

Annual Report 2014



Hospice Alliance™
Ask for us by name



Our Mission:

Hospice Alliance is a non-profit organization dedicated to caring for the terminally ill and empowering those who support them. We strive to provide comfort in order to enhance the quality of life each day.

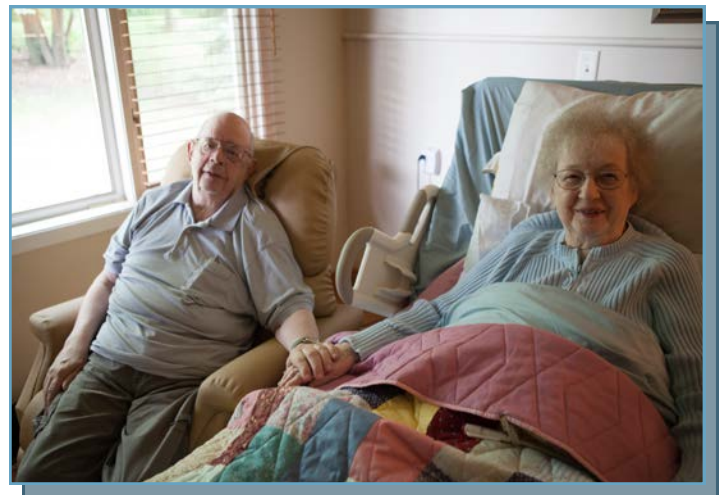
Vision:

As a non-profit hospice provider, Hospice Alliance is committed to:

- ◇ **Compassionate care for people with life-limiting illnesses**
- ◇ **Caring support for families and caregivers**
- ◇ **Timely education on end-of-life issues in the communities we serve**

Values:

**Hope
Compassion
Community
Stewardship
Education**





A Message from our Executive Director, Rita Hagen



Hospice Alliance started 2014 on a celebratory note by earning the national Hospice Honors™ award. Hospice Honors™ recognizes hospice agencies that continuously provide the highest level of care, and is determined by responses to satisfaction surveys completed by the patient's caregivers. It is awarded by Deyta Family Evaluation Hospice Care (FEHC) and it is based on surveys tabulated from more than 1700 partnering hospices. Hospice Alliance was the ONLY hospice provider in

Southeast Wisconsin to earn this prestigious award in 2014.

After achieving our goal of opening our Racine Hospice House in 2013, Hospice Alliance focused on introducing new and innovative patient care programs. In 2014 we ushered in Dance/Movement Therapy (DMT), making Hospice Alliance the first provider in SE Wisconsin to offer its benefits for the mind, body and spirit. We also completed training all staff and volunteers involved in patient care in Benevolent Touch Therapy, which reduces anxiety, improves circulation and increases energy.

By including these therapies in our day-to-day care, Hospice Alliance is helping patients with dementia and other sensory disorders enjoy greater quality of life.

2014 was also a year for important investments in technology. Hospice Alliance invested in mobile devices to enhance communication among hospice caregivers. We implemented upgrades to software to support our goal of 100% electronic patient documentation. "Real time" communication in patient care is the wave to the future in hospice care and we plan to be at the forefront.

Most importantly, in 2014 we provided compassionate care to 869 patients and their families, including 230 patients who received 24/7 care in our Kenosha and Racine Hospice Houses.

No organization can be effective without the support of the board members, donors, volunteers and staff. Thank you – we could not enhance the quality of so many lives without you.

