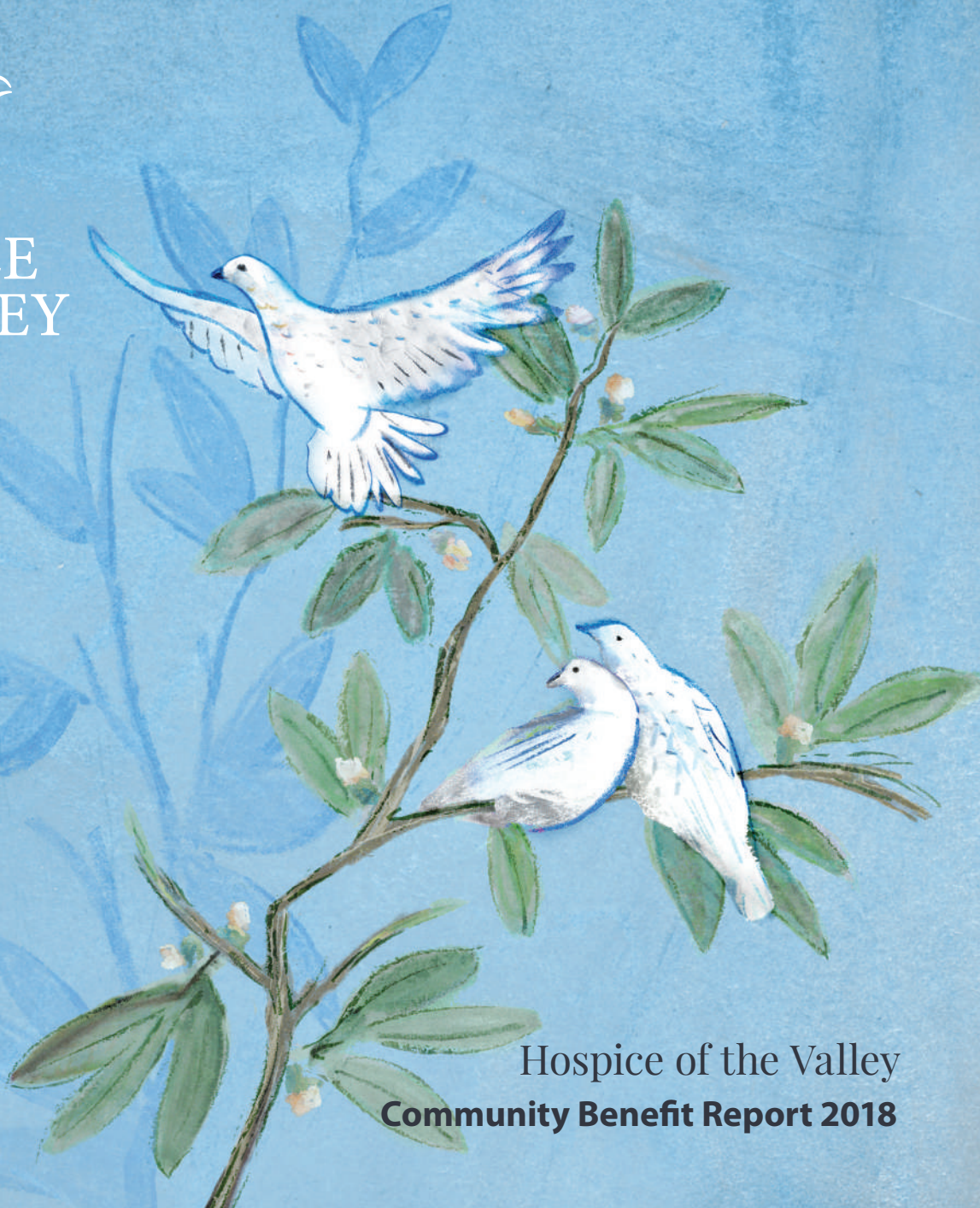




HOSPICE
of the VALLEY



Hospice of the Valley
Community Benefit Report 2018





From the Executive Director

To our community:

Innovation has characterized Hospice of the Valley since our founding more than 40 years ago. It has been our privilege and passion to find new and creative ways to meet the needs of our fast-growing community. Through the decades, our services have grown and we are humbled to be the Valley's leading provider of serious illness and end-of-life care, serving more than 18,000 patients and families in 2018.

Our efforts were recognized nationally last year with the Circle of Life Award from the American Hospital Association. Hospice of the Valley's unique in-home palliative care programs were cited as models of inspiration for bridging gaps in the healthcare system, enhancing patient care, and reducing avoidable emergency room visits and hospital stays.

