



# HORIZONS

SUMMER 2016 FOR SUPPORTERS OF HOSPICE OF THE VALLEY

## Susan Levine passes the torch to Debbie Shumway to lead HOV

Susan Levine will retire as Hospice of the Valley's executive director July 1 after 23 years leading one of the nation's largest and most highly regarded not-for-profit hospices. Debbie Shumway, senior vice president, assumes the top leadership position.

"Susan's contributions are immense," said Lanny Lahr, chairman of Hospice of the Valley's board of directors. "Her passion, expertise and determination have created a community treasure that has brought comfort to tens of thousands of people at the end of life and supported their families. The fact that Arizona has one of the highest hospice utilization rates in the country is largely because of her efforts."

Debbie Shumway has served at Levine's side throughout the 23 years. A certified public accountant, Shumway has overseen the agency's financial operations, expanding her areas of responsibility over the years to include fund development, volunteers, information services and clinical offices.

"Debbie brings two decades of experience with the agency to the top job," Lahr said. "Her qualifications are impeccable, and her spirit is perfectly suited to the agency's mission."

Levine, 75, began her career in healthcare when she became a nurse in her mid-40s. She worked at a hospital and gravitated toward caring for the sickest patients. From there she went into management roles at a home health company. That led her to Hospice of the Valley, where long-time executive director Joan Lowell was looking for a successor so she could go into the Peace Corps.

"I trusted in Susan because I knew she not only had the skills and vision to take Hospice of the Valley forward, but I knew that she would retain the values and passion that had been part of the organization from the



*Susan Levine and Debbie Shumway*

beginning," Lowell said.

In 1994, Hospice of the Valley served 140 patients a day with 120 staff members and a \$5 million budget. Today, the agency cares for 2,900 patients a day with 1,300 staff and a \$130 million budget. About \$10.3 million provides charity care for people without insurance or financial means.

"It has been an honor for me to lead an agency entrusted by the community with making one of the most important times in life the best that it can be," Levine said. "What a privilege and a gift."

Like Lowell, Levine feels confident in her successor's ability to sustain and adapt Hospice of the Valley to the current dynamic healthcare marketplace.

"Deb possesses the heart of a servant leader and the brain and guts to go with it," she said. "We are extremely lucky to have her ready, willing and way more than able to assume the leadership role."



*Susan Levine*

## In appreciation...

There just is no way to capture in words the richness and the wonder of my experience leading HOV. From year one to year 23 the privilege of doing what we do and the pleasure of working among all of you has been a gift for which I am deeply grateful.

This wonderful organization that we have built together year after year after year has achieved something uncommon. With a cast of thousands of committed participants—volunteers, donors, board members, partners of all sorts, and our amazing HOV PEOPLE we have created a deeply rooted, mission driven and lasting legacy for which we all can be proud.

Thank you, each and every one of you, for the privilege of serving among you.

Thank you for accepting my weaknesses and acknowledging my strengths. Thank you for the memories and the abundance of caring gestures you have extended to me.

Part of me will always be here and sending love and support over the air waves as you carry our mission forward.

*Susan*



## Debbie Shumway

### When and why did you join HOV?

My mom was a volunteer in the early 1980s and took me on patient visits with her (who could have imagined at the time that the best job I would ever have would be with HOV). After college, my career began in public accounting where a partner mentioned he was on the HOV board, and they were looking for a finance director. At the time, my grandfather had just become a hospice patient. During the course of his care and watching the wonderful caregivers, it seemed like this opportunity was meant to be, and I had the great fortune of joining HOV in 1994.

### What positions have you held? How has your experience prepared you for the top job?

In the early days of my job, we had 120 patients and needed to expand our business systems. It was an exciting time because it allowed us to reach more patients and families in need. Over the years, there has been one constant: provide excellent customer service to our patients and to each other. Serving as senior vice president over the last 12 years has allowed me to continue to work with the finance and information technology teams, in addition to working closer with the volunteer department, fund raising team and most recently, the clinical teams. It's been my privilege for 23 years to meet amazing patients and their families, along with working with an incredibly dedicated group of people and community partners.

### Who are your most important mentors, and what did you learn from them?

There have been several mentors in my life: My parents who taught and showed me the gift of unconditional love, the importance of honesty, integrity and hard work, along with the need to laugh often and to put others first. They have been my biggest support. Another mentor has been Susan Levine. Over the years, I have watched and learned many important lessons from Susan: the importance of perfect customer service (especially in our line of work) and what it takes to make that happen; our role as a patient advocate in this changing healthcare environment; and how to run a business where the patients and employees come first, second and last.

