

# 2021 ANNUAL REPORT

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**Uplifted**

— CARE —

*"Pivoting is not the end of the disruption process, but the beginning of the next leg of your journey."*

In 2021, UpliftedCare truly learned the fine art of pivoting and began the next leg of the very trying journey through the pandemic. The stress and exhaustion of working in healthcare was very real at times, but yet, we persevered to continue to bring excellent care and services to our communities.

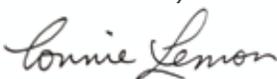
Instead of standing still during a time filled with uncertainty and changing restrictions, we used that time as an opportunity to learn about our changing healthcare climate and discover new ways to continue to serve.

We rolled out our new "Model of Care" training to all clinical staff. This training educates staff on how to consistently provide the highest quality care to patients and their families while offering a sense of familiarity and comfort during a time when families need it the most. This effort did not go unnoticed by our families and their gratitude is reflected in our family satisfaction scores on Hospice Compare, which remain above the national average.

In June, following safety guidelines, we were finally able to open our Community Grief Center to the public and thank the many people that helped make it the amazing resource that it is. At our dedication celebration on June 4th, we gave our community the opportunity to truly experience what we have been working so hard to complete and their gratitude is reflected in our rising grief support attendance. Our grief support services have also seen record-breaking admissions and we are so pleased to be providing such a valuable service to the community, completely free of charge.

Our palliative program has continued to grow at a rapid pace and has given us the opportunity to provide a full continuum of care for so many patients. Our rate of hospice admissions has also increased significantly. We've continued our work with Veterans and once again earned the prestigious Level 5 Status in the We Honor Veterans' program. We have continued to strengthen our partnerships with our area physicians and long-term care facilities in an effort to serve them and our mutual patients. In September, we began a project with our facilities called "Together, We Uplift." This program allows our staff, facility staff and other community supporters to share their mutual stories of the amazing care each provides, allowing patients and families to feel confident in who they choose to care for their loved ones.

Through all of the challenges, we have never let anything stop us. Our ability to pivot during some of the hardest times has truly helped us ensure we are continuing to live up to the mission and values of UpliftedCare and providing the best possible care. Our staff rose to every challenge given to them and we are so proud to be a part of this amazing team as we celebrate our 40th anniversary. We are pleased to share our annual report as a visual representation of the lives we touched through the valuable services we provide to the community.



Connie Lemon,  
Executive Director



Doug Zimmerman,  
President - Board of Directors

# Grand Opening

In June, we welcomed the many people that played a role in the creation of the Community Grief Center to our official dedication and ribbon cutting ceremony with the Kankakee County Chamber of Commerce.

That event also unveiled the Joseph and Denise Pistono Healing Garden that was named in honor of their gracious bequest. The Veteran Walkway was also unveiled and the Marine Corps League, Detachment #1253 was honored for their volunteerism with UpliftedCare.

Following the dedication, our annual Tree of Life & Healing Garden Event was held to honor those who had made donations in honor of their loved one in both 2019 and 2020.



KANKAKEE COUNTY  
CHAMBER OF COMMERCE





## 2021 GRIEF SUPPORT



# 1,963

Total Clients Served

# 1,812

Hospice Families

# 151

Community Clients

# 1,077

New Client Admissions

# 4,841

Visits

*Via phone, in-person or virtual*

## 2021 GROUPS & EVENTS

### Support Groups Held: 13

Finding Your New Normal  
Befriending Grief  
Ladies Talk & Tea  
Letting Go of Guilt



### Events:

Ribbon Cutting & Dedication  
Tree of Life & Healing Garden  
Candlelight Memorial  
Good Grief: Family Camp



