



2016

Annual Report



Celebrating 35 Years of Caring

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





Celebrating 35 Years of Caring

Hospice Alliance™

HOSPICE
HONORS

Operations Board of Directors

- Chuck Duford, President
- Michael Langendorf, Past President
- Myles Mullikan, Vice President
- Daniel Heyden, Secretary/Treasurer
- Rita Hagen, RN, MSN, Exec. Director
- Joshua Bloom, MD, Medical Director
- Mary Ann Cardinali, MSN NEA-BC
- David Knight, MD
- Gene E. Olson
- Nancy Piasecki
- John Plous
- Rachel Proko-Viola
- Sandra-Riese, RN
- Thomas Tenuta
- Pamela D. Thomey

Foundation Board of Directors

- John Plous, President
- Richard Regnar, Vice President
- Daniel Heyden, Secretary/Treasurer
- David Berman
- Len Iaquina
- Mary Karnes
- Dennis G. Mattioli
- Gene E. Olson
- Sandra Riese, RN

Hospice Alliance
 10220 Prairie Ridge Blvd.
 Pleasant Prairie, WI 53158
 (800) 830-8344 // (262) 652-4400

A Message from our Executive Director,
Rita Hagen

I am excited share that Hospice Alliance celebrated its 35th year of service in 2016. I often think about what it was like at Hospice Alliance 35 years ago, when a small group of community members and a novel philosophy of care on the cutting edge in our country, was born.



Fast-forward to the present. Our nonprofit — still influenced by many valuable volunteers—continues to educate and innovate. We teach patients, their families, healthcare professionals and the community at large about the benefits of Hospice Care.

While the concept of hospice care is no longer considered progressive, Hospice Alliance has continued to pioneer. Within the year of 2016, Hospice Alliance has incorporated multiple programs into our scope of care and implemented cost saving measures to maximize the dollars we can reinvest into care. A few of these new programs that I’m particularly proud of include the Legacy Project—a partnership with UW-Parkside, Music of the Soul and Memory Prints. Along with these programs, we have begun offering Aromatherapy for those our Care Teams identify as benefiting. Expanding upon these programs and therapies allows us to do what we do best—“adding life to days.”

Committed to being good stewards of our funding, we’ve also introduced CellTrak, a system to more effectively manage our mileage, which as you might image is a large line item in our budget as 90% of our patients are in their own homes. We’ve also consolidated our prescription formulary, standardized our supply ordering process and adjusted staffing to meet specific productivity goals.

Donors (of time, talent and tithe) have also played a consistent role in the last 35 years. From the early days as a grassroots organization, the building of our Hospice House in Pleasant Prairie and the un-reimbursed services such as Complementary Therapies, community education and bereavement, you have sustained Hospice Alliance.

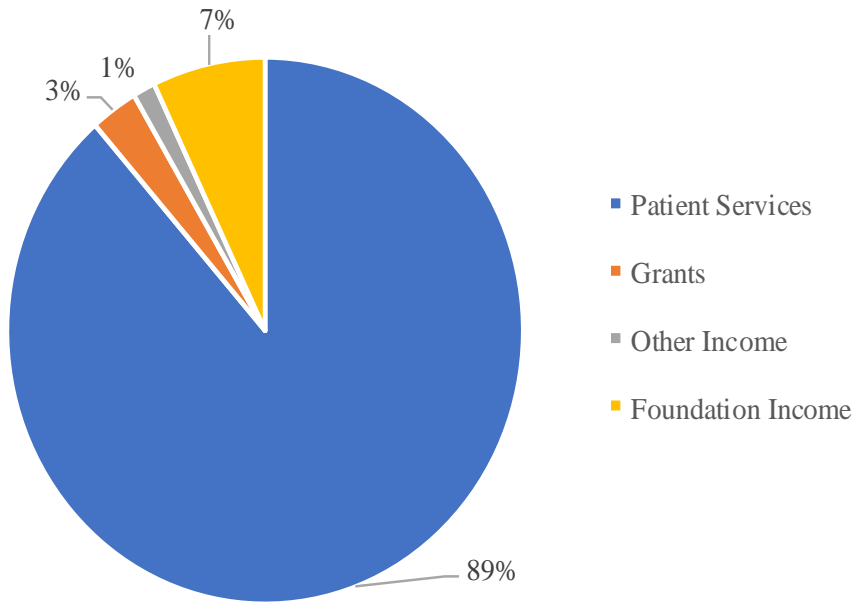
Your continued commitment fosters award-winning quality care and growth in the many years to come.

