



2020 Fact Sheet

Agrace is comprised of three organizations:

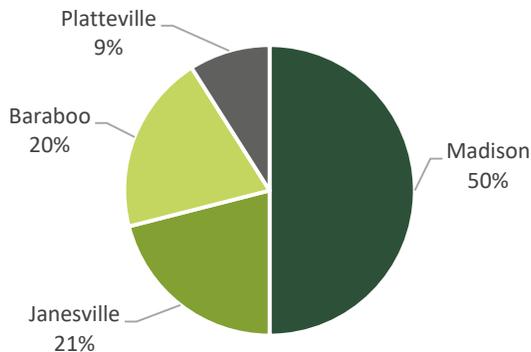
- Agrace HospiceCare Inc. is the legal name of our operating entity, which currently provides non-medical personal care, supportive (palliative) care, hospice care and grief support throughout southern Wisconsin.
- Agrace Holdings Inc. is the organization that holds the assets, including our buildings.
- Agrace HospiceCare Foundation Inc. is responsible for receiving donations and gifts and holding fundraising events.

Our Patients:

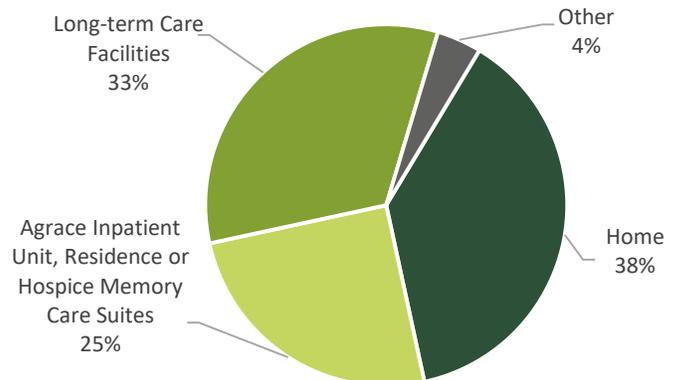
Agrace has served more than 61,574 hospice and palliative care patients from 1978 through 2020.

- In 2020, the average Agrace Hospice Care patient's length of stay was 98 days.
- Here is where Agrace hospice patients were served in 2020:

Hospice Patients Served by Team Location



Hospice Patients by Place of Service



- During 2020, 126 hospice patients who were no longer terminally ill were discharged from Agrace services.
- In 2020:
 - 30 percent of Agrace's hospice patients had cancer
 - 26 percent had Alzheimer's/dementia or other nervous system disease
 - 21 percent had heart or other circulatory disease
 - 9 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 2020, Agrace's patients' ages ranged from 1 day old to 109 years.
- In 2020, Agrace expanded its service area to begin serving hospice and palliative care patients in Prairie du Chien.
- In 2020, Agrace served 4,880 patients and clients.

- Agrace Supportive Care made approximately 1,521 palliative care consultation visits in 2020 and served 638 patients to help people who were struggling with serious illnesses get better relief from their symptoms, medication side effects and stress.

Agrace Hospice Memory Care Suites:

The Agrace Hospice Memory Care Suites are a homelike, 12-room secure unit that is specially designed to be comforting and safe for hospice patients who have dementia or other memory care needs. The Suites are located on our Madison-area campus in Fitchburg. In 2020, 86 patients were served in the Memory Care Suites.

Grief Support:

- In 2020, Agrace provided grief services to 2,075 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.
- 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. In 2020, 347 adults and children were served through community grief support throughout Agrace's entire service area.
- In June, grief support groups transitioned to a virtual format to accommodate limitations on in-person gatherings during the pandemic. Of the 347 adults and children served in 2020, 79 attended virtual grief groups between June and December.

Agrace Age at Home:

Age at Home was launched in 2018 to offer non-medical senior and personal care services. This service is "private-pay" (not covered by insurance or reimbursed by Medicare). Its service area expanded across northern Rock County in 2020; it is currently available in Dane, Rock, Sauk and portions of other adjacent counties. Age at Home caregivers served 471 clients and provided more than 85,000 hours of in-home care in 2020.

Volunteers:

In 2020, 839 specially trained volunteers provided more than 32,000 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 2020, 60 students from the fields of nursing, social work, pharmacy and medicine, as well as residents and fellows, participated in clinical rotations at Agrace. Since the Agrace Rotation Program began in 1995, approximately 2,515 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 2020, Medicare covered the costs of care for 91 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 40 of its 42 years, Agrace has operated without a deficit, thanks to the support from our community and fiscal management of our resources.

Agrace Thrift Stores:

- Agrace operates four thrift store locations and a holiday pop-up shop, plus a large-donation transportation service.
- Since the first store opened in 2006, the thrift stores have generated more than \$3.5 million to support Agrace programs and services.
- Key to the success of the thrift business operations is the utilization of more than 250 volunteers.
- Since 2019, a holiday pop-up shop opens at a temporary location to sell donated holiday items. In 2020, the pop-up shop was open for 20 days in October and November and generated \$35,000 in revenue.