



HORIZONS

Community Newsletter

Comfort, dignity and compassionate care

WINTER 2020

HOSPICE OF THE VALLEY LEADS THE WAY IN DEMENTIA CARE



Our Dementia Care & Education Campus is now under construction! Bulldozers are hard at work after our recent ceremonial groundbreaking, held on a beautiful, sunny afternoon with about 200 guests in attendance. By early 2021, our community will have a one-of-a-kind campus that will enhance the way we care for patients living with dementia and their families.

“This has been a dream for many of us,” Hospice of the Valley Executive Director Debbie Shumway told the crowd — board members, staff, volunteers, donors, sponsors, neighbors, local leaders and first responders. “We are committed to providing a model that is the gold standard in excellent dementia care.”

Excited supporters also heard from our board president, Dieter Gable, who emphasized the unique way the project brings resources together in one place.

Phoenix Mayor Kate Gallego recalled watching her grandmother’s memory decline. “It was very difficult to experience,” she said. “Today, we are taking a big step

to change that. This campus will give the whole community access to the best care available.”

It was an especially meaningful day for Hospice of the Valley’s highly credentialed dementia team. Dr. Gillian Hamilton, whose vision first shaped the multipurpose campus, helped throw the first shovelful of dirt.

“This campus goes beyond caring for families living with dementia. It will educate our community how to live well with dementia!” she said.

For a closer look at the Hospice of the Valley Dementia Care & Education Campus, see pages 4 and 5.



BEAUTIFUL CARE, EDUCATION AND COLLABORATION

When we reflect on Hospice of the Valley's accomplishments in 2019 and our goals for 2020, we are grateful for the wonderful support that



Debbie Shumway



Dieter Gable

allows us to serve our community and continue to raise the bar for care. Your generosity helps us provide compassionate care; invest in hospice, palliative and dementia education; create partnerships to meet the growing healthcare needs of our community; and train a workforce for the future.

Working together, we are stronger and able to care for more patients and families in need. A new inpatient palliative care program we launched with Valleywise Health, formerly Maricopa Integrated Health System, is a wonderful example of a partnership that has enhanced quality of care for people living with advanced illness.

As we move into 2020, we remain committed to providing beautiful care to our patients, their family members and our community. We look forward to

expanding our partnerships with healthcare systems and teaching institutions to educate professionals and students. This year, we will provide education and training for nine palliative care physicians and a nurse practitioner through fellowship programs with local hospital systems. The feedback we receive indicates that these collaborations make a positive difference.

An inspiring and innovative project that is taking shape is the Hospice of the Valley Dementia Care & Education Campus in the heart of central Phoenix. Learn more about this exciting news within this publication.

Your support makes these important community collaborations possible. We feel privileged to be a part of improving healthcare for Arizona families and to educate the next generation of hospice and palliative care providers. Thank you for being an integral part of the Hospice of the Valley family that has built a legacy of caring for 43 years.

With gratitude,

Debbie Shumway
Executive Director

Dieter Gable
Board President

Community *Awards*

Hospice of the Valley named 2019 Nonprofit of the Year

We were humbled to accept the inaugural Az Business Angels Award for Nonprofit of the Year in the healthcare category. AZ Big Media created the awards last year to spotlight the nonprofits making the biggest impact on our community. We dedicate this recognition to our compassionate, hardworking employees, along with our amazing volunteers and generous supporters.

Hospice of the Valley one of top 5 places to work

The *Phoenix Business Journal's* 2019 Best Places to Work in December honored 100 companies ranging from micro to extra-large. Hospice of the Valley ranked fifth among companies with 1,000-plus employees — the only healthcare or nonprofit organization in that category. The awards are based on confidential employee surveys about workplace culture. What makes us stand out? Our incredibly talented and dedicated staff — they come to work every day with the desire to serve and fully committed to our mission.

