



2019 Fact Sheet

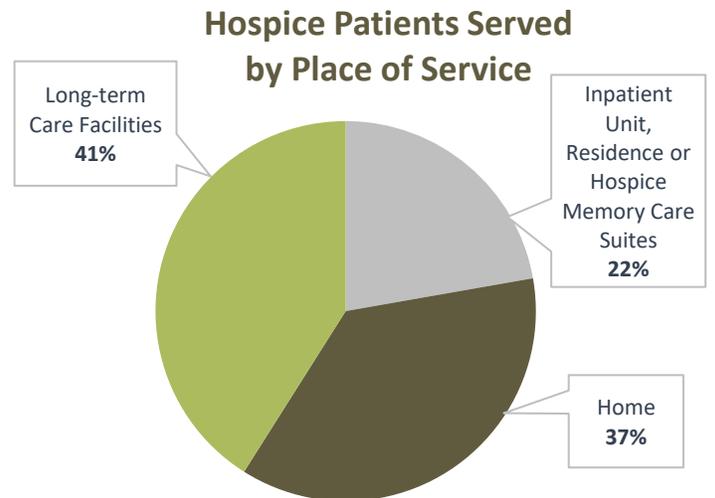
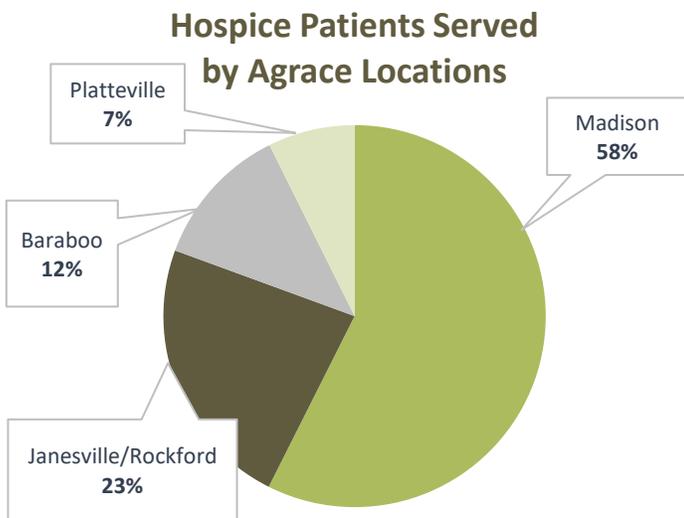
Agrace is comprised of three organizations:

- 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 57,000 hospice and palliative care patients from 1978 through 2019.

- In 2019, the average Agrace HospiceCare patient's length of stay was 96 days.
- In 2019, Agrace served 4,584 hospice and palliative care patients.
- Here is where Agrace hospice patients were served in 2019:



- During 2019, 189 patients who were no longer terminally ill were discharged from Agrace services.
- In 2019:
 - 28 percent of Agrace's patients had cancer
 - 28 percent had Alzheimer's/dementia or other nervous system disease
 - 22 percent had heart or other circulatory disease
 - 8 percent had lung or other respiratory disease
 - 3 percent had kidney or digestive disease
 - 11 percent had other life-limiting illnesses, including Parkinson's, stroke, ALS and AIDS
- In 2019 Agrace's patients' ages ranged from 2 days old to 108 years.
- PalliaHealth by Agrace made approximately 2,185 palliative care consultation visits in 2019 to help people who were struggling with serious illnesses get better relief from their symptoms, medication side effects and stress.

- In 2019, Agrace opened an office in Platteville, Wis., and began serving hospice and palliative care patients in Grant County.

Agrace Hospice Memory Care Suites:

- In 2019, Agrace converted 12 of the 50 beds at its inpatient center in Madison to a secure unit for hospice patients with dementia and other memory care needs, to meet a growing need for the service.

Our Grief & Bereavement Clients:

- In 2019, Agrace provided grief services to 2,144 adults and children. Although providing grief support is required by state and federal regulations, *grief support services are not covered by insurance, Medicare or Medicaid reimbursement*. Agrace believes these services are critical to helping families return to functional living after a death.
- The Agrace Grief Support Center in Fitchburg, Wis., hosts grief support groups and one-on-one support. During 2019, our grief specialists and counselors provided support to 600 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 have hospice care.

Age at Home Senior Care:

Age at Home by Agrace was launched in 2018 to offer non-medical senior care services throughout Dane County. This service is “private-pay” (not covered by insurance or reimbursed by Medicare). In 2019, the service was expanded to Sauk County and portions of other adjacent counties. Age at Home caregivers served 383 clients and provided more than 46,000 hours of in-home care.

Volunteers:

In 2019, 953 specially trained volunteers provided nearly 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 Agrace in our offices, kitchens and gardens, and at special events, community presentations, the Agrace thrift stores and the Agrace Grief Support Center.

Education:

In 2019, 155 students from the fields of nursing, social work, child life, clinical counseling, pharmacy and medicine, as well as residents and fellows, participated in clinical rotations at Agrace. Since the Agrace Rotation Program began in 1995, approximately 2,455 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.

Reimbursement Facts & Figures:

- In 2019, Medicare covered the costs of care for 94 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 who demonstrate financial need.
- For 39 of its 41 years, Agrace has operated without a deficit, thanks to the support from our community and fiscal management of our resources.

Agrace Thrift Stores:

- Agrace’s four resale thrift stores accept donations and resell quality merchandise, with proceeds used to fund services for Agrace patients, their families and the community.
- Stores are located at 2402 E. Springs Drive, 118 Junction Road and 1946 S. Stoughton Road in Madison; and 2043 Humes Road in Janesville.
- Key to the success of the thrift business operations is the utilization of more than 300 volunteers.

- Since the first store opened in 2006, the thrift stores have generated more than \$2.9 million to support Agrace programs and services.
- In 2019, Agrace Thrift began providing a free Donation Transportation Service in the Madison area. Staff and volunteers go to donors' homes to pack up household donations and furniture to be transported and sold at the Agrace Thrift Home Store.
- In 2019, the first Agrace Holiday Pop-Up Shop was open for business for 20 days in November and December. This seasonal shop focused on selling donated holiday items, generating \$25,000 in revenue.