

Agrace Updates Mission, Vision, Values

Every few years, Agrace creates a new forward-looking strategic plan, which includes a review of our mission, vision and values to make sure they continue to fit our growing organization. With the approval of our Board of Directors, Agrace revealed a new mission, vision and values in 2021:

Our mission is what we do: Providing personalized care and support, where and when you need it, for life's changing health needs.

Our vision tells where we want to go: Building a future where every person experiences extraordinary care and guidance while aging or seriously ill.

Our values must be shared by every person at Agrace. We believe these three values set us apart from many other organizations:

- Belonging—We respect and honor everyone's worth, building communities where people can be their true selves.
- Resourcefulness—We are an agile organization full of creative problem solvers.
- Heart—We bring authentic care and connection to those we serve.

New Freestanding Adult Day Center Opens

In July, 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 offers Free Advance Care Planning

Advance care planning is a process of talking with your family about what health care you would want if you could not communicate, and putting your preferences in writing. Every adult should have advance directives, even young, healthy people. In September, Agrace began hosting free advance care planning workshops twice a month. Agrace's specially trained employees meet with anyone in the community who registers, either one-on-one or with their family or loved ones.

Service Expands into Waukesha County

Agrace announced plans to expand its service area to include Waukesha County. In 2021, Agrace prepared to open a new location at 1227 Corporate Center Drive, Suite 202, in Oconomowoc, Wis., as a home base for staff.

Agrace Launches Cardiac Program

To offer more support for patients with advanced heart disease, Agrace collaborated with the American Heart Association on an Advanced Cardiac Care Program. Agrace Hospice Care is one of the first hospices in the country to join this effort.

As part of the program, our clinical staff receive specialized training on how to manage the symptoms of advanced heart disease and keep our patients comfortable—wherever they receive care. With Agrace, patients who have heart disease can continue treatments that control their symptoms and improve their quality of life.

Following the Advanced Cardiac Care Program's care guide can help prevent the repeat hospital and emergency room visits that are a huge source of stress for patients and families.

RETURNING THE FAVOR

How the Agrace Foundation Helps the Community

Agrace continues to provide reliable, high-quality care for those in need. And, thanks to community donations, Agrace can count on the Foundation to generate support to fund our most critical programs and services. Those who donate to the Agrace Foundation don't expect to get anything in return—and yet there is an irreplaceable return on their investment. In 2021, Agrace provided a community benefit of \$3.6 million through services and programs like these:

Care for All, free or discounted care to patients with financial need across our entire service area.

Grief services, including support groups for adults and children that are open to the public and take place at a variety of locations including the Agrace Grief Support Center and local schools, in addition to virtual support.

Clinical education for all disciplines in specialty areas such as dementia care, hospice and palliative care, and culturally sensitive care.

The **Hospice Memory Care Suites**, a homelike, secure area of our campus in Madison where hospice patients can receive support for their memory care needs.

The **Agrace Adult Day Center**, a safe, supportive place for seniors who are in need of companionship and help with daily activities.

The **Wish Program**, which funds and coordinates end-of-life wishes for hospice patients and their families.



65%	Bequests/Planned Giving	\$ 5,312,029
13%	General/Direct Mail	\$ 1,080,610
11%	Memorials	\$ 917,592
5%	Thrift Stores	\$ 412,053
5%	Fundraising Events	\$ 400,439
1%	United Way	\$ 52,770
	TOTAL	\$ 8,175,493

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Hospice/Palliative Physician

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Hospice/Palliative Physician

Dr. Bernard Micke

Hospice/Palliative Physician

Dr. Lori Richer

Hospice/Palliative Physician

Dr. Kenneth Robbins

Director, Hospice Memory Care Suites

Dr. Holly Schaefer

Hospice/Palliative Physician

Dr. Marilyn Sincaban

Hospice/Palliative Physician

Dr. Geoffrey Smith

Hospice/Palliative Physician & Medical Director Designee

Dr. Karuna Spiegelman

Hospice/Palliative Physician

Dr. David Watts

Hospice/Palliative Physician

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2021 FINANCIALS

Agrace HospiceCare Inc.
and Affiliates



- Medicare, 66.2%
- Investment & other income, 15.8%
- Community support, 10.7%
- Commercial insurance & self-pay, 6.2%
- Medicaid, 1.0%
- United Way, 0.1%



- Clinical patient care, 70%
- General & administrative, 22%
- Grief, volunteer services & community education, 6%
- Fundraising, 2%

Agrace Annual Report
2021

Balance Sheet as of December 31, 2021

Assets

Cash and investments	\$ 89,198,938
Patient accounts receivable (net)	6,422,351
Pledges and bequests receivable (net)	3,599,881
Property, equipment and artwork (net)	26,060,540
Other assets	<u>2,550,544</u>

Total Assets \$ 127,832,254

Liabilities and Net Assets

Accounts payable and accrued expenses	\$ 7,143,155
Long-term debt (including current portion)	244,940
Other liabilities	289,287
Total Liabilities	<u>7,677,382</u>

Total Net Assets 120,154,872

Total Liabilities and Net Assets \$ 127,832,254

Revenue and Expenses

Revenue

Patient service revenue (net)	\$ 66,595,591
In-kind contributions & resale of donated merchandise	2,048,750
Other revenue	<u>7,050,838</u>

Total Revenue \$ 75,695,179

Expenses

Salaries and benefits	\$ 53,672,585
Patient-related expenses	8,697,036
Other operating expenses	10,197,187

Total Expenses 72,566,808

Operating Income \$ 3,128,371

Other Income (Expense)

Contributions	\$ 7,445,243
Special events (net)	304,375
Fundraising expense	(1,443,967)
Investment income	8,178,022
Other	<u>(1,112,627)</u>

Net Income (Change in Net Assets) \$ 16,499,417

SERVICE STATISTICS

Agrace Hospice Care

In 2021, Agrace Hospice Care served 3,917 patients in their homes or the place they call home throughout southern Wisconsin, with an average daily census of 931. Hospice Care patients' ages ranged from 3 days old to 106 years, and the average hospice patient's length of stay was 103 days.

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 health insurance or reimbursed by Medicare) and is available in Dane, Sauk and Rock counties. In 2021, Age at Home caregivers served 387 clients and provided more than 73,500 hours of in-home care.

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.

Agrace Supportive Care

Agrace Supportive Care made approximately 1,960 Supportive Care consultation visits in 2021 and served 762 patients. This service helps people who were struggling with serious illnesses get better relief from their symptoms, medication side effects and stress.

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.

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., provides 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 across Agrace's service area.

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.

See page 1 for Adult Day Center information.



- Cancer 30%
- Alzheimer's disease/dementia 28%
- Heart/other circulatory disease 21%
- Life-limiting illness, including Parkinson's, stroke, ALS and AIDS 8%
- Lung/respiratory disease 7%
- Kidney/digestive disease 6%