



HOSPICE
of the VALLEY



COMMUNITY BENEFIT REPORT 2020





Resilience, Dedication and Commitment

To our community:

The global health crisis we faced in 2020 reaffirmed that, together, we can overcome any challenge and fulfill our mission to serve all who come to us.

In the early days of the pandemic, we mobilized quickly to protect our staff, patients and their families. We secured the necessary supplies and ensured our clinical teams had the training and resources they needed.

With amazing dedication, our staff provided tender care to patients and their caregivers, bringing them together safely at the bedside to share precious moments. We are humbled by the outpouring of support for our healthcare heroes — those on the front lines as well as those who worked tirelessly in the background.

Hospice of the Valley was privileged to bring *comfort, dignity and compassionate care* to over 20,000 patients and families this last year.

Together, we are stronger than ever and embrace 2021 with optimism.

Thank you for your trust in us.

Debbie Shumway

Debbie Shumway
Executive Director

Caring for our Community

Despite COVID-19 challenges, our care teams came together in collaborative and selfless ways to support our patients, bereaved families, the community and one another. Three of our inpatient care homes were fully or partially converted to COVID-19 units. These safe environments allowed families to reunite and spend meaningful time together.

Hospice Care

Patients receive compassionate care in the comfortable surroundings of home with specialized programs for conditions such as cancer, dementia, and heart and pulmonary disease. Personalized care is delivered by an interdisciplinary team — physician, nurse, nursing assistant, social worker, chaplain, volunteer and bereavement counselor — that works together to meet patients' medical, emotional and spiritual needs while supporting their families and caregivers. In addition, nine inpatient care homes Valleywide provide care and respite for caregivers.

Beyond Hospice

We provide much more than hospice care. Our supportive care programs help people who are struggling with serious illness, dementia or other conditions. Services include:

Arizona Supportive Care

Our care teams wrap an extra layer of support around people with serious illness who may be struggling with daily living. Working collaboratively with their doctors, we customize a plan to relieve pain and symptoms and reduce the stress of managing complex chronic conditions. Our specialists deliver clinical care in the comfort of patients' homes, providing round-the-clock support, education, referrals to community resources and help navigating the healthcare system. This comprehensive support enhances quality of life and prevents unnecessary hospital visits.





Supportive Care for Dementia

Our experienced dementia educators provide in-home support to family members caring for a loved one with any type or any stage of dementia, whether or not they are receiving hospice care. Caregivers have 24/7 access to clinical support and a trained volunteer can provide respite. These services are available at no charge, thanks to a federal grant that allows us to serve more families living with Alzheimer’s disease and other dementias. We also offer a free weekly online support group for dementia care partners, as well as virtual dementia education year-round.

Geriatric Solutions

This service brings high-quality primary care to patients who find it difficult to leave their home to visit their doctor. Our physicians and nurse practitioners make house calls to serve patients with multiple chronic conditions who need help managing their symptoms and coordinating their care with various specialists. Patients also receive wellness exams, education, care following a hospital stay and 24/7 nursing support. This proactive model of care helps avoid emergency room visits and hospitalizations.



Pediatric Supportive Home Care

Our pediatric specialists provide compassionate in-home care to medically fragile children with life-limiting illnesses. Family members also receive education, emotional support and a break from the stress of caregiving with respite care at our pediatric inpatient care home.

After-Hours Care

Round-the-clock support is a phone call away for all of our programs. Clinical teams are available 24/7 to answer questions or dispatch care teams to patients who have an urgent need in the middle of the night or on weekends.

Charity Care

To carry out our mission of comfort, dignity and compassionate care for our community, Hospice of the Valley turns no one away, regardless of insurance coverage or financial means. This past year, we provided \$10.5 million in charity care and community services. It is an honor to be a safety net for those in need.

Community Grief Support

Hospice of the Valley continued to support bereaved clients who needed emotional and spiritual support more than ever during this challenging year. Our counselors converted in-person support groups to online groups and one-on-one counseling to telephonic and Zoom formats.



Bereavement Assistance

To support those who recently lost loved ones, our staff and specially trained volunteers made comforting bereavement calls to help families connect virtually with a counselor. Our chaplains also held presentations on coping with grief and loss — feelings that were magnified by social isolation.



Healing Tender Hearts

Our New Song Center for Grieving Children staff hosted video conferences to continue providing grief support to parents, grandparents and kids of all ages. New virtual and safely distanced programs were created, including online story time, workshops for siblings of special-needs kids, a Zoom pizza party and a drive-in movie night.

Tailored Care for All Faiths

Our chaplains, social workers and grief counselors comforted more families experiencing anxiety. They worked with clergy in our community to support patients and caregivers of all faiths, including Christians, Jews, Native Americans, Muslims and Buddhists. A recent accreditation from the National Institute of Jewish Hospice recognized our specialized care that includes rabbis who visit patients, Shabbat Blessings volunteers and kosher meals in our inpatient care homes.

