



2017 ***Annual Report***



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

Operations Board of Directors

Myles Mullikin, *President*

Sheryl Mueller, *Vice President*

Chuck Duford, *Past President/*

Secretary/Treasurer

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Joshua Bloom, MD, *Medical Director*

Roseanna Barbieri-Molinaro

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David Knight, MD

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Rachel Proko-Viola

Sandra Riese, RN

Rev. Joyce Rinehart

Thomas Tenuta

Pamela D. Thomey

Foundation Board of Directors

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Richard Regner, *Vice President*

Daniel Heyden, *Secretary/Treasurer*

David Berman

Len Iaquinta

Dennis G. Mattioli

Gene E. Olson

Sandra Riese, RN

Thomas Tenuta



In our 36th year of service, Hospice Alliance continued to implement innovative services true to our mission of providing compassionate end-of-life care to our patients and supporting their amazing caregivers.

Each year, I wonder how we can top the last. Yet each year, our team identifies something new, something different that can enhance the already -amazing care we are proud to provide. Whether it's utilizing an outside company that assists with accounting or bereavement services or a staff member who identifies a gap in service and creates a way to fill it, Hospice Alliance is consistently evolving and growing – always with the purpose of “adding life to days.”

You can be confident of our commitment to being good stewards of your donations and our funding. While much of the work we do involves caring for patients in their own homes, or a place they call home such as an assisted living or skilled nursing facility, if you would like to see your support “in action” I welcome you to visit our Hospice House. It's the only residence of it's kind in our area, and truly a blessing for so many that we serve.

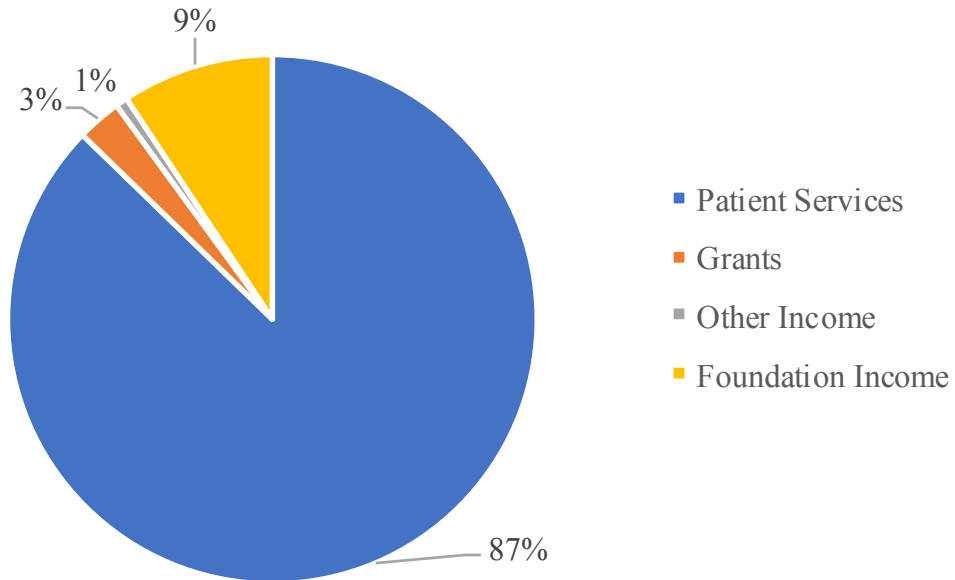
Your continued commitment is the reason Hospice Alliance provides award-winning quality care and sustainable growth and advancement in our future.

Warmly,

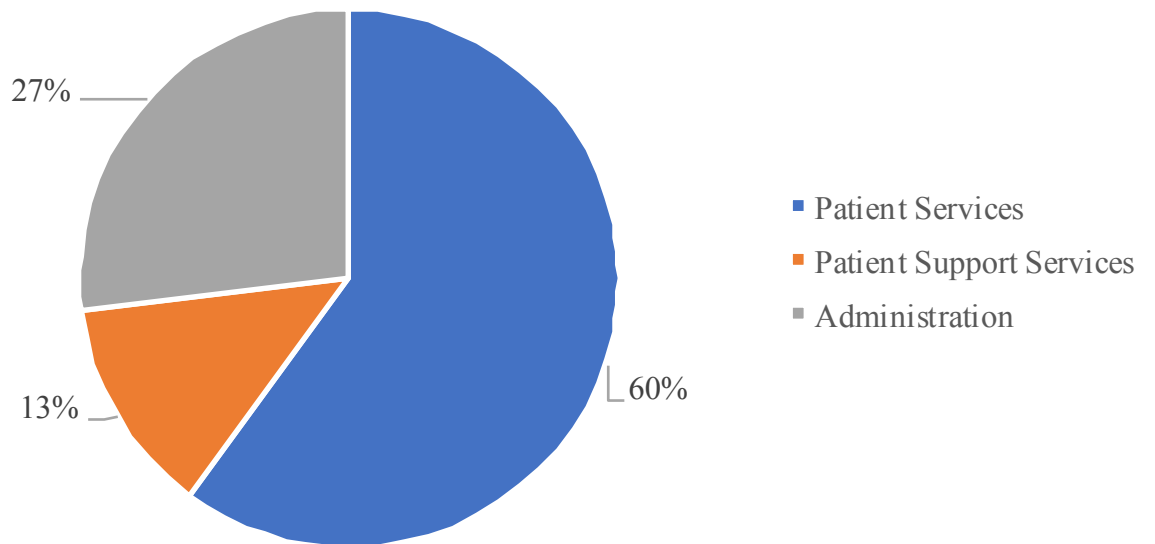
Hospice Alliance
10220 Prairie Ridge Blvd.
Pleasant Prairie, WI 53158
(800) 830-8344 // (262) 652-4400

