



HOSPICE
of the VALLEY



COMMUNITY BENEFIT REPORT 2022



Hospice patient Luis and his family with their certified nursing assistant, Alexundria Fernandez.



Full spectrum of care

To our community:

Hospice of the Valley is humbled to celebrate a legacy of caring that spans 45 years. If there is one word to describe our collective sentiment reaching this wonderful milestone, it is *gratitude*.

With the commitment of our employees, volunteers and community, we are creating innovative programs to provide a safety net for the most vulnerable. We are supporting families even before hospice services are needed, providing patient-centered care and education and resources for caregivers. Our unique programs serve high-risk patients with chronic illness, including all stages of dementia.

This past year, we were privileged to care for more than 23,000 patients and families. Thanks to community generosity, we provided \$12 million in charity care services. We are dedicated to serving all who need us.

We hope you enjoy reading highlights of our growth since 1977. It is an honor to fulfill our nonprofit mission: *Bringing comfort, dignity and compassionate care to our community*.

Gratefully,

A handwritten signature in black ink that reads "Debbie Shumway". The signature is written in a cursive, flowing style.

Debbie Shumway
Executive Director

45 years of caring

In **1977**, Hospice of the Valley was **founded** as a nonprofit organization. Five years later, Medicare established a hospice benefit. Funded by grants and donations, our agency was created by a small group of volunteers.

Today, **4 clinical offices** — in Phoenix and in the Northeast, East and West Valley — provide comfort, dignity and compassionate care to more than **23,000** patients and their families annually. Our **9** home-like **inpatient units** provide symptom management and respite care.



Our **1,600** compassionate, skilled employees are committed to serving our mission, focusing on our patients' physical, emotional, social and spiritual needs. Our **interdisciplinary teams** — physicians, nurses, nursing assistants, social workers and chaplains — provide individualized care to patients in the comfort of home or wherever they reside. Our bereavement counselors provide one-on-one sessions and grief support groups for adults. Our **New Song Center for Grieving Children** helps youth and families heal from the death of a loved one.

Over the years, we expanded programs to serve families before they need **Hospice Care: Arizona Supportive Care** for those with chronic illness; **Supportive Care for Dementia** for people living with all types and stages of dementia; **Geriatric Solutions** for home-limited patients who need primary care; and specialty programs such as **Pulmonary Care** and **Pediatric Supportive Care**. We enhance quality of life with **Integrative Therapies** like music, massage and **45** pet therapy teams.



Our **1,800** volunteers of all ages and walks of life give their time and talents to provide respite care and companionship, pay tribute to veteran patients and first responders, and bring Shabbat blessings to the bedside of Jewish patients. They brighten the day with pet therapy visits, support families living with dementia, work in our thrift stores, sew blankets for our patients, hold fundraisers and educate the community about our care.

Our beautiful **White Dove Thrift Shoppes** have raised funds for our charity care programs since **2004**. When our social workers see patients experiencing hardship, the **4** stores provide essentials like pajamas, bed linens and medical equipment to those in need.

2022 marked our **45th** anniversary and the opening of a new **Dementia Care and Education Campus** to provide full-spectrum care for people at any stage of dementia and support for their family members. This campus also will train a dementia care workforce for the future. This vital community resource is an extension of Hospice of the Valley's educational and professional programs that enhance quality of life for those living with dementia and share knowledge with caregivers, students and health providers.



Caring for our community

We support patients with a serious or life-limiting illness from the time they are diagnosed. When hospice care is needed, we walk alongside them every step of the way. For all programs, on-duty clinical teams are available around-the-clock for urgent issues, even after hours and on weekends.

Arizona Supportive Care

This in-home program provides an extra layer of support for people with chronic illness who are not on hospice. We manage symptoms to ease the struggles of daily living; coordinate care with the patient's doctors; and support caregivers with education and community resources. Patients can continue to receive curative treatments like chemotherapy.



Geriatric Solutions

Our home-based, comprehensive primary care practice is for home-limited patients who are too frail to get to a doctor. We visit them wherever they live, from group homes to assisted living. Our care management includes medication oversight, symptom education and safety assessments to prevent falls and hospitalizations.

Hospice Care

Our experienced clinical staff provide compassionate end-of-life care wherever patients reside and also support their families. Focusing on comfort and quality of life, teams of doctors, nurses and nursing aides, social workers and chaplains work together to meet each patient's personalized goals of care. Nine inpatient units are available for 24/7 short-term care and symptom management.



To inquire about programs and services,
call (602) 530-6900 or visit hov.org



Dementia Care

We serve people living with all types and stages of dementia and support their caregivers. Our skilled teams help families navigate challenges, find moments of joy and nurture their own wellness.

Services are provided at no charge through our in-home Supportive Care for Dementia program and at our innovative Dementia Care and Education Campus.

Located in Central Phoenix, The Campus opened in phases in 2022 and is now fully operational, providing a gold standard of care and education for our community.

Pulmonary Care

Our Pulmonary Resource Program helps patients struggling to breathe — providing support, education, respiratory therapies and special devices and equipment, from inhalers and masks to oxygen tanks. Our pulmonary specialists make home visits across the Valley to see patients and assist our care teams.