### What are your goals for HOV?

My goals for HOV are to continue to maintain the beautiful mission that has never changed since our origination...to provide comfort and dignity as life nears its end. To continue to provide perfect customer service and be a resource for any patient and family member that needs our care. To be the best place to work and to continue to look for opportunities to grow and learn as healthcare evolves. The care provided at HOV has been a gift to thousands of families over the years, and continuing to grow and strengthen this mission will be my guiding light.



### Debbie Shumway

**Birthplace:** Yankton, South Dakota

**Education:** University of Arizona, BS in Business, Major in Finance & Accounting; CPA

**Favorite activities:** Spending time with family and friends. My greatest joy comes from spending time with my kids at one of their events or just hanging out. I enjoy water skiing, playing games, reading.

**Favorite place:** A cabin on a lake in northern Minnesota and any place my family is.

**Husband:** Husband, Lynn; Katie, 20; Mike, 18; Lizzie, 15.

## Special fund established to honor Susan Levine

To honor Susan Levine on her retirement, her friends and family have established the Susan Levine Legacy Fund for Charity Care.

Susan has long held charity care as one of her highest priorities. It seems fitting that such a fund will bear her name.

More than \$10 million was spent on charity care in 2015. As the oldest hospice agency serving central Arizona, not-for-profit Hospice of the Valley's goal is to serve everyone in need, regardless of insurance status or financial means. The agency also provides extra services that go beyond Medicare requirements and are supported through donations.

Please consider a gift to help us "jump start" this new fund that honors Susan. Our patients and families who need support are counting on you, and so are we.

*Editor's note: On these pages are stories that give faces to the recipients of charity care and special program services. This care is provided thanks to the generosity of our donors. Support will continue through the Susan Levine Legacy Fund for Charity Care.*

### 106 minutes of blessings

Whirlwind romance. Whirlwind engagement. Whirlwind baby.

"Mary was our honeymoon baby," said Jolee Krause. "That was the shock of a lifetime. We'd been married only a few days, or maybe it was hours. So fun! Wife and mom, all in one week!"

Eighteen weeks later the shock turned dark. Jolee and her husband Sam were told an ultrasound revealed Mary's brain was mostly water. That and other abnormalities rendered her "incompatible with life," the doctor said. "Those are the words that no mother or father ever wants to hear," Jolee said.

Jolee learned about Hospice of the Valley's perinatal program from another mom who had suffered a loss. Perinatal services are financed entirely by donations.

"I reached out to Pam Roman (the nurse who heads the program)," Jolee said. "Our life was changed. It was so nice to have a team, a place that valued Mary's life, that saw her as a baby and saw us as mom and dad. They supported us."

Throughout the pregnancy, Jolee consulted often with Pam and other team members. "So scared, so scared—I can't imagine not having them. Being able to call and text somebody at any time of the day or night, whether it's medical or emotional. We never felt alone," Jolee said.

With help from Hospice of the Valley, the hospital and the medical team, Mary was born on Aug. 13, 2015. Much to the doctors' amazement, she was alive. About 20 people were in the operating room—family, their pastor, a photographer and hospice staff. Baby Mary made eye contact with her parents and reached out to touch her mother's mouth. She was wrapped in a blanket and given pain medication. Sam cuddled his daughter.

"She passed in Sam's arms after 106 minutes," Jolee said. "It was the best 106 minutes ever—the shortest, but the best."

Mary will live on forever in the Krauses' memories. Their marriage stayed strong through the devastating loss—closeness the couple attributes in part to the preparation and education they received along the way. "She'll always be our first daughter," Jolee said.

The couple has plans for a big family. "At least three," Sam said. "Or five," Jolee said.

### Ralph soaks up the sun—with love

Ralph, 61, lived alone in a trailer with no local family. After walking his dogs one day he bent forward and felt a shot of severe pain. At the hospital he was diagnosed with a neck fracture and advanced liver cancer. With no insurance, no money and no one to care for him, Ralph was discharged to Hospice of the Valley's Lund Family Hospice Home in Gilbert.



