



HOSPICE
of the VALLEY



COMMUNITY BENEFIT REPORT 2021





A legacy of *caring*

To our community:

When a small group of volunteers founded Hospice of the Valley in 1977, they pioneered a beautiful legacy of caring that supports our community more than four decades later. Today, as our programs expand to meet growing needs, the quality and dedication of our employees and volunteers continue to be the foundation of our care.

Last year, our experienced care teams served more than 22,000 patients and their families — those in need of hospice care, as well as people living with chronic illness and dementia. It is a privilege to walk alongside families.

Our commitment to serve all who come to us, regardless of financial means, has never wavered. Our nonprofit mission endures, stronger than ever:

Bringing comfort, dignity and compassion to our community.

Thank you for the opportunity to serve. It truly is an honor.

Gratefully,

Debbie Shumway

Debbie Shumway
Executive Director

Caring for all stages of illness

We remain focused on providing the highest standard of customized care to each patient and family. Our programs support patients from the time they are diagnosed with a chronic illness or dementia, all the way through hospice care.

Arizona Supportive Care

We support seriously ill people at home, managing symptoms and providing access to 24/7 clinical support, including after-hours nursing visits for urgent needs. This program works with patients' doctors to develop a personalized care plan that optimizes quality of life and supports caregivers with education and community resources.

Supportive Care for Dementia

We provide in-home education and support for people living with all types and stages of dementia, from diagnosis on. Skilled dementia educators help caregivers understand and respond to changes in behavior. Families learn techniques to soothe, comfort and communicate with their loved one. Services include home visits, phone consultations with a physician specialist, 24/7 phone access to a nurse or social worker and help locating supportive living arrangements. This program is available to anyone in our community at no charge.

Geriatric Solutions

High-risk patients with advanced illness who are unable to get to their doctor can have comprehensive, home-based primary care come to them. Our physicians and nurse practitioners deliver individualized care in the comfort of patients' homes — coordinating with specialists; helping families navigate the complex healthcare system; providing nursing support anytime, day or night; and offering education on disease management. This innovative care model improves quality of life and prevents unnecessary hospital stays.





MediCaring®

This in-home program provides comfort care to individuals with late-stage chronic illness who are still undergoing treatments prescribed by their doctors. We collaborate with community physicians to help patients and families maximize comfort and quality of life with an extra layer of support. We offer education, support, advocacy and referrals to community resources.

Pulmonary Resource Program

This unique program supports complex pulmonary patients with conditions such as COPD, pulmonary fibrosis, lung cancer and ALS. An experienced respiratory therapist and a pulmonary nurse work with our hospice and supportive care teams to provide specialized care that helps people breathe easier and reduces anxiety.

MediCaring® is a registered trademark of Joanne Lynn, and is being used under the permission of Joanne Lynn and Altarum Institute.



Hospice Care

We focus on the physical, emotional, social and spiritual well-being of our patients. Our interdisciplinary care teams provide personalized, compassionate care in the comfortable surroundings of home with specialized programs for illnesses such as cancer, dementia and heart and pulmonary disease. A doctor, nurse, nurse's aide, social worker, chaplain, volunteer and bereavement counselor offer support, even after hours and on weekends. For short-term, round-the-clock care, patients may stay in one of our nine inpatient care homes.

Pediatric Hospice and Supportive Care

We provide in-home care to medically fragile children and emotional support to their loved ones. Our pediatric inpatient home offers respite care to give family members a break from the stress of caregiving.

Supporting our community

We are committed to offering vital services that are available to everyone in our community.



Grief Support for Children

We meet the unique needs of different age groups through our New Song Center for Grieving Children. The program is open to any family in our community that has experienced the death of a loved one. Counselors and trained volunteers lead support groups and activities to help young children, teens and young adults process their grief in a healthy way.

Bereavement Support

Our grief support groups are open to anyone in the community. This past year, our bereavement counselors made over 20,000 support calls, and provided more than 11,000 individual counseling sessions and 200-plus virtual support groups.

Care for the Caregiver

Our support groups for caregivers provide a safe place to share experiences and practice self-care. Our mindfulness experts provide meditation training with relaxation techniques that reduce stress and anxiety. We also offer virtual mindfulness practices to our community in partnership with the Phoenix Art Museum.

Senior Placement

When a family member needs additional support at home or a supervised care environment, we help families and health professionals sort through options for senior care, from group homes to assisted living and skilled nursing facilities. Seniors do not have to be under our care to receive this assistance.

Community Presentations

We provide community support in many ways. Our bereavement counselors hold sessions on coping with grief. Our dementia experts offer workshops to help caregivers make meaningful connections with their loved ones. Our Speakers Bureau volunteers provide educational talks on dispelling myths about hospice, living with chronic illness and several additional topics.





Health Care Decisions

We help families plan ahead by providing education about living wills to ensure their healthcare wishes are carried out. These forms are available in English, Spanish and other languages, along with a Health Care Decisions booklet and community education about advance care planning.