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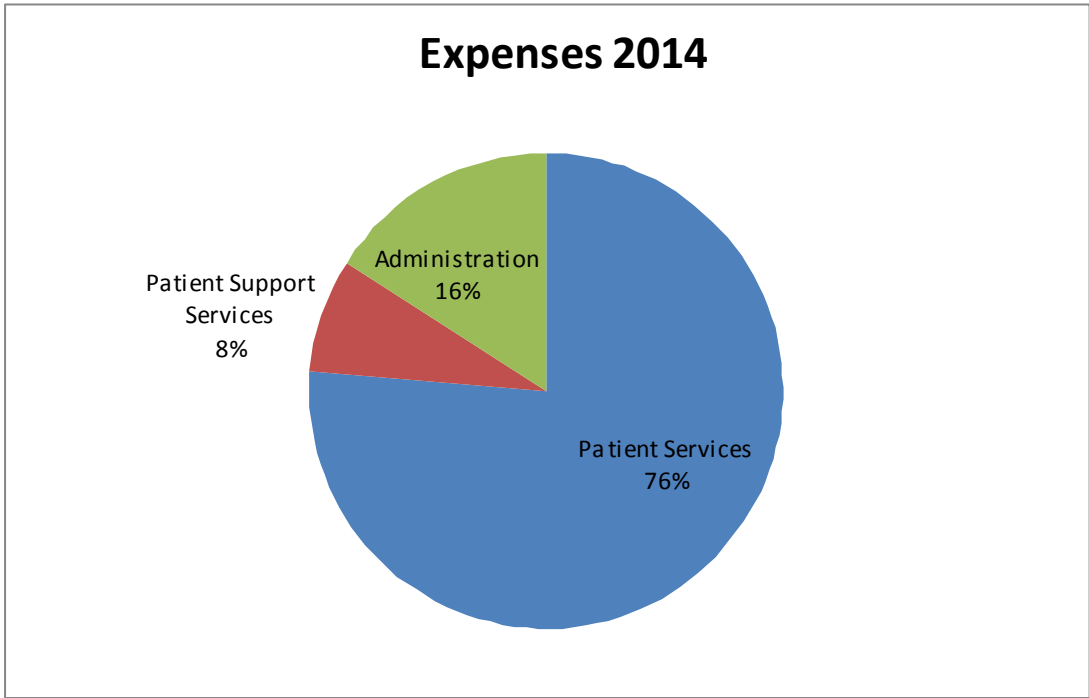
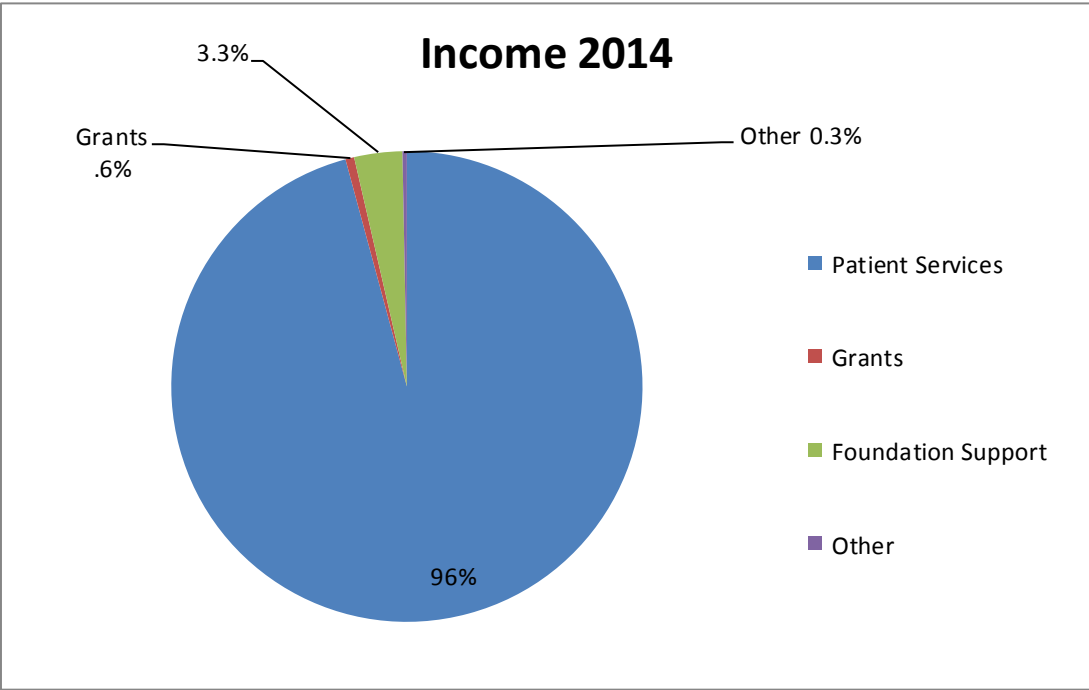
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Income and Expenses





The Basics: Facts About Our Care

Hospice Alliance patients are eligible for our care any time after a physician diagnoses them with a terminal illness and a life expectancy of six months or less.

Our Hospice Teams, which strive to meet each patient's unique needs, consists of:

- **Medical Director** consults with the patient's physician and oversees clinical decisions.
- **Registered Nurses** manage the patient's care throughout the duration of the illness. Assesses the patient's health status, eliminating distressing symptoms and teaches family caregivers how to care for their loved one as well as ensuring they are confident in doing so.
- **Social Workers** are experts in helping our patients and their caregivers cope with the numerous changes-physical and emotional-that occur at the onset and progression of a serious illness.

- **Chaplains** specialize in the unique spiritual issues that people face when diagnosed with a terminal illness.

