



HORIZONS

WINTER 2016 FOR SUPPORTERS OF HOSPICE OF THE VALLEY

CELEBRATING 40 YEARS OF CARING



HOSPICE *of the* VALLEY

1977 **40** 2017

A LEGACY OF CARING

40 Years: A Legacy of Caring



As Hospice of the Valley kicks off our 40th anniversary celebration for 2017, I'm proud of how far we've come as one of the nation's leading not-for-profit hospices, while holding true to our original mission: Comfort and dignity as life nears its end.

This special mission touches many lives and it attracts staff and volunteers who have devoted their lives to service. In fact, many of the same people who got us started in 1977 are still involved, as you'll read about in this issue of *Horizons*.

Rev. Q. Gerald Roseberry assembled a dynamic, dedicated group of volunteers that persevered in organizing the first hospice to serve the metro Phoenix area. Today Jerry is 84 and still volunteering, greeting patients and families at one of our inpatient hospice homes and helping out however he can. Mary-Audrey Mellor, one of our first nurses, also served as a volunteer over the years. Friends of Hospice, a group of early supporters, continues the commitment today.

Some of us are the sons and daughters of those early pioneers. Dr. John Eckstein volunteers today at our Eckstein Center—named after his father, Dr. Albert Eckstein, HOV's first medical director. John's wife,

Diane, serves on our board of directors.

I'm also a member of HOV's second generation. I was introduced to hospice care by my mother, a volunteer who took me on patient visits in the early 1980s. From her I learned the value of a caring, loving presence and the importance of supporting and serving one another. Last year we experienced that comfort first-hand as HOV cared for my mother in her final months and weeks. My family will forever be grateful to the hospice team that supported us.

We are not alone. HOV cared for more than 17,000 patients and families last year, making us the leading hospice provider in central Arizona. Nearly 99 percent of our families surveyed say they would recommend our agency to others.

Thank you for your continued support of our mission and values. We feel privileged to provide this beautiful care, and we are looking forward to another wonderful year of service.

Happy 40th!

Debbie Shumway
Executive Director

Board president passes the torch



I joined Hospice of the Valley's board 23 years ago—around the same time as Susan Levine and Debbie Shumway. When Susan retired last year as executive director and Deb moved up, the organization went on without missing a beat. We're progressive, always looking ahead, seeing where healthcare is headed and going that way. We embrace and adapt to change.

This month I'll embrace change myself as we welcome Michael Withey as the incoming board president. Mike will do a great job. He is a caring person, just like the staff and volunteers of Hospice of the Valley.

What has impressed me most over the years is the quality of the people HOV attracts and the depth of their impact on the community. It's a totally mission-driven organization from top to bottom, and I think that's a testament to everyone. We've always found the best

people, and they come here for the mission. Their service is deeply appreciated.

Over the years, the board also consistently looks to do the right thing, whether it's partnering with Circle the City and Ryan House or bringing New Song Center for Grieving Children within Hospice of the Valley. Whatever the cost, we do it because we see it as something good for the community.

I've been honored to serve three years as board president and will continue as a member. I've served on boards for many organizations, but this one has brought the most feedback from friends telling me what an enormous difference hospice has made in their lives. Truly, it has been a privilege.

Lanny Lahr
Board president

Hospice of the Valley: Then and Now



A few patients.
3,000 patients a day.

1977 vs. 2017



The first paid employee was a secretary/bookkeeper. Blanche Hopkins and Mary-Audrey Mellor served as unpaid nurses.
1,400 people are employed by HOV.

\$200 in the bank.
\$132 million annual budget.



The first dove logo was created pro bono by Tony Bustos of *The Phoenix Gazette*.
HOV's dove logo is still soaring...or is it a hand?

The first grant of \$15,000 was received from the Flinn Foundation of Phoenix.
Last year donations totaled \$11.3 million.



The first office was located in a rent-free downtown storefront owned by the county health department.
The agency's administrative campus is based in midtown Phoenix. Four clinical office locations and 10 palliative care units are located across the Valley.