Arizona Palliative Home Care supports people struggling to manage advanced, chronic illness but not ready for hospice; Palliative Care for Dementia helps patients at all stages of dementia and their family caregivers; and Transitional Care eases the move from hospital to home. Together, these programs serve about a third of our patients, expanding the spectrum of care to include earlier stages of serious and chronic diseases.

Thanks to our Geriatric Solutions program, we are able to provide primary care services to care for patients who find it difficult to get to doctors' offices.

In 2018, we were chosen to be the only hospice provider in Arizona to take part in a Medicare demonstration project that supports patients who are eligible for hospice and also want to continue getting aggressive medical treatments. We call this program *MediCaring* and it will help healthcare leaders structure a new Medicare benefit to support seriously ill patients who are not yet ready for hospice, but need home care and support.

Everything we do is designed with our mission in mind: Providing comfort and dignity.

Thank you for giving us the opportunity to serve.

Debbie Shumway

Debbie Shumway



Our innovation

Fellowships

Each year, Hospice of the Valley awards 12 dementia fellowships to inspire those with a passion for helping families live better with dementia. Applicants create a sustainable change project that will improve quality of life for dementia patients and their caregivers. Participants have included nurses, educators, artists, musicians, social service providers, physicians — even a fire department captain. Fellows and their respective organizations each receive \$5,000 to participate in the program.

Arizona State University classes

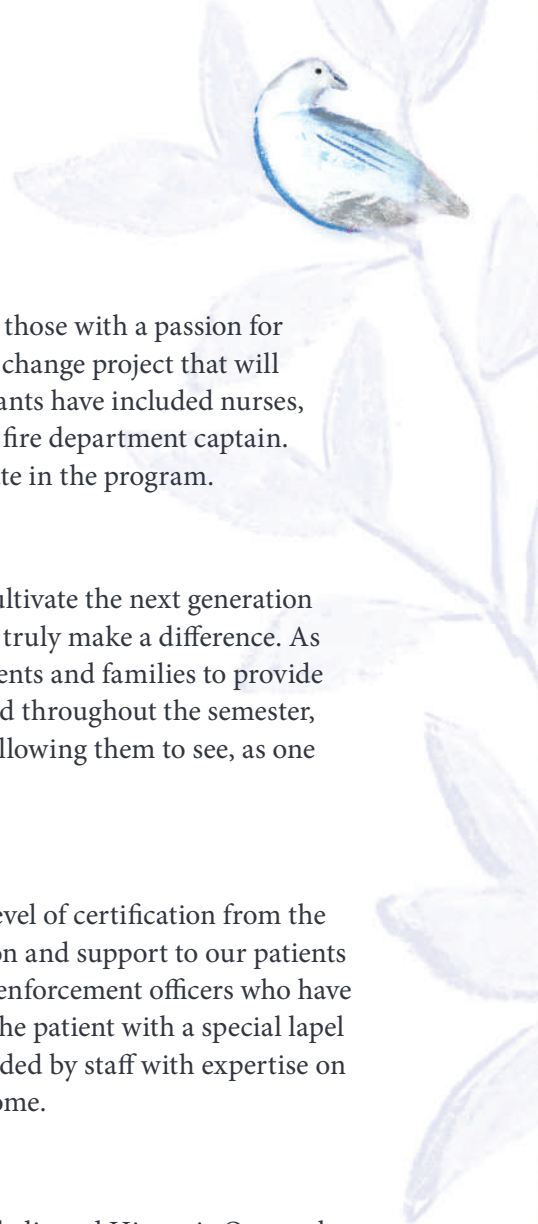
Hospice of the Valley is teaching Dementia Care courses at ASU to help cultivate the next generation of dementia, hospice and palliative caregivers. Students are empowered to truly make a difference. As they learn more about this kind of care, they are matched with actual patients and families to provide companionship and support. Students journal about their interactions, and throughout the semester, witness how they have changed people's lives *and* changed themselves — allowing them to see, as one student put it, “not just the disease, but the person living with it.”

We Honor Veterans and First Responders

Our innovative Saluting Our Veterans program has received the highest level of certification from the national We Honor Veterans organization for providing special recognition and support to our patients who are veterans. A similar program honors emergency, medical and law enforcement officers who have served on the front lines. A trained volunteer makes a tribute visit to gift the patient with a special lapel pin and the family is given a flag as a keepsake. If needed, support is provided by staff with expertise on issues that often emerge at end of life, such as post-traumatic stress syndrome.