Income and Expenses

Income 2017



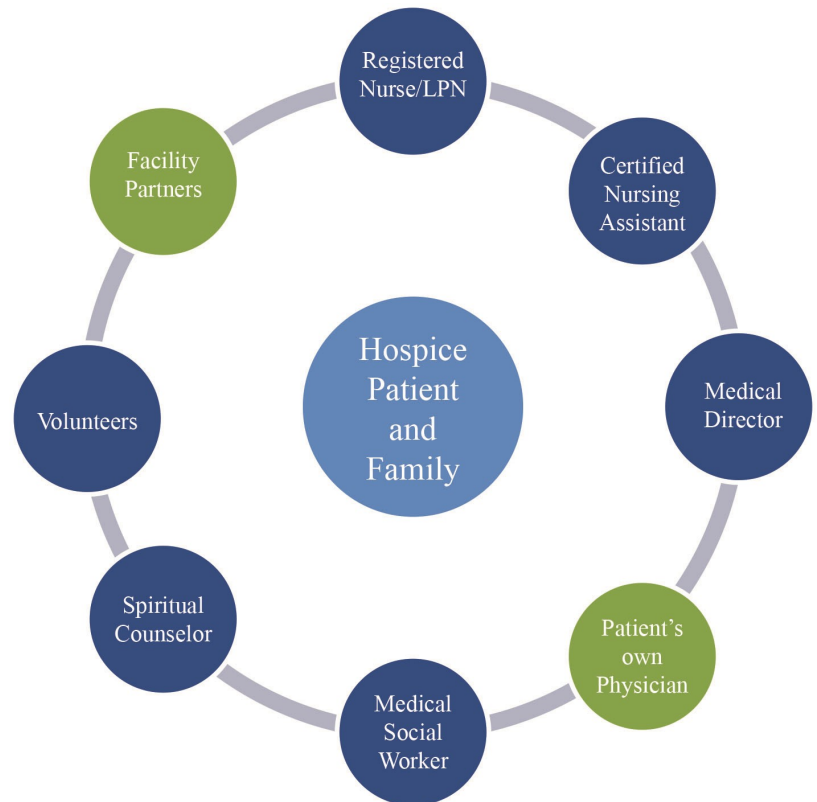
Expenses 2017



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, Eastern Walworth and Southeastern Milwaukee Counties

626

TOTAL patients that received care

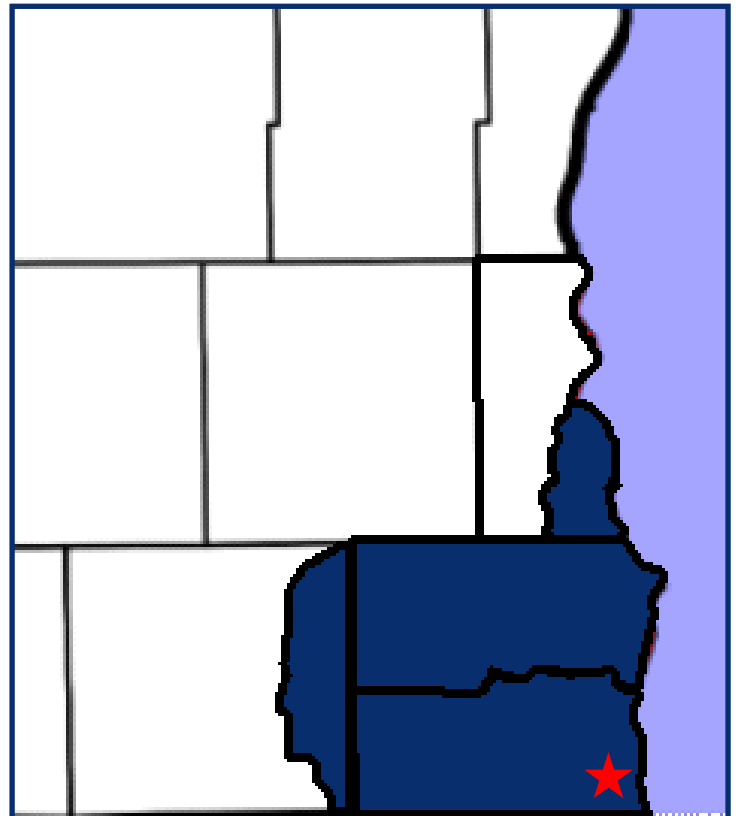
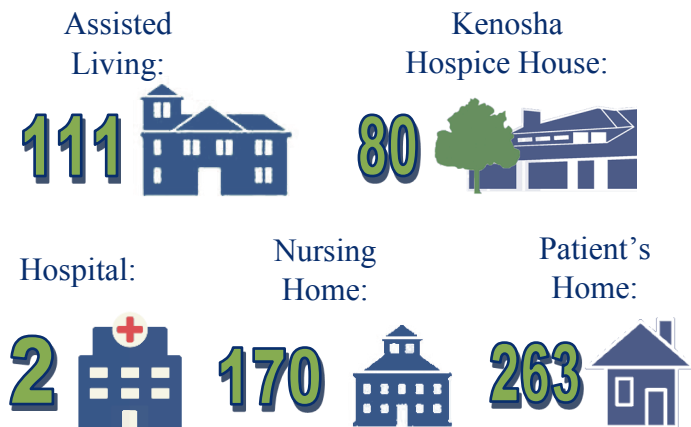
By Age:



