



HORIZONS

Community Newsletter

Comfort, dignity and compassionate care

WINTER 2022

EXPANDING OUR CARE TO SUPPORT OUR COMMUNITY

We welcome the new year with gratitude and excitement. With your support, we are creating innovative programs that enhance our continuum of care, empower caregivers and provide a safety net for the most vulnerable. We are expanding our comprehensive care for people with chronic illness and dementia — even before hospice services are needed. With every program, our clinical teams focus on delivering the highest standard of individualized care. We are grateful for the compassion, resilience and flexibility they have shown in caring for over 22,000 patients this past year. Thank you for trusting Hospice of the Valley and for the privilege of serving our community.



Nurse Deborah Wang's clinical expertise and kindness soothes her patient, Frances.



Nursing assistant Mark Rivard always brightens the day of his patient, Lulu.

VISION AND INNOVATION FUEL OUR COMMITMENT TO EXCEPTIONAL CARE

When we look back at the early days of Hospice of the Valley, we are inspired by our visionary founders, who saw a huge need to provide comfort, dignity and compassionate care to our community.

That vision has guided our nonprofit mission since 1977, and also led us to create programs that care for patients and families well before they need hospice.

Our home-based primary care practice serves high-risk patients with advanced illness who are unable to get to their physician. Our phone and visit support programs provide 24/7 care for those with chronic illnesses. We expanded our in-home Supportive Care for Dementia program, offering it at no charge, thanks to a federal grant that allows us to serve more families living with Alzheimer's disease and other dementias.

Now, we are about to open a Dementia Care and Education Campus — a comprehensive model of care that helps people live life to the fullest and receive beautiful care for all types and stages of dementia. Family caregivers receive personalized support; students are inspired to become leaders in dementia

care; and health professionals learn and share best practices.

Your support enables us to make this dream a reality and lead the way in providing a continuum of care for our community. We couldn't do it without

your confidence in our vision, the dedication of our extraordinary volunteers, the commitment of our remarkable staff, and creative partnerships that enrich the lives of patients and families.

Our hearts are filled with gratitude for the opportunity to make a difference and care for all who come to us.



Debbie Shumway



Rita Meiser

Debbie

Debbie Shumway

Executive Director

Rita

Rita Meiser

Board President



Nurse Brittne Edwards, with her patient Donald, is part of our Lund Home care team.



Social worker Gerri Jakobs and Shirley, a homecare patient, enjoy singing together during their visits.

SUPPORTING PATIENTS WHEN AND WHERE THEY NEED US

This past year, we have expanded our supportive care programs to help more people living with chronic illness or dementia, and when patients are ready for hospice care, it is our privilege to care for them. Supporting families through the whole continuum of their illness has a profound impact on their quality of life.

Arizona Supportive Care (AZSC)



Compassionate care is an essential part of nurse Brenda Sine's home visits with her patient, Liz.

Managing complex chronic conditions like cancer and heart disease takes both a physical and emotional toll. Seriously ill patients often struggle with daily living and feel alone.

Arizona Supportive Care (formerly Arizona Palliative Home Care) works with patients' doctors to customize a plan to relieve pain and symptoms and reduce stress.

Our care teams deliver clinical care in the comfort of patients' homes and provide education and round-the-clock support. The team connects patients and caregivers to community resources and helps them navigate the healthcare system.

"Our patients, families and community partners who have experienced our supportive care services — whether it's home-based personalized care or after-hours nursing visits for an urgent need — continue to tell us how invaluable this kind of support is," says Dr. Michael Debo, a team medical director.

What AZSC patients are saying:

"This program has made my life much easier and safer, as I live alone and have a number of health issues. The staff are extremely prompt and always have a cheery spirit. Their doctor comes to my place and talks to me, rather than at me."

"We got to a point we could not manage. Then the nurse came out to assess my medical needs, and the social worker helped with issues we were having with everyday life. We now have a care team we can call for answers, anytime."

Geriatric Solutions

For home-limited patients who have difficulty visiting their doctor, **Geriatrics Solutions** is a lifeline — medically, socially and emotionally.