Warmly,

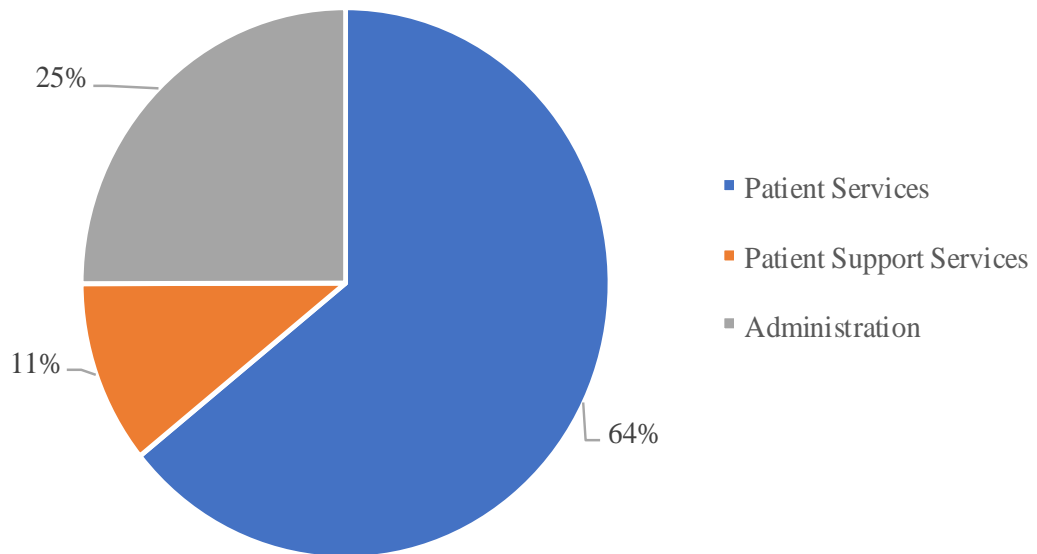
Rita M Hagen

Income and Expenses

Income 2016



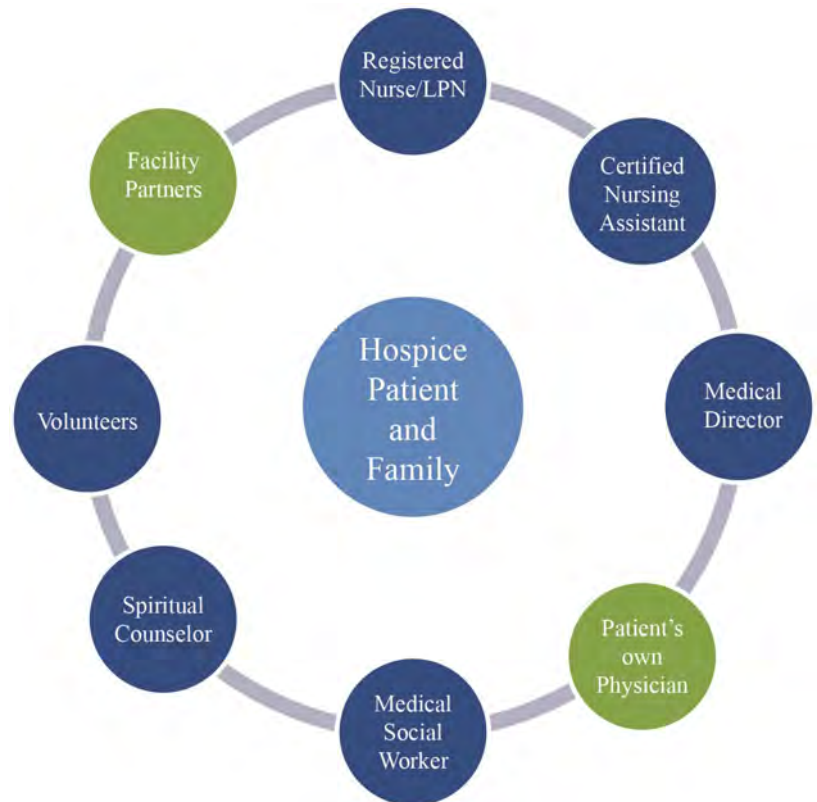
Expenses 2016



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. A **Compassionate Care Team**, which strives to meet each patient's unique needs, con-

