



# **2019** ***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 illness
- Caring support for families and caregivers
- Timely education and end-of-life issues in the communities



## *Values*

Hope  
Compassion  
Community  
Stewardship  
Education



## **Operations Board of Directors**

Myles Mullikin, *President*  
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William Katt, *Secretary/Treasurer*  
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Joshua Bloom, MD, *Medical Director*  
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Jean Garretto, *Secretary/Treasurer*  
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Dennis G. Mattioli  
Thomas Tenuta

**Hospice Alliance**  
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Pleasant Prairie, WI 53158  
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## ***A Message from our Executive Director, Rita Hagen***

Dear Friends of  
Hospice Alliance,

The highlight of the year, without a doubt, was our accreditation in hospice care from the esteemed entity, The Joint Commission. And, with a focus on growing our palliative care program, we applied for certification in that discipline as well. The result: Hospice Alliance become the first community-based palliative care provider certified in the state of Wisconsin.

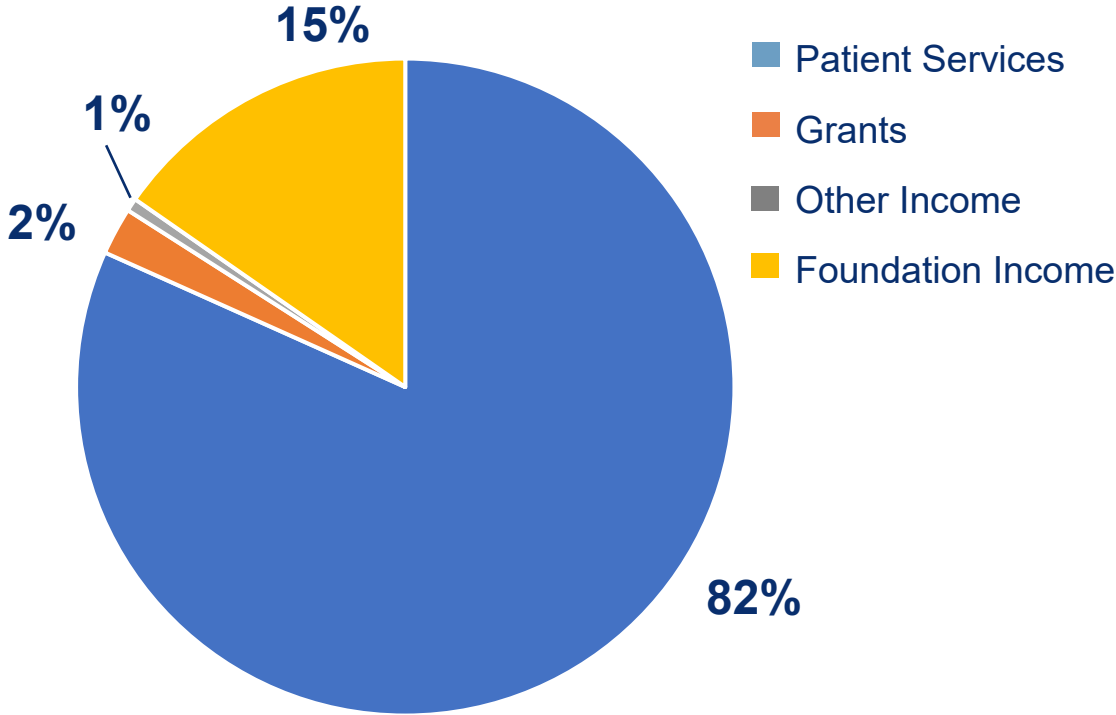
While competition from for-profit providers remains fierce, chipping away at our census, and reimbursements continue to fall short of compensating for our recognized level of care, we persevere. We are committed to the patients and families we care for and confident that when they are being served by our team, that they really have “chosen the best.”

The continued support, whether through gifts of time or treasure, makes Hospice Alliance’s care possible. You can be confident that we are mindful stewards of donations and funding. Hospice Alliance is the hospice of the people in this corner of the state. We are proud of our history and our future, and the role our supporters have in “adding life to days.”

