



# HORIZONS

**Community Newsletter**

Comfort, dignity and compassionate care

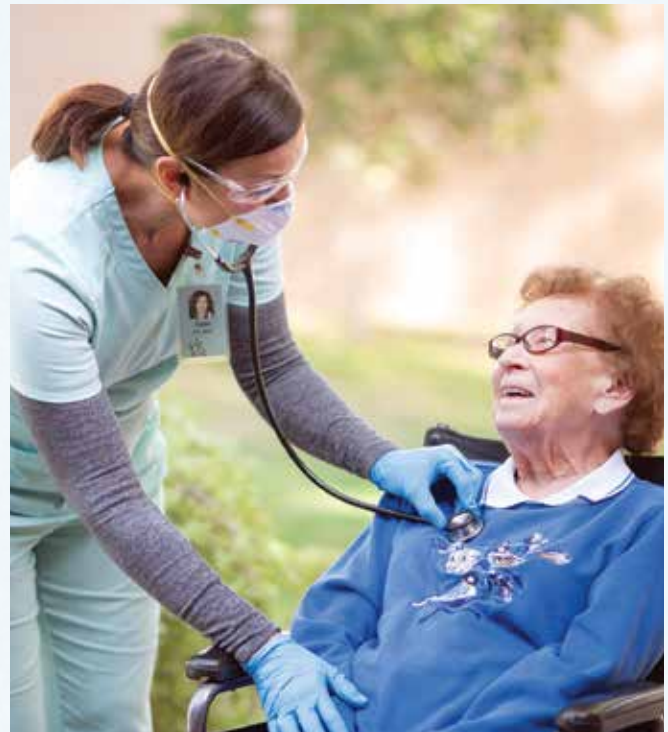
SUMMER 2021

## ENHANCING OUR CARE WITH INNOVATIVE PROGRAMS

***Bringing comfort, dignity and compassion to our community.*** Our mission of caring guides everything we do, and has since our founding in 1977. As we focus on providing excellent care and improving quality of life for those we serve, we also are committed to expanding programs to help patients and families before they are ready for hospice care. These services include support for people living with chronic illness in need of additional care at home; customized home-based primary care services for seriously ill patients; and support for individuals and their caregivers living with all stages of dementia. Thanks to your generosity, we are caring for our community in new and creative ways — and we are doing it together.



*Danae Holt is a nursing aide at our dementia hospice home. "What I love most about working with patients like Feliciano is that every day is a new adventure. I like helping them make the most of their journey and being there to hold their hand."*



*Nurse Gina Day does so much more than care for her patient Joan's physical symptoms. Nurturing people's spirits is an essential part of providing compassionate care. "It's a sacred time of life to be with a family and a patient."*



## MEETING COMMUNITY NEEDS IN NEW AND EXCITING WAYS

We are only half-way through the year and already there's so much to be grateful for and share with you!

The support from our community and our dedicated staff and volunteers during these trying times has been remarkable. As the needs of our community continue to grow, we are expanding our services to support patients even before they need hospice care. Each day, we are privileged to care for more than 5,000 patients in all of our programs. Supporting the needs of our community is a top priority. Some highlights include:

- Enhancing care for seriously ill patients who wish to have an extra layer of support as they continue treatments with their doctors and specialists. Patients are supported with home visits from care teams that also offer education, advocacy and referrals to community resources.
- Providing home-based primary care for high-risk patients with advanced illness; helping them manage their chronic conditions wherever they live and providing care and support 24 hours a day.
- Expanding our dementia care services through a federal grant, allowing us to support more people with dementia and their caregivers — including those who live alone and those with developmental disabilities and dementia. We are eager and honored

to reach this underserved population and provide this support to patients and their families.

- Preparing to open our new Dementia Care and Education Campus. We are excited to create a place where people can live life to the fullest and receive exceptional care for all types and stages of dementia. We look forward to supporting family caregivers, educating health professionals and inspiring our community to live well with dementia.

We are grateful to each of you for helping us serve our community. You inspire us with your generosity, volunteerism and endless acts of kindness. Thanks to you, we can bring comfort, dignity and compassion to more families than ever.



