



HOSPICE  
of the VALLEY



*2016 Community  
Benefit Report*



## FROM OUR EXECUTIVE DIRECTOR

Providing care to patients and families during such an important chapter in their lives is a true honor and a privilege. Hospice of the Valley served more patients than ever in 2016—18,125, up from 17,300 in 2015.

As healthcare continues to evolve, we are committed to serving everyone who needs palliative and hospice care, regardless of insurance status or financial means. Providing the best care possible is our focus.

Our families tell us we are meeting our high service standard. Ninety-eight percent of families surveyed last year reported that they would recommend Hospice of the Valley to others. Their comments reflect our commitment to providing compassionate, individualized care. *“Although they didn’t know my mother for very long, they treated her like family,”* a daughter wrote.

Last year also was a time of leadership transition for Hospice of the Valley. Susan Levine retired as executive director after 23 years of service. I served at her side throughout that time in a variety of leadership positions, assuming the executive director role July 1. I am honored to continue the agency’s legacy of putting patients first and foremost.

Thank you for your continued support. We couldn’t fulfill our mission without our staff, volunteers, donors, business and community leaders. We look forward to celebrating our 40th anniversary throughout 2017!

With gratitude,

*Debbie*

Debbie Shumway  
Executive Director



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Executive Director

## ABOUT HOSPICE OF THE VALLEY

Hospice of the Valley was founded in 1977 by a small group of community volunteers looking for a more humane way to care for the dying.

That legacy continues today. As a not-for-profit, community-based hospice, we strive to serve the diverse needs of families with a wide variety of comprehensive programs. We care for people in Maricopa and northern Pinal counties.

### *Our services have grown to include:*

- Palliative care for people receiving treatment for serious, chronic illnesses.
- Special programs for dementia, lung disease and cancer.
- Education for healthcare professionals and the community.
- Pet therapy, music therapy and massage.
- Pediatric and perinatal palliative care and hospice.
- Bilingual, bicultural care.
- Individualized care for groups with common experiences or beliefs, such as faith, military veterans and LGBT communities.
- Senior Placement Service, at no charge.
- Grief support.



### *Volunteer opportunities:*

#### **Patient care**

- Patient companion
- Spanish speakers
- Teen volunteers
- Grief support
- 11th Hour Companion

#### **Specialties**

- Pet Connections
- Shabbat Blessings
- Veterans
- Music
- Sewing
- Quilting

#### **Administrative**

- Clerical
- Special events
- Speakers Bureau
- White Dove Thrift Shoppe

**2,200**  
**volunteers**  
gave 200,700 hours

**1,400**  
**employees**

## OUR PATIENTS

Hospice of the Valley cared for **18,125 patients in 2016**. Nearly 14,000 patients were in our hospice program and more than 4,000 were cared for in our Arizona Palliative Home Care program for people receiving treatment for serious, chronic illness.

Hospice and palliative care is provided mainly in patients' homes or place of residence. We care for patients in group homes, assisted living and skilled nursing facilities. We also serve patients at 10 palliative care units—inpatient hospice homes—Valleywide.

Our patients ranged in age from the unborn cared for by our perinatal program to people who have passed the century mark.



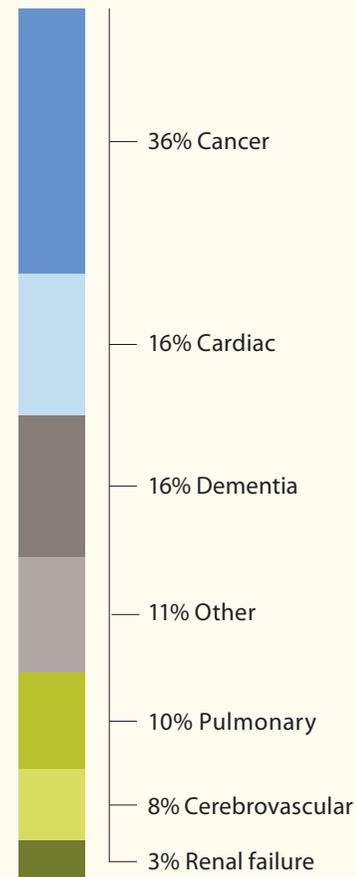
**18,125**  
patients  
served in all programs