Pediatric Care

We provide pediatric supportive and hospice care to medically fragile children with life-limiting illnesses. Our pediatric specialists offer education and connect families with community resources. Respite care is available at our pediatric inpatient unit, giving families short breaks from continuous caregiving.



Providing support and resources

Caring for our community is at the heart of what we do. We provide an array of services at **no cost** to individuals and families, regardless of whether they are receiving our care.



Grief Support

Our bereavement experts helped over 3,000 people last year in 20-plus grief support groups throughout the Valley. Our New Song Center for Grieving Children supports families in their healing journey, as well as schools and community groups that need grief counseling and education.

Senior Placement

We provide placement recommendations for families seeking a higher level of care for loved ones who have difficulty managing on their own. We maintain a comprehensive list of skilled nursing and assisted living facilities, group homes and home care agencies to help find the right option.

Health Care Decisions

To ensure that your healthcare wishes are carried out, we provide community education about advance care planning, including medical power of attorney and living will forms in several languages.

Music Therapy

A favorite song can rekindle joy, spark connection and bring back wonderful memories. Our music therapists play the harp at our inpatient units and many senior communities; and talented Phoenix Symphony musicians perform for our dementia patients on a regular basis.



Community Presentations

Our clinical experts and Speakers Bureau host special workshops and educational presentations for professionals, civic, faith and other community groups. Hospice and supportive care, understanding dementia, coping with grief during the holidays, and making the most of doctor visits are some of the many topics covered.

Helping families live well with dementia

One-third of our patients have a primary diagnosis of dementia, a disease that takes a heavy toll on the entire family and is the fourth-leading cause of death in Arizona. We are committed to providing the best dementia care to patients, supporting caregivers with knowledge and compassion, and training health professionals. Comfort and improved quality of life are possible throughout the dementia journey.

Dementia Care and Education Campus

This state-of-the-art community resource provides full-spectrum care for people living with mild, moderate or advanced Alzheimer's disease and other dementias. The **Education Center** equips caregivers with information, insight and support to manage their own health, along with the well-being of the person in their care. The **Memory Café** is a safe space for family members to share experiences while their loved ones engage in fun activities that instill joy. The **Adult Day Club** offers socialization and intergenerational enrichment with preschoolers in the **Child Center**. Superb individualized care is provided in the **Assisted Living Center** and **Dementia Hospice Inpatient Care Home**.

Supportive Care for Dementia

This unique program provides free education and resources to families caring for people with any stage of dementia. Skilled dementia educators make in-home visits and provide phone support for six months to help caregivers understand disease progression, learn new communication strategies, cope with distressing behaviors and access key resources. Now serving more than 1,800 patients annually, this program has significantly reduced caregiver stress and challenging behaviors and decreased the number of hospitalizations.

To learn more, call **(602) 767-8300**
or visit **dementiacampus.org**



Building partnerships and sharing expertise

We are honored to collaborate with schools, hospital systems and the medical community to enhance care and inspire a new generation of health providers.

Dementia education for physicians

There is a critical need to help doctors provide skillful and compassionate dementia care. With funding from the Maricopa County Department of Public Health, our Dementia Care and Education Campus is training more than 3,000 primary care providers and other professionals on dementia diagnosis and management. The goal: To elevate care for those with early to moderate stages of the disease.

To learn more, call **(602) 767-8300**
or email education@dementiacampus.org

Continuing Medical Education

We are the only hospice in Arizona certified to provide continuing education and accreditation to community providers. Our 2022 CME Conference helped physicians, nurse practitioners and physician assistants decode behaviors in dementia, reduce polypharmacy in the geriatric population and enrich primary care for chronically ill patients. Our staff also strive for excellence, with over 125 certified in hospice and palliative care.

Mentoring hundreds of learners

Our clinical staff teach and guide students in medical, nursing and social work programs, and support residents and fellows specializing in dementia, palliative and hospice care. They gain direct experience through internships, rotations, college courses developed by Hospice of the Valley and innovative college volunteer programs funded by AmeriCorps and Community Care Corps grants.

Partner schools: Arizona State University, Creighton University, Grand Canyon University, Maricopa Community Colleges, Midwestern University, Northern Arizona University, University of Arizona, University of Phoenix

Partner hospitals: Abrazo Health, Banner Health, Dignity Health, HonorHealth, Mayo Clinic, Phoenix Children's



Enhancing care with compassionate volunteers



Throughout our 45-year history, volunteers have been a valued part of our team — impacting lives through more than 20 programs and representing five generations, from teens to those in their 90s.

They support our patients and their families through companionship, pet therapy, end-of-life vigils, and tributes honoring our veterans and first responders.

Some make calls to bereaved family members, providing a warm and listening presence. Others visit people living with dementia and give their caregivers a much-needed break.

Through our Hispanic Volunteer Program and Shabbat Blessings, they complement our culturally sensitive care.



Our four White Dove Thrift Shoppes rely on the dedication of volunteers — greeting customers, processing donations and helping in any way they can to support our charity care programs.

