



HORIZONS

Community Newsletter

Comfort and dignity as life nears its end

SUMMER 2018

HOSPICE OF THE VALLEY: YOUR COMMUNITY HOSPICE

Hospice of the Valley is grateful for the privilege of supporting patients and families through one of life's most meaningful times.

To give back to the community, we offer services at no cost that relate to our mission: comfort and dignity as life nears its end. That includes caring for children with serious illness, grief support groups at locations Valleywide, and presentations about topics ranging from care for the caregiver to how to write a living will.

To ensure our mission is sustained, we educate young people interested in hospice and palliative care careers by giving them hands-on experience with patients. We also teach physicians-in-training about end-of-life care in palliative care settings. Here's a sampling of community services offered by our not-for-profit agency.



New Song Center for Grieving Children supports children, teens, young adults and families following the death of a loved one.



Health Care Decisions provides presentations, free living wills and other documents.



Pediatric Palliative Care supports children with serious illness and their families.



Senior Placement Service provides referrals to in-home care, group homes, assisted living and nursing homes when elders need more support.



Community engagement extends to diverse communities—including Hispanics and faith-based organizations. Our bilingual staff and volunteers provide care, grief support and companionship.



Dementia care is our specialty. A fellowship program underwrites community projects for improving care. Palliative Care for Dementia supports family caregivers. A Dementia Care and Education Campus is in the planning stages.



Hospice of the Valley sustains community connections



Debbie Shumway

With our 41-year history, Hospice of the Valley has deep community roots and a mission dedicated to providing beautiful end-of-life care.

In order to meet the changing needs of our community, we develop relationships with people, organizations and healthcare partners that share our commitment to improving quality of life.

By raising awareness about Hospice of the Valley, we learn from those we meet and serve. Together, we create new programs to meet the changing healthcare needs of our community.

For example, family caregivers of loved ones with dementia told us they felt overwhelmed and needed help caring for their loved ones at home. We began offering mindfulness classes year-round; we developed a Palliative Care for Dementia program that teaches caregivers ways to cope and relate to their loved ones; and will soon break ground on a new Dementia Care and Education Campus that will teach caregivers and provide care options for patients.

Hospice of the Valley is blessed with many

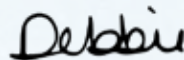
“ambassadors” who spread the word about our care by attending or speaking at community events. I am reminded daily of the commitment and passion these employees and volunteers have for our mission.

Our Speakers Bureau—composed of volunteers from all walks of life— offers no-cost talks about a variety of health topics to any group that asks. One talk centers on advance care planning, for which we offer free living will and other forms.

We also have an eye on the future, educating the next generation, as well as current healthcare professionals, about hospice and palliative care. In this issue of Horizons, you’ll read about our outreach to high school, college and medical school students.

If you have suggestions about how we can best serve you, your family or your community group, I would love to hear from you. Please feel free to give me a call at (602) 530-6900 or send an email to feedback@hov.org.

Best regards,



Debbie Shumway

Executive Director

Special events are a fun way to engage



Dieter Gable

One of my favorite ways to give to Hospice of the Valley, connect with people in the community and have fun doing it is the annual Pro-Am Golf Tournament presented by Cigna Healthcare of Arizona.

The tournament is played on the phenomenal Raptor Course at Grayhawk Golf Club in Scottsdale.

This year’s March 29th event was the 20th annual gathering of amateurs and pros from the Southwest Section of the PGA. The \$37,000 raised pushed the 20-year total contribution to HOV to nearly \$820,000, thanks to the exceptional leadership and commitment of volunteer tournament organizer Jay Hoselton.

In addition to fundraising, special events are a time to gather as a community, often to share stories about how Hospice of the Valley was able to support a family, a friend or a neighbor. Each story is unique and important. I’m honored to listen to them and proud to be involved with the organization that helps so many during this important time.

If you’re looking for enjoyable ways to get involved, take a look at the Special Events page in this issue.

We continue to express our gratitude for the ongoing community support.

Sincerely,



Dieter Gable

Board President

YOUNG PEOPLE LEARN ABOUT CARE BY GIVING



Medical student Chris Bean reads to patient Fatima Faye at Ryan House.

ASU COURSES FOR FALL 2018

HCD 294 – Intro to Hospice and Palliative Care

Explore hospice and palliative care through classroom meetings with healthcare professionals and by direct experience in a patient's home or an inpatient hospice unit with the professionals who provide their care.