**14,000**  
in hospice

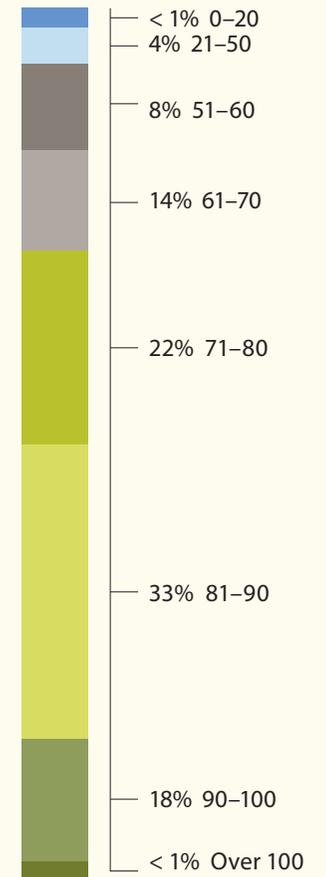
**4,125**  
in Arizona Palliative  
Home Care



### Most Common Primary Hospice Diagnoses



### Age at Admission





## SERVING THE COMMUNITY

Hospice of the Valley educates community healthcare providers and the public about hospice and palliative care. We give presentations to hospitals, professional groups, workplaces, civic organizations, faith groups and health fairs.

Our Education department coordinated mentoring and orientation for more than 100 physicians-in-training, 70 medical students and six fellows.

Our staff gave nearly **400 educational presentations** to healthcare professionals and provided information at 175 trade shows, health fairs and community events. Speakers Bureau volunteers gave 170 talks to community groups.

Our bereavement counselors **provided 8,750 one-on-one counseling sessions**. Nearly 20,000 supportive telephone calls were made to surviving family members. More than 550 community grief support groups were held Valleywide. The groups are open to all, regardless of whether patient was on hospice. New Song Center for Grieving Children served nearly 400 families in 1,560 support groups.

**Mindfulness classes** were offered at locations Valleywide to family caregivers of people with dementia and to anyone with a desire to reduce stress.

## WHAT OUR FAMILIES SAY

“The staff’s work is not just a job for their pocketbook, it’s one from their heart, and it shows!”

—A daughter

“Both at inpatient hospice and at home, our hearts were overwhelmed by the staff’s most caring service.”

—A daughter

“The whole experience, from start to finish, was amazing. Every person on the hospice team was so caring and gentle. The nurses treated my dad with such respect, like he was their dad. I am forever grateful. Thank you all a million times.”

—A son

“Thank you so much for helping my mother. You all are worth your weight in gold. The hospice team helped me to accept the process of my mother leaving this earth.”

—A son

“The team helped me transition my role from being my husband’s vigilant protector, ensuring he received the most aggressive treatment, to one of end-of-life care. This was nearly impossible for me to do, and the staff guided me tenderly. I always felt ‘safe’ when they were there.”

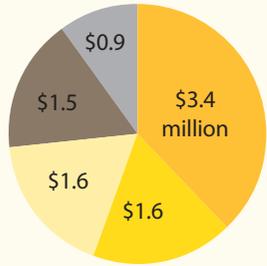
—A wife

# 98%

of families surveyed in 2016 reported that they would recommend Hospice of the Valley to others.

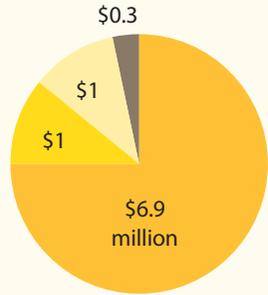
## BY THE NUMBERS

### Donations in 2016: \$9 million



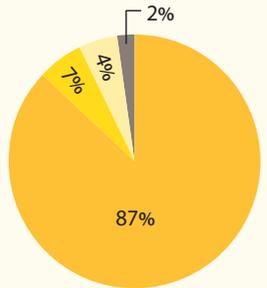
- Non-cash gifts
- Memorial gifts
- Corporation gifts
- Planned gifts
- Special events

### Value of charity care and other community services: \$9.2 million



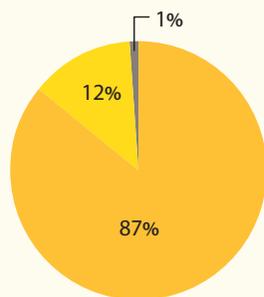
- Charity care
- Uncovered costs for AHCCCS patients
- Community health services
- In-kind donations

### Where our money comes from



- Medicare
- Insurance companies
- Fundraising and donations
- Private pay

### Where our money goes



- Program services
- Management and general
- Fundraising

### Total assets

\$230 million

### Our budget for 2017

\$155 million, including \$12 million in donations

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