



## 2017 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 49,000 hospice and palliative care patients (1978 through 2017).

- In 2017, Agrace HospiceCare served 4,122 patients:
  - Madison office: 2,377 patients
    - Patients served at the Anderson Inpatient Unit and the Johnson Residence: 794
      - 36% of these patients came from Agrace's in-home hospice program
      - 26% of these patients were admitted directly from hospitals and other facilities
      - 38% of these patients were from other admissions
    - Patients served at home: 965
    - Patients served in long-term-care centers: 1,894
  - Janesville office: 834 patients
    - Patients served in the Jack & Carol Pregont Inpatient Suites: 255
      - 53% of these patients came from Agrace's in-home hospice program
      - 31% of these patients were admitted directly from hospitals and other facilities
      - 16% of these patients were from other admissions
    - Patients served at home: 415
    - Patients served in long-term-care centers: 570
  - Baraboo office: 430 patients
    - Patients served at home: 218
    - Patients served in long-term-care centers: 240
  - Rockford office: 139
    - Patients served at home: 80
    - Patients served in long-term care centers: 66
- During 2017, 221 patients discharged from Agrace services.
- In 2017:
  - 34 percent of Agrace's patients had cancer
  - 21 percent had Alzheimer's/dementia or other nervous system disease
  - 20 percent had heart or other circulatory disease
  - 9 percent had lung or other respiratory disease
  - 2 percent had kidney or other digestive disease
  - 14 percent had other life-limiting illnesses, including Parkinson's, stroke, ALS and AIDS
- In 2017 Agrace served patients whose ages ranged from 3 days old to 107 years old.
- Agrace Palliative Care made approximately 1065 Palliative Care Consultation visits in 2017 to help people who are struggling with serious illnesses get better relief from their symptoms, medication side effects and stress.

**Our Grief & Bereavement Clients:**

- In 2017, Agrace provided grief services to 3,037 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.
- In August, 2017, Agrace opened the new, freestanding Agrace Grief Support Center in Fitchburg, Wis., to host grief support groups and one-on-one support.
- 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 who died did not receive hospice care.

**Volunteers:**

- In 2017, 961 specially trained volunteers provided 83,000 hours of service to Agrace in a variety of roles, including direct service to patients and 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, the Agrace thrift stores and the new Agrace Grief Support Center.

**Education:**

- In 2017, more than 100 students from the areas of nursing, social work, child life, clinical counseling, pharmacy and medical school, as well as residents and fellows, participated in clinical rotations at Agrace. Since the Agrace Rotation Program began in 1995, approximately 2,145 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, 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 2017 the Medicare Hospice Benefit covered the costs of care for 90 percent 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. 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 37 out of 39 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 are resale shops that provide quality apparel and home furnishings at a fair price, giving customers an excellent shopping experience and the opportunity to support Agrace's mission. The stores resell quality merchandise donated by the community, and the proceeds are used to fund services for Agrace patients, their families and the community.
- 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, home décor, linens, games and books are accepted daily at each store location.
- Since the first store opened in 2006, the thrift stores have generated more than \$1.9 million to support Agrace programs and services.