Music Therapy

Music can improve mood, stimulate memory and reduce anxiety and discomfort. Persons with dementia are still able to respond to music, even when verbal abilities are lost. Our partnership with the Phoenix Symphony brings smiles and joy to our patients. Our harp therapists make hundreds of visits to community facilities and our inpatient care homes each year.



Partnerships and education

This last year, we created new programs to support more patients and caregivers than ever and improve quality of life. We continue to partner with hospitals and schools to enhance patient care and provide hospice and palliative care education.

Supporting Military Families

Hospice of the Valley is honored to be the first Arizona partner of Legacy Corps for Veterans and Military Families. With a grant from AmeriCorps and Arizona State University, we are training community volunteers to provide 12 hours a week of companionship, socialization and respite care to veteran families impacted by dementia.



Enhancing Dementia Care

We also are training volunteer students from ASU and Maricopa Community Colleges to engage in meaningful activities with persons with dementia and provide caregivers some time for themselves. Students are offered scholarships and educational opportunities with our clinical teams. Through grant funds from the national Community Care Corps, we continue to expand our College Partners Program.

Modeling Excellence in Care

We are committed to building a workforce for the future that is skilled in hospice, dementia and chronic illness care. Last year, our medical directors hosted 174 students, residents and fellows to teach the fundamentals of hospice and palliative care — a number that could double this year as more schools and programs seek out these partnership opportunities.

Training New Generations

ASU's College of Health Solutions, the University of Arizona College of Medicine and Creighton University's medical and nursing schools are just some of the higher-education institutions we support through internships, courses and rotations. Students are provided with direct experience visiting hospice and dementia patients, and mentored by our professional staff.



Continuing Medical Education

We help community physicians, nurse practitioners and other providers further their knowledge in hospice care, including ways to help them approach patients and families in a compassionate way and be attuned to different cultural beliefs toward end of life. We also teach effective strategies to manage pain and distress in dementia patients as part of our extensive training.

Social Work Fellowship

Community social workers described Hospice of the Valley's fellowship last fall as "eye opening" and "phenomenal" as they learned how to support families coping with serious and terminal illness. In the classroom, we taught them the basics of hospice and the social worker role, dementia care and anticipatory grief support to children and adults. In the field, participants learned about palliative care, hospice home visits and inpatient care.

Phone and After-Hours Support

We continue to expand the support we provide to some of our hospital partners. We offer phone support to newly discharged patients and follow-up calls to ensure they transition back home successfully. A new home-based program supports COVID-19 patients who need close monitoring following hospitalization. We also provide after-hours nurse visits at home, serving as a safety net and preventing unnecessary trips to the hospital.



Innovative dementia care

Arizona has the highest growth rate of people living with dementia in the country. By 2025, more than 200,000 people ages 65 and older will be diagnosed with Alzheimer's disease or another dementia in our state — a 43% increase from 2021. Hospice of the Valley is at the forefront of dementia care.



Opening in phases in 2022, our **Dementia Care and Education Campus** is a one-of-a-kind community resource specializing in caring for people with all types and stages of dementia. Comprehensive support and individualized care are provided in one place.

The campus is an extension of our innovative programs focused on enhancing quality of life for those living with dementia; supporting families with compassion and knowledge; and preparing the next generation of dementia care providers.

The state-of-the-art campus is centrally located at 44th Street and Indianola Avenue in Phoenix.



Campus Features

Education Center

Shares best practices in dementia care with health professionals, students, family caregivers and anyone who has been touched by dementia. Hosts workshops, presentations, training classes, interactive skills labs, mindfulness sessions and other programs.



Adult Day Club

Offers stimulating activities, including intergenerational enrichment with preschoolers at the adjoining *Child Center*, and provides respite care for families.

Assisted Living Center

Features all the comforts of home for people living with dementia, who may or may not be receiving hospice care. Includes full amenities like dining and salon services and an inviting space for socializing.

Hospice Inpatient Home

Provides the highest level of clinical care for hospice patients with dementia. Families receive emotional support, education and resources to help their loved ones and nurture their own well-being.

Memory Café

Provides a cozy place for people with dementia and their caregivers to relax, share experiences and have a bite to eat.

Garden courtyard

Allows for safe walks, quiet reflection and exploration in a dementia-friendly green space in the heart of the campus.

For more information:

Call (602) 767-8300

or visit dementiacampus.org

Volunteer support

In spite of pandemic challenges, our extraordinary volunteers continue to support our patients and staff and create moments of connection through visits, care packages, cards, phone calls and more. They always show up with a smile, ready to help any way they can. Their kindness and dedication are inspiring and a key component of providing exceptional care.

Music Library

We have compiled a library of virtual performances to soothe and entertain our patients, thanks to our talented teen volunteers and student musicians at ASU's Music Meets Medicine club. Genres include classical music, jazz, pop and soundtracks.

Honoring our Patients' Service

Volunteers make special tribute visits that recognize the unique contributions and needs of military veterans and first responders. We cherish the opportunity to thank our patients for their service and create touching memories for their families.