# Good Grief

FAMILY CAMP

## 2021 PATIENTS SERVED



983

Total Hospice Patients

431

Total Palliative Care Patients

11

Total Bridgeway Patients

148

Average Daily Census

53,884

Total Patient Days



## 2021 STAFF VISITS

88

Total Employees

18,350

Direct Clinical Nursing

4,147

Social Service

12,018

Hospice Aides

2,875

Chaplains

1,090

Physician & Nurse Practitioner

2,624

Other Clinical Staff



# Community Benefit



Hospice and palliative care services provided by UpliftedCare are covered by Medicare, Medicaid and most insurance plans. However, the entire cost of providing these valuable services is not always reimbursed. Many of the valuable services we provide are not funded by third-party payors and are offered to our patients and the community completely free of charge. We also maintain our commitment to providing the highest quality hospice and palliative care to all patients in need, regardless of their ability to pay.

Below are examples of services we provide that are not funded by third-party payors and they are further detailed in the pages within this report.

## COMPLEMENTARY THERAPIES



Massage Therapy, Music Therapy and Pet Therapy

## GRIEF SUPPORT SERVICES



Support and resources for hospice families and the community.

## VOLUNTEER SERVICES



Those who donate their time and talents for patient and staff support.

## COMMUNITY EDUCATION



Education for healthcare partners and the community.

## BRIDGEWAY PROGRAM



Volunteer based program for those with serious illnesses.

## VETERAN SERVICES



Education on veteran specific issues and honoring and recognizing ceremonies for our patients and the community

## CHARITY CARE



Service provided to all, regardless of their ability to pay.

# Community EDUCATION



94 Community Education Sessions

39 Volunteers Trained

2 Bridgeway Volunteers Trained



VOLUNTEER SERVICES

2.36% Percentage of Direct Patient Care Hours Completed by Volunteers

Due to COVID-19 restrictions, volunteers were only able to serve in limited capacities in 2021. As safe protocols were put in to place, we were able to gradually bring back office/indirect care volunteers. In a time when they were the core of the volunteer program, UpliftedCare office volunteers were able to provide office time in support of services and operations.



UpliftedCare was honored to earn the prestigious Level 5 Status in the We Honor Veterans program through the National Hospice & Palliative Care Organization (NHPCO).

This designation is a true statement of our commitment to the veteran patients we care for at UpliftedCare as well as those in the community.

206

Veteran Patients

17

Facility Veteran Pinnings

119

Veterans Pinned

25

Vietnam Veterans Welcomed Home



# We Celebrate



40 Years of Caring

UpliftedCare is celebrating a milestone anniversary in 2022. For 40 years UpliftedCare, founded as Hospice of Kankakee Valley, has been dedicated to improving the quality of life for those living with serious illness.

In 1982, UpliftedCare was founded to provide expert care, comfort, guidance, resources and hope to those living with life limiting illness. UpliftedCare provides hospice care, palliative care, and supportive care services for advanced illnesses including cancer, dementia, Alzheimer's, Parkinson's, ALS, COPD and other diseases of the lungs, heart, kidney and liver. Care is focused on easing symptoms, reducing the burdens of illness and increasing comfort.

UpliftedCare, the only local non-profit hospice, has played a significant role in the community over the past four decades. UpliftedCare has cared for more than 15,000 patients. The organization has also provided compassionate, specialized care for local veterans focused on their unique needs at end of life and support, hope and resources to those grieving the loss of a loved one.

Through the decades, UpliftedCare has continued to expand services to meet the needs of a growing community. In 2014, services grew to also focus on holistic care by adding music therapy, massage therapy and pet therapy. In 2020, UpliftedCare opened the area's first grief center, The UpliftedCare Community Grief Center at 3115 N 1000 West Road in Bourbonnais. The Grief Center offers those grieving the death of a loved one support, education, understanding, and a safe place to begin a journey toward healing. The Center offers support groups and one-on-one counseling. UpliftedCare grief services are free of charge and open to the public.

