



Agrace™

Hospice & Palliative Care

2017 Annual Report

Accomplishments

Grief Support Center Opened in Fitchburg

More than two years in the making, the September 14 grand opening of the Agrace Grief Support Center was a cause for joy. As people throughout southern Wisconsin hear about this unique resource, they're relieved to find a place dedicated to the support they need.

Agrace community grief specialist Cheri Milton says, "I recently met with a professor whose longtime partner had died. As we walked into the Center's counseling room, she immediately teared up. She told me how amazing and safe it felt to see the actual word 'grief' on the front door."

The Center is located at 2906 Marketplace Drive, Fitchburg.

Teaming with Children's Hospital Benefits Our Youngest Patients

People of every age can have Agrace's compassionate care. But unlike adults, children (up to age 20) can receive hospice care from Agrace without stopping treatments intended to cure their illness. For that reason, our youngest patients are often also under the care of the **American Family Children's Hospital (AFCH) in Madison.**

As children go back and forth from home to hospital—from one set of caregivers to another—keeping everyone current is a challenge, says Traci Raether, director of clinical services—home care for Agrace. That's why she is leading our efforts to partner more closely with the AFCH Pediatric Palliative Care Team. Over the past two years, the Agrace/AFCH partnership has helped our young patients' many caregivers communicate better with one another—and coordinate care more effectively.

"There's nothing like direct nurse-to-nurse communication," Traci explains. "We're there with the hospital team, in the patient's home. We have conferences so we're on the same page. That leads to better quality of care."

Hard decisions are inevitable when a child is dying. Agrace helps make sure the patient's and family's goals are a priority as those decisions are made, Traci says. "During these tough cases, it's great that the two groups of caregivers can support each other professionally and emotionally."

As the number of children receiving hospice rises, more Agrace nurses are pursuing advanced training in pediatric palliative and hospice care. They can now spend days at AFCH, immersed in the pediatric care experience.

"This partnership is about our mission," Traci concludes. "We streamline the communication, make recommendations about each child's care and support their parents at a point when time is precious. The effort we put into it makes life easier for these families."

Race for Agrace Raises \$30,000 for Care for All

The staff-organized Race for Agrace on September 17 was wildly successful. More than 500 runners/walkers helped us raise \$30,000 for Agrace's Care for All (charitable care) program.

Agrace Named Best Place to Work

Agrace is proud to be named as one of the top 10 Best Places to Work by Madison Magazine for the second year in a row!

Returning the Favor

How the Agrace Foundation Helps the Community

When patients who need Agrace's palliative care or hospice services are not covered by Medicare, Medicaid or insurance and cannot otherwise afford their care, the Agrace Foundation is here to help. Thanks to community donations to the Foundation's Care for All program, Agrace can offer free or discounted care to patients who demonstrate financial need throughout our entire service area, including Dane, Sauk and Rock counties in Wisconsin as well as counties in northern Illinois. Because of this program, we've never turned away a patient for inability to pay. Those who donate to the Agrace Foundation don't expect to get anything in return—and yet there is a return on their investment. In 2017, Agrace provided a community benefit of \$3.9 million through support of vital Agrace services and programs like these:

Grief services, including support groups for adults and children that are open to the public

Respite care, so our patients' caregivers can take a few days' break

Volunteer training for the specialized roles they perform for Agrace

The Wish Program, which funds and coordinates end-of-life wishes for patients and families

The Hospice and Palliative Medicine Fellowship, which offers rotations to physicians-in-training

Care for ALL Endowment Campaign

Donors who made gifts of \$10,000 or more in 2017

Anonymous
Conrad L. Andringa
Patrick J. Baxter
BerbeeWalsh Foundation

Capitol Bank
JP Cullen
William A. Linton
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23%	Care for All Campaign	\$ 978,274
20%	Memorials	836,450
20%	Bequests/Planned Giving	816,767
17%	General and Direct Mail Donations (Including individuals, foundations, businesses, etc.)	697,098
10%	Thrift Stores	401,070
7%	Fundraising Events	301,365
3%	United Way	131,788
	TOTAL	\$ 4,162,812

