



2018 Fact Sheet

Agrace is comprised of three organizations:

- Agrace HospiceCare Inc. is the legal name of our operating entity, which now includes hospice care, palliative care (known as PalliaHealth by Agrace), and senior care (known as Age at Home by Agrace).
- Agrace Holdings Inc. is the organization that holds the assets, including our buildings.
- Agrace HospiceCare Foundation Inc. is responsible for receiving donations and gifts and holding fundraising events.

Our Patients:

Agrace has served more than 53,000 hospice and palliative care patients from 1978 through 2018).

- In 2018, Agrace HospiceCare served 4,323 patients:
 - Madison office: 2,437 patients
 - Patients served at the Anderson Inpatient Unit and the Johnson Residence: 738
 - 46% of these patients came from Agrace's in-home hospice program
 - 17% of these patients were admitted directly from hospitals and other facilities
 - 37% of these patients were from other admissions
 - Patients served at home: 1,051
 - Patients served in long-term-care centers: 1,768
 - Janesville office: 840 patients
 - Patients served in the Jack & Carol Pregont Inpatient Suites: 215
 - 47% of these patients came from Agrace's in-home hospice program
 - 31% of these patients were admitted directly from hospitals and other facilities
 - 21% of these patients were from other admissions
 - Patients served at home: 390
 - Patients served in long-term-care centers: 567
 - Baraboo office: 489 patients
 - Patients served at home: 248
 - Patients served in long-term-care centers: 281
 - Rockford office: 167
 - Patients served at home: 93
 - Patients served in long-term care centers: 85
- During 2018, 200 patients who were no longer terminally ill discharged from Agrace services.
- In 2018:
 - 33 percent of Agrace's patients had cancer
 - 22 percent had Alzheimer's/dementia or other nervous system disease
 - 21 percent had heart or other circulatory disease
 - 10 percent had lung or other respiratory disease
 - 3 percent had kidney or other digestive disease
 - 11 percent had other life-limiting illnesses, including Parkinson's, stroke, ALS and AIDS
- In 2018 Agrace served patients whose ages ranged from 46 days old to 108 years old.
- PalliaHealth by Agrace made approximately 1,875 palliative care consultation visits in 2018 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 2018, Agrace provided grief services to 2,367 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 2017, Agrace opened the Agrace Grief Support Center in Fitchburg, Wis., to host grief support groups and one-on-one support. During 2018, grief support services were provided to more than 500 people at the Center.
- 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.

Age at Home Senior Care:

In September 2018, Age at Home by Agrace was created, offering senior care services throughout Dane county. This service is private-pay, with all proceeds reinvested in Agrace's nonprofit mission. In 2018, Age at Home caregivers served 107 clients and provided more than 4,000 hours of in-home care.

Volunteers:

In 2018, 922 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. Volunteers also supported agency efforts by volunteering in many capacities including in our offices, kitchen, gardens, at our special events, community presentations, the Agrace thrift stores and the Agrace Grief Support Center.

Education:

In 2018, more than 150 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 2,300 students, interns, residents, fellows and working health care professionals from the University of Wisconsin, Blackhawk Technical College, Edgewood College, Madison College, Herzing College, Aurora University and other institutions have completed an educational experience at Agrace. *Agrace receives no reimbursement for these rotations, exception for a stipend from the UW School of Pharmacy.*

Reimbursement Facts & Figures:

- In 2018 Medicare covered the costs of care for 93 percent of patient days, 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 38 out of 40 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 resale thrift stores provide quality apparel and home furnishings at a fair price, provide an excellent shopping experience, and support Agrace's mission. The stores resell quality merchandise donated by the community, with proceeds used to fund services for Agrace patients, their families and the community.
- Stores are located at 2402 E. Springs Drive and 118 Junction Road in 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, sort and price donated items, stock merchandise and create displays on the sales floor.
- Donations of men's and women's clothing, jewelry, 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 \$2.3 million to support Agrace programs and services.