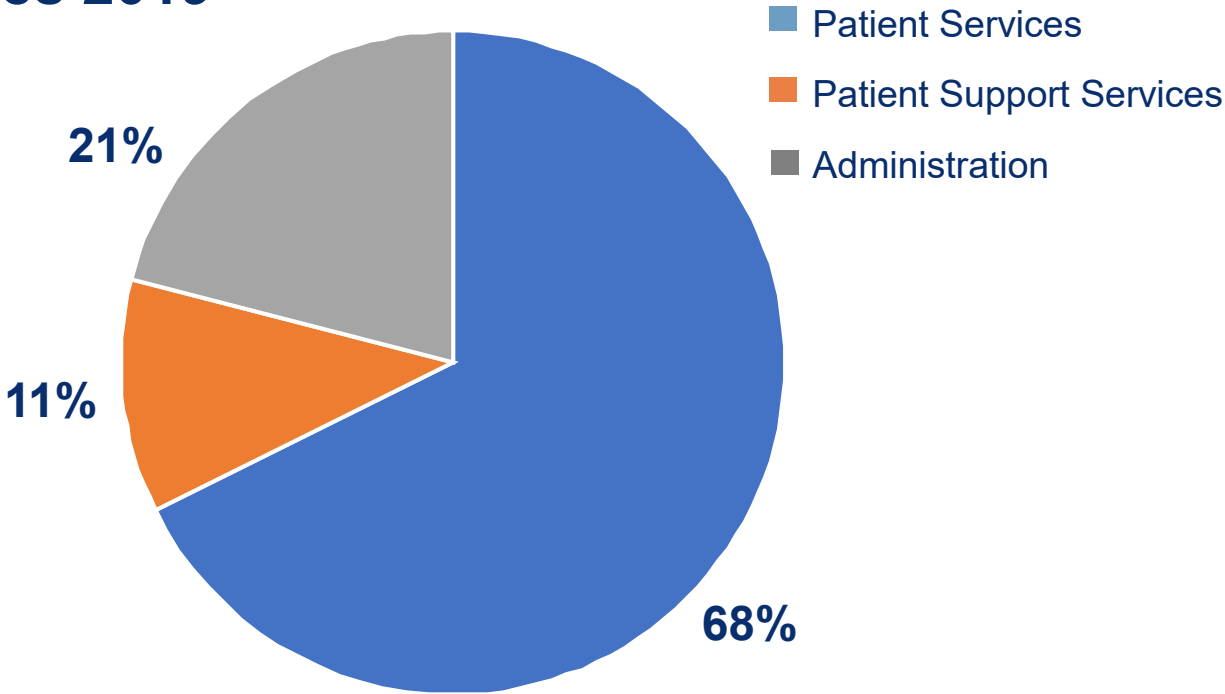
Gratefully,

# Income and Expenses

## Income 2019



## Expenses 2019



## *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, consists of:**

**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.

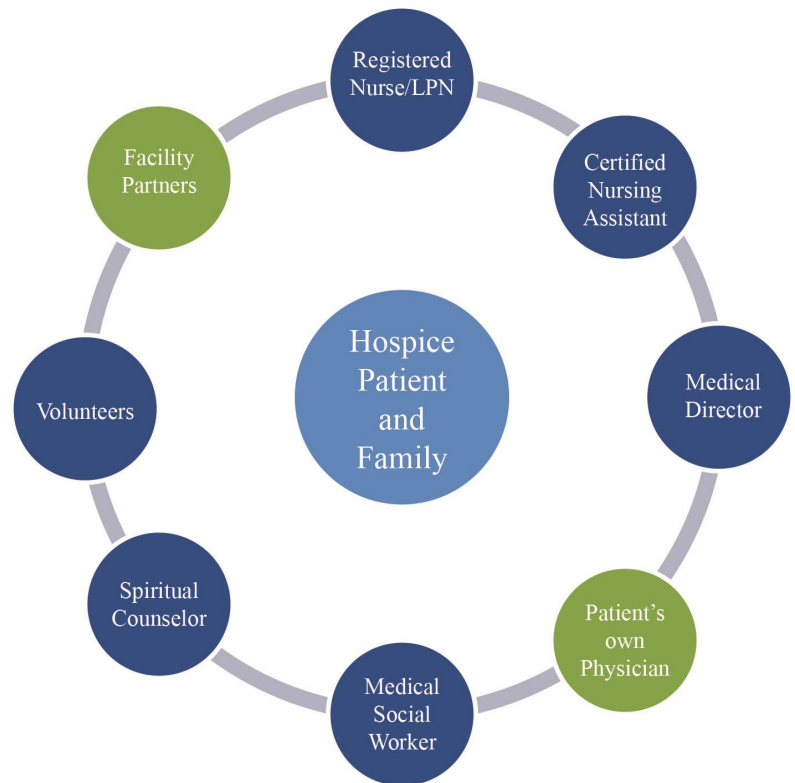
**Medical Director** consults with the patient's physician and oversees clinical decisions.