This program brings enhanced home-based primary care to help patients with advanced illness manage their chronic conditions, avoid unnecessary hospital stays and coordinate care with other specialists.

Our physicians and nurse practitioners make house calls and provide comprehensive and customized care wherever the patient resides.



Dr. Talissa Adkison brings primary care to home-limited patients like sweet Rita.

“Observing how patients live helps me identify needs, develop goals and deliver care that improves their quality of life,” nurse practitioner CeCe Sondreaal says.

Education on disease management for patients and caregivers alike can be provided by respiratory therapists, dementia counselors and a variety of nurse specialists. When faced with a crisis in the middle of the night, patients can speak with a registered nurse. We address the concern and send a nurse if needed.

All patients have access to this 24/7 support and team-based approach, so families know help is just a call away.

What Geriatric Solutions families are saying:

“My husband has been an at-home patient with Geriatric Solutions since 2017. I found them to be responsive, caring people.”

“Taking my disabled mom for a myriad of doctor appointments, all at different times, was overwhelming for both of us. I reached out to Geriatric Solutions and they were on top of things from the very first phone call. Now, X-rays, blood test, physical exam are all done in the comfort of her bedroom.”

Supportive Care for Dementia



Nurse Elizabeth Palumbo and dementia nurse practitioner Belinda Ordonez with Florence, their 102-year-old, hat-loving patient. “Her inner beauty comes out with all of her hats,” Belinda says.

The long course of dementia leads to changes that can be bewildering, frustrating and overwhelming. But along the way, family caregivers also experience meaningful and rewarding moments.

Supportive Care for Dementia is the only in-home program in Arizona providing clinical and emotional care to help families navigate this journey. Support is available for every type and every stage of dementia. This unique service is provided at no charge, thanks to community support.

Home visits by a skilled dementia educator help families from diagnosis to advanced stages, teaching new ways of connecting, providing resources and placement options, and completing advance directives. Consultations with our dementia team and phone support — day, night and weekends — are all part of the program. With information, insight and support, caregivers are better able to manage their own well-being along with that of the person in their care.

“Our goal is to truly elevate the quality of care that people with dementia receive,” Dementia Program Director Maribeth Gallagher says. “Each interaction, even in the tiniest moments, creates opportunities for meaningful connection.”

What family caregivers are saying:

“I was at the end of my rope after caring for my wife for over five years alone. This program was a huge help. It is the first time I can say someone cares about what we are going through.”

“I learned so much. This program really improved my mom’s quality of life and prepared me to make the right decisions as her Alzheimer’s progressed.”

Horizons Editor

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CREATING COMMUNITY PROGRAMS TO SUPPORT FAMILIES

When a loved one has a serious illness, it affects the entire family. Spouses and adult children often step into the role of caregiver, unprepared for the challenges ahead. Several volunteer-based initiatives are helping build new partnerships in our community to provide these families with support, companionship and peace of mind.



Students in our College Partners Program have an opportunity to improve lives while immersing in the field of dementia care.



Volunteers Meredith Bartlett (left) and Terri Taylor support families living with dementia.

Community Care Corps

With a grant from this national program, we are recruiting and training college student volunteers to provide weekly companionship visits to patients and give family caregivers a much-needed break. We are currently working with students from **Maricopa Community Colleges**, offering them scholarships and learning opportunities with our dementia care teams.

ASU Music Meets Medicine

Persons with dementia are still able to respond to music, even when verbal abilities are lost.



Student musicians at **Arizona State University** provide an invaluable service in our community as part of the Music Meets Medicine program. They volunteer their talents to soothe and entertain — virtually or in person, when safe to do so.

ASU student Sophie created a video to comfort patients.

Legacy Corps for Veterans and Military Families

Terri Taylor was a Hospice of the Valley volunteer 11 years ago. “I always knew I’d come back,” she says. With a background in social work, she is one of the Legacy Corps volunteers helping veteran families enrolled in our Supportive Care for Dementia program.