Education and Innovation

We are raising the standard of care by investing in education in the fields of hospice, dementia and chronic illness care. Unique programs were created to meet our community's needs and train a workforce for the future.

Supportive Care Fellowships at several prestigious hospitals trained palliative physicians and nurse practitioners who specialize in caring for those with advanced illness.

Dementia Care Fellowships create models of care to improve quality of life for families living with dementia, support caregivers and educate our community.

Medical students spend time with our care teams, interacting with patients and families to gain a vital understanding of compassionate hospice care.

Arizona State University students take classes taught by our credentialed staff to gain hands-on experience and explore future careers in hospice care, supportive care for chronic illness and dementia care.

Continuing Medical Education allows providers and first responders to participate in education on a wide variety of topics, from pain management to agitation in dementia. In response to the COVID-19 pandemic, we rolled out virtual presentations to share new guidelines and best practices.



Volunteers Enrich Care

Our volunteers have been right beside us with ingenious ideas for supporting patients when they couldn't visit in person. They made phone calls and used apps like FaceTime to check in with patients and caregivers. Some wrote letters like old-fashioned pen pals. Others created music videos and delivered essential groceries.



Virtual Performances

Many of our volunteers, including teens, created moving virtual music performances to comfort our patients. They also recorded cooking classes and gardening tutorials.

Handmade Creations

Volunteers created personalized greeting cards, crocheted hearts and crosses, sewn lap blankets and dropped off special patient care packages filled with comfy socks, adult coloring books, crossword puzzles and snacks.



Happy Blooms

Thanks to all the flower shops and grocers that donate flowers to our Dove Petals programs, our crafty volunteers arranged stunning bouquets to adorn the rooms of our inpatient care homes. "It's so nice to know that we bring something unique to patients that they enjoy," volunteer Jennifer Bortz says.

Grocery Shopping

When we heard of patient families that were unable to purchase essential groceries due to quarantine measures, our Volunteer Department asked staff for a grocery list and enlisted volunteers to shop and deliver items at the family's front door.



Veterans Recognition

Unable to make in-person visits, our veteran volunteers paid tribute to our military veterans and first responders through virtual technology. On Veterans Day, 300 veteran patients received a patriotic goody basket to thank them for their service to our country.

Pet Therapy

Our pet therapy teams stayed connected to patients by baking dog-shaped cookies and making virtual visits. One pet therapy cat spent 45 minutes on a video call to cheer an 87-year-old patient who had been isolated for months. And 13 tail-wagging volunteers posed for our annual pet calendar, which benefits our charity care programs.



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

Community Generosity

As we created new programs to meet the growing need for emotional support, we saw an incredible outpouring of community generosity. So many **supported us** — giving back to Hospice of the Valley in the most amazing ways.

Happy Shoppers

Our five White Dove Thrift Shoppes continue to raise funds to benefit patients and families. Our Midtown store opened in July and has been warmly welcomed by neighborhood shoppers as well as corporate partners like Morgan Stanley, which held a donation drive to support our mission.



Wish Lists

At Gardiner Home, one of our inpatient care homes, dementia patients are enjoying “wish list” gifts like gentle shampoo, nail polish, coloring books, fluffy cushions, iPads and a special outdoor wood bench built by an Eagle Scout in memory of his grandparents.



Holiday Meals

After our inpatient unit, Dobson Home, provided care to her sister Shannon in 2017, Amber Kovarik started a charity in her memory to help families who recently lost a loved one to cancer. To support those too overwhelmed to make a holiday meal, Amber donated dozens of turkey dinners to Hospice of the Valley patients and their families.





Face Masks

Volunteer seamstresses made thousands of cloth masks to protect family members who wanted to be at their loved one's side. Using her own fabrics and paying for many supplies out of pocket, Linda Mullar says she's giving back to the agency that provided beautiful care to her father over 20 years ago. "I'm happy to be part of it, however little contribution I can make. It's my way of paying it forward."

Looking to the future

Even during this challenging time, we have achieved new milestones — expanding our reach, innovating our care and collaborating with community partners.



Greater Support for Veterans

Hospice of the Valley will enhance care for veteran patients, thanks to a generous grant from Arizona State University and the Corporation for National and Community Service. The Legacy Corps for Veterans and Military Families Program selected our nonprofit organization as its first Arizona partner. Corps members will be trained to provide up to 12 hours a week of respite care, offering companionship and help with daily activities — from cooking meals to light housekeeping.

Helping Rural Communities

Through a partnership with ASU and HonorHealth, we are helping doctors in rural areas care for people with serious and life-limiting illnesses. The new Palliative Care ECHO project is an innovative way for specialists to share knowledge and expertise through video-conferencing with physicians anywhere in the world, particularly those in isolated or underserved areas.