- **Certified Nurse Assistants** help our patients conserve their time and energy so they can enjoy the best quality of life possible. They visit on a regular basis, helping manage the symptoms of the illness.

- **Grief Counselors** offer individual and group counseling to families in our care and community members of all ages who are coping with loss.

- **Volunteers** provide respite to families caring for loved ones in their home, companionship to patients, assistance in the Hospice Houses and pick-up and delivery of supplies and equipment to patients.

Who Received Hospice Care in Our Service Area Kenosha, Racine and Walworth Counties

By Age ^{*1}

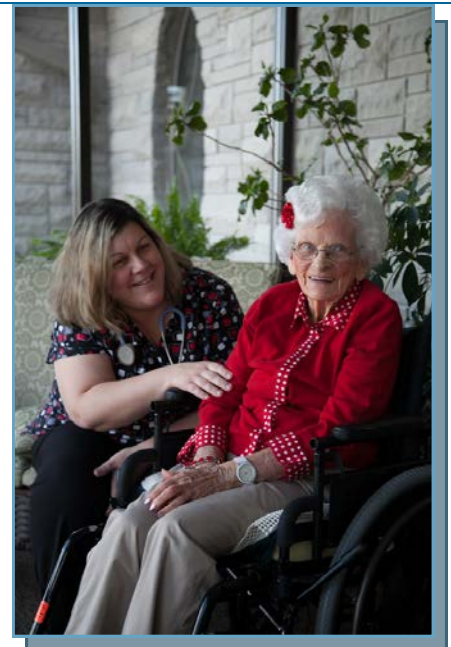
Under 54: 33
55-74: 186
75-94: 499
95+: 69

By Ethnicity ^{*1}

African-American: 23
Asian Pacific Islander: 3
Caucasian: 740
Hispanic: 18
Other: 3

By Residence Type ^{*2}

Assisted Living: 107
Hospice Houses: 230
Kenosha: 137
Racine: 93
Hospital: 4
Nursing Home: 163
Patient's Home: 212



^{*1} Patient counts are based on unduplicated admissions; ^{*2} is Patient counts based on deaths while in our hospice program.



Highlights: Hospice Alliance Programs

Hospice and Palliative Care

Hospice Alliance provides the highest quality of end-of-life care to people facing life-limiting illnesses in Kenosha, Racine and Walworth counties. Hospice care is provided by an interdisciplinary team of skilled professionals—offering personalized physical, spiritual and emotional support for each patient and his or her family or other caregiver.

Our Palliative Care program provides specialized nursing care to help people dealing with cancer, cardiovascular disease and lung disease as well as other life-limiting illnesses. The program focuses on symptom management during the active treatment phase of a patient's illness. Our Palliative Care program also includes emotional, social and spiritual support if the patient chooses.

From 2013 to 2014, Hospice Alliance experienced a 2% increase in the total number of hospice and palliative care patients served.

Dance/Movement Therapy

Hospice Alliance is proud to be the first in SE Wisconsin to provide Dance/Movement Therapy. Sessions are held for up to one hour and have shown to help patients with dementia and other sensory disorders improve social interaction and gain a greater sense of fulfillment through self-expression.

Benevolent Touch

All staff and volunteers involved in patient care have been trained in Benevolent Touch Therapy, a light touch therapy that calms and comforts our patients.

Grief Counseling and Support

Each year, our Bereavement Counselors make nearly 5,000 contacts to those seeking grief support. We provide individual and group counseling to family members and friends for up to 13 months after a loved one has passed. Community grief support is also part of our mission.

Community Outreach Program

Our administrative staff and volunteers teach awareness about end-of-life care by providing educational outreach at community and professional events. We increased community outreach by 10%, conducting 103 educational events in 2014.

How Our Volunteers Contribute

Administrative and Office Hours	4,050
Respite Hours	357
Pet Visitation Hours	81
Hospice House Volunteer Hours	3,003
Fundraising Hours	183
Errands Hours	392
Outreach/PR	459
Companionship Hours	841
Patient Errands	191
Other Patient Time	89
Other Volunteer Time	142
Total Hours	9,788
Value of Donated Volunteer Hours:	\$216,706.32