**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.

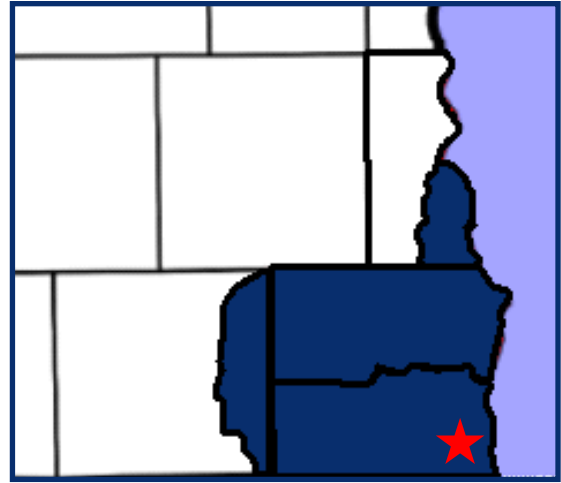


# Who Received Hospice Care in Our Service Area

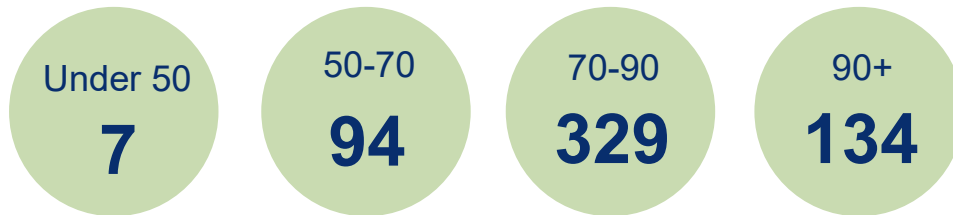
**564**

TOTAL patients  
that received care

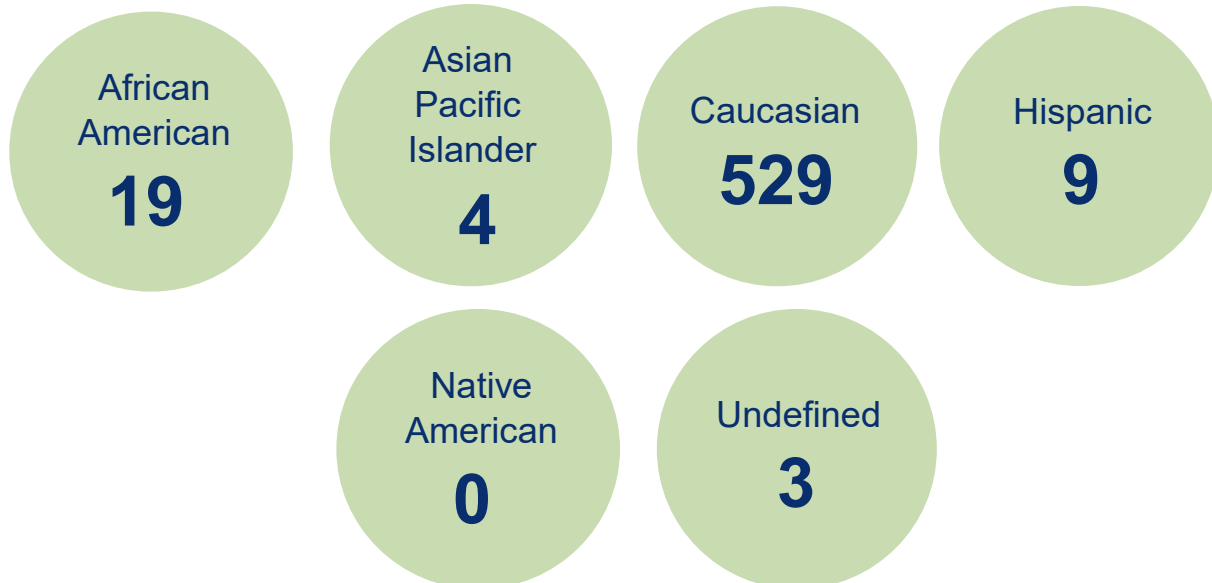
Kenosha, Racine,  
Eastern Walworth and  
Southeastern Milwaukee Counties