Foundation

Agrace leadership

Agrace Executive Leadership Team

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Jennifer Maurer
Chief Financial Officer

Dr. MJ Shah
Vice President of Medical Services
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Brian Tennant
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Agrace Medical Services Team

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Hospice/Palliative Physician

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Hospice/Palliative Physician

Dr. Bernard Micke
Hospice/Palliative Physician

Dr. Richard Nunez Lopez
Hospice/Palliative Physician

Dr. Holly Schaefer
Hospice/Palliative Physician

Dr. Ali Siddiqui
Hospice/Palliative Physician

Dr. Goeffrey Smith
Hospice/Palliative Physician & Medical
Director Designee

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Hospice/Palliative Physician

Dr. David Watts
Hospice/Palliative Physician

Dr. KJ Williams
Hospice/Palliative Physician

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2017 Financials

Agrace HospiceCare Inc.
and Affiliates



- Medicare, 70.1%
- Investment & other income, 12.1%
- Commercial Insurance & Self-pay, 8.3%
- Community Support, 7.7%
- Medicaid, 1.6%
- United Way, 0.2%



- Clinical patient care, 75%
- General & administrative, 17%
- Grief, volunteer services & community education, 6%
- Fundraising, 2%

Balance Sheet as of December 31, 2017

Assets

Cash and investments	\$ 46,972,910
Patient accounts receivable (net)	8,259,630
Pledges and bequests receivable (net)	2,384,115
Property, equipment and artwork (net)	27,379,342
Other assets	<u>1,463,878</u>

Total Assets \$ 86,459,875

Liabilities and Net Assets

Accounts payable and accrued expenses	\$ 6,423,897
Long-term debt (including current portion)	124,459
Other liabilities	<u>338,995</u>

Total Liabilities 6,887,351

Total Net Assets 79,572,524

Total Liabilities and Net Asset \$ 86,459,875

Revenue and Expenses

Revenue

Patient service revenue (net)	\$ 58,663,162
In-kind contributions & resale of donated merchandise	1,692,534
Other revenue	1,154,492

Total Revenue \$ 61,510,188

Expenses

Salaries and benefits	\$ 41,103,978
Patient-related expenses	11,819,416
Other operating expenses	7,683,334

Total Expenses 60,606,728

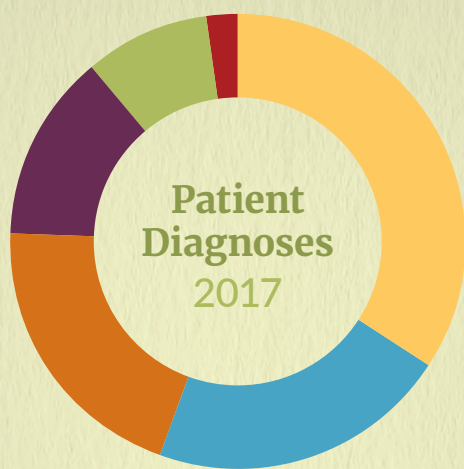
Operating Income \$ 903,460

Other Income (Expense)

Contributions	\$ 3,503,550
Special events (net)	238,983
Fundraising expense	(977,670)
Investment income	4,130,088
Other	<u>(548,464)</u>

Net Income (Change in Net Assets) \$ 7,249,947

Services at a glance



- Cancer 34%
- Alzheimer's disease/dementia 21%
- Heart Disease 20%
- Life-limiting illnesses, including Parkinson's, stroke, ALS and AIDS 14%
- Lung disease 9%
- Kidney disease 2%

Palliative Care

PalliaHealth by Agrace made approximately 1,065 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.

Grief Services

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.

Grief Support Groups

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 2017, 961 specially trained volunteers provided 83,000 hours of service to Agrace in a variety of roles, including direct service to patients and their families in their homes, and at 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.*