Faculty: Rachel Behrendt, DNP, RN, NEA-BC, senior vice president operations, Hospice of the Valley.

HCD 394 - Intro to Dementia and Alzheimer's Disease

Explore Alzheimer's disease from the perspective of patients, caregivers, and healthcare professionals through class discussions with experts and by visiting persons with dementia in their homes.

Faculty: Gillian Hamilton, MD, PhD, administrative medical director, Hospice of the Valley.

HCD 494 – Internship in Palliative Care or Alzheimer's disease.

Eight hours/week advanced level direct experience with professionals caring for palliative care patients.

Information:
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As a high school student, Sandra Villalobos didn't think she could handle hospice work emotionally when she first heard about a Teens in Nursing volunteer program offered by Hospice of the Valley. But she decided to give it a try.

"After the experience, I knew I really, really, really wanted to do this," Villalobos said. "I don't see myself doing anything else. I love it!"

Israel Zaldivar—who explored business, engineering and science majors at ASU—signed up last year for a course in Alzheimer's and Dementia taught by Hospice of the Valley's Dr. Gillian Hamilton, administrative medical director. "I took the class and instantly fell in love with medicine," he said. "Hospice of the Valley and Dr. Hamilton totally changed my life."

Now Villalobos is working as a certified nursing assistant at one of the agency's inpatient hospice homes. Zaldivar continued his studies by enrolling this year in an internship based at two inpatient hospice homes—one for adults, one for children. Villalobos aspires to become a Hospice of the Valley nurse. Zaldivar wants to become a physician specializing in hospice and palliative medicine.

Educating, mentoring and sustaining the next generation of hospice and palliative medicine specialists is the goal of several Hospice of the Valley programs for teens and young adults.

"We have a responsibility to pass on what we know to talented young

people who have the heart for our mission and the creativity to find new ways to continually improve our care," said Executive Director Debbie Shumway.

Programs include teen volunteers; undergraduate ASU classes; pre-med and medical student volunteers; and rotations for physicians-in-training.

"Sometimes end of life can be a topic that gets glossed over in medical school," said Chris Bean, a medical school student and hospice volunteer. "A lot of times death is seen as a loss or failure for physicians. But in reality, if you ask people if they want to pass away in an intensive care unit hooked up to machines or at home with their pain managed, they don't want to be in a hospital. I think it's great that medical students have an opportunity to see hospice."

Annie Schmidt, an undergraduate at ASU, said the course she took on dementia has had both a professional and personal impact on her. Much of the course is devoted to "hands-on" learning working with patients at Gardiner Home, devoted to caring for people with dementia.

"Learning best practices from the best in the field makes me excited to become a geriatrician," she said. "Spending time with people with dementia slows me down, and makes me more at peace with life and death. For me, understanding life's end makes the rest of it better, too, and that's exactly what this class teaches me."

A legacy of caring since 1977

DEMENTIA FELLOWSHIP PROGRAM ENHANCES CARE

Movement to enhance human connection. Art to stimulate conversation. Improvisation to reduce conflict.

These strategies to improve quality of life and relationships are used by fellows in the Dementia Care Fellowship program of Hospice of the Valley. Midway through the 14 fellows' one-year program, they are exploring ideas and testing their theories about how to improve care for people with dementia.

"There's great excitement among the fellows. The program brings new opportunities for collaboration," said Jan Dougherty, RN, who oversees the fellows. "They are learning from each other."

The group includes nurses, educators, social service providers, a lawyer, physicians and a fire department captain. Each fellow and each of their organizations were awarded \$5,000 by Hospice of the Valley to devise and support a sustainable change project.

Projects include developing a training program about dementia for paramedics; creating a legal reference guide for families; educating hospital staff and medical students about dementia; and teaching rehab nurses techniques to work with patients with dementia.

Michelle Cornelius, director of memory care programs at Cypress HomeCare Solutions, hired an improvisation expert to craft ways to train staff and families on

communication skills – particularly about how to de-escalate conflict.

"Caring for the person with dementia is very much about living in their world," Cornelius said. "Saying 'yes, and' is a big thing in improv—not 'no, but.' So if the person with dementia says the sky is magenta today, the response is 'yes, isn't it a beautiful shade of magenta?' Just go with it."

Cornelius currently teaches communication skills to professional and family caregivers, but she wants to extend tools to a wider variety of settings, including chronically ill people in the hospital and to businesses.