Shabbat Blessings

Volunteers support Jewish patients at their bedsides, providing peace and comfort through special blessings and prayers. Hospice of the Valley is accredited by the National Institute for Jewish Hospice for integrating Jewish values and medical ethics into culturally competent care.

Pet Connections

Featuring dogs of all breeds and sizes, two cats and two fluffy bunnies, Hospice of the Valley's cheerful therapy pet teams visit our patients wherever they live, bringing joy and unconditional love to everyone they meet.





White Dove Thrift Shoppes

Volunteers of all ages receive, process and sell all the wonderful items that are donated to us. Proceeds support our charity care programs. Our stores also provide essential goods like wheelchairs, bedding and clothing to patients in need.

Wrap Up & Cuddle

Our dedicated community volunteers knit, sew and crochet handmade treasures like quilts, lap blankets and engaging dementia activity pads for our patients.

DreamCatchers Partnership

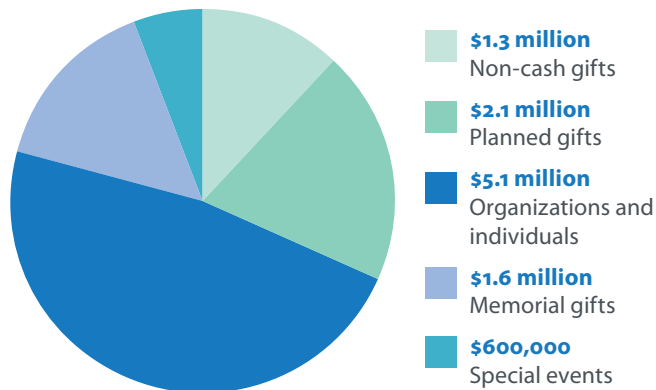
Patients and families experience the fulfillment of their dreams through the continued work of a beautiful collaboration with DreamCatchers, a student volunteer club. Anniversary dinners, car parades, trips, concerts and even published memoirs are all part of the special memories we are able to create together for our patients and families.

To inquire about services:

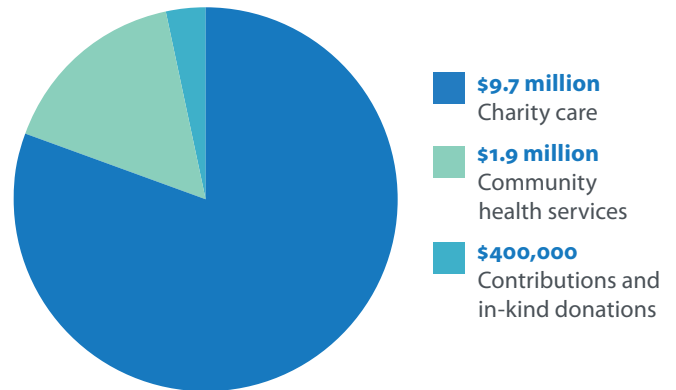
Call (602) 530-6900
or visit **hov.org**

By the numbers

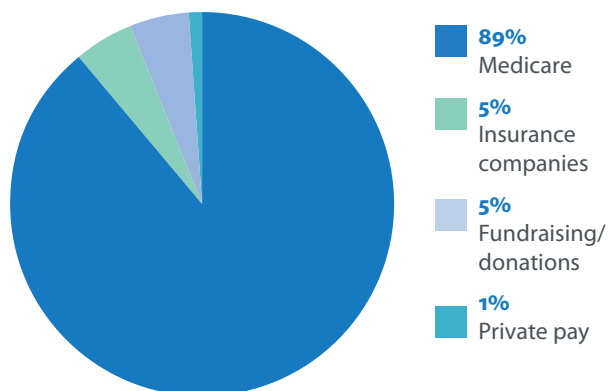
Donations supporting care programs
in 2021: **\$10.7 million**



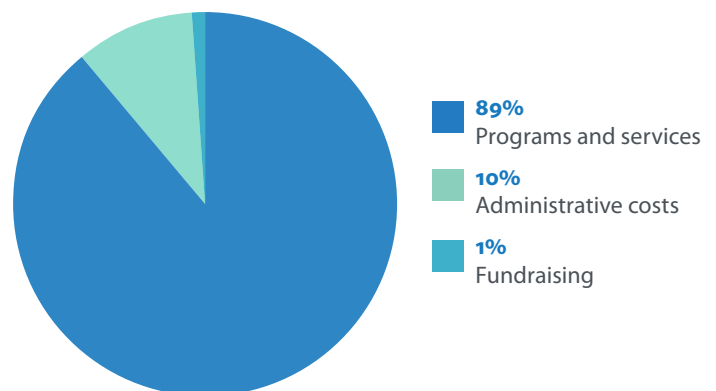
Value of unreimbursed care and community services
provided in 2021: **\$12 million**



Where our money comes from:



Where our money goes:



Our budget for 2022: **\$185 million**, including **\$14 million** in donations and in-kind contributions

Hospice of the Valley

Executive Committees

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Jerry Smithson
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Gillian Hamilton
Administrative Medical Director





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A legacy of caring since 1977