



# **2018** ***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**



## Operations Board of Directors

Myles Mullikin, *President*  
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Sandra Riese, RN  
Rev. Joyce Rinehart  
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Dennis G. Mattioli  
Aliya Pitts  
Sandra Riese, RN  
Thomas Tenuta

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## A Message from our Executive Director, Rita Hagen

The year 2018 saw Hospice Alliance near 40 years of service in our community. I'm proud to report that we continue to be true to our mission of providing compassionate end-of-life care despite some economic and market challenges.

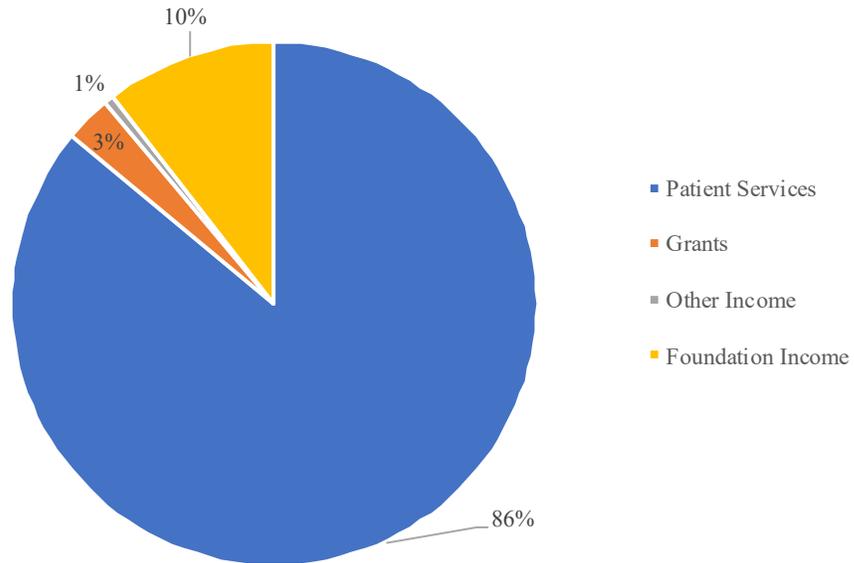
Healthcare reimbursements fell short of compensating for the total package of services we provide to patients and their families, and we face increased competition from the for-profit providers that challenged our desire for growth. However, our team continues to identify ways to enhance and grow services for patients and communicate the meaning of "choosing the best" to the communities we serve.

Your continued commitment makes Hospice Alliance's award-winning quality care possible. You can be confident we are mindful stewards of your donations and our funding. I invite you to stop by sometime to witness the tranquility inside the doors of our Hospice House and enjoy the beauty of our gardens just outside the windows. We are proud of our history and future, focused on our mission to "add life to days" for the family, friends and neighbors we serve.

