Caring for family, friends and neighbors
during one of life’s most precious times.

Our Annual Report to the Community
In tribute to those we serve

The numbers reflected in the following pages illustrate the impact of Unity on Northeast Wisconsin in 2011. It was a year of continued growth in patients and caregivers served, as well as charity care provided to patients with modest financial means. Each number, however, reflects a person—with needs, goals, families and friends. At the end of the day, our mission is about serving people—helping them reach their goals, no matter where they are on their journey. We are proud to have been invited into the homes of these individuals at one of life’s most precious times and hope you take pride too in the good work of Unity that is impacting our community—your family, friends and neighbors.

Rance Hafner, MD
Medical Director

2011 Outcomes

• Increasing patient wellbeing . . . Patients on Unity’s hospice and palliative programs consistently reported that Unity’s care staff positively impacted their disease-related symptoms. This correlates to patients experiencing less pain, nausea, depression, anxiety and shortness of breath during their disease progression.

• Supporting bereavement needs . . . Caregivers and members of the community served by Unity’s bereavement program overwhelmingly reported a benefit from the bereavement services received: one-on-one visits, phone calls, grief support groups, memorializing projects, memorial services, holiday programs and educational newsletters.

• Creating community dialogue . . . 100% of family members responding to surveys state that they would recommend Unity’s services to family and friends based on the care their loved ones received via two of Unity’s programs: palliative care and residential care at Unity’s Jack and Engrid Meng Residence.

Growth in Patients Served

The Numbers in 2011

• 2,481 patients were cared for by Unity through hospice and palliative services.

• 7,190 caregivers and members of the community received support through Unity’s bereavement services.

• 198 patients chose Unity’s hospice residence as “home.”

• 10% increase in patients served compared to 2010.
Helping Your Community

In 2011, Unity’s operating budget across our 12-county service area was just over $18.5 million. Over $1.4 million in charity care was provided—almost a 4% increase over 2010. With continuing declines in Medicare and Medicaid reimbursement and the aging baby boomer generation, we anticipate Unity’s patient census and need for charity care continuing to increase.

The reimbursement structure for the Medicare hospice benefit does not cover the full cost of care: labor, supplies, medication and bereavement services for loved ones. Unity further supports the community through its palliative care program, room and board assistance at the hospice residence and bereavement care for the general public, all of which are not reimbursed by Medicare, with the exception of palliative care which has limited funding.

We look to you to ensure these care programs reach everyone in need, wherever they reside.

Charity Care in 2011

Volunteer Service in 2011

In 2011, 268 volunteers provided 22,866 hours of service. Volunteers are a part of the patient’s care team and contribute in a variety of ways to carry out Unity’s mission.

“My husband received excellent care under hospice. Everyone treated all of us with dignity and respect. We found out what a beautiful program you have. All of your staff made our “journey” a little easier. We also know you are still on our journey with us. Thank you – you are wonderful.”
Your Gift to the Community

• Make a donation
• Become a volunteer
• Arrange for a speaker
• Let others know about Unity

Unity relies on the support of the community to carry out its mission. Please consider how you can lend support. Call Unity at 800.990.9249 or visit www.unityhospice.org to learn how your contributions can support our patients and their families.

Did you know . . .

• hospice and palliative care are for all ages? Our youngest patient in 2011 was just a day old.
• two-thirds of Unity’s care is provided in private homes? Unity also contracts to provide care in more than 100 nursing homes and assisted living homes.
• doctors still make house calls? Unity’s doctors and staff logged nearly 1.5 million miles visiting patients where they live in 2011.
• cancer and heart disease were the top two diagnoses in patients seen by Unity in 2011?
• Unity relies on 235 employees and 268 dedicated volunteers to meet the needs of our community?

“Our family really appreciated the quality of care and equipment provided to our Mom. She was as comfortable as possible. We are forever grateful.”

About Unity

Unity is a not-for-profit provider of community-based hospice and palliative care, residential hospice care and grief support in 12 counties in Northeast Wisconsin. A true leader in its field, Unity has the distinction of having opened the state’s first hospice in 1977, the state’s first free-standing palliative care program in 2002 and the area’s first hospice residence in 2007. Based in the Green Bay area, Unity also operates offices in Marinette, Shawano and Sturgeon Bay. Operating financially-independent of its owners (Bellin Health, St. Mary’s Hospital Medical Center and St. Vincent Hospital), Unity relies on donations and volunteer service from the community to serve the needs of its patients.

To contact us, please call 920.338.1111 or 800.990.9249.
Visit us online at www.unityhospice.org.