



Agrace

Hospice & Palliative Care

Care & Support Through the Stages of Serious Illness

Maggie Mae Brings Sweet Sounds of Country Music to Patient's Bedside



For people on hospice care, goals and wishes come in all shapes and sizes. Some Agrace patients just want to be able to stay in their home. Others ask for help having tough conversations or mending broken family ties. But every so often, we help a patient meet a goal that's a bit out of the ordinary.

Don, an Agrace patient who loves country music, mentioned to his Agrace care team that he had tickets to a country music concert and was sad he couldn't go, due to his declining health. The singer, Maggie Mae, was scheduled to perform in Wisconsin Dells that weekend.

Laura Heim, Don's Agrace social worker, realized there might be a way to help Don, and she contacted the Agrace Foundation to see what could be done through our Wish Program. When we reached out to Maggie Mae, we got a wonderful surprise! She generously agreed to take time out of her tour and travel to meet Don at his bedside the next afternoon.

Maggie spent more than a half hour singing and talking to Don. "She has a beautiful voice," says the Wish Program's Tracy Buglass, who witnessed the visit.

Between songs, Maggie talked to Don about life on the farm, which they had in common. While she sang, Don smiled and tapped his foot to the music. "We all sang a song together before Maggie Mae had to leave," Tracy recalls. "Everyone cried—even Maggie, who said she had lost her father recently, and he was served by hospice."

"We are so lucky to be able to provide a patient and his family with such a precious memory," says Tracy. "We are thankful to everyone who made Don's wish happen, especially Maggie Mae."

The Agrace Wish Program grants patients' end-of-life wishes with help from staff and volunteers, who make the necessary arrangements, and from donors who make monetary and in-kind donations. To learn more, visit agrace.org/wishprogram.

SPRING 2015

News for friends of Agrace

2014 Year in Review

Census Boomed in Northern Service Area

After only 18 months of offering service in Sauk, Columbia and Iowa counties, the Agrace care team based in Baraboo is now caring for dozens of patients each day in those counties. We have formed a Community Engagement committee to help our staff learn more about the Sauk County community and to guide how we build relationships and trust there.

Requests for Palliative Care Exceeded Plan

Agrace's Palliative Care Consultation Service exceeded our projections. We provided hundreds of home visits in 2014 to help people struggling to cope with serious illnesses. A pilot program with UW Health also helped dozens of patients better manage their challenging symptoms through Care Navigation, Agrace's ongoing "health coaching" service.



Our New IPU Opened

The Agrace Center for Hospice & Palliative Care in Janesville began serving patients July 1, 2014. The facility is being completely paid for through generous donations from the local community. The capital campaign has nearly reached its \$6.5 million goal. If you'd like to make a donation, please call Jayme Roth at (608) 314-2923.

See inside for 2014 Foundation Donations.

UPCOMING EVENTS

April 23 – Spouse/Partner Loss Grief Support Group, Madison. A free, five-week support group for adults. Thursdays, April 23 – May 21, 10 a.m. – noon at Agrace. Details at agrace.org/griefgroups. To register, call Annette Cleary at (608) 327-7025.

April 28 – Q&A Presentation, Baraboo.
Agrace 101: Why Choose Hospice or Palliative Care?
6:30 p.m. – 8 p.m. at Agrace. To register, call (608) 327-7118.

May 7 – Kids Grief Support Group, Madison.
A free, five-week series for children 5 to 18 at Agrace. Thursdays, May 7 – June 4, 5:30 p.m. – 7 p.m.; dinner is provided. To register, call Jessie Shivelor at (608) 327-7135.

May 12 – Q&A Presentation, Janesville.
Agrace 101: Why Choose Hospice or Palliative Care?
6:30 p.m. – 8 p.m. at the Agrace Center for Hospice & Palliative Care (includes a tour of the Inpatient Unit). To register, call Jayme Roth at (608) 755-1871.

May 19 – Q&A Presentation, Madison.
Agrace 101: Why Choose Hospice or Palliative Care?
6:30 p.m. – 8 p.m. at Agrace (includes a tour of the Anderson Inpatient Unit). To register, call (608) 225-4809.

May 30 – Gala on the Green, Janesville. A new opportunity to support Agrace's mission! Saturday evening, May 30, at the Janesville Country Club. This stylish night will be filled with gourmet dining and cocktails, great prizes and live music. And what would an evening on the green be without "Arnold Palmers" and a putting contest? To register, visit agrace.org/events.*

June 9 – Journey through Grief, Janesville.
A free, seven-week grief support group series for adults. Tuesdays, June 9 – July 21, 10 a.m. – noon, at the Agrace Center for Hospice & Palliative Care. To register, call Laura Williams at (608) 314-2924.

June 28 – Butterfly Memorial Dedication, Janesville.
The Agrace campus in Janesville is offering a new memorial opportunity in 2015. Personalized acrylic butterflies can be purchased in memory or in honor of someone special to you. Butterflies will be dedicated and added to beautiful, wrought-iron trellises on June 28. To order a butterfly, visit agrace.org/butterfly by May 8.*

* Proceeds support patient and family care.
For more information about any of the events listed here, visit our events calendar at agrace.org.

