

This year's "Evening of Wishes," which featured a Roaring '20s theme was fun, fashionable and highly successful in raising funds for the Hospice Alliance mission.



Michelle and Michael Price, John and Helen Plous and Linda and Richard Selsburg enjoy bidding during the live auction.

Upon entering the Club at Strawberry Creek, guests were greeted with feather boas, strings of pearls, and fedoras to get them in the 1920's mood.

On the way to the tables, guests could buy chances to win a diamond necklace, donated by Herbert's, or a superb bottle of wine, donated by Tenuta's Deli.



Many guests arrived already garbed in "glad rags" including flapper-style dresses or pin-striped suits.

Attendees also participated in robust bidding on over 130 Live and Silent Auction Items, including a Mexico vacation, 2015 Brewer's tickets with an overnight at the Pfister and "Mad Men-style" stocked bar.

Dinner starred fork-tender prime rib created by Strawberry Creek and ended with red velvet, lemon and chocolate gourmet cupcakes donated by Robin's Nest Cakery.

Guests were entertained with a lively Charleston performed by Guy Singer



Piano Brew entertained guests with popular tunes from the era.

Studio dancers, an inspiring personal story told by Trish Koeppel (See page 1) and the lively repartee between auctioneer Tom Karnes (LaMacchia Travel) and MC and Board Member, Dick Regner.

By the end of the evening, Hospice Alliance had raised over \$53,000 to provide compassionate end-of-life care to patients and families. ***A sincere thank you to all who participated in making this our***

***most successful fundraiser in recent history!***



Left: Thanks to community support, 130 auction items went up for bid.

Right: Gene and Ellen Brookhouse and Kristi and Greg Schaeffer supported the event in style.



## Thank You to Our Generous Sponsors!

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 Your support ensures the best care

## Hospice Alliance Wins 2nd National Honors Award!

# HOSPICE

## HONORS *elite*

Thanks to your support, Hospice Alliance has been chosen as a 2015 Hospice Honors *elite* recipient. Hospice Honors *elite* is the highest award given for providing the highest level of satisfaction through care as measured by family caregivers.

The award is based on results from the Family Evaluation Hospice Care (FEHC) survey. More than 1,700 hospices participate, but only 2% in the country were awarded elite status. Hospice Alliance was the *only provider* in Wisconsin to earn this most prestigious award.

Hospice Honors *elite* recognition is awarded only to hospices scoring above the national average on every single question on satisfaction surveys that go to the families of every single patient.

“We’ve worked incredibly hard this past year to make our already great care reach this higher level of excellence,” Rita Hagen, Executive Director, said. “Changes can be difficult and we’ve made many. We’ve improved processes, introduced new technology and held tight to rigorous training schedules.”

“It’s gratifying for our entire staff to know these improvements are recognized and greatly appreciated by the families we serve,” Hagen said.

## Help Us Fulfill More Wishes

By donating items “in-kind” from our wish list, you help Hospice Alliance stretch its resources and serve more people in our community.

We accept new and gently used items from our wish list. Unless specified, please drop off at: 10220 Prairie Ridge Blvd, Pleasant Prairie (8am – 4:30pm).

### Give Items on Our Wish List

Have an item to give, but don’t see it here, please call our Development Team: (262) 652-4400.

- \$5 or \$10 gift cards (Pick ‘n’ Save, Target, Hobby Lobby, Michaels, Walmart)
- 12-foot step ladder (for painting and repairs)
- 10’ x 10’ tent (used for events)
- Electric keyboard (used for events)
- 2 puzzle rolls (for each Hospice House)
- Travel size: hand/body lotions, toothpaste and deodorant
- CDs: Frank Sinatra, Dean Martin, Tony Bennett, George Gershwin, Glenn Miller, Perry Como
- Gardening gift certificates (to replace shrubs)
- Gardening mulch
- Gas gift cards (any brand)
- Restaurant gift cards (for visiting families)
- Large cloth tote bags (no imprint)
- Large baseball bat bag (to carry patient lifts to homes)
- Wheeled laptop computer bags (used for patient visits)

“I had been planning a trip to Hawaii with my sister, and my social worker arranged it with a hospice there so I could make the trip.”

“I wished for my children to know about their heritage, so a Hospice Alliance volunteer wrote my “Life Story” to share with them.

“My eyes had become so bad I could no longer read my Bible, but my chaplain found a large-print Bible so I can read again!”

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