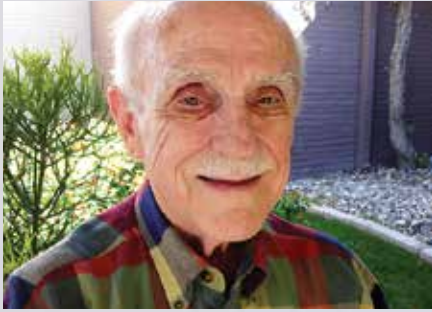


51 trained volunteers began serving in October 1978.
More than 2,000 volunteers serve today.

Dr. Albert Eckstein served as the first medical director.
Dr. John Eckstein, his son, volunteers at Eckstein Center (named after...you guessed it!).



Hospice of the Valley's Dynamic Trio



*Rev. Q. Gerald Roseberry
Founding president HOV*

Then: Rev. Q. Gerald Roseberry—his friends call him Jerry—pastor of Camelback United Presbyterian Church, organized and led a steering committee to create a hospice. Motivated by a desire to offer comfort to parishioners, Jerry and others recognized the community's broader need for a new way of caring for the dying. Their vision was modeled on the work of Dame Cicely Saunders, founder of the modern-day hospice movement in England. On Sept. 9, 1977, Hospice of the Valley was incorporated as "Valley of the Sun Hospice Association." Roseberry was president of the board.

Now: Jerry, 84, lives at The Beatitudes Campus of Care, where the original hospice board signed the Articles of Incorporation. He chairs the retirement community's Elders for a Sustainable Future committee. On Fridays he volunteers at a Hospice of the Valley inpatient unit, where his beloved wife Vada died several years ago. Over the past 40 years, Jerry continued his ministry, as a pastor and on the front lines, sheltering Central American refugees in the Sanctuary Movement, serving the homeless and protecting the environment. "Once an activist, always an activist," he said.



*Mary-Audrey Mellor
First volunteer nurse HOV*

Then: Mary-Audrey Mellor was the mother of two teenagers with her RN and bachelor of science degree from Adelphi University in New York. As a graduate nursing student at ASU, she invited Rev. Roseberry to speak to her class about hospice in September 1977. "I was sold," she said. Thus began her lifelong involvement with Hospice of the Valley. She joined the board in 1978 and became one of HOV's first volunteer nurses, along with Blanche Hopkins. Two years later, she was instrumental in orchestrating the Senators and Celebrities Cup Tennis Tournament with a group that later became known as the Friends of Hospice. Enlisting the aid of her brother, U.S. Sen. Lowell Weicker, the tournament drew participation from U.S. senators and celebrities including Clint Eastwood and Merv Griffin. The tournament sustained HOV at a financially difficult time. Mary-Audrey also lent her hands-on nursing skills to patients, both as a volunteer and later as a paid staff nurse at Gardiner Home. She was highly regarded for her selfless dedication.

Now: Mary-Audrey, 83, lives at Vi Silverstone in north Scottsdale, a retirement community. She volunteered with Schnebly, her Soft Coated Wheaten Terrier, as a pet therapy team a decade ago. A grandmother of three, Mary-Audrey spends time with her family and takes them on an annual summer trip to Hawaii. She reads, enjoys music and sings in a choral group, The Vi Tones. "My heart has always been with Hospice of the Valley," she said.



*Blanche Hopkins Wenge
First volunteer nurse HOV*

Then: Blanche Hopkins was involved in the early organizational meetings of HOV and was a member of Rev. Roseberry's church. She subsequently served as a volunteer hospice nurse along with Mary-Audrey Mellor. They initiated the "Scottsdale Pilot Project" in 1979—the origin of teams serving particular geographic areas with area team leaders supervising volunteers, a system still in place today. "We also followed our patients' families in bereavement and often went together to funerals," Blanche recalled. "We were on-call for our patients 24/7." In the early 1980s, Blanche and Mary-Audrey hired and trained the first paid staff nurses for HOV as the organization grew. Later Blanche earned a master's in social work and served as president of HOV's Professional Advisory Board. Her husband died in 1994. Several years later, she re-married and moved to Europe, living near Amsterdam. Blanche served as a leader of the English Reformed Church, a Presbyterian church affiliated with the Church of Scotland.

Now: At 73, Blanche lives in North Carolina, which is "home" to her and her family—a sister, brother, daughter and two teenage grandchildren. "I belong to book groups. I am active in church. I read a great deal. I go to the ballet, belong to the art museum and read art history books. I listen to music," she said. "I've had the most wonderful life."

