



HOSPICE
of the VALLEY



COMMUNITY BENEFIT REPORT 2023

Our patient Stuart with nurse Kirsta (left) and nursing assistant Grace





Legacy of *caring*

To our community:

Through innovation and collaboration, Hospice of the Valley has set the standard of excellence for advanced illness and hospice care since 1977. This past year, we were honored to serve over 24,000 patients and their families.

As our community has grown, we have created programs to support people at earlier stages of illness and help them navigate the complex healthcare system. We know this continuum of care improves quality of life for our patients.

Our experienced clinical teams provide primary care for home-limited patients, and in-home support for those with advanced chronic illness. When families need hospice, it is our privilege to provide beautiful care during such an important time. Our Dementia Care and Education Campus is a comprehensive resource for people living with all types and stages of dementia and provides caregivers with education and support.

As we expand our programs, we remain focused on providing exceptional patient care. Hospice of the Valley's patient/family recommendation score of 99% reflects the commitment of our dedicated employees and volunteers.

We are grateful for the community generosity that allowed us to provide \$14.4 million in charity care and community services in 2023. As the only nonprofit hospice in Maricopa County, we continue to care for all who come to us in need. Our commitment to our mission is stronger than ever: *Bringing comfort, dignity and compassionate care to our community.*

Gratefully,

A handwritten signature in black ink that reads "Debbie Shumway". The signature is written in a cursive, flowing style.

Debbie Shumway
Executive Director

Continuum of Care

Each day, we bring personalized care to more than 6,000 patients and their families at every stage of illness, from the time of diagnosis until hospice services are needed. We are committed to providing the highest level of care.

Geriatric Solutions

Physicians and nurse practitioners make house calls and deliver comprehensive primary care to patients who find it difficult to get to their doctor due to advanced illness. Our home-based practice provides disease education, home safety assistance and transitional care after hospital discharge. We coordinate care with specialists like oncologists and cardiologists and provide referrals for in-home services like physical and speech therapy.

Dementia Care

We provide comprehensive dementia care to people living with all stages of dementia and support for their caregivers. Our skilled dementia team also provides community education and shares best practices with students and health professionals. We continue to expand our Dementia Program to help more families in their homes and at our Dementia Care and Education Campus. Generous grants are making it possible to serve the most vulnerable, including people with dementia who are homeless or have intellectual or developmental disabilities.

Arizona Supportive Care

When patients are struggling with chronic illness, this in-home program helps improve quality of life. A physician, nurse practitioner, nurse and social worker provide personalized care — managing the symptoms and stress of serious illnesses like cancer, heart and lung disease, ALS and Parkinson's. Our team collaborates with the patient's primary care physician and specialists, and coordinates care for patients still receiving curative treatments. Caregivers are equipped with disease and medication education tailored to all stages of illness.



Clinical support is available 24/7 to meet urgent needs in **all programs**.
To inquire about our programs and services, visit hov.org or call **(602) 530-6900**.

Hospice Care

Our teams of doctors, nurses, social workers, nursing aides and chaplains provide exceptional hospice care where patients reside. Together, they focus on meeting each patient's unique physical, emotional and spiritual needs — supporting families every step of the way. Pulmonary specialists enhance care with respiratory therapies and education. Our staff deliver culturally sensitive care, and bilingual teams are available to serve Spanish-speaking patients. When round-the-clock acute care is needed, nine inpatient units are available for short-term stays. We are honored to set a gold standard of care with 46 years of expertise and the highest number of certified hospice staff in Arizona.



Pediatric Care

When families are caring for a medically fragile child with a life-limiting illness, our pediatric specialists provide in-home supportive and hospice care, along with emotional support for their loved ones. Our pediatric inpatient care home gives parents a break from caregiving while their children enjoy fun activities and receive wonderful round-the-clock care. A special perinatal program supports parents whose babies are medically compromised.

Dementia Program

As the prevalence of new dementia cases in Arizona continues to rise, Hospice of the Valley is pioneering new models of dementia care and support for our community.

Supportive Care for Dementia

This is the only program of its kind in Arizona bringing in-home clinical and educational support to people with all stages and types of dementia who are not on hospice. By improving quality of life, we help them stay in their homes for as long as possible. Family caregivers learn new ways to communicate with their loved one and nurture their own well-being. A nurse or social worker is available to provide support any time of day or night. The program has grown rapidly to meet community needs and now serves over 1,800 patients annually. It is provided at no charge, thanks to a federal grant and community support.

