



HOSPICE
of the VALLEY



COMMUNITY BENEFIT REPORT 2019



Experience and Compassion

To our community:

Forty-three years ago, a few volunteers started Hospice of the Valley with a nurse, a social worker and a chaplain who cared for a handful of patients. Those founders were committed to providing comfort, dignity and compassionate care. Today, that mission continues as strong as ever, now with 1,500 staff and 2,100 volunteers privileged to serve over 19,000 patients and their families each year.

Our experienced and compassionate employees help patients and families navigate this important time in their lives, caring for their medical, social and spiritual needs. Serving our hospice patients and families is at the core of our mission. In addition to our hospice care, we have expanded our programs over the years — caring for adult and pediatric patients who are experiencing chronic health issues through our palliative care programs and providing home-based primary care services for those too sick to get to their doctor. All of these programs are supported by our after-hours clinical team that cares for patients and their families at any hour of the day or night, providing home visits and telephonic support.

As our community continues to grow, we are committed to expanding our programs and caring for all who need us, regardless of their ability to pay.

Thank you for giving us the opportunity to serve — it truly is an honor.

Debbie Shumway
Debbie Shumway

Innovative Full-Spectrum Care

We are proud to be the leading provider of hospice care in Arizona. We continue to expand and create new programs and community services to help families at all stages of serious illness, often becoming a safety net for those who have nowhere else to turn.

Hospice Care

We provide compassionate end-of-life care in the comfortable, familiar surroundings of home with specialized programs to support those with illnesses such as cancer, dementia, heart and pulmonary disease. Personalized care is delivered by a coordinated team — physician, nurse, nursing assistant, social worker, chaplain, volunteer and bereavement counselor — all working together to meet the needs of both patients and family members. Nine inpatient care homes are available Valleywide to address symptom control and offer respite to stressed caregivers.

Arizona Palliative Home Care

Our nationally recognized palliative program helps patients struggling with advanced, chronic illness who may be getting aggressive treatment and want home-based care. Our team provides education, refers to community resources and assists with navigating the healthcare system. By partnering with many providers, we can support patients in times of crisis and reduce hospitalizations.

Pediatric Palliative Home Care

We offer specialized in-home care for children with life-limiting illnesses and provide support and education to family members.

Palliative Care for Dementia

Dementia educators provide in-home support to family members caring for a loved one with dementia. Caregivers have 24/7 access to clinical support; and a trained volunteer can provide respite when available.

Pulmonary Care

Our team, consisting of respiratory therapists, nurses and physicians, work to create a plan of care to help patients with serious respiratory illness and provide education and support.

Geriatric Solutions

Our physicians and nurse practitioners make house calls to serve patients with multiple chronic conditions who find it difficult to get to their doctor's office.

After-Hours Care

Nurses are available round-the-clock to answer questions or dispatch care teams to patients who need a home visit in the middle of the night and/or on weekends.





Community Programs

We are committed to creating programs that improve quality of life by wrapping an extra layer of tenderness and compassion around our patients and families.

Saluting Our Veterans

Certified by the national We Honor Veterans program, we provide special recognition and support to veteran patients at end of life to thank them for their sacrifice and service to our country.

Honoring First Responders

Specially trained volunteers visit emergency, medical and law-enforcement officers receiving hospice care to recognize and honor them for their courage and service to our community.

Dementia Moments

Our highly credentialed dementia team presents a virtual dementia experience to community groups and high schools to help people of all ages realize how difficult it is for dementia patients to perform simple tasks necessary for daily living.

Culturally Sensitive Care

Our entire care team is focused on meeting the unique needs of our community by providing culturally sensitive care to patients and families of all races, cultures and faiths.

Grief Support

Whether or not families receive hospice care, all are welcome to attend our community grief support groups for adults, teens and children at no cost.

Mindfulness

We offer mindfulness meditation classes year-round to healthcare workers, family caregivers and our volunteers to help reduce stress and promote good self-care. Everyone in the community is invited to experience our complimentary mindfulness meditation sessions.

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

Community Education

We partner with a number of universities and hospitals to provide fellowships that educate medical students and staff, with the goal of raising the standard of care in our community and improving quality of life for our patients and their families. We also mentor medical students and residents to educate them about hospice care.

Palliative Care Fellowships

We support numerous palliative care fellowship programs at some of the most prestigious hospitals in the Valley to train physicians who specialize in caring for those with advanced illness. In addition, we started the first palliative care nurse practitioner fellowship in Arizona.

Medical Students

Last year, 350 students and residents spent time with Hospice of the Valley doctors, nurses, social workers, inpatient care teams, homecare teams and dementia teams. Their experiences and interactions with patients and families provide a vital understanding of how hospice care strives to meet medical, emotional, social and spiritual needs.

ASU Classes

Hospice of the Valley teaches three courses on hospice and palliative care and dementia at Arizona State University. Students gain invaluable hands-on experience and cultivate a deeper understanding of serious illness as they spend time supporting patients and family members.

Continuing Education

As Arizona's only accredited hospice offering continuing medical education (CME) on hospice and palliative care, we host conferences and provide online learning modules on a wide variety of topics including pain management, dementia care and healthcare decisions. These no-cost sessions are attended by healthcare professionals from hospitals, insurance plans and medical associations, as well as professional and family caregivers in our community.

Dementia Care Fellowships

We award 12 fellowships each year to inspire those in our community with a passion for helping families live well with dementia. People from all walks of life, from artists to firefighters, create projects that improve care and quality of life, support caregivers and educate our community.





Volunteers

Our 2,100 dedicated volunteers gave more than 211,000 hours of service, valued at over \$5.2 million, to enrich our care with special touches that bring our patients joy.

