

Comfort and Dignity...

❁ HOSPICE OF THE VALLEY

2015 Community Benefit Report



IT'S ABOUT LIVING...



In 2015 we cared for 17,300 patients and families in central Arizona, striving to deliver the best care possible to enhance each person's quality of life.

Nearly 13,200 patients were served by our hospice program; the rest were cared for by our Arizona Palliative Home Care program.

Eighty-nine percent of our patients lived in their own home or place of residence. Six percent were in skilled nursing facilities; five percent were in our palliative care units—inpatient hospice homes.

Our patients ranged in age from the unborn cared for by our perinatal program to 112 centenarians.

We are grateful for the privilege of doing this important work.

17 days

Median length of stay for hospice patients

81 days

Average length of stay for hospice patients



WHAT OUR PATIENTS AND FAMILIES SAY...



“What I would tell people about hospice is it’s not about dying; it’s about living until that inevitable end comes. What hospice gives you is what you need to live life fully. They give you specific, direct information to help you navigate the tricky issues that confront you when you’re in this situation. They give you amazing people—the most caring compassionate people. They fight the fight for you. They are on your side. They are on your team. It’s a really good feeling to have, knowing that hospice has your back.”

—Maren Bingham Showkeir,
with her husband Jamie, who had ALS

98% of families tell us in customer service surveys that they are satisfied with the care they received and would recommend Hospice of the Valley.

“In Korea our culture shows respect to the elderly. They have a place of honor. At this stage of Mom’s life, she’s very comfortable with Hospice of the Valley—the care she receives—because there is that sense of respect and giving dignity to the people who are there.”

—Myong Kellar with her mother,
Myong Kim, 88



INNOVATIVE PROGRAMS FOR EACH INDIVIDUAL...



Hospice of the Valley was the only hospice in Arizona selected in 2015 to participate in **Medicare Care Choices**, a national project to determine costs and benefits of allowing Medicare beneficiaries with life-limiting illnesses to receive palliative care while seeking curative care. It mirrors our **Arizona Palliative Home Care** program, which we established years ago without Medicare reimbursement.



Palliative care focuses on the patient's physical, psychological and spiritual needs. The goal is to achieve the best quality of life possible by relieving suffering and controlling pain and symptoms. We offer palliative care services to people not yet ready for hospice—including a **Palliative Care for Dementia** program supporting patients at any stage of dementia and their family caregivers. **Gardiner Home** provides inpatient care for PCD and hospice patients with dementia—believed to be the first hospice home dedicated exclusively to people with this devastating disease.

Our services to the **Hispanic community** were enhanced in 2015, with a Hispanic team providing culturally sensitive care, a Spanish Speakers Bureau and a Spanish-speaking bereavement group for Hispanic families.

Hospice of the Valley is the only hospice in the state to provide **pediatric and perinatal care** for children with life-limiting illnesses at home and at **Ryan House**, an inpatient home.

VOLUNTEERS SUPPORTING OUR COMMUNITY...

Hospice of the Valley's **2,500 volunteers** provided 195,000 hours of service in 2015.



Patsy Pearce

Now in her 20th year as a volunteer for Hospice of the Valley, Patsy Pearce was honored in 2015 with the statewide Hon Kachina Volunteer Award. "Patsy Pearce is an extraordinary volunteer among thousands at Hospice of the Valley," the Hon Kachina Council wrote. "Her dedication to providing end-of-life care and ensuring death with dignity to those she serves is second to none." She provides spiritual care to dementia patients and respite for family caregivers in the East Valley. She also gives community talks; education to prospective volunteers, and has served as a home care volunteer and as a volunteer area leader. "From the start I've loved it," she said. "I've never lost my enthusiasm and desire to do it."



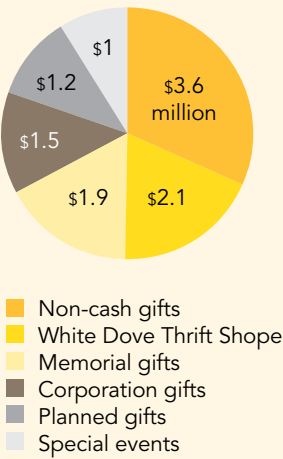
Tony Diana

"I was asked to do a Salutes recognition for a Vietnam veteran, a 68-year-old patient who served in U.S. Army special forces. The family wanted this to take place at Wesley Bolin Memorial Plaza at the state capitol. I took them to the Vietnam War memorial. There was a map of Vietnam inlay in concrete. The patient pointed out where he was in 1969 and 1970. It turned out I was there at the same time, in the Marines. When he talked about the operations he had gone on—some were in conjunction with my unit. I'm sure we crossed paths but never knew it. As he talked, he got very emotional, and so did I. It was so good speaking with a brother Vietnam veteran. Though he didn't look good that day, he spoke strongly. When I saluted him, he returned it smartly. I won't forget that one. We all left in tears."

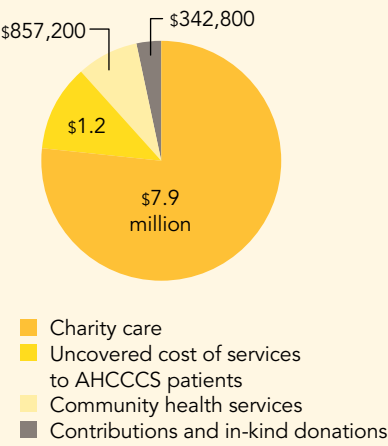
—Tony Diana, volunteer

BY THE NUMBERS

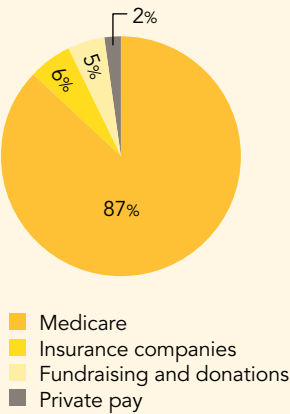
Donations in 2015: \$11.3 million



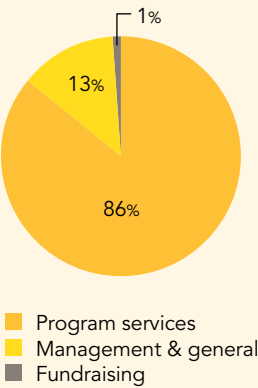
Value of community services provided by HOV: \$10.3 million



Where our money comes from



Where our money goes



Total assets

\$214 million

Our budget for 2016

\$132 million, including \$11.5 million in donations

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HOSPICE
of the VALLEY

1510 E. Flower St.
Phoenix, Arizona 85014
Phone 602.530.6900 | Fax 602.530.6901
hov.org | info@hov.org

A not-for-profit organization