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WHO WE ARE

VistaCare is a leading national hospice care provider, with programs across the country. VistaCare's network of hospice programs reaches out to thousands of people each year, bringing the gift of exceptional hospice care to communities across the country. VistaCare's interdisciplinary team of physicians, nurses, social workers, nursing assistants, chaplains, volunteers, and other care providers works to enhance each patient's quality of life. These services are provided in the patient's home or brought to the location of the patient's choice, including nursing homes, assisted living communities, and hospitals. Founded in 1995, VistaCare has built a national reputation as a hospice of choice—for patients, families, physicians, employees, and volunteers.

OUR MISSION

"The passionate pursuit of excellence in nurturing the physical, spiritual, and emotional well-being of our patients and their families, while being responsible stewards of our human and financial resources."

FULLY COVERED BY MEDICARE

Hospice is 100% covered by Medicare for all patients with the Medicare part A benefit and a life expectancy of six months or less if the terminal illness (or disease) runs its normal course. In addition, hospice is covered by most Medicaid and commercial insurance plans with few, if any, out-of-pocket costs.

PHILOSOPHY

VistaCare prides itself on providing care to all eligible adult patients and their families, regardless of the complexity of their medical needs or other patient and family issues. This includes anyone with a life-limiting illness and a life expectancy of six months or less. VistaCare's comprehensive care philosophy sets the organization apart from many other hospice providers and demonstrates a heartfelt commitment to providing exceptional care to the patients and families we are privileged to serve.

HISTORY

July 1995	Vista Hospice Care launches Medicare-certified hospice in Scottsdale, Ariz.
January 1998	VistaCare name introduced.
August 1998	Acquire former Vencor and Family Hospice program sites
August 2002	Acquire program in Albuquerque, NM
December 2002	Initial public offering
2003	Opened two programs
2004	Opened eight programs
2005	Acquisition of Prayer of Jabez Hospice in Houston and Lovelace Sandia Hospice in Albuquerque; opened nine programs and three inpatient units
2006	Waco, Texas program and two inpatient units opened
2007	Two inpatient units opened
2008	Acquired by Dallas-based Odyssey HealthCare (NASDAQ: <i>odsyhealth</i>)

VITAL STATISTICS

Employees:	2,700+
Nurses:	835
Physicians:	127 medical directors
Volunteers:	91,000+ hours of support annually
Patients:	120,000+ patients cared for since 1995

OUR LEADERSHIP

Robert Lefton – *Chief Executive Officer*
Dirk Allison – *Chief Financial Officer*
Frank Anastasio – *Sr. VP, Sales & Marketing*
Brenda Belger – *Sr. VP, Human Resources*
Bradley Bickham – *Sr. VP and General Counsel*
Craig Goguen – *Chief Operating Officer*
Kathy Ventre, R.N. – *Sr. VP, Clinical Affairs*

PROGRAM SITES

Alabama:	Montgomery, Phenix City
Arizona:	Phoenix
Colorado:	Denver
Georgia:	Athens, Atlanta*, Columbus*, Douglasville, Griffin, Lawrenceville, Macon, Newnan, Savannah
Indiana:	Evansville, Indianapolis, Jeffersonville, Terre Haute
Massachusetts:	Boston
Nevada:	Reno
New Mexico:	Albuquerque*, Carlsbad, Clovis, Hobbs, Roswell
Pennsylvania:	Philadelphia
South Carolina:	Greenville
Texas:	Amarillo, Austin, Corpus Christi*, Dallas, Greenville, Houston*, Kerrville, Lubbock*, San Angelo, San Antonio, San Marcos, Temple, Waco
Utah:	Ogden, Salt Lake City

**includes inpatient facility*

CARE AND SERVICES

VistaCare admits patients into its hospice programs 365 days per year. The company's interdisciplinary team is available to provide care 24 hours a day, seven days a week. Services available include:

- Managing the patient's pain and symptoms
- Assisting the patient with the emotional and psychosocial aspects of dying
- Providing needed medications, medical supplies, and equipment
- Coaching the family on how to care for the patient
- Offering spiritual care
- Delivering or arranging for other special services, when needed (e.g. community resources)
- Making short-term inpatient care available when pain or symptoms become too difficult to manage at home, or when the caregiver needs a respite
- Providing bereavement care and counseling to surviving family and friends

NOT JUST FOR CANCER PATIENTS

A common misperception is that hospice care is only for cancer patients. In fact, the benefits of hospice are available to anyone facing a life-limiting illness. Some of the more common diagnoses of patients who come under hospice care include heart disease, dementia, lung disease, Alzheimer's, kidney disease, and liver disease.

CARE WHERE IT'S NEEDED MOST

Hospice care is available in a variety of settings and locations—with a clear focus on the individual needs of the patient and family. In many cases, care will be brought to the patient's home, allowing the entire family the comfort and convenience of this familiar setting. In other cases, hospice care is brought to wherever a patient may call "home" – whether that's a nursing home, assisted living center, hospital, or other location. Decisions about the environment of care are made based on the medical needs and preferences of the patient and family, and every effort is made to respect our patients' desire to receive care where they're most comfortable.

FACTS ABOUT HOSPICE

- \$5 billion industry and growing
- 81% of hospice patients are age 65+
- 65+ age group is growing three times faster than general population
- 63% of hospice patients are age 75+
- 75% of consumers remain unaware that hospice care can be provided in their own home
- 2.4 million Americans die each year—only 39% of these people (950,000) receive some form of hospice care
- 80% of Americans facing a life-limiting illness would prefer to remain in their homes
- The average length-of-stay for hospice patients (nationally) is 59 days
- 35.1% of patients die within seven days of admission

** Source: National Hospice and Palliative Care Organization (11/06)*

MEDICARE COVERAGE & COST SAVINGS

- 90% of people do not realize that hospice care is fully covered through Medicare
- Centers for Medicare and Medicaid Services (CMS) endorses hospice care as a cost-effective end-of-life care solution, with an average daily cost at less than 1/20th of in-hospital care
- For every \$1.00 Medicare spends on hospice care, another \$1.52 is saved in other medical expenses

** Source: National Hospice and Palliative Care Organization (7/03)*

"CMS believes hospice care is an essential Medicare benefit and can bring physical and emotional care to the terminally ill individual and his or her family when life nears its end. However, we are concerned that some individuals who may want hospice care, and could benefit from it, may not be learning about it or may be learning about it late in the course of their illness."

— Thomas A. Scully
Administrator, Centers for Medicare & Medicaid Services