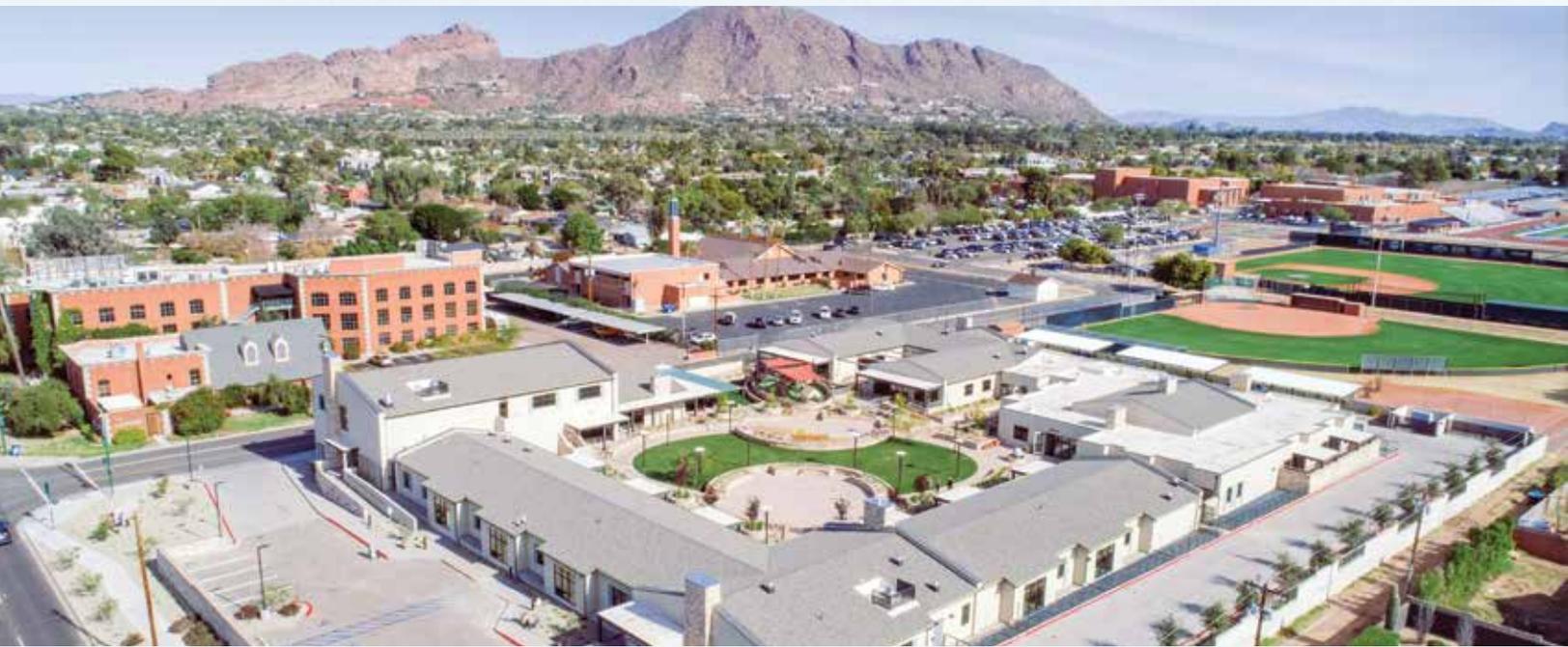
Trained volunteers provide 12 hours a week of companionship, socialization and respite care.

Hospice of the Valley received a three-year grant from **Arizona State University** and **AmeriCorps** to implement this program, which matches volunteers in the community with veterans who need support.

Bereavement Support

Our new **Bereavement Liaison** program connects our seasoned bereavement volunteers to people who need phone support.

Another innovation is our **Bereavement Buddies** program, which uses high school and college volunteers to connect bereaved survivors to our virtual counseling and support services.



The Dementia Care and Education Campus is a resource for all, serving medical professionals and family caregivers.

ENHANCED SUPPORT FOR FAMILIES LIVING WITH DEMENTIA

Opening soon in central Phoenix, our **Dementia Care and Education Campus** supports families living with every stage of dementia. By 2025, more than 200,000 Arizonans will be impacted by this challenging condition.

This innovative campus features a Community Education Center with workshops for healthcare professionals, first responders, medical students and family caregivers.