Sam and Jolee with baby Mary

Volunteers at Lund Home visited Ralph. He especially loved the pet therapy teams because he missed his dogs so much. He liked to be outside, so the staff moved his wheelchair and his bed to the patio to soak up the sun. Though he was unable to eat, Ralph could take liquids through a tube. The team made him special drinks—and he even got to enjoy a beer on his birthday and during the Super Bowl! A month later, Ralph died at Lund Home surrounded by his new friends in a safe, loving environment. Donations made that possible.

### Safety net surrounds Maria

Maria came to Hospice of the Valley at age 30, referred by Adult Protective Services, which found her living in poor conditions in her family's dilapidated mobile home. She had been sick several years, cycling in and out of emergency rooms, with no insurance or financial means. Her mother died a few months prior; her father and brother worked long days and offered no support. Maria's neighbors took care of her, eventually taking her into their home.

Between HOV, APS, Area Agency on Aging and the ALS Foundation, arrangements were made for testing to confirm Maria's diagnosis of ALS, Lou Gehrig's disease. She got the medications and medical equipment she needed and almost daily visits from her hospice team. When her neighbors were no longer able to care for her, HOV made arrangements for Maria to go to Gardiner Home, an inpatient hospice home where she died a month later.

"Everyone who ever met Maria would say she had the most amazing smile," said Katie Carmack, team leader and social worker. "She never complained. She was just grateful for any help and care that anyone provided her."

### 11<sup>th</sup> Hour Companion program offers solace

No one has to die alone—thanks to the 11<sup>th</sup> Hour Companion program.

Some patients don't have family members or friends to lend support. Some family members who are vigiling appreciate having someone else there with them, or

someone to step in for a while so they can go home to rest.



"I couldn't have stayed 24 hours a day; there's just no way," said Tina Van Sky, whose father was on hospice. "To know the volunteer was there, and Dad knew someone was there, was such an amazing help."

About 225 Hospice of the Valley volunteers participate in the 11<sup>th</sup> Hour Companion program, along with one certified nursing assistant and a program manager. There is no source of reimbursement for services provided by the donor-supported program.

### Pet Connections brings smiles



*Frances Tumolo gets a visit from Gracie, a Golden Retriever who volunteers with her human partner, Joni Cipollone.*

Frances Tumolo, 95, thinks of the dog she had in her youth when she gets a visit from Pet Connections team volunteer Joni Cipollone and her dog Gracie.

"Are you a good dog?" Frances asks as she pets Gracie, a six-year-old Golden Retriever. "You're beautiful! I love you!"

Frances lives at Beatitudes Campus in an assisted living apartment. She is a Hospice of the Valley patient. Joni and Gracie

come visit every Tuesday. Joni and Frances are of Italian ancestry and like to chat about food and family. Gracie and Frances also have a special connection that sparks when Frances sings to Gracie and pets her soft coat. "I like everything about Gracie!" Frances beamed.

The Pet Connections program, with 125 pet teams, brightens patients' days, pairing patients with dogs, bunnies and even a miniature horse. For people who like animals, pet visits offer a type of healing that sometimes is better than medicine.

Because Medicare and insurance plans don't cover pet therapy, Pet Connections is supported through donations and by the volunteers who make visits with their certified pets.

# aa!ha

AN AUCTION of HEIRLOOMS and ART

## AAHA! nets record donations

AAHA! An Auction of Heirlooms and Art netted more than \$300,000 for HOV, with proceeds benefitting our patients and families.

The signature fund-raising event, held Feb. 13 at the Arizona Biltmore, drew 400 people who bid on art, collectible pieces and one-of-a-kind experiences at silent and live auctions. Guests enjoyed dinner, entertainment and dancing. Major sponsors were Michele and Rick Hamada, Valley Toyota Dealers and OnePoint Patient Care. The Hamadas also served as honorary event chairs.

“The Magic of Music” was the event theme. Music and other services that bring comfort—including pet therapy, massage and aromatherapy and palliative care—were supported at the evening’s “Fund-A-Need,” which drew \$85,000 in donations.



Honorary event chairs  
Michele and Rick Hamada



HOV board president  
Lanny Lahr with wife Marlene,  
who served on the  
AAHA! committee



HOV board members  
Rita Meiser and  
Michael Withey  
with Caroline Connor



HOV board members  
Rita Meiser and  
Michael Withey  
with Caroline Connor



Jay Hoselton  
and Bob Hampton



Greg Molotky, Brad  
Bachman, Ed Tupper,  
and Ted Reisdorf



## Fun in the sun: HOV Pro-Am Golf Tournament

Hospice of the Valley’s Pro-Am Golf Tournament presented by Cigna Healthcare of Arizona drew 125 pros and amateurs March 24 to Grayhawk’s Raptor Golf Course. Pros competed for a \$10,000 purse with Matt Brooks taking first place in an exciting playoff finish! Congratulations to Imagine Technology Group/SHARP foursome who came in first for the amateurs! The tournament netted more than \$32,000 for Hospice of the Valley, with proceeds benefitting our not-for-profit agency’s patients and families. A tremendous thank you to tournament chair Jay Hoselton and all who participated.