To learn more, call **(602) 767-8300**
or visit **dementiacampus.org**



Dementia Care and Education Campus

This comprehensive resource is helping our community *live well with dementia*. Patients receive exceptional care at every stage of the dementia journey and families are surrounded by compassionate support to navigate this overwhelming disease. Caregivers share experiences at the Memory Café, while their loved ones enjoy professionally led recreation. People with early to moderate dementia thrive in the Adult Day Club, which offers socialization in a stimulating environment and intergenerational enrichment with preschoolers in the adjoining Child Center. A small Assisted Living Center bustles with fun activities, from piano recitals to pet therapy visits. A beautiful Hospice Inpatient Home cares for those with advanced dementia. At the Community Education Center, our skilled dementia team teaches caregivers, students and healthcare providers best practices in dementia care.



Community Education

We are committed to sharing knowledge with health professionals and investing in future health providers to strengthen patient care in our community.

Professional Education

Hospice of the Valley is proud to be the only hospice in the state accredited by the Arizona Medical Association as a provider of Continuing Medical Education. Last year, we held a special CME program for physicians and clinicians to help them identify and manage all stages and types of dementia. Our teams also bring educational workshops to providers throughout the Valley and offer an array of interactive online modules, ranging from fundamentals of hospice care to pain management.

Workforce Development

More than 450 learners turned to Hospice of the Valley in 2023 to advance their training in supportive, hospice and dementia care. They include medical, nursing and social work students, as well as residents and fellows just starting their careers. We continue to teach classes at the universities and grow our partnerships with schools and hospitals. Together, we are helping educate and inspire the next generation of health providers.

To learn more, call **(602) 767-8300**
or email education@dementiacampus.org

Community Outreach

Hospice of the Valley also offers dementia education to first responders, long-term care facilities and caregivers. Our dementia experts make numerous presentations throughout the year and offer an interactive exercise called “Dementia Moments” that helps people experience what it may feel like to live with dementia. This simulation cultivates empathy for dementia patients and a deeper level of understanding of the disease.



Bereavement Support



We are honored to support bereaved families on their healing journey — in person and virtually, in groups and one-on-one. All services are offered at no charge and available to everyone in our community.

New Song Center for Grieving Children

More than 200 families attend New Song Center's grief support groups throughout the Valley. This Hospice of the Valley program serves children as young as 5, engaging them in age-specific activities and providing individual supportive counseling. Year-round programming is tailored for both kids and parents. A bilingual and bi-cultural team leads a group for Spanish speakers. We also offer a support group for adults grieving the death of a child.

New Song's pediatric program continues to grow in partnership with Ryan House and Phoenix Children's. This past year, we supported over 300 families faced with the terminal diagnosis of a child. Together, we also hosted several specialized workshops for siblings of medically fragile children and special community memorial events.

Bereavement Programs

Our Bereavement Department supports individuals and families through their unique grief experience. Our exceptional bereavement counselors are an integral part of our hospice care teams. We support families after the death of a loved one, helping them cope with loss and find meaning in life. Last year, we provided close to 16,000 individual counseling sessions and made over 30,000 support calls.

In addition, our professional counselors facilitate 20-plus community grief support groups that are open to all — whether or not we provided hospice care. We held almost 500 in-person and virtual grief support groups this past year, including specialized groups for the LGBTQ community, the newly bereaved, veterans and pet owners. A total of 4,300 participants joined these groups.

Visit hov.org/grief-support for group locations and community grief resources.

Support and Resources

We offer many other services at no charge to everyone in our community, regardless of whether they were cared for by Hospice of the Valley.

Senior Placement

Anyone looking for the right living arrangements for a loved one who requires a higher level of care can reach out to us for help. Our Senior Placement Service assists families and health professionals as they sort through options for group homes, assisted living, skilled nursing facilities and home healthcare agencies.

Music Therapy

For two decades, music therapy has soothed our pediatric and adult patients, as well as people in senior communities and hospitals throughout the Valley. This past year, our talented musicians made over 2,000 visits — even getting residents to sing old favorites. Music is greatly beneficial to people living with dementia, and our patients are frequently treated to mini concerts performed by Phoenix Symphony musicians.