A “real nurse” who grew into leadership



1981 was a pivotal year in my life’s journey as I had the privilege of joining Hospice of the Valley. At the time I could not have begun to envision what we would become and the marvelous ways in which we would grow.

It would be impossible to record all the memories, but along the way, the one constant is that they all involve wonderful people—patients/families/colleagues/educators—who have taught me the joy, peace, love and compassion that go along with serving.

Being hired by two of the most compassionate women I could have hoped to know—Mary-Audrey Mellor and Blanche Hopkins Wenge—was the start of the journey. They taught me the heart and soul of what it means to be a hospice nurse—leading by example.

Spending my first seven years as a “real nurse,” as I often say, gave me a wonderful foundation to understand the realities of the work which helps me in my role today.

My first summer making home visits in a car without

AC has never been forgotten. Or the many nights of fielding calls while heading across town to a death visit—no cell phones, no computers—only a pager that buzzed, meaning I had to call the answering service from the nearest pay phone to see who needed me next.

So many patients who have left a mark on my life never to be forgotten: the beautiful family in Scottsdale where I met one of my favorite volunteers, Nancy Wissink, who would cross my path again when her daughter Debbie Shumway joined HOV; our first AIDS patient who taught us that we didn’t need to be afraid; the 21-year-old who denied death until her last breath; the patient who taught me it was okay to embrace silence; the former car salesman who liked to fill me with pie and coffee before I left and “took to his bed” for only the last weekend to ensure his wife wouldn’t be burdened by his disease. I am aware of how truly blessed I am to have had these special experiences and a future that is secure with even more exciting changes on the horizon.

Jean Marie Stockton, director of clinical services for Hospice of the Valley’s West office, is the agency’s longest tenured employee—35 years.

Making every moment count



Hospice of the Valley is very near and dear to my heart. Over the last 40 years, I have volunteered as a board member, public speaker, fundraiser, patient care provider, dementia care provider, volunteer educator and Pet

Connections therapist (along with my four-legged friend). I have watched the organization grow from all volunteers serving a handful of families at a time, to a multidimensional group caring for the diverse needs of a large segment of our community.

When my father-in-law was dying of cancer, beyond treatment and placed in the back of a care facility where he was rarely visited by staff, I became aware of the lack of understanding caregivers had of his needs. Drugs were

rationed, and he would have been alone most of the time had not family taken turns sitting with him. I vowed to do something to help. Three wonderful angels began Hospice of the Valley at just that moment and I found my calling.

What I love and admire most about HOV is that as it has grown into a nationally recognized innovator and now employs many caring people, it has not changed its focus—that of making every moment count for each patient and family. Today I see that in my volunteer role serving patients at home and at Gardiner Home (for dementia patients only), as well as giving community talks. I am proud to be a part of this wonderful organization and am grateful every day for the countless hours the fabulous staff and volunteers give.

Susan Rose is HOV’s longest-tenured volunteer, dating back to the beginning, 1977.

Long-term commitment ensures continuity



On February 21, 1980, I sat at a folding table in a donated church hall to apply as a volunteer with Hospice of the Valley. At the time, I was a young associate at a large law firm. In the legal field, you can work on a case for years before there is a result. I felt a need to help the community in a way that would challenge me and require me to see beyond what I was doing professionally. My father also unexpectedly passed away that year, so end-of-life care called to me on several levels. Some 36-plus years later, I have never looked back.

My personal journey with HOV began as a home care volunteer. I volunteered to work with terminally ill children long before the concept of a pediatric hospice was under discussion. One of my most meaningful memories of this time was encountering the mother of a

16-year-old patient. Twenty-five years later, the mother picked me out of a crowd, and thanked me for the support we gave her family so many years before. I treasure knowing how our staff and volunteers impact the lives of our patients and their families every day.

Over the years, I transitioned from a home care volunteer to a member of the Board of Directors. I have witnessed its evolution from an organization with fewer than 50 patients to the HOV of today, with 3,000 patients, a staff of 1,400, and facilities all over the Valley. I have watched HOV respond to every economic and environmental road block placed in our way with a steadfast commitment to our mission to provide the highest level of quality medical care and comfort to our patients and their families. It is comforting to know that this wonderful organization will continue to serve our community long into the future.