We are grateful for our 1,800 volunteers and their gifts of time, talent and heart. They make a difference in countless lives!



Grateful for community generosity

We are inspired by the giving spirit that helps us expand our nonprofit mission and serve all who come to us. We thank each and every individual, volunteer group, business, foundation and corporation for their compassion and kindness.

Art auction supports dementia care

Our community turned out in spectacular fashion last year to help families learn to *live well with dementia*.

An enthusiastic crowd of 450 gathered at the JW Marriott Camelback Inn for our signature fundraiser: **aaaha! art. food. wine**. Live and silent auctions featured paintings, trips, jewelry, dining experiences and much more. Monies raised help us serve more families at our Dementia Care and Education Campus and through our in-home Supportive Care for Dementia program.

Golfers score big for charity care

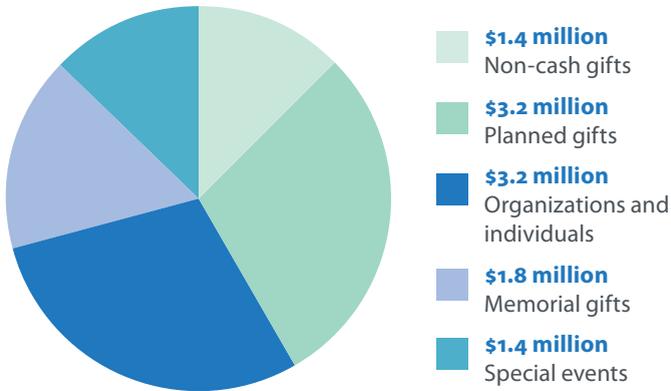
Hospice of the Valley's **2022 Pro-Am Golf Tournament** at Grayhawk Golf Club raised funds to help us provide compassionate care to thousands of patients and families in need in our community.

Our heartfelt gratitude to presenting sponsor Cigna Healthcare of Arizona and all of our amazing corporate and hole sponsors! Special thanks to 22 fabulous foursomes and 22 talented pros who participated in the 24th annual event, started in 1998 by volunteer tournament chairman Jay Hoselton.

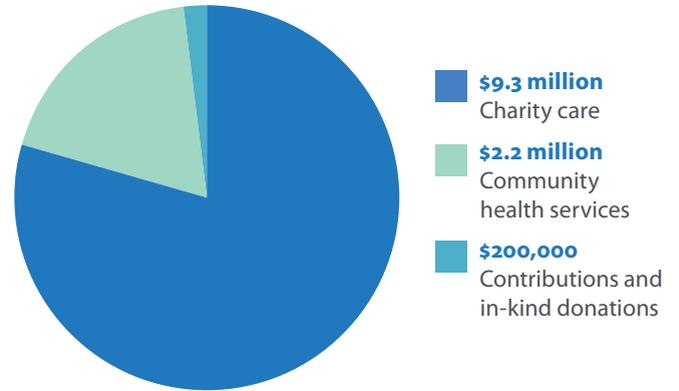


By the numbers

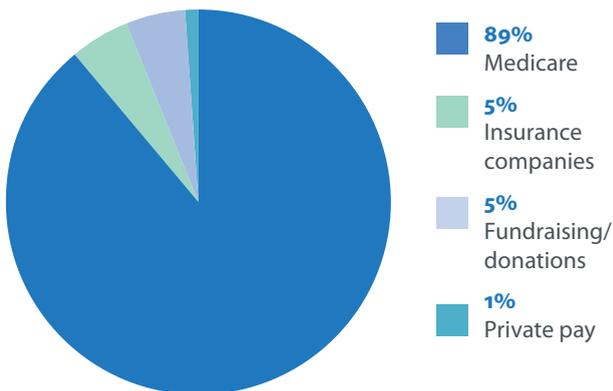
Donations supporting care programs in 2022: \$11 million



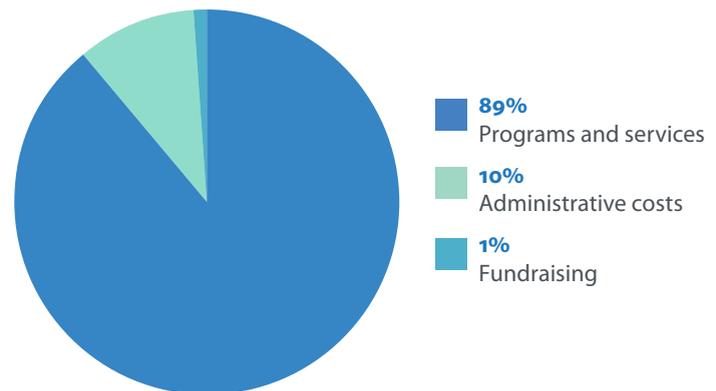
Value of unreimbursed care and community services provided in 2022: \$12 million



Where our money comes from:



Where our money goes:



Our budget for 2023: **\$197 million**, including **\$15 million** in donations and in-kind contributions

Total assets: **\$189 million**

Hospice of the Valley

Executive Committees

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Hospice patient Diane and her social worker, Callie Dettinger.





HOSPICE
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Your not-for-profit hospice caring for our community since 1977