PHOENIX BUSINESS JOURNAL



2019 BEST PLACES TO WORK

COMMITTED TO EDUCATION

Every year, thousands of patients and families trust Hospice of the Valley to provide exceptional end-of-life care. We partner with more than 20 schools and a number of hospitals in Arizona to educate medical students and staff.

“We had 350 students and residents last year. Even if they don’t practice hospice care, they’ll have a much better understanding of it,” says Dr. Ned Stolzberg, executive medical director for the agency.

Hospice of the Valley Education Leader Kathy Roat shares, “Our mission to care for our community means investing in future healthcare providers.”

First-year students at the University of Arizona College of Medicine take part in a panel discussion on end of life led by our medical directors.

Second-year students attend a two-day session on delivering difficult news, led by our social workers and university faculty.

Third-year students do a rotation with our medical directors, nurses and social workers in the field, interacting with patients and families.

In their fourth year, medical students can select Hospice of the Valley as an elective rotation and spend one month visiting patients with our clinical teams — meeting the medical, emotional and spiritual needs of patients and their family.

Hospice of the Valley Administrative Medical Director Dr. Gillian Hamilton says the feedback is overwhelmingly positive.

Here is a sampling:

“I have always known that Hospice of the Valley was a good program, but after this rotation I was able to see just how amazing and widespread it truly is!”

“I was amazed by the beauty of the experiences the hospice workers create for the families and patients.”

“I will definitely be able to have more insightful conversations with my patients when discussing hospice and palliative care.”



Dr. Maribeth Gallagher, dementia program director, teaches family members how to better care for loved ones living with dementia.



Dr. Gillian Hamilton, administrative medical director, puts our care teams through a dementia immersion experience to show them how challenging it is to live with dementia.

Horizons Editor

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VISION TO REALITY: SUPERB DEMENTIA CARE

Arizona's fourth-leading cause of death is Alzheimer's disease. By 2025, more than 200,000 Arizonans age 65 and older will have dementia — a 43% increase. There has never been a more critical time to expand services to care for patients at all stages of the disease and support our community.

The Hospice of the Valley Dementia Care & Education Campus is a natural extension of our educational and professional programs, aimed at enhancing quality of life for those living with dementia. While there's still no cure for dementia, we are committed to supporting all those who need us — every step of the way.

The site at 3811 N. 44th St. in Phoenix will feature a state-of-the-art campus comprised of five buildings:

- ***The Education Center***, the cornerstone of the campus, where diverse groups — patients, their caregivers, healthcare providers, students, volunteers and neighbors — come together to learn and share experiences. The center will feature a cozy living room for small groups; a model bedroom and bathroom; a resource library; and spaces for community workshops. High school and college students can volunteer with patients and families; explore careers in dementia care; and earn a certificate in palliative care from Arizona State University.
- ***A 12-person Assisted Living Center*** with private rooms and a couple's suite for those with mild, moderate or advanced dementia who may or may not be on hospice. Residents will enjoy full services and amenities including housekeeping, dining, spa services, live music and companionship visits with Hospice of the Valley volunteers.



City Councilman Sal DiCiccio lauded Hospice of the Valley for its visionary leadership and compassionate care. "You are truly angels," he said.



From left: Hospice of the Valley Board President Dieter Gable; Phoenix Mayor Kate Gallego; Hospice of the Valley Administrative Medical Director Dr. Gillian Hamilton and Executive Director Debbie Shumway; and City Councilman Sal DiCiccio.

"We know that every moment matters. And being able to live well with dementia is critical. We have an important opportunity to come together to support the needs of our community right here."

—Executive Director Debbie Shumway

- ***A 10-person Inpatient Hospice Home*** with private rooms for those with advanced dementia. Helping late-stage patients maintain the best quality of life is the goal of our dementia care team, widely known for its innovative and compassionate expertise in the field of dementia.