### HOV merges with other companies

Hospice of the Valley acquired Hospice of Arizona, Geriatric Solutions and Desert Oasis Hospice this spring. Hospice of Arizona was part of Florida-based American Hospice Management, which divested its operations in several states. Geriatric Solutions and Desert Oasis Hospice are part of a local physician house call company created by Dr. Kevin Jackson and his wife Barbara.

### Dementia care supported with two grants

The Kemper and Ethel Marley Foundation awarded a four-year \$250,000 grant to support Hospice of the Valley's dementia caregiver respite services. That includes recruiting and training volunteers to visit dementia patients at their homes so family caregivers can take breaks. The grant also will help cover the cost of inpatient respite care at Gardiner Home, as well as caregiver education classes and mindfulness training to ease stress. The Kemper and Ethel Marley Foundation, one of the state's largest private foundations, was created by the Marleys in 1990 to support Arizona charities.

Another grant for \$30,000 was awarded by Season for Sharing to HOV's Palliative Care for Dementia program, serving people at all stages of dementia and supporting their families. Season for Sharing is an annual campaign of The Arizona Republic, azcentral.com and 12News, operated in partnership with the Gannett Foundation, the Nina Mason Pulliam Charitable Trust and the Arizona Community Foundation.

### Grants awarded to perinatal, pediatric programs

HOV was awarded a \$20,000 grant from Thunderbirds Charities to support perinatal palliative care services for families that are anticipating or experiencing the death of a baby before or shortly after birth. Services include medical, emotional and grief support for babies and families. HOV expects to serve about 40 babies and families this year. Thunderbirds Charities was established in 1986 as the charitable arm of the Phoenix Thunderbirds, host of the annual Waste Management Phoenix Open.

The Arizona Diamondbacks Foundation gave a \$5,000 grant to support palliative home care services for children with life-limiting illnesses. HOV provides palliative care to about 100 children annually, more than half of them from low-income families.

The Employees Community Fund of Boeing Arizona awarded a \$5,000 grant to support music therapy for children. Sixty seriously ill children will get visits from music therapists

### Let us know your delivery preference on Horizons!

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*Amy Chengalaram, a social worker, visits with dementia patient Richard Yavitt*



*Julie Hamilton with her son, Kaleb. They were cared for by the agency's perinatal, hospice and pediatric palliative care programs.*



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## Volunteering at Hospice of the Valley

If you would like to become more involved with Hospice of the Valley, we welcome your contributions of time and talent! Here are some ways that you can give:

### Patient Companion

Provide respite for caregivers, visit and read with patients, run errands and offer emotional support to patients.

### Ryan House

Be a greeter, a game player, a reader and a good listener to children with life-threatening conditions and their families staying at Ryan House in central Phoenix.

### Pet Connections

Do you and your pet have the qualities to serve as a pet therapy team? We accept dogs, cats, rabbits and miniature horses.

### New Song Center for Grieving Children

Help provide nurturing support to grieving children, teens, young adults and their families. Support group facilitators especially are needed in Avondale and Gilbert. Bilingual/bicultural is a plus! The next facilitator training classes will be held in August. Call 480.951.8985 to register.

### Music Partners

Play recordings, an instrument or sing to patients. Or participate in the "Voices Lifted" choir.

### Sewing, Quilting

Talented sewers and knitters, working in groups or individually, provide handmade items such as quilts, shawls, tote bags, pillows, bath ponchos and activity items to provide comfort to patients.

### Clerical Support

Provide clerical assistance such as answering phones, greeting guests, data entry, labeling and mailing at the agency's offices Valleywide.

### White Dove Thrift Shoppe

Assist customers, organize and display clothing, furniture, art and other merchandise at our thrift stores, with locations in Phoenix, Scottsdale and Mesa.

Our volunteers say they get more than they give by serving others. For more information, contact the Volunteer Department at 602.636.6336 or visit HOV online at [hov.org](http://hov.org).