Educational Videos

We created 11 videos to enhance education for professional and family caregivers caring for someone living with dementia. The grant-funded videos depict real-life scenarios that show how a personalized approach is more effective in preserving dignity, conveying a sense of safety and improving quality of life. Visit dementiacampus.org to find the videos and many other support resources offered by our Dementia Care and Education Campus.

Advance Care Planning

We continue to provide education about Health Care Decisions, with medical power of attorney and living will forms available in five languages. Last year, we joined two nonprofits to launch a statewide initiative called Choose Your Person. The goal: To encourage Arizonans to choose a healthcare advocate who can ensure their medical wishes are honored. Mercy Care is funding the campaign through a grant, while Hospice of the Valley and Contexture are hosting free workshops to help people complete and register their advance directives. Visit chooseyourperson.org for details.



Volunteer Impact

Our 1,600-plus volunteers enrich our care in the most beautiful ways and are truly part of the Hospice of the Valley family. While it's impossible to measure the impact of their priceless gifts of time and talent, these figures illustrate their incredible contributions in the past year.

152,634

That's the number of **volunteer hours** served in 2023, a marked increase over last year. Their contribution has a value of over \$4 million. Volunteers who founded our agency in 1977 quickly realized how much comfort patients and families gained from companionship and respite visits. Since then, we have expanded volunteer opportunities with more than 20 programs.

527

That's how many hours of cheery **pet therapy visits** we provided last year to patients all over the Valley and in our inpatient units. We continue to grow this popular program, bringing more therapy pets to our Dementia Care and Education Campus and to patients with dementia in their own home setting.



357

That's how many **veteran tribute visits** were made by our veteran volunteers in 2023. It's a terrific milestone for the Saluting Our Veterans program — nearly one visit a day! We are grateful to specially trained volunteers for spending quality time with military patients. A similar program, Honoring First Responders, recognizes patients who served our community as emergency, medical and law-enforcement officers.

\$2 million

That's how much our **White Dove Thrift Shoppes** raised last year for Hospice of the Valley's charity care programs. Our volunteers are the heart and soul of all four stores, helping us achieve record sales by receiving, processing and selling thousands of items donated by our community. In addition, the stores allow us to gift walkers, wheelchairs and other essentials to patients who cannot afford them.

161

That's the number of community talks presented by our **Speakers Bureau** volunteers in 2023 — up from 99 the previous year. They passionately educate faith-based organizations, nonprofits, clubs, facilities and schools about our many programs and services provided at no charge.

107

That's the number of **group volunteer events** held last year — up from 69 in 2022 — to support Hospice of the Valley patients and their families. Civic and corporate groups, nonprofit organizations, businesses big and small, and high school and college students give back in myriad ways.

They kindly make thousands of greeting cards with encouraging messages. They bake cookies and cupcakes for our inpatient units, and cook meals on special holidays. They package treats and snacks for patients and pamper moms of pediatric patients with gift baskets on Mother's Day. Others organize sock and blanket drives to keep patients cozy or donate hundreds of lovely handmade quilts that become treasured family keepsakes.

We thank all our dedicated volunteers for helping Hospice of the Valley provide such beautiful care to our patients and families, especially those in need.



Visit hmv.org/volunteer to learn more about volunteer opportunities.



Community Generosity

Hospice of the Valley's legacy of caring spans 46 years. From the early days, our community has come together to give back to our agency. Thanks to each and every individual for sustaining our nonprofit mission.



More than 420 people attended our signature annual event to support innovative dementia care programs for families across the Valley. The 2023 gala was held at the JW Marriott Scottsdale Camelback Inn, where the crowd bid on paintings and sculptures, fine jewelry, high-end dining, rare wines, exclusive trips and a wine-pairing experience with one of Arizona's top chefs.