Companions

Patient care volunteers enjoy being a friend and companion to our families — bringing comfort through loving conversation, music or providing a listening, caring presence. Our Hispanic volunteers visit Spanish-speaking patients and families, ensuring they enjoy warm companionship and support.

Teen Volunteers

Our teen volunteers brighten our patients' days with their youthful exuberance — eliciting smiles with their engaging conversation. Many teens discover a passion for a career in healthcare.

White Dove

Our thrift store volunteers enjoy interacting with customers, getting items ready for sale, and building beautiful displays to sell donated items that support our charity care programs. We're excited to open our fifth location in Midtown Phoenix soon.

Pet Therapy

More than 75 pet therapy teams bring smiles wherever they go! Our dogs, cats, bunnies and miniature horse make cheerful visits Valleywide.

Speakers Bureau

Enthusiastic and passionate, our volunteer speakers love to give community talks about our many diverse programs and services. They visit schools, churches, clubs, facilities and civic groups.

New Song Center

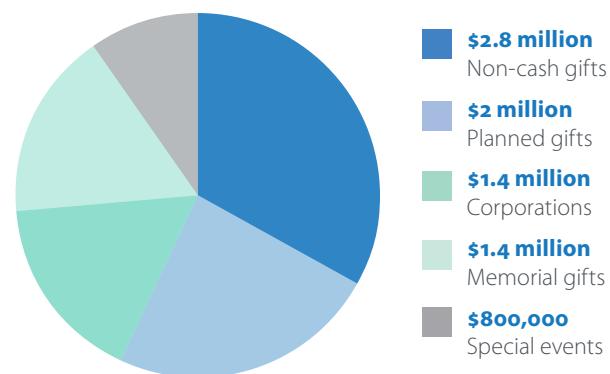
Helping families heal from the death of a loved one is what New Song Center for Grieving Children is all about. Our trained volunteers also support community groups that need grief counseling or education.

Other Opportunities

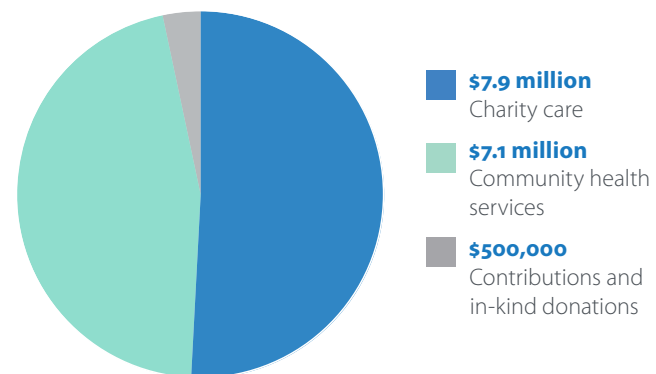
There's something for everyone! Whether it's administrative work, sewing, cooking, baking, arts and crafts or special events, we are grateful for volunteers who support our mission.

By the Numbers

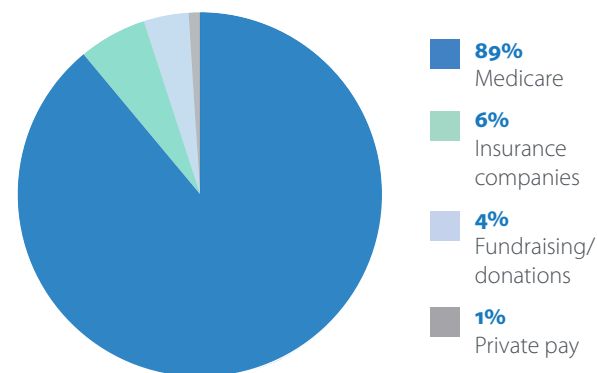
Donations supporting charity care in 2019: **\$8.4 million**



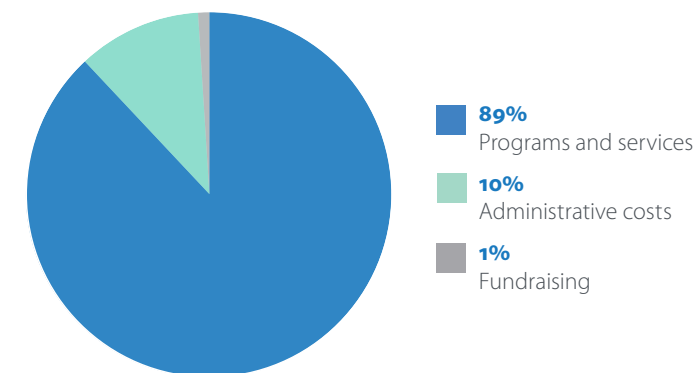
Value of unreimbursed care and community services provided in 2019: **\$15.5 million**



Where our money comes from



Where our money goes



Our budget for 2020: **\$168 million**, including **\$13 million** in donations and in-kind contributions

Total assets: **\$139 million**

Looking to the Future

The Dementia Care & Education Campus

As Arizona prepares for a sharp rise in the incidence of Alzheimer's disease, there has never been a more critical time to expand services to care for patients and families living with all types and all stages of dementia. We are building an innovative campus in Phoenix to provide exceptional, full-spectrum care and to help educate medical professionals, students, family caregivers and the community by sharing best practices in dementia care. Set to open in 2021, this comprehensive facility will include an Assisted Living Home and an Inpatient Hospice Home for specialized care and enhanced quality of life; an Adult Day Center for stimulating activities and respite; and an adjacent Child Center for joyful engagement through intergenerational connection with preschoolers. An innovative Education Center will host a broad spectrum of professional and educational workshops, training classes and skills labs. Residents and visitors alike will be welcomed and encouraged to experience this unique and inspiring campus — designed to help our community *live well* with dementia.



Hospice of the Valley

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A legacy of caring since 1977