Volunteer Services

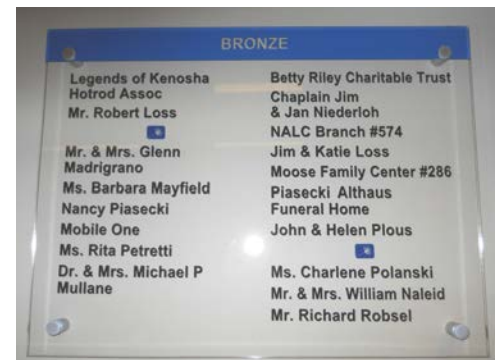
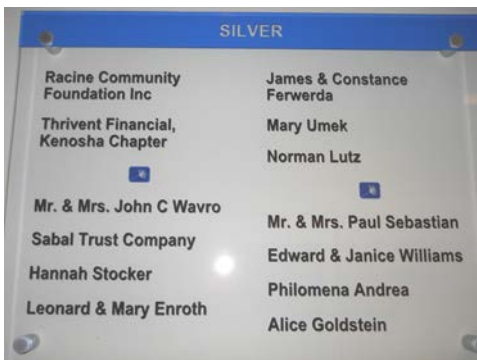
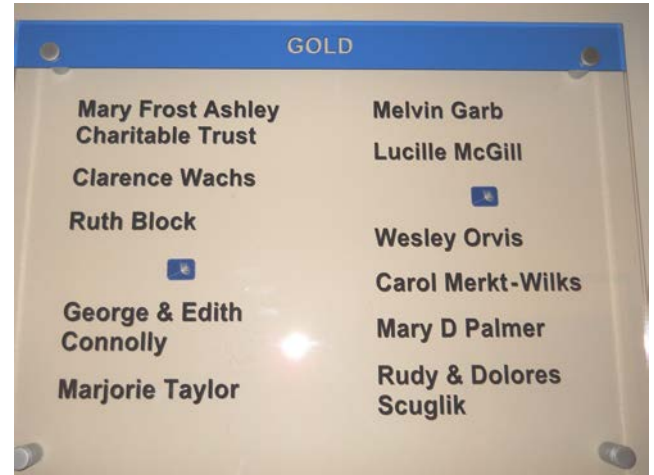
Our 213 volunteers donated 9,788 hours, providing respite care, companionship and support to the patients and families we serve.





Hospice Alliance Unveiled the New Donor Recognition Wall On October 23, 2014

This beautiful glass-panel sculpture recognizes individuals and businesses that have supported Hospice Alliance by giving significant financial gifts (\$1,000 to \$20,000 or more) from our inception through December 2013. One accomplishment made possible by the donations of those recognized was the purchase of 8.6 acres of land east of our Pleasant Prairie headquarters for future expansion.



When the public enters the doors of Hospice Alliance they are greeted with a new Donor Wall of Recognition. It is an impressive sight and reminds us of how important Hospice Alliance is to the people of the Kenosha, Racine and Walworth communities.

We invite the outside world to come into Hospice Alliance and see the glass sculpture for yourself. You will be touched by our caring and compassionate staff and by the many lives we touch, as reflected by our Donor Wall of support.





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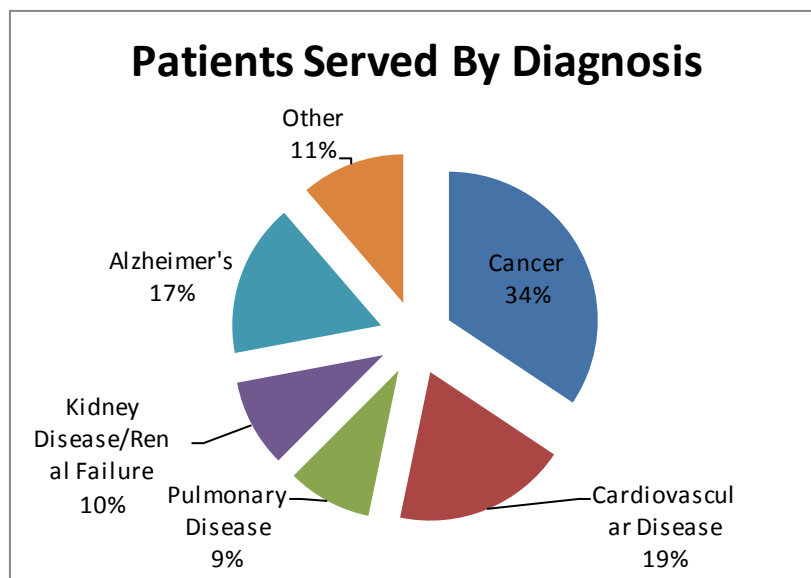
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- Sufficient cash reserves ensure the continuity of Hospice Alliance's patient and family services. Our operating expenses for six months were \$4.9 million dollars.
- All funds are put back into the mission. No patient is ever turned away.
- Our Hospice Houses are not profitable; room and board is not covered under the hospice benefit. But it is an important option for people who may not have a safe, dignified place to be cared for in their remaining days.



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