Rita Meiser, a Phoenix attorney, is HOV's longest tenured board member.

Moving forward...Helping patients live better lives



It's hard to imagine how hospice care could look different in the future. After all, compassionate and dignified care for patients at the end of life is the bedrock of Hospice of the Valley's mission. And I am confident that won't ever change. We remain as committed to the philosophy of hospice and to the beautiful care provided to patients and families now as we were in 1977 when Hospice of the Valley was created. But we will need to continue to innovate as our patient population grows and changes.

The graying of America is accelerating. By 2030 those of us 65 and older are expected to be 20% of the U.S. population. The average life expectancy is also growing exponentially. These facts mean hospice care may look differently. Perhaps there will be a need for multi-generational palliative care and hospice programs. In addition, with the dramatic increase in patients having dementia and Alzheimer's, we should anticipate expanding needs for programs such as our Palliative Care

for Dementia and Gardiner Home, a dementia inpatient care unit.

With medical discoveries and novel treatments for diseases on the rise, there will also be a need for greater focus on palliative care. Helping patients who are living longer live better is a need now and one that will expand as new treatments emerge that extend life expectancy. Helping patients have the highest quality of life possible across the care continuum is an evolving need.

Then there are the questions regarding what health reform might do to hospice care. As healthcare reform shifts focus to quality and value rather than volume, I anticipate a growing need for post-acute care and services. This means Hospice of the Valley will be well-positioned to play an ever more critical role...as we continue to do what we have always done best, meeting the patient where they are, when they need us, and tailoring our care to best meet their needs.

Hospice care may evolve, our services may expand, but we will always keep the patient at the center and stay focused on our mission.

Rachel Behrendt is HOV's senior vice president.

Grants support care, education, grief support

Many thanks to the following community foundations and charitable funding organizations for the generous grants to HOV during the last six months:

- Salt River Pima-Maricopa Indian Community – \$100,000 for education programs.
- Thunderbirds Charities– \$50,000 for perinatal program, supporting families that are anticipating or experiencing the death of a baby before or shortly after birth.
- BHHS Legacy Foundation – \$50,000 to develop a college course on Alzheimer’s disease and dementia.
- The Board of Visitors – \$40,000 to support Palliative Care for Dementia, serving people at all stages of the disease.
- Glendale From the Heart – \$15,000 for Outreach Palliative Care, serving people with serious and chronic illness who are not ready for hospice.
- Fiesta Bowl Charities – \$12,500 for pediatric palliative home care.
- Albertson’s/Safeway Foundation – \$10,000 for perinatal program.
- Charro Foundation – \$4,000 to New Song Center for Grieving Children – Scottsdale location.
- Cox Charities – \$4,000 to New Song Center for Grieving Children.

Light Up a Life brings healing and hope

More than a thousand people gathered Nov. 20 in Steele Indian School Park for Hospice of the Valley’s “Light Up a Life,” a community remembrance event honoring loved ones who have died.

“It’s a lovely way to pay respect,” said Johanna Niewold, whose husband died on HOV’s service.

Rebecca Stone was there with three generations of her family from the Gila River Indian Community. They were honoring Rebecca’s sister who died recently, as well as Rebecca’s parents. “We do everything as a family,” she said. “It’s good to be here among others who have also had losses.”

Debbie Shumway, executive director, spoke of Hospice of the Valley’s commitment to caring for families – extending from illness to far beyond the person’s passing. “We are always here for you,” she said.



Light Up a Life





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AN AUCTION of HEIRLOOMS and ART

Saturday, February 25, 2017 • 6–10 p.m.
Arizona Biltmore

Please join us for a special evening as we celebrate the 40th anniversary of Hospice of the Valley at our annual fundraising event. AAHA! An Auction of Heirlooms and Art includes dinner and live and silent auctions with collectible pieces by renowned artists, antiques and one-of-a-kind experiences. Event proceeds benefit Hospice of the Valley's patients and families.

For reservation information, contact Kelly Reber, 602.636.5314 or kreber@hov.org.

For sponsorships and auction item donations, contact Judy Shannon, 602.636.6380, jshannon@hov.org.



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CELEBRATING FORTY YEARS



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