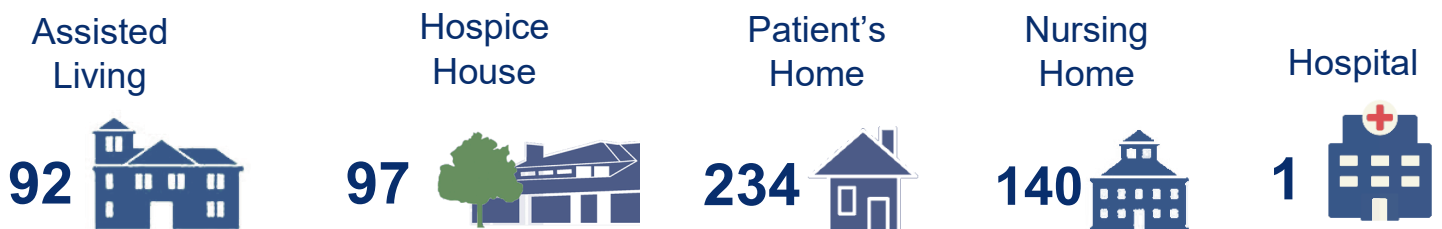
## By Age



## By Ethnicity



## By Residence Type (Patient count 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 2019, we continued our commitment to these important life enriching programs.*



## The Joint Commission

During the 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 for both hospice and palliative care.

In addition to being accredited in hospice care, Hospice Alliance asked that its smaller Palliative Care program be reviewed as well. The assessment led to Hospice Alliance becoming the first community-based palliative care organization in the state of Wisconsin to receive certification.

The Joint Commission's three-year period endorsement put Hospice Alliance in a select group of 22,000 health care programs world wide. 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

## Bereavement Event Tailored to Children

In August the Bereavement Department hosted the first of many "Planting Memories" events.

We know that following the loss of a special person, many find it helpful to participate in rituals, traditions and reminiscing. Participating in these active events is just one way to help process the grief that we feel, in order to experience peace and integrate this loss into our lives.

Longtime bereavement events such as "Ring and Remember" and our "Service of Remembrance and Memorial Brick Dedication" are wonderful healing events, but the bereavement team felt we were missing the opportunity to provide something special for children and young adults experiencing loss of grandparents, parents, friends or special neighbors.

"Planting Memories" was a new youth-focused summer event hosted in our Hospice House Garden. It is scheduled annually for the 3<sup>rd</sup> Thursday in August and welcomes all children in the communities we serve. Families have the opportunity to work on a flower planting project, enjoy refreshments and listen to music. The flower is a symbol of the memories that live on and continue to grow strong. Participants took home their creation as a reminder of their ongoing love.



# Volunteer Services



## Direct Patient Care Time: 2336 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**

**\$94,300**



# Hospice Alliance Needs Your Ongoing Support

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 Financial Hardship 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.

## 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 and Compassion
- Community, Stewardship and Education

## Support Hospice Alliance Today

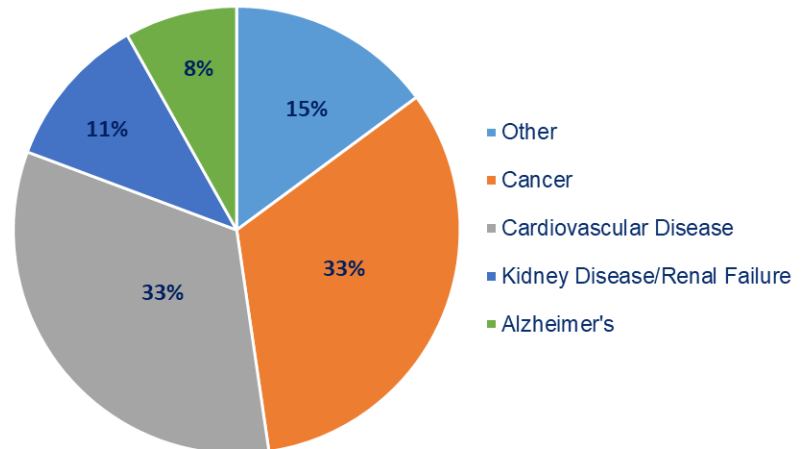
For comprehensive information, please visit

[www.hospicealliance.org](http://www.hospicealliance.org) and click on **DONATE**

**NOW** or select **Support Us** for simple ways to give to Hospice Alliance. You can also call 262-652-4400 Hospice Alliance for more information.

Hospice Alliance is a 501 (c) (3) organization.

## Patients Served By Diagnosis



## Ways to Support Hospice Alliance



Hospice Alliance &  
Hospice Alliance Foundation

**amazon**smile

You shop. Amazon gives.

Register Hospice Alliance as your charity



Share your experience and  
write a review