



2021 Fact Sheet

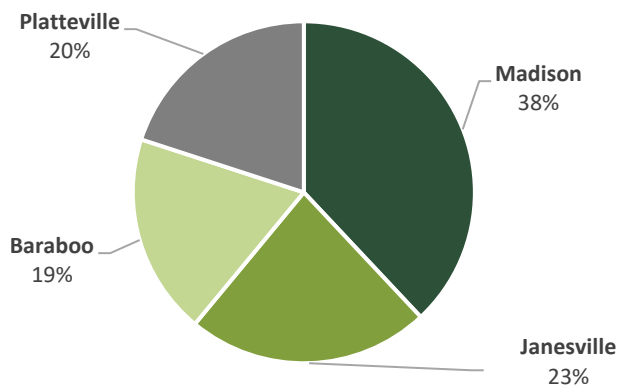
Agrace is comprised of three organizations:

- Agrace HospiceCare Inc. is the legal name of our operating entity, which provides non-medical personal care, adult day care, supportive (palliative) care, hospice care, memory 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.

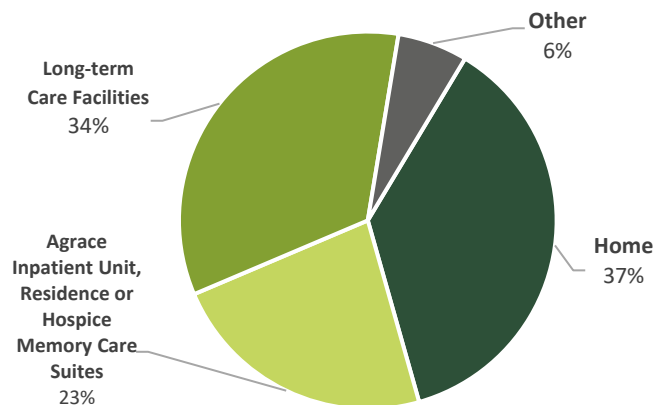
Our Patients:

- Agrace has served more than 66,253 hospice and supportive (palliative) care patients from 1978 through 2021.
- In 2021, the average Agrace Hospice Care patient's length of stay was 103 days.
- Here is where Agrace Hospice Care patients were served in 2021:

Hospice Patients by Team Location



Hospice Patients by Place of Service



- During 2021, 107 hospice patients who were no longer terminally ill were discharged from Agrace services.
- In 2021:
 - 30 percent of Agrace's hospice patients had cancer
 - 28 percent had Alzheimer's/dementia or other nervous system disease
 - 21 percent had heart or other circulatory disease
 - 7 percent had lung or other respiratory disease
 - 6 percent had kidney or digestive disease
 - 8 percent had other life-limiting illnesses, including Parkinson's, stroke, ALS and AIDS

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- In 2021, Agrace Hospice Care patients' ages ranged from 3 days old to 106 years.
- Agrace Supportive Care made approximately 1,960 Supportive Care consultation visits in 2021 and served 762 patients to help people who were struggling with serious illnesses get better relief from their symptoms, medication side effects and stress.
- In 2021, Agrace served a total of 4,477 individual patients and clients through its Hospice Care, Supportive Care, Age at Home and Adult Day Center programs.
- Agrace announced plans to expand its service area to include Waukesha County. In 2021, Agrace opened a new location at 1227 Corporate Center Drive, Suite 202, in Oconomowoc, Wis. as a home base for staff.

Agrace Adult Day Center

In July 2021, Agrace opened its doors to a freestanding Adult Day Center located at 1702 W. Beltline Highway, Madison. The Center is a safe, supportive place for older adults who need companionship and help with daily activities. In 2021, the Center provided daytime care to 53 clients.

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 2021, 74 patients were served in the Memory Care Suites.

Grief Support:

- In 2021, Agrace provided grief services to 3,068 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 2021, 447 adults and children were served through community grief support throughout Agrace's service area.

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) and is currently available in Dane and Rock counties. In 2021, Age at Home caregivers served 387 clients and provided more than 73,500 hours of in-home care.

Volunteers:

In 2021, 690 specially trained volunteers provided more than 51,000 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, as well as the Agrace thrift stores, Grief Support Center and Adult Day Center.

Education:

In 2021, 148 students from the fields of nursing, social work, pharmacy, and medicine participated in clinical rotations at Agrace, amounting to nearly 12,000 clinical hours. Since the Agrace Rotation Program began in 1995, approximately 2,650 students, interns, residents, fellows and working healthcare professionals from the University of Wisconsin, Blackhawk Technical College, Edgewood College, Madison College, Herzing College, and other institutions have completed an educational experience at Agrace.

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Reimbursement Facts & Figures:

- In 2021, Medicare covered the costs of care for 91.4 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 41 of its 43 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 \$3.9 million to support Agrace programs and services.
- Key to the success of the thrift business operations is the utilization of more than 230 volunteers.
- Annually, Agrace opens a holiday pop-up shop at a temporary location to sell donated holiday items. Combined revenue from the holiday shop and the Thrift Home Store on Stoughton Road, Madison, has raised more than \$110,000 to support community grief programs at Agrace.