Dementia Care and Education Campus

Scheduled to open in fall 2021, Hospice of the Valley's one-of-a-kind facility in central Phoenix will provide full-spectrum care for people living with all stages and all types of dementia, regardless of whether they are receiving hospice care.

The campus will feature a Community Education Center to share best practices with healthcare professionals and help family caregivers *live well with dementia*.

The innovative facility includes a small assisted living center, a hospice inpatient care home and an intergenerational adult center that provides respite for caregivers and creates meaningful interaction with preschoolers in the adjoining child center. A cozy dementia-friendly café will be a place to gather, socialize and have a bite to eat. It also will host support groups for family caregivers to share experiences with one another.

By 2025, Arizona will see a sharp increase in Alzheimer's disease, the most common type of dementia. The campus demonstrates Hospice of the Valley's commitment to superb dementia care. Our goal is to support those with dementia achieve the highest quality of life, while helping caregivers manage stress and nourish their own well-being.

More broadly, we hope to support our community, educate the next generation of dementia care providers and inspire a workforce for the future.



The Dementia Care and Education Campus is under construction near 44th Street and Indian School Road.

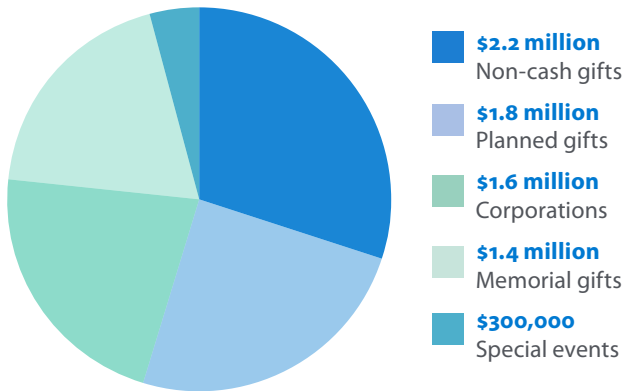


Opens Fall 2021

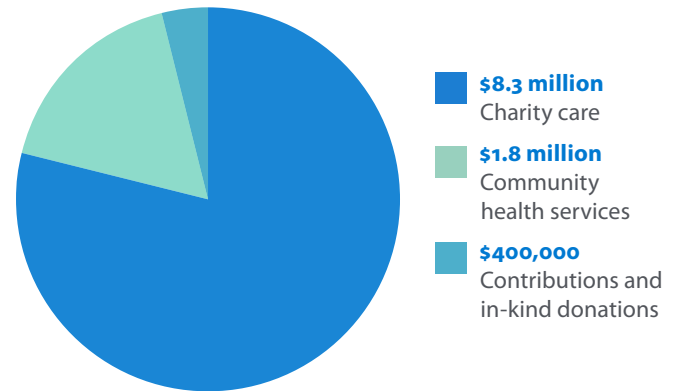
Architect's rendering of the campus courtyard.

By the Numbers

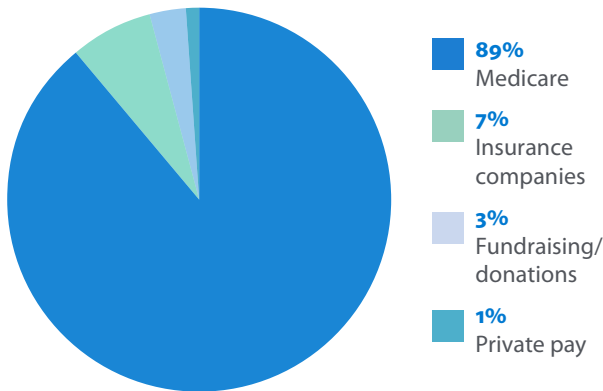
Donations supporting care programs
in 2020: **\$7.3 million**



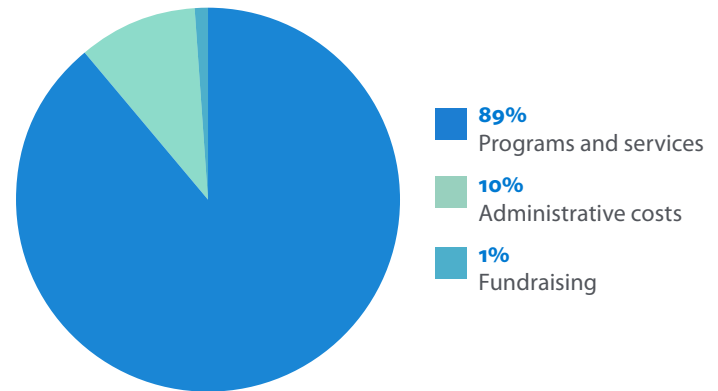
Value of unreimbursed care and community services
provided in 2020: **\$10.5 million**



Where our money comes from:



Where our money goes:



Our budget for 2021: **\$180 million**, including **\$14 million** in donations and in-kind contributions

Total assets: **\$156 million**

Hospice of the Valley

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A legacy of caring since 1977