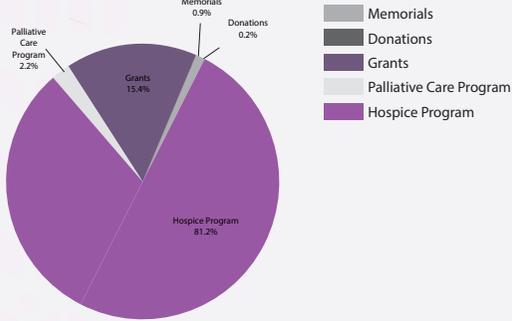
## Thank You

For allowing us the privilege to serve this community for the past 40 years and we look forward to celebrating this incredible milestone with you!

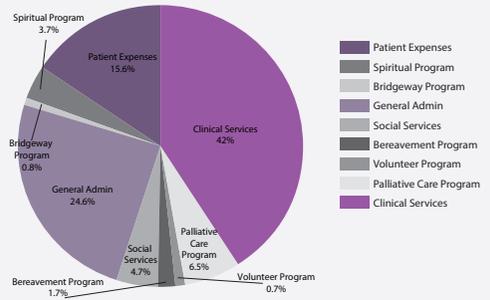
# FINANCIAL REPORTS

Hospice and palliative care services are covered by Medicare, Medicaid and most insurance plans. Over 95% of our revenue is received from these programs. However, the entire cost of providing these valuable services is not always reimbursed. Contributions play a vital role in maintaining our commitment to providing hospice and palliative care to all individuals who request it - regardless of ability to pay. Many of our services are not funded by third-party payors, such as our bereavement program, complementary therapy, pet therapy and Bridgeway. As we expand our services and programs, we continue to serve the community with the highest quality of care, while maintaining a philosophy of fiscal responsibility.

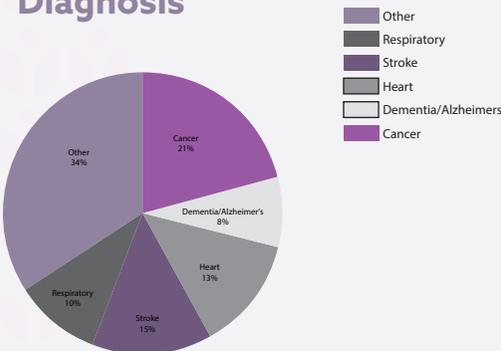
## Revenue



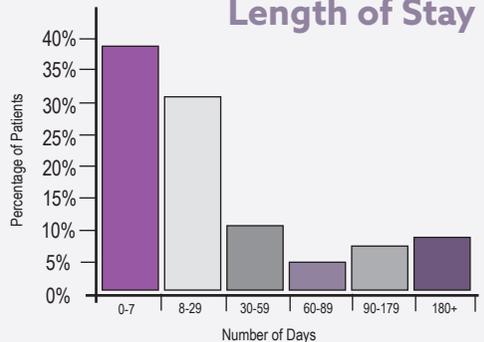
## Expenses



## Diagnosis



## Length of Stay



*\*these figures are unaudited.*

# Thank You

For your continued support and dedication to our staff and volunteers and the patients and communities we serve.

Families are never denied our services because of inability to pay; therefore, donations are essential for the provision of care to continue.

Many of our community programs are largely uncompensated and depend on the generosity of our donors.

Community support is vital to the function of our organization, and allows us the opportunity to continue to serve. Programs like our grief support and the addition of our Community Grief Center offer services to the entire community, completely free of charge. We are blessed to be able to offer these valuable services thanks to the generous donations we've received throughout the years.

If you'd like to donate to UpliftedCare, we are grateful for support in any amount.

**You can donate online by visiting [UpliftedCare.org](https://UpliftedCare.org) or**

**Please mail checks to:**

**UpliftedCare**

**482 Main St. NW, Bourbonnais, IL 60914**

*If you would like a listing of your loved one's memorial donations, please contact UpliftedCare at 815.939.4141, and information will be mailed to you.*



# Uplifted

CARE

FOUNDED AS HOSPICE OF KANKAKEE VALLEY

**815.939.4141 | [UpliftedCare.org](https://UpliftedCare.org)**