Innovation in *Dementia Care*

- **An Adult Center** for up to 26 people will engage adults at any stage of dementia with an activity room, art studio and movement center. Here, adults will spend time each day interacting with children attending the adjacent Child Center. Numerous studies show interactive, intergenerational programs involving young children and the elderly have positive effects, including more smiles and increased engagement.



Mayor Kate Gallego reaffirmed the city's support of the Dementia Care & Education Campus, which solidifies "Phoenix's leadership role in dementia care."

"This campus, devoted solely to dementia care and education, is an example of another initiative designed to meet what we know is a growing healthcare need in our community"

—Board President Dieter Gable

- **A Child Center** will care for youngsters 18 months to 5 years old. They will be enriched by interacting with Adult Center participants and will experience fun learning activities. They will spend time outside enjoying safe, supervised playtime on the natural playground in the campus courtyard.
- **The Dove Café**, adjoining the Education Center, is an inviting, dementia-friendly place to gather, socialize and have a bite to eat. It will also host support groups to provide family caregivers opportunities to share experiences with one another.



Courtyard renderings by Norris Design.

TAKE A TOUR

For a virtual look at our Dementia Care & Education Campus, visit hov.org and search "dementia campus."

QUESTIONS?

Call (602) 636-6363 anytime.

DEMENTIA CARE FELLOWSHIP IS CHANGING LIVES

Hospice of the Valley awards yearlong Dementia Care Fellowships to staff and community members to create projects that improve quality of life for those living with dementia and their families. These projects are truly changing the way we help Valley families live well with this challenging disease.

2019 Dementia Care Fellowship accomplishments

- **Sarah Anderson**, occupational therapist and instructor at Midwestern University, created a sensory-processing program to help caregivers.
- **Michelle Bales** and **Cheryl Haynes**, HOV social worker and nurse, respectively, created a sensory-engagement program for patients with moderate to advanced dementia in residential settings.
- **Dana Cardenas**, nurse/emergency medical service coordinator, and **Megan Hanks**, volunteer coordinator at the Tempe Police Department, brought HOV's "dementia immersion experience" to all Tempe fire and police personnel.
- **Mary deGuzman**, HOV social worker, worked with her peers to better identify and manage grief and loss in family caregivers.
- **Mary Hardiman**, CNA at HOV's Sherman Home, focused on recognizing dementia-related behaviors and finding ways to minimize distress.
- **Aimee Hueber**, HOV After Hours nurse, studied cultural considerations of persons with dementia and family caregivers and educated her team.
- **Laura Macaveiu** and **Kevin Malina**, clinical pharmacists at HonorHealth Thompson Peak, created a set of geriatric admission orders to reduce unnecessary medication.
- **Kathleen Outcalt** and **Jaclyn Robinson**, as third-year family medicine residents at St. Joseph's Hospital, taught physicians how to navigate difficult advance directive discussions related to dementia.
- **Benjamin Santillan**, a Phoenix Fire Department captain, finalized three videos that teach fire teams to respond to common dementia-related scenarios encountered in the field.
- **AJ Thomas**, principal at Corgan, worked with a team of architects to create dementia-friendly environmental guidelines for healthcare facilities.

"These fellowships really motivate folks for change, and I love how they move out of their comfort zones," said Jan Dougherty, who leads the fellowship program. "I am very excited about their work."



The 2019 Hospice of the Valley Dementia Care Fellows recently concluded a yearlong program and implemented a myriad of projects to improve the care of persons with dementia and support caregivers.

LOOKING TO THE FUTURE WITH FELLOWSHIPS

Dr. Ned Stolzberg was a first-year resident at Phoenix Baptist Hospital in 1993, when he had the opportunity to spend three days working in a Hospice of the Valley inpatient care home.

“After the experience,” he recalls, “hospice seemed like the kind of care I’d want to give.” He joined our agency in 2007.

And it clinched his conviction that fellowships are critical to fill the nationwide shortage of doctors and nurses trained in hospice and palliative care.