CNA Scholarships Awarded

Agrace selected the first 12 recipients of our new Minority Certified Nursing Assistant (CNA) Scholarship. The scholarship is for high school seniors who want to pursue a Nursing Assistant Certificate at Madison College. It pays for CNA classes, training and certification, and provides the opportunity for a CNA job with Agrace.



The 2015 recipients of the Agrace Minority CNA Scholarship are (l to r) Makayla Mitchell, Madison Memorial High School; Shannell Terrell, Madison Memorial High School; Tawania Alston, Malcolm Shabazz City High School; Veronica Valdes Jasso, Verona Area High School; Itzel Fuentes, La Follette High School; Sandy Yang, Malcolm Shabazz City High School; Samaya Sauer, Malcolm Shabazz City High School; Amri Moon-Norton, Monona Grove High School; Michaela Bell, Malcolm Shabazz City High School; Janessa Weichmann, Madison West High School; Shawn Curtis, DeForest High School; Arkeisha Johnson, Madison Memorial High School.

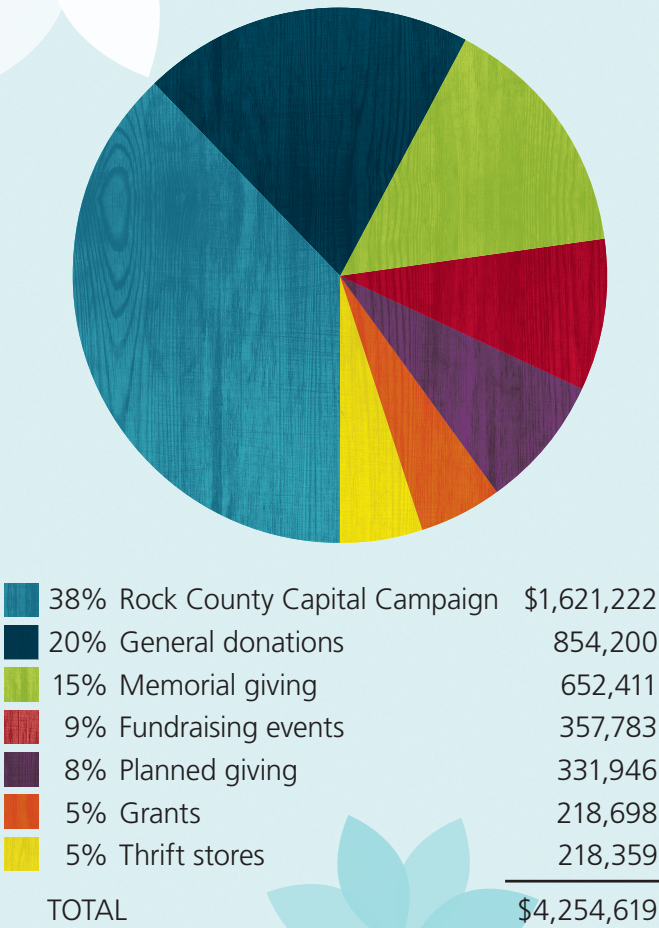
Agrace Begins “Epic” Journey to Improve Patient Care

On July 1, Agrace will begin using the electronic health record (EHR) platform created by Verona-based Epic Systems. This system is already used by our major health care partners, such as hospitals and clinics.

Using Epic's system will give us faster access to current medical records when people enroll in hospice care and time is short. That means Agrace can safely start to relieve patients' pain and other symptoms sooner after they enroll. The new system will also boost patient safety with electronic tracking of medicines. Through increased efficiency, staff will spend less time charting and have more time for patient care.

Moving to Epic's EHR system requires Agrace to make a major investment in software training for our 350+ clinical staff. But more importantly, **it's an investment in exceptional end-of-life care for everyone who uses Agrace's services.** If you'd like to help us offset this expense and ensure the transition is seamless for our patients, please contact Tracy Buglass at (608) 327-7209 or tracy.buglass@agrace.org.

2014 Donations to the Agrace Foundation



38% Rock County Capital Campaign	\$1,621,222
20% General donations	854,200
15% Memorial giving	652,411
9% Fundraising events	357,783
8% Planned giving	331,946
5% Grants	218,698
5% Thrift stores	218,359
TOTAL	\$4,254,619

Myers Bequest Gives a Lift to Those with Heavy Loads

During their lives, Jean and Phil Myers were no strangers to charitable giving. Married for 63 years, they raised their five children in Madison and hosted countless students who came from around the world to study with Phil, a mechanical engineering professor at UW–Madison. The couple also made it a priority to share their time, talent and treasure with the community by supporting scholarships at UW-Madison and helping with a variety of area nonprofit organizations. Jean even served as an EMT on the Shorewood Hills Emergency Medical Service for 10 years, after her children were grown.