Hospice of the Valley Pro-Am Golf Tournament

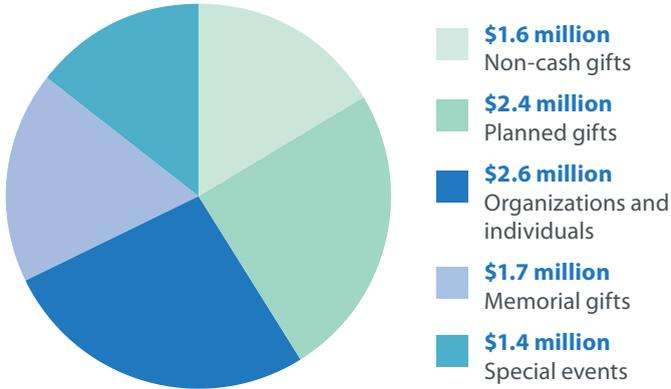
The Grayhawk Golf Club was the setting of our 25th annual Pro-Am, organized by longtime volunteer Jay Hoselton to support our charity care programs. Presented by Cigna Healthcare, the 2023 tournament drew 32 talented foursomes and showcased some of the best players from the Southwest Section of the PGA.

Visit hov.org/events to learn more about our upcoming events.

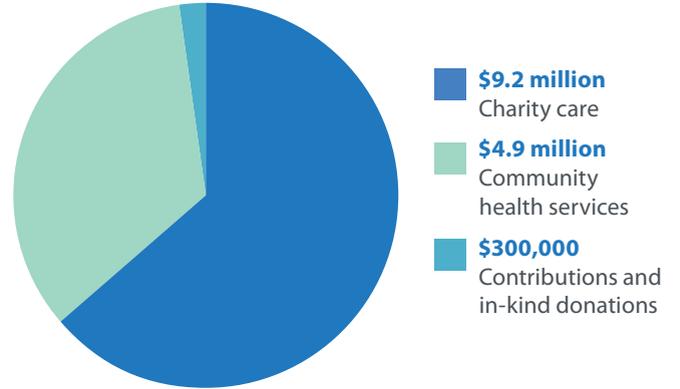
By the Numbers

2023 Financial Snapshot

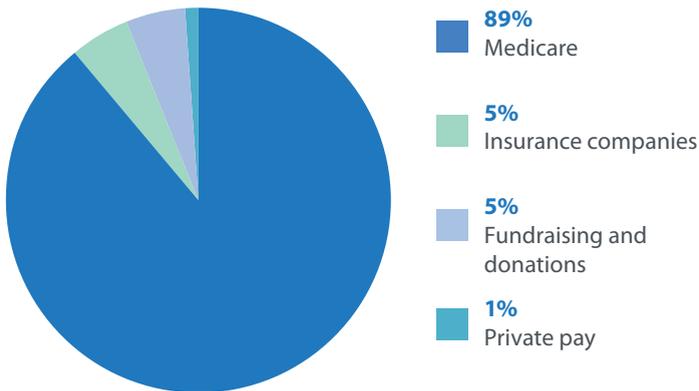
Donations supporting care programs
\$9.7 million



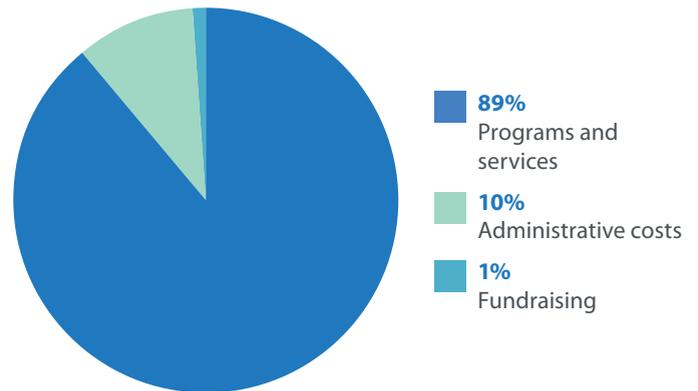
Value of charity care and community services
\$14.4 million



Our funding sources



How funds are allocated



Our **2024** budget: **\$204 million**, including **\$10 million** in donations and in-kind contributions

Total assets: **\$197 million**

Hospice of the Valley

Executive Committees

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Executive Medical Director

Lin Sue Flood
Director of Community Engagement

Gillian Hamilton
Administrative Medical Director



Our patient Lucius with nurse Brianna (left) and social worker Marcela





HOSPICE
of the VALLEY

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Your not-for-profit hospice caring for our community since 1977