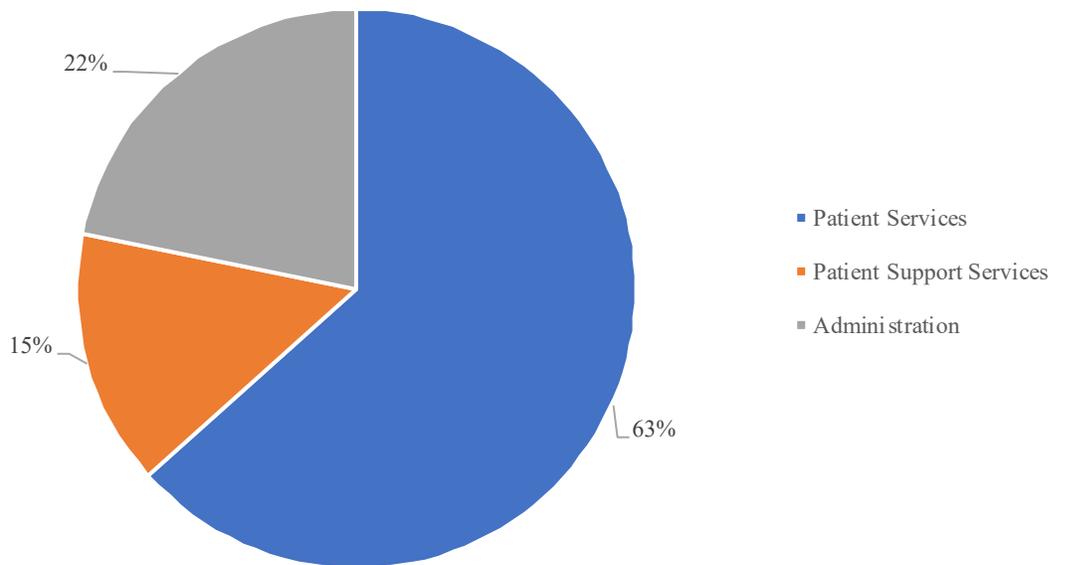
Warmly,

# Income and Expenses

## Income 2018



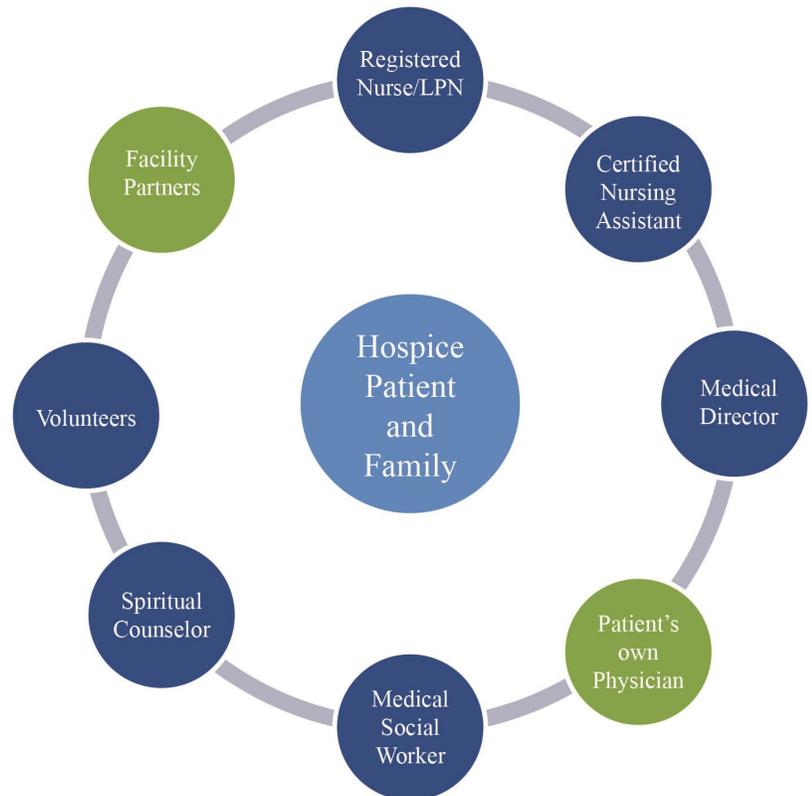
## Expenses 2018



## 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. Music, 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

# 590

TOTAL patients  
that received care

### By Age:

Under 50: <b>13</b>	50-70: <b>97</b>	70-90: <b>307</b>	90+: <b>173</b>
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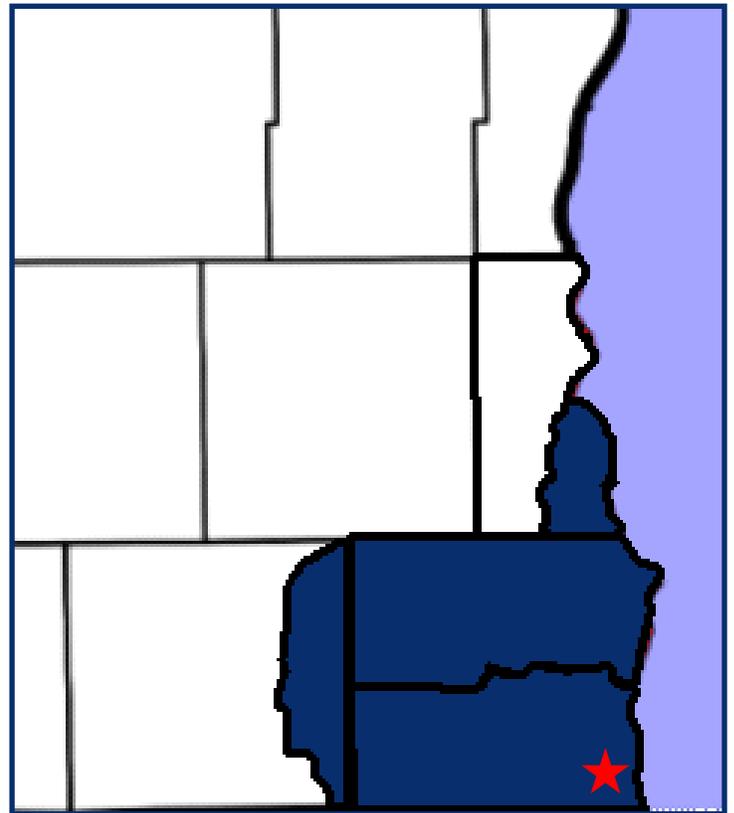
### By Ethnicity:



African American: <b>13</b>	Asian Pacific Islander: <b>2</b>	Caucasian: <b>555</b>
Hispanic <b>12</b>	Native American: <b>1</b>	Undefined <b>7</b>

### By Residence Type \*

Assisted Living: <b>96</b> 	Kenosha Hospice House: <b>103</b> 	
Hospital: <b>3</b> 	Nursing Home: <b>141</b> 	Patient's Home: <b>247</b> 



\* 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 2018, we continued our commitment to these important life enriching programs.*

### Expansion of Veteran Services

*In addition to moving from Level Three to Level Four in the “We Honor Veterans” national program developed by the Department of Veterans Affairs and National Hospice and Palliative Care Organization, Hospice Alliance enhanced our veteran recognition and quality of care in two ways:*

#### **Bouquets for Caregivers of Veterans**

With funding from a Kenosha Women’s Network Mini Grant, Hospice Alliance began providing each caregiver of a veteran a small, commemorative bouquet of red, white and blue flowers in a patriotically decorated vase. The recipient is typically a wife or daughter, and we believe they too are heroes for the work they do.

We know that some of these women were left home with a family to care for or even went to work while their spouses went to war. We also know, many veterans’ experiences affected relationships with spouses, children and overall family function to varying degrees upon their return. Further studies have shown that the mental health of the spouse can also be affected. Many suffer from caregiver burden, especially when caring for a veteran with diagnosed or undiagnosed PTSD.

The veteran’s care team or a dedicated volunteer deliver the bouquets.

#### **“Caring for our Veterans – A Guide for Seriously Ill Veterans” Booklets**

A grant from Kenosha Lions Foundation allowed for the purchase of “Caring for our Veterans – A Guide for Seriously Ill Veterans” booklets. All veterans on our service, their caregivers and loved ones receive these for reference and utilization.

The booklets guide our staff in sharing knowledge with the veteran (which can provide life-changing affirmations) and with their caregivers (who may now have better insights into the experiences and reactions of their loved ones). Keeping in mind that end-of-life caregiving can be overwhelming, the “Caring for our Veterans” booklet, is formatted partially as a workbook allowing for education as well as documentation of important information such as the DD-214 and details of service.



## Highlights: Hospice Alliance Programs (*Continued*)

### Birthday Balloons

Ever mindful of “adding life to days”, Hospice Alliance launched its Birthday Balloon program.

Whenever a patient on our service celebrates a birthday, a helium filled mylar balloon and celebratory weight are delivered by a staff member or volunteer. The balloon delivery is a simple, joyful and ceremonial way to commemorate the special day, despite customary challenges of a life-limiting diagnosis.

Every balloon delivery has been met with smiles and gratefulness.



### Healthcare First—Medical Record

After much research and deliberation, Hospice Alliance rolled out Healthcare First – a new medical record software designed specifically for hospice care providers.

The improved care plan includes technology that assists the clinician in choosing a care plan based on what he or she is seeing and documenting the care provided in real time. This allows our team to individualize and update care plans quickly and efficiently, allowing for more time with the patient and family.

HCF allows us to streamline and share information easily—placing patient care and caregiver education at the forefront of the work we do.

# Volunteer Services



## Direct Patient Care Time: 1897 Hours

Hospice House Service



Respite & Vigil



Companionship



Pet Therapy



Spiritual Visits



## Non Direct Patient Care Time: 1536 Hours

Administrative & Office



Outreach & PR



Errands



VALUE of Donated Volunteer Hours:



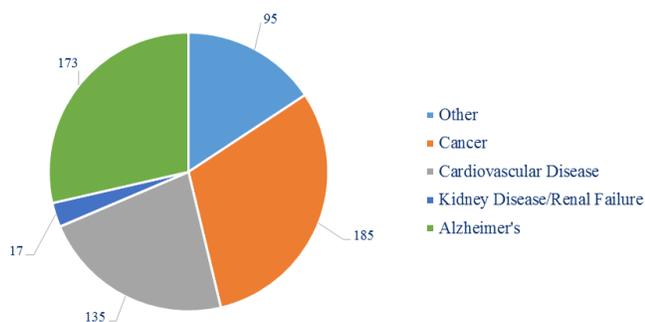
**\$82,392**

# 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 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](http://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.