

## CONSTRUCTION COMPLETE!

You didn't notice, because it's all done behind the scenes, but Hospice Alliance recently completed a "remodel" of its website.

"Our website has a wealth of knowledge from general information about hospice and palliative care, to the specifics about Hospice Alliance services and outreach. The new design will be much easier to navigate and offer additional resources for patients and families," said Megan Frazer, Marketing and Development Manager.

Visit today at:  
[www.hospicealliance.org](http://www.hospicealliance.org)



## Music Therapy Enhances Life

Music therapy is more than a music activity, it is the clinical and evidence-based use of music intervention by a board-certified music therapist. Sound affects our physical and emotional well-being, along with affecting heart rate, blood pressure and respirations and release of the body's natural painkilling chemicals. Based on the proven benefits of Music Therapy and the success of our simple music-based program already in place entitled "Music of the Soul," Hospice Alliance added Heidi Lawell, a licensed music therapist to our care team.

"Because music is non-threatening, enjoyable and enhances brain function, people of diverse ages, backgrounds and abilities can gain therapeutic benefits. When offered to our patients or others who are aging, music therapy can supplement other efforts to address the physical, emotional and cognitive needs," shared Lawell.

In addition to her clinical skills, Lawell brings an enthusiasm and warmth where ever she goes. According to one patient family member, "She arrives with a big smile and a bright attitude. Along with her instruments, she brings positive energy and skillfully engages Mom. Even though her verbal skills have been limited due to her illness, she sings every word and even taps the bongo or tambourine to the beat."



Heidi Lawell, Hospice Alliance Music Therapist, encourages residents of an assisted living, to pat their hands along with the beat of the music.

Embracing the power of music, Lawell often creates customized playlists, an element of the Music of the Soul program, that other care team members and families can utilize between visits.

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## A Message from our Executive Director



Rita Hagen,  
Executive Director

As I pick up my pen (or sit at my keyboard) to write this note to you, I am so proud of the organization that we have become. Many of you have supported us along the way, either through monetary donations, with your time and frequently with your talents.

As many of you know, we were founded nearly 40 years ago by a group of volunteers

with the simple mission of “providing life to days” through the philosophy of hospice care.

We continue the mission today, in part by providing services for our patients and families that go above and beyond – thanks to our amazing staff.

In this newsletter you will read about our Music Therapist, Heidi Lawell, who visits individually with patients and also hosts groups at many nursing homes and assisted living facilities. The benefits of music are proven to add quality of life for those aging and in their last days.

Additionally, you’ll hear about our Service of Remembrance and Memorial Brick Dedication that we host annually at the end of June. This service is part of our extensive bereavement program.

Finally, you’ll read about our recent Gold Seal of Approval from The Joint Commission, we received accreditation in hospice care as well as accreditation in community based palliative care - of which we were the very first in the state. (Remarkable, right?)

Since our beginnings, we’ve been doing good things the right way. I think the stories in this newsletter demonstrate that commitment and confirmation. As an independent nonprofit hospice provider, I won’t pretend it’s always easy. But with our mission to guide us and the support of people like you, we can continue to make a difference in the lives of the families we serve and our entire community.

Gratefully,

Rita Hagen, MSN, RN  
Executive Director

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She added, “Heidi made a CD for caregivers to use to keep Mom comfortable and relaxed during difficult cares, as well as a disk with Mom’s favorite sing-along songs for us to enjoy with her.”

In addition to her time with Hospice Alliance patients, Heidi visits a number



Lawell engages residents at Racine Commons through music -inspiring good memories and meaningful conversation.

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of Nursing Homes and Assisted Livings where she includes our patients and other residents in a community-style experience.

“We are thrilled with the feedback we are receiving about Heidi’s impact on our patients and in the facilities we partner with. Despite its impact, her time is not covered or reimbursed by Medicare or other insurances. It’s through donations to Hospice Alliance that we are able to add benefits like these for our patients,” said Rita Hagen, Executive Director, Hospice Alliance.

In addition to Music Therapy, Hospice Alliance offers Aromatherapy and has offered Dance/Movement and Art Therapy – all with the purpose of “adding life to days.”



# 21st Annual Service of Remembrance and Memorial Brick Dedication

On Wednesday, June 26th, Hospice Alliance hosted its 21st annual Service of Remembrance and Memorial Brick Dedication at the Kemper Center near downtown Kenosha. This year's service featured a piano prelude and singing by Heidi Lawell, Hospice Alliance's Music Therapist, a welcome by Rita Hagen, Executive Director and select readings from staff members who've interacted with many patients' families.

"We are often asked why we host this event at the Kemper Center and not in our lovely gardens at the Hospice House. The reason is that the brick walk began here long before we had our Hospice House and administrative offices. We made a decision to continue to grow the walkway rather than relocate it or start a new one, as we know this location is meaningful to many of our early supporters," said Rita Hagen.

The event paid special tribute to the veterans who have been in our care and included a rifle volley by the Kenosha Area Vietnam Veterans Honor Guard, who also presented the colors. Additionally, Taps was solemnly performed by volunteer, Sarah Billings.

Following the 25-minute program, guests were invited inside Founders Hall to enjoy a slide show featuring photos submitted by families in attendance and fellowship.

The annual Service of Remembrance and Memorial Brick Dedication is open to the public and hosted on the 4th Wednesday of June at 5pm. Bricks are available for purchase at any time throughout the year by calling 262-652-4400 or visiting [www.hospicealliance.org](http://www.hospicealliance.org).



LEFT: Hospice Alliance Volunteer, Sarah Billings, shares her talent playing Taps to honor veterans.



ABOVE: Heidi Lawell, Hospice Alliance Music Therapist, shared provided music and song, including "Somewhere Over the Rainbow."



