



## 2016 Agrace Fact Sheet

### Agrace is comprised of three organizations:

- Agrace HospiceCare Inc.: the program and operating entity.
- Agrace Holdings: the organization that holds the assets, including our buildings.
- Agrace HospiceCare Foundation Inc.: the organization responsible for receiving donations and gifts and holding fundraising and special events.

### Our Patients:

- Agrace has served more than 46,000 hospice and palliative care patients (1978 through 2016).
- In 2016, Agrace HospiceCare served 3,421 patients:
  - Madison office: 2,418 patients
    - Patients served at the Don & Marilyn Anderson Inpatient Unit: 880
      - 65 % of these patients came from Agrace's in-home hospice program
      - 35% of these patients were admitted directly from hospitals and other facilities
    - Patients served at home: 901
    - Patients served in long-term-care centers: 1,459
  - Janesville office: 814 patients
    - Patients served in the Jack & Carol Pregont Inpatient Suites: 252
      - 60% of these patients came from Agrace's in-home hospice program
      - 40% of these patients were admitted directly from hospitals and other facilities
    - Patients served at home: 341
    - Patients served in long-term-care centers: 240
  - Baraboo office: 398 patients
    - Patients served at home: 178
    - Patients served in long term care centers: 224

After 38 years of providing quality hospice care in Wisconsin, Agrace opened an office in Rockford, Illinois, in late 2016. We began serving patients in Winnebago, Stephenson, Boone and part of McHenry counties.

- Rockford office: 23
  - Patients served at home: 22
  - Patients served in long-term care centers: 3
- During 2016, 139 patients were discharged from Agrace services.
- In 2016:
  - 34% of Agrace's patients had cancer
  - 19% had Alzheimer's disease/dementia
  - 24% had heart disease
  - 8% had lung disease
  - 3% had kidney disease
  - 12% had other life-limiting illnesses, including Parkinson's, stroke, ALS and AIDS
- In 2016 Agrace patients whose ages ranged from 3 days old to 108 years old.
- Agrace Palliative Care made approximately 650 Palliative Care Consultation visits in 2016 to help people who are struggling with serious illnesses get better relief from their symptoms, medication side effects and stress.

5395 E. Cheryl Parkway  
Madison, WI 53711  
(608) 276-4660

2901 N. Wright Road  
Janesville, WI 53546  
(608) 755-1871

1670 South Boulevard  
Baraboo, WI 53913  
(800) 553-4289

7290 Argus Drive  
Rockford, IL 61107  
(815) 394-1530

### **Our Grief Support Clients:**

- In 2016, Agrace provided grief services to 11,730 individuals—both children and adults. Although providing grief support is required by state and federal regulations, *grief support services are not covered by insurance, Medicare or Medicaid reimbursement*. Agrace provides these services because the organization believes they are critical to helping families return to functional living after their loss.
- Agrace’s grief support groups are open to everyone in the community who has experienced the death of a loved one, even if the person has no prior experience with Agrace services.

### **Volunteers:**

- In 2016, 925 specially trained volunteers provided 80,175 hours of service to Agrace in a variety of roles, including direct service to patients and their families in their homes, and in the Agrace inpatient units in Madison and Janesville. Volunteers also supported agency efforts by volunteering in many capacities including in our offices, kitchen and gardens and at our special events, community presentations and Agrace thrift stores.

### **Education:**

- In 2016, 156 nursing students, medical students, residents and fellows, 11 pharmacy students, and 16 students from other health care professions participated in rotations at Agrace. Since the initiation of the Agrace Rotation Program in 1995, approximately 2,045 students, interns, residents, fellows and working health care professionals from the University of Wisconsin–Madison, Blackhawk Technical College, Edgewood College, Madison College, Herzing College, Alverno College, Creighton, Globe University, Benedictine University, Simmons College and other institutions of higher learning have completed an educational experience at Agrace. *Agrace receives no reimbursement for these rotations with the exception of an annual stipend from the UW–Madison School of Pharmacy.*

### **Reimbursement Facts & Figures:**

- In 2016 the Medicare Hospice Benefit covered the costs of care for 92% of patient days in our in-home and inpatient programs, which is a good indicator of patient age demographics. The Medicare Hospice Benefit is one of the most comprehensive Medicare benefits available.
- Uninsured and underinsured patients are never denied needed care. Patients without caregivers or with compromised caregivers are never turned away. Community contributions through the Agrace Foundation’s *Care for All* program allow Agrace to provide services to uninsured and underinsured patients based on demonstrated financial need.
- For 36 out of 38 years of operation, Agrace has operated without a deficit, thanks to the support from our community and fiscal management of our resources.

### **Agrace Thrift Stores:**

- Agrace’s three thrift stores sell quality merchandise donated by the community. The dollars generated help fund essential Agrace programs, such as Care for All (free or discounted care for patients who qualify), specialized staff education and grief support groups that are open to anyone who needs them.

#### The stores:

- give people in the community a place to donate unneeded possessions, receive tax benefits and support a charitable cause;
- provide a meaningful volunteer experience that includes training, recognition and the chance to work alongside other dedicated volunteers;
- offer shoppers good values and an exceptional thrift shopping experience—with clean, bright stores and quality gently used merchandise; and
- build awareness of Agrace’s supportive services for people facing serious and life-limiting illnesses.

- The stores are located at 2402 E. Springs Drive, Madison; 118 Junction Road, Madison; and 2043 Humes Road, Janesville.
- Key to the success of these stores is the utilization of more than 100 volunteers per store. Volunteers assist customers and donors; operate the cash register; receive, sort and price donated items; stock merchandise and create displays on the sales floor.
- Donations of men's and women's clothing, jewelry and accessories, furniture, housewares, collectibles, home décor, games and books are accepted daily at each store location.
- Since the first store opened in 2006, the thrift stores have generated more than \$1.5 million to support Agrace programs and services.