Jennifer White, a social worker for Hospice of the Valley who also is a yoga instructor, teaches movement classes and works one-on-one with people with dementia at HOV's Gardiner Home—an inpatient hospice home for dementia care—and at Oakwood Creative Care Day Clubs, a non-profit in Mesa. She supports people at all stages of dementia and their caregivers.

"Connection and relationship are the primary benefits," she said. Slow, controlled movement also induces relaxation; reduces anxiety and fear; improves health and wellness; and can even inspire a spiritual experience, she said.

Some of the services and products emerging from the Fellowship program will be utilized at HOV's new Dementia Care and Education Campus, scheduled to open in Phoenix in 2019.

"The fellowship program brings people together to share information as they work toward the common goal of making the world a better place for people with dementia and their families," Dougherty said.



Jennifer White teaches movement classes.

Over the next 10 years, Arizona will experience the second-highest increase nationally in the number of people diagnosed with Alzheimer's disease and other forms of dementia. For every person living with dementia, several other people also are affected.

DEMENTIA FELLOWSHIP: ART AS A TRANSFORMATIVE EXPERIENCE

Editor's note: This is one of the projects supported by Hospice of the Valley's dementia fellowship program.

Claude Monet's *Flowering Arches, Giverny* might evoke recollections of a backyard garden, Paris or springtime.

"Ponder," a horse sculpture of wood, wire and steel, may trigger thoughts of pets, horse races and ranches.

Fashions of the 20th century—a black leather jacket, a geometric-patterned mini skirt—could turn back the clock to a hot high school date.

Before you know it, viewers of art works like these get a conversation going. Connections occur, memories are stimulated, smiles break out.

That's the premise behind Phoenix Art Museum's Arts Engagement Program, an innovative model that brings visual arts to people with mild to moderate dementia and their care partners.

"We've seen a huge value in it," said Nancy Fitzpatrick, docent liaison to the program. "It helps people in similar situations come together, and gives them an experience they can enjoy for that moment. There are no reminders of their disease or doctor appointments. Just conversation, thoughts and ideas."

Another part of the program is devoted to hands-on creation of art works by the people with dementia and their caregivers. Through this activity they connect with one another and enjoy the tactile experience of creation, celebrating their finished works on display.

As her fellowship project for Hospice of the Valley, Fitzpatrick is researching ways to expand the Arts Engagement Program, taking it to other venues and community groups to make it more accessible.

She also is laying groundwork that could lead to a position within the education department at Phoenix Art Museum that oversees creative aging.

"It's exciting," she said. "We want to help improve quality of life. So many people with dementia and their caregivers become isolated because there's no socialization. This brings people together."



Participants in Phoenix Art Museum's program enjoy art.



AAHA! nets \$350,000

AAHA! An Auction of Heirlooms and Art netted more than \$350,000 for Hospice of the Valley, with proceeds benefitting patients and families.

The record-breaking amount included nearly \$140,000 raised to support a Dementia Care and Education Campus in Phoenix that will care for people at all stages of dementia and bring people together to share best practices in dementia care. Construction starts this year on the site at 3811 N. 44th St. in Phoenix.

AAHA!—the agency’s signature fund-raising event—was held March 3 at the Arizona Biltmore. Nearly 400 people bid on art, collectible pieces and one-of-a-kind experiences at silent and live auctions.

Two of the highest-bid items were an eight-day Burgundy and Provence Europe Boutique cruise and a kinetic sculpture by Bruce Stillman.



Pro-Am Golf Tournament

The 20th annual Pro-Am Golf Tournament, presented by Cigna Healthcare of Arizona, pushed the 20-year total raised for Hospice of the Valley to \$818,000, including \$37,000 at the March 29 tournament at Grayhawk Golf Club’s Raptor Course in Scottsdale.

Grayhawk presented Jay Hoselton with a wooden sculpture of a hawk in recognition of his 20 years of volunteer service as tournament organizer. Proceeds from the event benefit not-for-profit Hospice of the Valley’s patients and families.