- **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.
- **Certified Nurse Assistants** help our patients conserve their time and energy to enjoy the best quality of life possible. They visit regularly, helping to manage the symptoms of the illness.
- **Medical Director** consults with the patient's physician and oversees clinical decisions.
- **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 serious illness.
- **Spiritual Counselors** specialize in the unique spiritual issues that people face when diagnosed with a terminal illness. Art, Dance Movement, and Aroma therapists focus on the needs of individuals to better connect the mind, body, and spirit.
- **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.
- **Grief Counselors** offer individual and group counseling to families in our care and community members of all ages who are coping with loss.



Who Received Hospice Care in Our Service Area

Kenosha, Racine, Walworth and Southeastern Milwaukee Counties

595

TOTAL patients
that received care

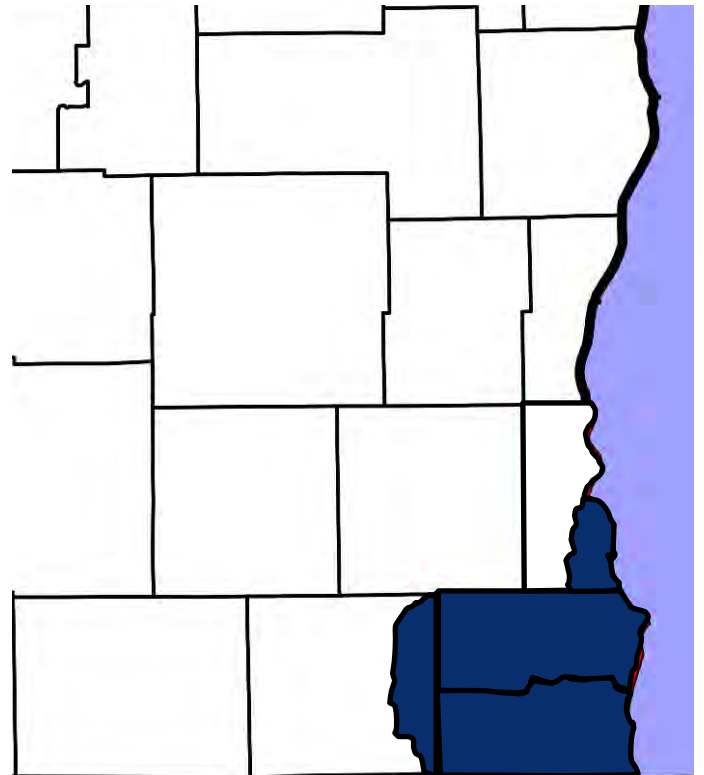
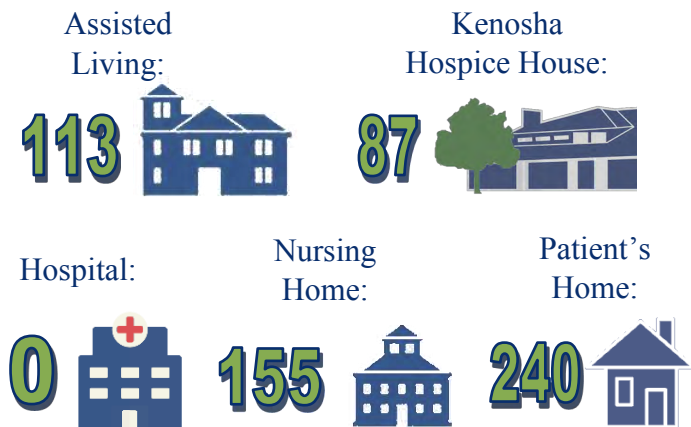
By Age:



By Ethnicity:



By Residence Type ^{*1}



*1 is Patient counts based on deaths while in our hospice program

Highlights: Hospice Alliance Programs

Hospice Alliance is at the forefront of implementing programs to provide the best quality of care – physically, spiritually and emotionally.

In 2016, we continued our commitment to these important life enriching programs.

Aromatherapy

Essential oils have many effects on the body, mind and spirit with hospice patients. We've often seen that patients who are agitated and unable to express themselves become calm and restful when aromatherapy oils are used.

These aromatherapy oils often help to control their pain, stress, and anxiety. Simply smelling a certain fragrance can take a patient back to positive experiences throughout his or her life.