*Debbie*

**Debbie Shumway**  
Executive Director



*Rita*

**Rita Meiser**  
Board President



*Hospice of the Valley care teams focus on the physical, social and spiritual well-being of our patients.*



## CUSTOMIZED CARE FOR THOSE WITH ADVANCED ILLNESS

Hospice of the Valley's home-based primary care practice, Geriatric Solutions, brings enhanced services to patients with serious, advanced illness who find it difficult to leave their home to visit their doctor. By making house calls to help them manage their medical conditions at home, our teams improve quality of life for our highest-risk patients and also reduce the need for an inpatient stay at a hospital.

"One of the most beautiful things is how much our patients appreciate our visits," says Dr. Talissa Adkison, a Geriatric Solutions medical director. "The human-to-human contact is so important, knowing you may be the only person this patient sees. We want to do everything we can to keep these vulnerable patients safe, healthy and comfortable in their homes."



Dr. Talissa Adkison

Patients receive visits from a physician, nurse practitioner or physician assistant in their home; 24/7 phone support for symptom management; and help coordinating care with various specialists. Geriatric Solutions can also provide after-hours visits from a nurse and support from a social worker to connect patients and families to community resources. Patients may receive added services at home to support their care goals.



Nurse Martha Cocoros creates a customized care plan for her patients.

"This coordinated, comprehensive model goes beyond traditional home-based primary care because it's customized. The care team focuses on the patient's goal to determine what's best for each patient," Executive Medical Director Ned Stolzberg says.

"It's the direction that medicine is heading in terms of recognizing the importance of managing patients where they are to achieve the best outcomes. We come to these patients when they need it the most."

## SUPPORTING SERIOUSLY ILL PATIENTS IN TREATMENT

Our innovative MediCaring® program has been so beneficial to patients and families that Hospice of the Valley will continue providing it, even though Medicare funding for the pilot program has ended.

We were the only provider in the state chosen to offer this kind of care, specifically for patients wanting extra support while they still receive treatment for late-stage, chronic illness. Results show improved quality of life and fewer hospitalizations.

Hospice of the Valley will now fund the program, making it more accessible for individuals living with cancer, heart, lung or kidney disease.

"This is another innovative model that blends curative and supportive care," says Rachel Behrendt, senior VP of Operations. "It provides services that patients need at a very critical time in their disease

progression. Patients and families receive education and are connected with specialists in the community. A large percentage of these patients eventually enroll in hospice care, so this program helps ease that transition as they work with the same care team on both MediCaring and hospice."

One of those patients is Corinne Marr, who enrolled in MediCaring while undergoing chemotherapy for lung cancer.

"I grew up in foster care and I don't have anyone," she says. "It's a big comfort to know that my Hospice of the Valley nurse and social worker are only a phone call away."



Corinne (left) and her social worker, Nadia Grasso.



## AT THE FOREFRONT OF DEMENTIA CARE

One-third of Hospice of the Valley patients have some type of dementia, and due to Arizona's high population of seniors, our state is bracing for the sharpest increase in dementia diagnoses in the nation. By 2025, some 200,000 residents will be affected.

We are prepared to support our community every step of the way with in-home support; an inpatient care home devoted exclusively to dementia patients; and an innovative campus that will set a new standard of dementia care.

Gardiner Home, our dementia hospice home, not only provides respite and acute care, it is a superb teaching facility that touches over 200 students annually. "They come away with a much greater understanding of what excellent dementia care looks like," says Dr. Gillian Hamilton, who oversees education of medical students in palliative, hospice and dementia care.



*Social worker Michelle Bales sees how a robotic dog helps patients like Janet become more active and engaged.*

Our **dementia patients on hospice** are supported with compassion and understanding. So are their family caregivers. Pat Treanor was determined to keep her husband of 55 years at home. As his Alzheimer's progressed, she turned to our hospice team.

"It's the support I didn't even know existed," Pat says. "They come in, they're happy, there's a lightheartedness within the room."

Our patient, Eamon, received a special surprise for St. Patrick's Day from his care team when social worker Callie Dettinger organized a drone video of his Irish hometown. "With our dementia patients, we look for ways to unlock long-term memory. I just knew how much this would mean to him," she recalls.