Together with Mayo Clinic, we started the first palliative care nurse practitioner fellowship in Arizona. Working with various hospital systems, we will train nine other palliative care fellows this year — physicians who specialize in caring for those with advanced illness.



Prachi Aggarwal

The Hospice and Palliative Medicine Fellowship Program at St. Joseph’s Hospital and Medical Center is helping Dr. Prachi Aggarwal understand the importance of symptom management at end of life. “It’s really rewarding to help patients and families go through this,” says Aggarwal,



Dr. Ned Stolzberg (third from left), Hospice of the Valley’s executive medical director, with some of this year’s palliative care fellows: Drs. Jon Mark Shillington, Shawn Abreu, Lalanthica Yogendran, Nav Gill, Kristina Balangue and Prachi Aggarwal.

who had several rotations with our teams. “It’s an amazing experience!”

Hospice of the Valley’s fellowships teach more than communication skills and treatment options; they teach compassion. Fellows learn to take the time to really listen to patients and families.

PARTNERSHIP EXPANDS INPATIENT PALLIATIVE CARE

In 2018, Valleywise Health, then known as Maricopa Integrated Health System, asked for our expertise in launching a palliative care program to maximize quality of life for their chronically ill patients.

We customized our palliative care model and tapped talented nurse practitioner Jill Krmptotic to lead the charge.

“This collaboration has exceeded expectations,” said Sherry Stotler, chief nursing officer at Valleywise.

“It seemed natural to collaborate on a program that would not be possible with a traditional approach.”

Krmptotic helps assess patients, tailors their care plans and helps them transition back home —

connecting them to community resources like palliative or hospice care services.

“A year ago, the hospital ICUs were busting at the seams,” she recalls. “Now we walk patients through their journey from diagnosis, and we’re able to get them the resources they need. With 362 consults the first year, there was definitely a need in palliative care.”



Jill Krmptotic



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Teresa Mata places a paper dove on a memorial ornament tree to honor her mom.

Light Up a Life reminds us: Love is forever

About 1,800 people gathered for Hospice of the Valley's community remembrance event in November at Steele Indian School Park in Phoenix.

More than 900 photos were submitted for a video montage projected on two giant screens against the night sky. Families seated in the grassy amphitheater watched a photographic tribute of their loved ones and a

powerful performance by Valley Youth Theatre's VYTeens.

"As we come together tonight, my hope is that your heart is filled with beautiful memories and lots of love," Executive Director Debbie Shumway said. "We thank you for the privilege of being able to care for your loved one — and for you — during this very important chapter in your life."

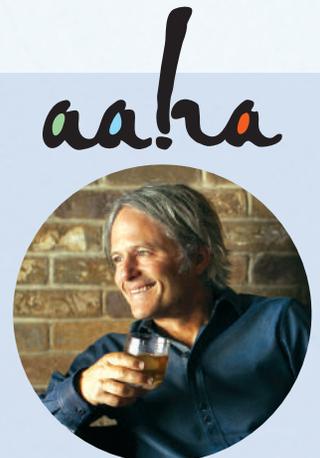
Hope to see you at AAHA!

Hospice of the Valley's signature fundraising event — an art, food and wine experience — is more fabulous than ever! The festive evening takes place from 6–10 p.m. Saturday, March 14, at the JW Marriott Camelback Inn, 5402 E. Lincoln Drive, Scottsdale. Join us for a seated dinner and silent and live auctions of collectible art, fabulous wines, exceptional trips and one-of-a-kind experiences.

The 2020 honoree is **Mark Tarbell**, legendary Valley chef, restaurateur, food show host and "Iron Chef

America" winner. We're also excited to welcome back **Letitia Frye** as auctioneer, or rather, "auctiontainer." The former Hospice of the Valley volunteer brings her heart and compassion to raise funds for our charity care and community programs and our Dementia Care & Education Campus.

Tickets and sponsorship opportunities: (602) 530-6992 or hov.org/events.



Mark Tarbell