Hispanic Outreach

To meet the unique needs of our community, Hospice of the Valley has a dedicated Hispanic Outreach Team to provide culturally sensitive care to Spanish speaking patients and families. Trust and respect are important components of our care. To ensure there is no language barrier, our bilingual doctors, nurses and staff provide direct patient care and bereavement services in the language families feel most comfortable speaking.







Our care

Hospice and palliative care is provided in the comfortable, familiar surroundings of patients' homes, which may be a private residence, group home, assisted living or nursing home. We also have nine inpatient care homes Valleywide where patients can stay for limited periods for symptom control and round-the-clock care.

Our philosophy is holistic, addressing the physical, emotional, social and spiritual needs of patients and families.

Care is delivered by a team of compassionate professionals — 1,400 staff members and 2,100 volunteers. Team members include nurses, social workers, nurses' aides, physicians, chaplains, volunteers and bereavement counselors. Help is available anytime, day or night, every day of the week. Our After Hours team provides care, support and education to cover 10,000 callers per month.

We also care for children, providing pediatric respite and end-of-life care. A perinatal program supports parents whose babies are not expected to survive long after birth.

Grief support is offered for at least 13 months after a patient dies. Nearly 9,000 individual counseling sessions were provided last year by our professional bereavement counselors to bereaved family members. In addition, our grief counselors facilitated 550 community support groups with 5,500 participants. Those groups are open to anyone at no cost.

We are proud to share that 98% of families express satisfaction and gratitude for the care they received and would recommend Hospice of the Valley to friends and family.



To inquire about services: (602) 530-6900 or hov.org

Community volunteers sustain our mission

Hospice of the Valley volunteers enrich our programs by providing special touches that bring joy and enhance quality of life. Unique volunteer services, such as pet and music therapy, go beyond the basic requirements of hospice care.

Our 2,100 volunteers gave nearly 202,700 hours of service in 2018 valued at \$4.7 million!

Many volunteers enjoy working directly with patients and families, visiting them at home, providing breaks to family caregivers, reading or engaging in activities.

Specialty volunteer programs include Pet Connections (making patient visits with a four-legged friend); working at our White Dove Thrift Shoppes; a Hispanic outreach team; honoring military veterans and first responders; playing music and singing; and participating in our Speaker's Bureau. We also have sewing, office work, special events and teen volunteers. Volunteers and staff made more than 20,000 check-in calls last year to our bereaved families.

Our New Song Center for Grieving Children relies on specially trained volunteers to provide no-cost grief support services to children, teens and families. In 2018, 275 volunteers provided more than 3,500 hours of volunteer time to 530 families. New Song volunteers led 2,000 support group meetings at eight locations Valleywide.

To volunteer: (602) 636-6336 or hov.org





Education for professionals and community

Sharing expertise with others

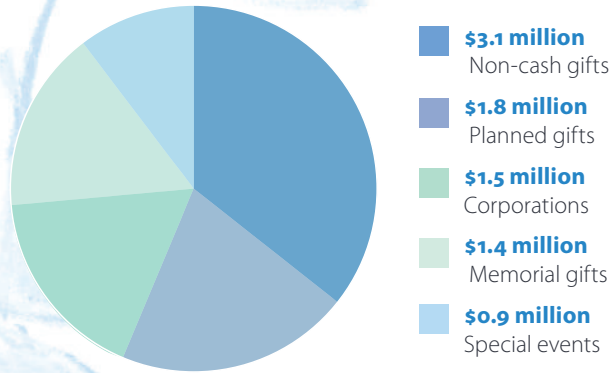
Hospice of the Valley has become a leader in educating healthcare professionals, students and community members about advanced illness and end-of-life care.

Our reach in 2018:

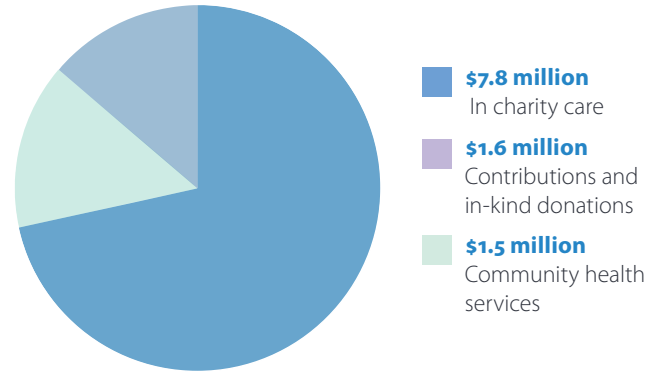
- Education and mentoring for 110 physicians-in-training (residents), 80 medical students and six palliative care fellows.
- More than 430 informal “lunch-and-learn” talks for healthcare professionals.
- Gaining accreditation to provide certified continuing education to physicians and providers.
- Creation of inpatient palliative fellowship program with local hospital systems.
- Articles written by staff about pulmonary and dementia care published in academic journals.
- Membership on national and state boards for hospice and palliative care, pulmonary and dementia care.
- A fellowship program to create new ways to serve people with dementia.
- Classes on hospice and dementia care taught at ASU.
- Nearly 200 local health fairs, trade shows and sponsorships.
- 135 volunteer Speakers’ Bureau talks to community groups.
- Mindfulness classes for caregivers.

By the numbers

Donations in 2018: \$8.7 million



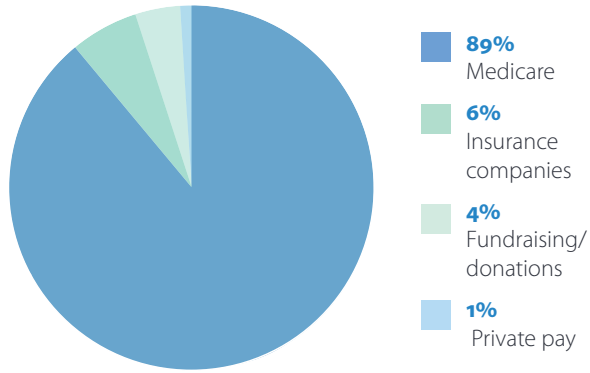
Value of community services provided by Hospice of the Valley in 2018: \$10.9 million



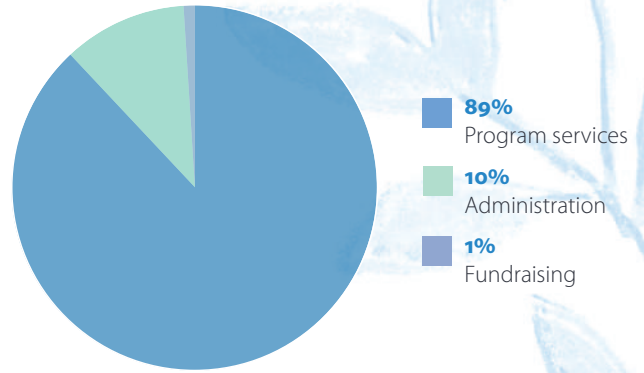
2019 budget: \$159 million, including \$9 million generated from community support



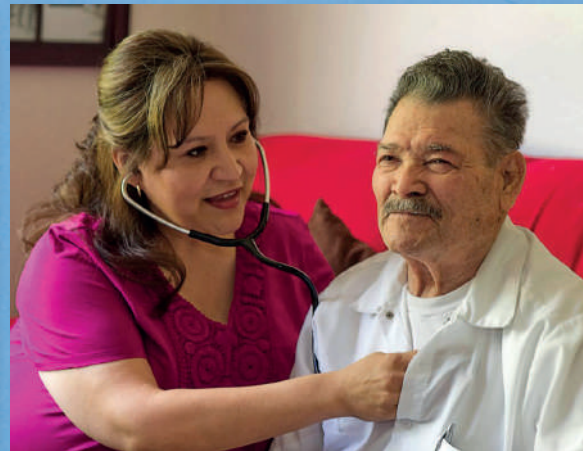
Where our money comes from



Where our money goes



Total assets: \$134 million





Our vision

Living well with dementia

Recognized for innovative approaches to caring for people with dementia, Hospice of the Valley is devoting even more focus to this ever-growing population. We are building a comprehensive Dementia Care and Education Campus that will improve the way our community supports families struggling to live with this challenging disease. Located in the Arcadia district in Phoenix at 44th Street and Indianola Avenue, The Dove Campus will open in late 2020.

Our team is creating a gold standard of superb dementia care to prepare for a rapid rise in the incidence of dementia — 200,000 Arizonans affected by 2025. We are committed to enhancing quality of life by supporting patients, caregivers, healthcare professionals and community members. The Dove Campus will be a place where people experience life to the fullest, the community comes together for education and collaboration, and families have peace of mind knowing their loved one is receiving beautiful care.

Hospice of the Valley

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HOSPICE
of the VALLEY

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A legacy of caring since 1977