By Ethnicity:



By Residence Type *



* Patient counts based on residence at time of admission

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 2017, we continued our commitment to these important life enriching programs.

Creative Reflections

With funding from a Susan B. Anthony grant, Hospice Alliance offered an art therapy based program specifically designed for teen and tween girls in need of grief support. The series was offered twice in the later part of 2017, and while response rates were low, the community positively responded to the existence of a much-needed program.

The evening program offered small take-home activities such as Identity Collages, Altered Books and Affirmation Paintings. Additionally, Dance Movement and Aromatherapy supplemented the projects.



We Honor Veterans

In 2017, Hospice Alliance launched participation in “We Honor Veterans” – a national program developed by the National Hospice and Palliative Care Organization and the Department of Veterans Affairs which focuses on respectful inquiry, compassionate listening and grateful acknowledgement. As a program partner, we can access tools and resources to better serve our veteran patients and educate our community to the highest level possible

regarding best practices in understanding and caring for our veterans.

In just one year, the We Honor Veterans Committee, comprised of staff members representing all departments, guided Hospice Alliance through the program levels from “Recruit” to “Three Star.”

In addition to staff, community and patient/family education, Hospice Alliance hosted numerous “Pinning Ceremonies.” These ceremonies include Veteran Volunteers who share a few words and pin our veteran patient as the comradery between veterans is palpable—especially at end-of- life. The event also includes patriotic songs, meaningful poems and sometimes a small reception for friends and family witnessing this special recognition.

In 2017, Hospice Alliance was honored to serve 144 veterans. That number will continue to increase as our Vietnam-era veterans are beginning to age and begin their journey at end-of-life.



Highlights: Hospice Alliance Programs (*Continued*)



Hope Notes—Bereavement Edition

Hospice Alliance introduced “Hope Notes – Bereavement Edition.” A professionally designed and written newsletter featuring stories and articles to “meet our bereaved where they are” during the year following their losses.

Hope Notes – Bereavement Edition, includes customized content provided by Hospice Alliance noting specific supportive services and contact information as well as information about our standing events including Ring and Remember and Remembrance Service and Memorial Brick Ceremony.

Video Encounters

Utilizing a HIPPA compliant technology known as Clock Tree, Hospice Alliance began providing Video Encounters. The technology works similarly to “Facetime.” It’s user-friendly and allows patients and their caregivers an immediate, visual connection to our nurses whenever a question or concern arises.

Additionally, our CNAs, who often see our patients on an almost-daily basis, can also Video Encounter a patient’s RN case manager if they are noting something exceptional regarding a patient and are in need of feedback or direction.



Hospice Alliance was honored as the Outstanding Community-Based Learning Project. The Digital Legacy Project pairs students in Dr. Theresa Castor's communication class with Hospice Alliance patients to create video or audio interviews which serve as family mementos of lives well lived.

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:

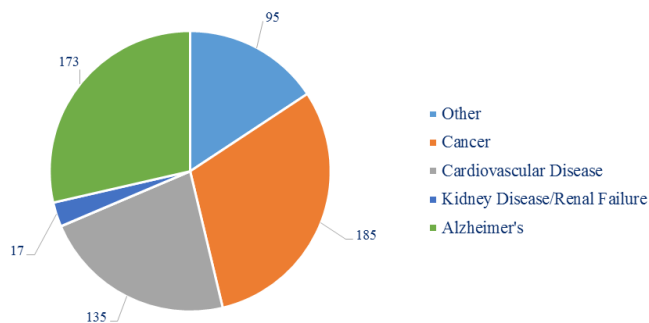


Hospice Alliance Needs Your Ongoing Support.

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.