Legacy Project Program

University of Wisconsin-Parkside communication students who took part in a new program preserving the stories and experiences of Hospice Alliance patients through the production of short documentaries.

In 2016 hospice patients suffering from cancer, dementia and other terminal diseases have been given a chance to share their life story with the world. The documentaries are given to patients' families so that they can cherish the special moments they shared within their loved ones life.



Music of the Soul

Designed to provide personalized music to patients and families, "Music of the Soul" enhances the end-of-life journey.

The goal is to help our patients reconnect to special memories associated with meaningful songs from the past, to provide a means of self-expression, and an opportunity for socialization and life enrichment.



Highlights: Hospice Alliance Programs (Continued)

Memory Prints

A memory print is a thumbprint of your loved one, made with a polymer clay to commemorate the physical and spiritual mark they make on the hearts of those left behind. This is a very simplistic process that causes no discomfort, just a quick press of the thumb on the clay. Choices are available for the color of polymer clay you would like as well as an option between a white or black memory print impression. If wanted, Hospice Alliance will create a hole, along with providing a ribbon for hanging. There is no charge for this token of remembrance, just a lifetime of memories.



CellTrak

CellTrak is a delivery management solution that enables a distributed workforce to deliver services effectively and efficiently. Before implementing CellTrak, driving mileage for employees was recorded using handwritten notes and then manually entered into the data base, which was extremely time-consuming.

Now, access to live data is available to Hospice Alliance for mileage analysis and gives the finance and operation teams the necessary information to make informed decisions.

After implementing CellTrak's Care Delivery Management solution, we quickly realized benefits and noticed the return on our investment. Hospice Alliance saved 16 percent in mileage reimbursement because CellTrak automatically records mileage for our caregivers. No longer having to drive paperwork back to the office, we realized increased job satisfaction levels, increased caregiver productivity, and more accurate mileage reimbursement.



Highlights: Hospice Alliance Programs (Continued)

Volunteer Services



Providing respite care, companionship and support to the patients and families we serve.



How Our Volunteers Contribute

Administrative & Office Hours:



Companionship Hours:



Respite Hours



Patient Errands Hours:



Pet Visitation Hours



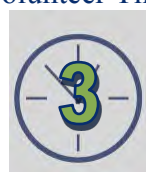
Other Patient Time:



Hospice House Service Hours



Other Volunteer Time:



Outreach & PR Hours



VALUE of Donated Volunteer Hours:

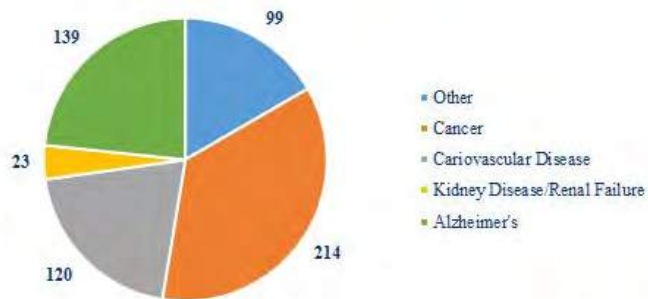


Hospice Alliance Needs Your Ongoing Support.

Here's Why:

- Every dollar you give supports the quality of life in immeasurable ways for patients, their families and other loved ones. Hospice Alliance has no dividends to pay shareholders or unnecessary overhead. The dollars that you provide us are invested directly back into enhancing the care and programs to ensure the quality end-of-life care of your loved one.
- Your donations are the only things making it a reality to provide care for all people, regardless of their ability to pay. At Hospice Alliance, we will not turn anyone away in their most precious time of need. We are good stewards of your dollars, requiring sponsorship request forms from any patient and family seeking support.
- Our Hospice House is not profitable; room and board is not covered under the hospice benefit and the daily cost to patients does not cover our expenses—your dollars do.

Patients Served By Diagnosis



Why Give to Hospice Alliance

- People just like you choose to give to Hospice Alliance for many of the same reasons that physicians, social workers and other healthcare professionals as well as families, friends, neighbors and community agencies refer patients to Hospice Alliance when seeking hospice care: our Mission and Vision.
- **Mission:** Hospice Alliance is a non-profit, community-based 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:** 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.

For comprehensive information, please visit at www.hospicealliance.org and choose "I'd Like to Give" then "More Ways to Give" or call 262-652-4400. Support us today and into the future. Hospice Alliance is a 501 (c) (3) organization.