Watching the video, Eamon immediately spotted the village church where he was an altar boy and other familiar landmarks: "That's where I grew up, in that house! Oh, this brings back happy memories."



*Social worker Callie Dettinger shows an aerial video of Monaghan, Ireland, where Eamon grew up.*

Our **Supportive Care for Dementia** program helps caregivers who may feel overwhelmed and isolated while caring for someone with dementia.

Offered at no charge, this program supports patients at all stages of dementia, whether or not they are receiving hospice care. Dementia educators make home visits to teach new ways of connecting, using music, aromatherapy and even cuddly mechanical pets.

"By exploring each person's unique potential, we have the opportunity to enhance quality of life and spark joy," says Maribeth Gallagher, Dementia Program director.

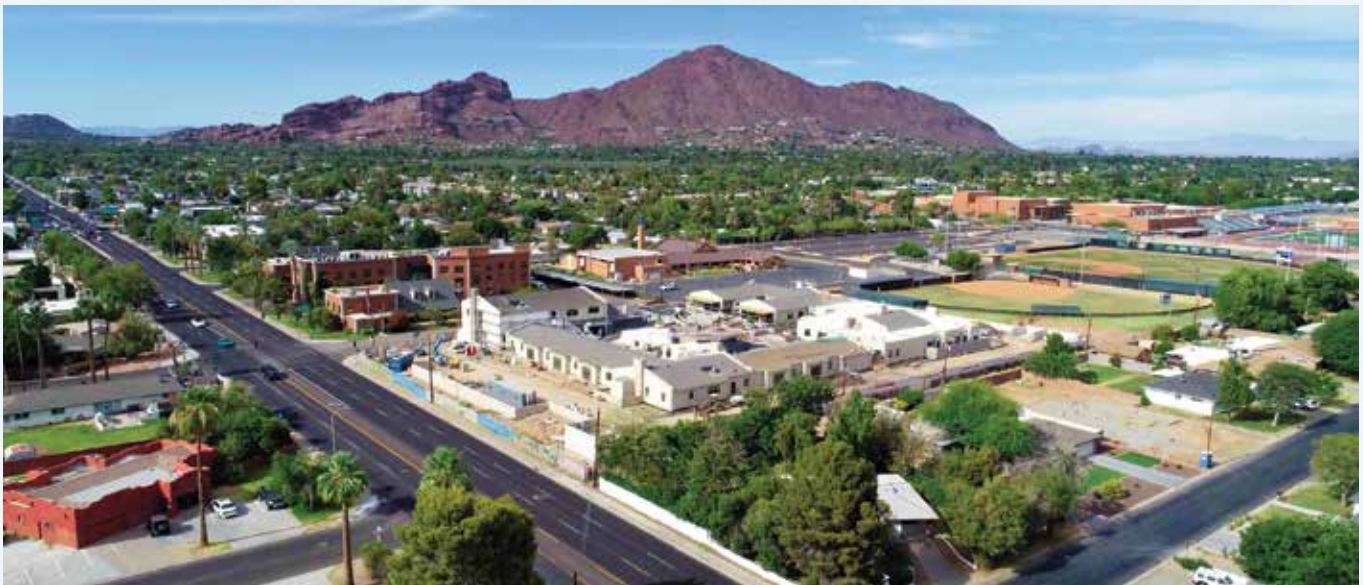
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### Supportive Care for Dementia

*For more information on Hospice of the Valley's no-cost dementia support program, call (602) 636-6363 or email [DementiaCare@hov.org](mailto:DementiaCare@hov.org).*



## HELPING OUR COMMUNITY LIVE WELL WITH DEMENTIA



*The Dementia Care and Education Campus is nearly complete at 3811 N. 44th St., Phoenix. We are on track to open in October.*

Our commitment to helping families in our community live well with dementia grows even stronger with the creation of our **Dementia Care and Education Campus**, a resource to support patients before hospice care is needed. This comprehensive facility will provide education and help families navigate the challenging dementia journey with comfort and dignity.

The phased opening starts this fall with an **Adult Day Club** specially designed for people with all stages of Alzheimer’s and other dementias. Participants will enjoy art, music, movement and nature; plus lively intergenerational activities with preschoolers in the adjoining **Child Center**.