Myers family members gathered to celebrate their Agrace memorial: (front, l to r) Alan Muirhead, Kathy (Myers) Muirhead, Kristen Ribich, Nicholas Rathbone; (back, l to r) David Rathbone, Phyllis (Myers) Rathbone, Jack Myers, Ann Myers, John Myers

The caring didn’t stop there. Through their estate, Phil and Jean Myers made a gift to Agrace’s Care for All program. In 2014, this gift helped Agrace provide services to dozens of patients who couldn’t afford to pay for their care (see *related story below*).

To commemorate the lives and good work of their parents, the couple’s children chose to dedicate an elevator at Agrace that now bears the inscription: ***“In loving memory of Phil and Jean Myers, who believed in giving a lift to those with heavy loads.”***

Be a Supporter of Care for ALL

When our patients do not have enough insurance coverage for their care and have no other way to pay for the services they need, Agrace doesn’t turn them away. We offer free or discounted care through our Care for All program, which is funded by community donations.

Over the past several years, requests for Care for All assistance have steadily climbed. Realizing that we need a more predictable, sustainable source of funding for this program, Agrace has begun a **Care for All Endowment Campaign**. Our goal is to raise \$15 million over five years. The funds raised will be invested to generate annual income that will be used each year to provide care for those who qualify for this aid.

The campaign co-chairs are Linn Roth and Jean Martinelli, who are being assisted by a volunteer committee of dedicated community members (see *sidebar*).

Donations of any size to this endowment campaign will help ensure that Agrace can serve *all* patients who deserve the dignity and comfort of hospice and palliative care. To make a tax-deductible donation to the Care for All Endowment Campaign, visit agrace.org/CFACampaign or call the Agrace Foundation at (608) 327-7209.

Care For All Endowment Campaign Committee

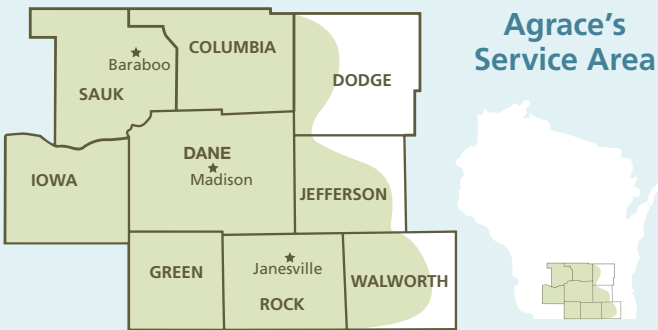
- Co-chairs: Linn Roth & Jean Martinelli
- Dr. Lou Bernhardt
 - Dan Bertler
 - Bill Buglass
 - Casey FitzRandolph
 - Bill Fuhrman
 - David Knoche
 - Peter Lundberg
 - Gary Molz
 - Kristine Moses
 - Terry Murawski
 - Dr. Layton Ridders
 - Tara Saleh
 - Lynne Sexten
 - Michael Smith
 - Jeff Tews
 - Mike Van Sicklen
 - Mike Yaktus



Urgent Volunteer Needs

Volunteers are vital to Agrace’s care in many ways. If you would like to support our mission by helping patients, their family members or the Agrace staff, please let us know. We are especially in need of volunteers for these roles:

- **Direct patient care:** Provide companionship, respite and other support to patients living in their own homes or long-term care facilities anywhere in our service area (*see map*).
- **Support at our inpatient units:** Provide companionship, respite and other support to patients at our Madison or Janesville inpatient units or Residence; help staff at our hospitality desks or in our kitchens.
- **Thrift store:** Provide customer service or sort/price donations in a fun atmosphere at our Madison–East and Janesville Agrace thrift stores.



Volunteers (Like Heather!) Needed in Sauk and Columbia Counties



What’s it like to be an Agrace volunteer? For Heather Marks of North Freedom it’s like living the golden rule: Do for others what you would have them do for you.

Heather visits patients for companionship, helps them with Life Reviews and assists with grief support groups in the area. She aims to help with whatever is most important to each person; for example, one patient she visits in Wisconsin Dells enjoys having Heather read to him from the Bible and his favorite magazines. She says, “**I bring kindness and versatility to my volunteer role. I consider it my goal to be an**

ideal listener/observer, to do what I can to identify and meet the needs of the moment.”

By giving an hour of her time every week, Heather is able to provide a calming influence and sense of companionship to her patient. **Compassionate and caring volunteers—like Heather—are needed throughout Sauk and Columbia counties** to help us continue to provide a high level of care. To find out more about volunteering in your community, please call Agrace Volunteer Services at (608) 327-7163, or visit agrace.org/volunteer.



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Sips & Sounds Achieves “Grapeness”

On February 28, Sips & Sounds drew an amazing crowd of more than 200 that helped make this **the most successful Sips & Sounds ever!** The funds raised go to support Agrace patients and families. Thank you to the guests, sponsors, donors and volunteers who made this evening so successful.

Agrace’s Executive Leadership:

Lynne Sexten, President & CEO; Denise Gloede, Chief Clinical Officer; Dena Green, MD, Chief Medical Officer; Julia Houck, Chief Administrative Officer; Jenny Maurer, Chief Financial Officer; Brian Tennant, Chief Information Officer; Marcia Whittington, Chief Development Officer. View Agrace’s board of directors at agrace.org/leadership.