BELOW: The Kenosha Area Vietnam Veterans Honor Guard presented the Colors and rendered a 21-gun salute in memory of their counterparts who had passed.





This Fall Hospice Alliance is offering screenings of documentaries that we believe to be important and informative for our community. The events are free and will be followed by a panel discussion to allow attendees to ask questions and learn more.

**Gen Silent** is on October 17th at 5:30pm at Kenosha Public Museum. **Gen Silent** brilliantly depicts the emotional journey that many LGBT seniors face as they age and are in need of care in a compassionate, thought provoking and educational manner.

On Thursday, November 7th at the same location, at 5:00pm Hospice Alliance is showing **Soul Injury**. A soul injury is defined as a penetrating wound that separates one from his own sense of self. Often called “moral injury,” these could include traumatic experiences such as witnessing, but not stopping, an abusive situation for self preservation or the acts committed by soldiers during war.

If these dates don't work in your schedule, please visit [www.hospicealliance.org](http://www.hospicealliance.org) as screenings in Racine and West of the Interstate are currently being arranged.

## Hospice Alliance Earns The Gold Seal of Approval from The Joint Commission

This Spring Hospice Alliance voluntarily underwent an evaluation by the Joint Commission to learn if our hospice care and palliative care met the rigorous performance standards in delivering quality, safe care. We were thrilled to learn that we did in fact meet the standards that are above and beyond the traditional state and federal government standards and officially received The Gold Seal of Approval – an internationally recognized symbol of quality.

“What is most impressive is that we are an independent nonprofit. We aren't a large corporation whose had another franchise go through the process in another state and knows what to expect. We were humbled by the evaluator who asked us to submit a number of our materials to be included in the “best practice library” that The Joint Commission maintains,” said Rita Hagen, Executive Director, Hospice Alliance.

In addition to being accredited in Hospice Care, Hospice Alliance asked that its smaller Palliative Care program be reviewed as well.

“We felt fairly comfortable that our hospice program would receive accreditation, but we wanted to put our palliative care program under the microscope to ensure we were maintaining the same level of quality. Clearly we are, as we became the first community-based palliative care organization in the state of Wisconsin to receive certification,” added Kelly Gronli, recently retired Director of Clinical Services.

The certifications, which put us in a group of 22,000 health care programs world wide is awarded for a three year period. The Joint Commission uses leading health care industry guidelines as well as the input of doctors, nurses and quality and safety experts to review standards and make recommendations for on-going improvements.



Stay connected! Like our Facebook Page!  
 Hospice Alliance & Hospice Alliance Foundation  
[www.hospicealliance.org](http://www.hospicealliance.org)



## ***Hospice Alliance Wants YOU!***

Have you ever considered giving of your time? Hospice Alliance is always looking to add dedicated individuals to our volunteer team! Our volunteers represent all ages and life experiences. Many volunteers begin serving with us to give back, after a loved one was in our care. Others come to us with a broad interest in helping to support our mission. Whatever the reason, Hospice Alliance has a wide range of volunteer opportunities for you! Some of these include visiting patients weekly for companionship, sitting vigil with a patient, helping families with respite care, providing pet therapy visits, and assisting in our Hospice House.

We also have many opportunities outside of patient care. Including helping staff members in our administrative office, assisting with marketing events in our communities, and even baking, sewing, and quilting projects!

Getting started as a volunteer is easy! New volunteers will meet with our Volunteer Coordinator to determine what volunteer opportunities are the best fit for them. Then, each volunteer will complete nine hours of online training to provide education on Hospice care and philosophy. If you would like information on becoming a volunteer, please call 262-652-4400, and ask for our Volunteer Coordinator!



Pet Therapy is available through the work of volunteers and their four-legged furry friends. Therapists visit patients one-on-one and in groups at Assisted Living and Nursing Home Facilities.



Office volunteers often help staff members with special projects including filing and organizing.



Outreach is an important part of the work of Hospice Alliance volunteers. Helping with Dining for Donations is a fun and easy way to get involved!

## **ARE YOU WONDERING...**

**...can I help?** Did you like learning of Hospice Alliance services and community activities in this newsletter? Donations of money, time and advocacy make possible the services you are reading about.

You've read that Music Therapy is important to many patients. The Service of Remembrance and Memorial Brick Dedication comforts grieving loved ones. Free, public educational screenings of important films like "Gen Silent" and "Soul Injury" also rely on many financial gifts of all sizes.

You can promote continuation and growth of Hospice Alliance's famous compassionate care. We serve patients, their loved ones and our communities. Please consider sending a donation in the enclosed envelope, or use it to let us know of your interest in volunteering or educational advocacy.

Your community's patients and families thank you.



## Save the Date!

Our 6th Annual An Evening of Wishes will be held Saturday, **March 7, 2020**. For more information about attending,

sponsoring, donating or volunteering, call Megan Frazer, Marketing and Development Manager at 262.652.4400.



**September 19th**  
**Dining for Donations – Cousin’s Subs**  
9901 77th St., #880, Pleasant Prairie  
(in front of Target) - Open-Close

**October 16th**  
**Dining for Donations – Mason’s**  
7000 74th Pl., Kenosha - Open-Close

**October 17th**  
**Gen Silent Screening**  
Kenosha Public Museum - 5:30pm

**November 7th**  
**Soul Injury Screening**  
Kenosha Public Museum - 5pm

**Thursday, November 14**  
**Ring and Remember**  
Hospice Alliance - 4pm or 6pm  
RSVP 262-652-4400

**December TBD**  
**Shopping for Donations - Jack Andrea**  
2401 60th St., Kenosha



10220 Prairie Ridge Blvd.  
Pleasant Prairie, WI 53158

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