The fully integrated campus also features a **Community Education Center**, including a memory café where experiences can be shared; an **Assisted Living Center** for residents with all stages of dementia who may or may not be receiving hospice care; and an **Inpatient Hospice Care Home** for those with advanced dementia who are receiving hospice care.

“Dementia takes an emotional and physical toll on families. Through education and compassionate support, we can make a difference in their lives,” Executive Director Debbie Shumway says.

For more information about our beautiful campus, visit [hov.org/dementiacampus](http://hov.org/dementiacampus).

## SUPPORTING ARIZONA VETERANS AND MILITARY FAMILIES

Ten years ago, we launched a volunteer program to enhance the care and support we provide veterans in our community. **Saluting Our Veterans** volunteers have made thousands of tribute visits to veteran patients and their families to honor them for their service and sacrifice to our country.

“These visits are an opportunity to express our gratitude and give veterans time to share experiences with one another,” says Stacia Ortega, director of volunteer services.

Thanks to the dedication of our 30 Salutes volunteers, Hospice of the Valley was presented with the prestigious Copper Eagle Award. The Arizona Veterans Hall of Fame Society recognized our agency for “outstanding patriotism and a unique combination of leadership and compassion” in serving local veterans.



*Copper Eagle Award*



## TOGETHER, WE MAKE A DIFFERENCE IN PATIENTS' LIVES

We are grateful for the generosity and support of our donors, community partners and volunteers. You make it possible to serve all who come to us.

### Community partnerships

A 52-year-old uninsured patient with stomach cancer was able to find compassionate care through a partnership between Hospice of the Valley and Valleywise.

It's one of many stories illustrating the impact of collaborating with community agencies that help patients regardless of ability to pay. Our physician cared for him as his care needs evolved from an outpatient clinic to our inpatient care home to his own home.

### Pediatric care and bereavement



*Pam Ruzi supports parents caring for children with life-limiting illnesses.*

Thanks to your support, we are able to provide care for medically fragile children with life-limiting illnesses. Social worker Pam Ruzi understands the critical importance of emotional support. "It's an honor to be in families' homes at such difficult and private times."

Families also are able to find healing at our community grief support groups for adults, teens and children at no cost.

### Amazing volunteers

Our volunteers continue to provide ongoing support to our agency in so many ways: Waiting on White Dove shoppers; knitting blankets; making care packages; delivering groceries; and brightening our patients' days with companionship visits.

Our teen volunteers create fun activity videos to entertain homebound patients with classical music, cooking and gardening; and make customized cards to remind patients and caregivers how much they are loved.

### Bilingual care



*Nurse Giancarlo Fratiglioni visits with patient Esperaza. "Everyone wants the best care, love and respect. That's universal. At times, something may get missed or misunderstood when you translate from English to Spanish. We don't take that chance."*

### Helping Hand Fund

With your support, this fund assists vulnerable families who struggle to meet basic needs. We are able to keep patients' A/C on when they can't pay their utility bills; and reunite families who can't afford transportation to say goodbye to loved ones. We can fulfill special wishes like a final motorcycle ride for a lifelong biker; or a ceremony at a mother's bedside so she can be part of her daughter's wedding day.

Here are a few recent ways this fund lent a helping hand:

- Funds were used to purchase a talking clock and talking watch for an elderly patient who was legally blind and living on a very limited income with no family to support him.
- A couple who lost their jobs received essential items like diapers and milk for their young child in hospice care.
- We provided groceries when a patient and family were ill with COVID-19 and dealing with a granddaughter's aggressive leukemia.

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### Horizons Editor

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## YOU HELP US FULFILL OUR NON-PROFIT MISSION

We are humbled by the love and kindness we receive from our community. Your compassion spreads goodwill. Your ingenuity inspires us all.

### 112 cars and 1 cause: *Hospice of the Valley*



*At Griffin's event, community coordinator Noeleen Rivers heard many stories of loved ones connected to our agency.*

Griffin Perry is grateful for the hospice care his grandmother received in Pennsylvania. "I heard a lot about Hospice of the Valley and knew it was a local nonprofit. I wanted to do something to give back," the 22-year-old said. **Classic Cars for a Cause** raised nearly \$6,500 and Griffin hopes to make it an annual event.