The tournament began with a shotgun start and ended with an exciting pro playoff, awards ceremony and reception. Twenty-seven foursomes and 27 pros from the Southwest Section of the PGA competed. The first-place amateur foursome was from Apria: Jennifer Veretto, Norka Carrasquillo, Marcus Montoya and Kirby Combs. Pro Chris Dompier took first place in a playoff finish against pro Jeff Yurkiewicz



Laura Bush speaks at Legacy Luncheon

Former First Lady Laura Bush spoke to nearly 700 people at the Legacy Luncheon on April 25 at the Arizona Biltmore. She discussed her memoir *Spoken from the Heart*. The Sandra Day O’Connor Institute and Hospice of the Valley collaborated to present the event honoring the life and work of Justice Sandra Day O’Connor, the first woman appointed to the U.S. Supreme Court. The former first lady was gratified that the event would support families living with dementia as her late father was touched by the disease. Proceeds designated for Hospice of the Valley will support the Dementia Care and Education Campus.

Volunteer gives money and time to support the sick

When Hospice of the Valley volunteer Jeff Lewis started radiation for prostate cancer last fall, he got some advice at the clinic about how to get through treatment.

“Somebody told me: ‘Do something nice for someone else every day,’” Lewis recalled.

So he set about doing just that—and cancer patients Valleywide have benefitted from his generosity ever since.

Lewis, 64, has donated grocery gift cards to nearly 60 patients enrolled in Hospice of the Valley’s Arizona Palliative Home Care (AZPHC) program, which supports people who are also getting treatment for serious illnesses. At the holidays, he gave grocery store gift cards to 15 patients, supporting several patients for months.

With a background in marketing and public relations, Lewis created his own nonprofit called The Froth and Bubble Foundation (frothandbubblefoundation.org) to give donations to cancer patients needing food money.

The foundation’s name came from a line of poetry by Adam Lindsay Gordon:

*Life is mostly froth and bubble;
Two things stand like stone
Kindness in another’s trouble,
Courage in your own.*

Leon Ball, 74, who has pancreatic cancer, was a beneficiary.

“It came at a time when we were pretty desperate,” said Ball, a Glendale resident enrolled in AZPHC. “I have to choose between medicine and food all the time. Some of the medicine is so expensive. We’re on social security. It doesn’t leave anything leftover.”

Lewis also gives his time to Hospice of the Valley patients as a Shabbat Blessings volunteer. The program is for Jewish patients and families who want to experience Shabbat Blessings on Friday evenings, when the week comes to a close and peace and blessings are ushered in by lighting candles and saying special prayers. Jewish volunteers visit palliative care units to give blessings at the patients’ bedside.

“I feel blessed and I want to share with them,” Lewis said. “I have a lot to be grateful for.”



Communicator records hospice patients’ stories

Alyssa Winterstein combines her love of writing and of not-for-profit Hospice of the Valley in the stories she collects from patients as a volunteer.

“I feel like I’m the luckiest person in the world, to sit across from Ralph and Inga and hear stories I wouldn’t hear otherwise,” she said. “To get the opportunity to hear things firsthand. It has completely changed my life.”

Winterstein, 28, wrote the story of Inga Christoffersen, 94, a retired nurse who became an artist and photographer with a special aptitude for drawing dogs. Her talent re-emerged after she became a Hospice of the Valley patient and was inspired by the agency’s Pet Connections calendar. Dozens of dog portraits line her walls. The story and photos were assembled by Winterstein in a Shutterfly book.

Ralph Bingenheimer, also 94, recorded his life story with Winterstein, who visited his Scottsdale assisted living home to learn about his service in World War II and subsequent time as a prisoner of war. Bingenheimer later spent much of his life volunteering at children’s hospitals and museums and Hospice of the Valley, enjoying people and giving back.

The process of listening, recording and writing stories—plus sorting through old photographs and editing them for a book—can take six to eight weeks. “I want to make sure their stories are documented and not lost because they will impact people well beyond their friends and families,” Winterstein said.





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COMMUNITY TALKS OFFERED BY HOSPICE OF THE VALLEY

Are you a part of a community, neighborhood, civic or faith group? Are you a business person looking for ways to educate and support colleagues in the workplace?

Consider contacting Hospice of the Valley to schedule or attend a no-cost presentation by our staff or our volunteer Speaker's Bureau.

Topics include: hospice and palliative care; advance care planning/living wills; making the most of visiting your doctor; dementia; grief and mourning; caregiving; living with chronic disease; Ryan House, serving medically-fragile children; supporting grieving children; honoring veterans at end of life; and coping with grief at the holidays.

To schedule a presentation, call (602) 287-7008 or email EmailSpeakersBureau@hov.org.