### Going once, going twice...

Chad Olsen and his company, **Camelback Moving**, auctioned off larger items that could not be accepted by our White Dove Thrift Shoppes during the pandemic and generously donated the proceeds. They presented Hospice of the Valley with a \$10,000 check to support our charity care programs.



*From left: Midtown White Dove Manager Maryann McAllen, Community Engagement Director Lin Sue Cooney, and Camelback Moving's Marcos Martinez and Chad Olsen.*

### Just a few "fun-raisers"

- **Valle Luna Mexican Restaurant's** annual fishing tournament and **R.T. O'Sullivan's Sports Bar & Grill's** annual golf tournament each raised \$21,000 to benefit Hospice of the Valley.
- For Mother's Day, the sisters behind **Beahnie's Bakery** held a pop-up bake sale in memory of their mom, Cheryl, who died two years ago. "The staff at Lund Home made a difficult time really peaceful for us," they said. The talented bakers teamed up with other small businesses to raise \$800.
- In lieu of its annual charity run, co-ed business fraternity **Alpha Kappa Psi** held a drive-in movie night at Arizona State University to benefit our Helping Hand Fund and collect donations for new-patient care packages.
- The **Wigwam Women's Golf Association** tournament raised over \$5,000 for our community services and programs. The gift was made in memory of event chairwoman Elizabeth Nelson's mom, Michalina, whom we cared for in 2019.
- The **TPR (Trilogy at Power Ranch) Foundation** also raised \$5,000 to support our patients in need — even without its annual fundraising ball, which was canceled due to the pandemic.

Thank you for supporting our patients and families!



*TPR board members joined our staff at Lund Home for a check presentation.*

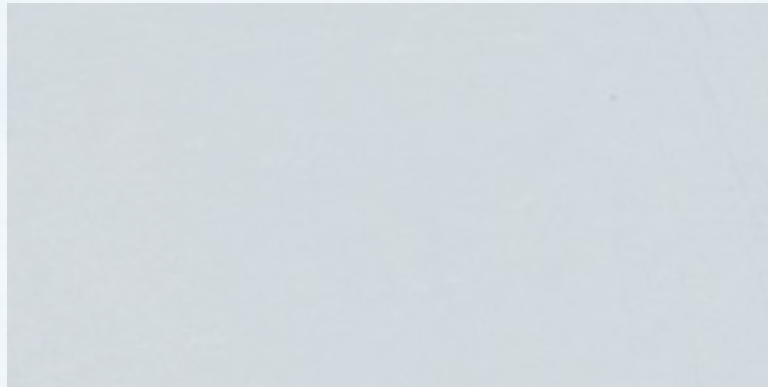




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## SPECIAL EVENTS



*From left: Debbie Norling, Kathy Hoyt, Patty Koguttek and Ricki Dee Jennings.*

In October, our 23rd annual **Pro-Am Golf Tournament** presented by **Cigna Healthcare of Arizona** raised more than \$31,000 for Hospice of the Valley programs and services.

We are grateful to our sponsors, 25 pros and 24 foursomes. Congratulations to first-place pro, Marty Jertson, and happy foursome: Michael Ressa, Bethany Persch, Joe Solien and Kevin Boyle. Special thanks to Jay Hoselton, our longtime tournament chairman, for his dedication to our mission. The event returns to Scottsdale's Grayhawk Golf Club on April 14, 2022.

## *Light Up a Life*

Our annual memorial event, **Light Up a Life**, will be televised again this year on AZTV-Channel 7. Airing at 6 p.m. Sunday, Nov. 21, the hourlong program is a photographic tribute to loved ones we will never forget and the memories that still brighten our lives. Photos can be uploaded Oct. 4 through Nov. 1 at [hov.org/lual](http://hov.org/lual).

## *aaha*

After a two-year hiatus, we are delighted to have a new date for Hospice of the Valley's signature fundraiser, **Aaha! Art. Food. Wine.** Join us on Saturday, March 12, 2022, at 6 p.m. at the JW Marriott Camelback Inn!

Contact Hospice of the Valley Fund Development for details: **(602) 530-6992 • [funddevelopment@hov.org](mailto:funddevelopment@hov.org)**

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