The intergenerational Adult Day Club provides stimulating programs and respite for caregivers, and spurs meaningful interaction with preschoolers in the adjoining Child Center.

“Suddenly, patients are speaking and smiling, and families are thrilled to have a new way to connect. It’s magical!” Adult Day/Intergenerational Manager Michelle Bales says.

The small Assisted Living Center is for residents living with dementia, while the Hospice Inpatient Care Home serves those with more advanced stages.

“Education and community support can make a tremendous impact on quality of life,” says Medical Director Dr. Gillian Hamilton. “We are committed to educating, supporting and modeling a new standard of comprehensive, compassionate care.”



The Assisted Living Center offers private rooms with patios and a couple’s suite, plus amenities like dining and salon services.

Dementia Care and Education Campus
3811 N. 44th St., Phoenix
(602) 636-6363 DementiaCampus@hov.org

CHANGING LIVES IN OUR COMMUNITY



ASU students enjoy providing companionship to patients living with dementia and supporting their caregivers.

Hospice of the Valley is helping educate the next generation of healthcare workers with classes that touch hundreds of medical students with career-defining courses and internships led by our clinical experts. They explore all facets of illness — physiological, social and emotional.

“And they discover there is no past or future for someone with dementia, there’s only now,” says Hospice of the Valley Medical Director Dr. Gillian Hamilton, also a faculty associate in ASU’s College of Health Solutions. “At first, they’re a bit scared and nervous. But after 13 weeks with patients, caregivers and care teams, it turns into this incredible, beautiful thing!”

Community outreach for caregivers

A key component of our commitment to education is reaching caregivers in our community who aren’t sure where to turn. They seek resources and information, but also support and understanding, as they navigate the often overwhelming and exhausting journey of caring for a loved one who has been diagnosed with dementia.

Dementia Program Director Maribeth Gallagher conducts comprehensive workshops throughout the community to help family members maximize quality of life, while also nurturing their own well-being. After one such presentation to 120 people at Grand Community Baptist Church in Surprise, she recalls how one man held her hand and said, “I am my wife’s caregiver. There are no words to express how grateful I am. It’s changed *everything*.”

What students are saying:

“This class gave me the opportunity to not only learn about dementia, but to make a meaningful connection with a very sweet individual who is also just learning about her diagnosis. It opened my eyes to a different side of healthcare.”

“Not only did I learn about memory loss and palliative care, I experienced hands-on learning like never before, while receiving an immense amount of support and love in the process. I will carry this new sense of love with me to my professional career in patient care.”

“This class really sparked my interest in dementia. It taught me that everyone is unique in their symptoms, and there is no way to classify everyone under a symptom bubble. We get to see people with dementia for who they are now, not for what is missing.”

“I cannot wait to step out on the field and provide the best care for these patients.”

The goal is to build a compassionate dementia workforce.

“When we hear how this course has changed students’ lives, we know we’ve made a lasting impact,” says Kristen Pierson, Hospice of the Valley’s Dementia Program team leader.



Dementia Program Director Maribeth Gallagher is a champion of caregiver education. Her commitment to improving dementia care was inspired by her own experiences as a family caregiver.



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SPECIAL EVENTS

Hospice of the Valley's signature fundraising event returns: **Aaha! Art. Food.**

Wine. Enjoy a seated dinner, plus silent and live auctions of fine art, culinary delights, fabulous trips and unique experiences. Monies raised fund our charity care and community programs, including dementia support — both in-home and at our Dementia Care and Education Campus.

aaha



Mark Tarbell

We are delighted to welcome "auctiontainer" Letitia Frye and to honor and recognize Arizona chef Mark Tarbell for his longtime commitment to community service.

Join us Saturday, **March 12**, from 6 to 10 p.m. at the JW Marriott Scottsdale Camelback Inn Resort & Spa. Get your tickets now!

Visit hov.org/aaha.

Light Up a Life



Hospice of the Valley's community remembrance event aired on **AZTV-Channel 7** on the Sunday before Thanksgiving. More than 1,000 photos were submitted for the memorial video, which can be viewed and shared from the homepage of hov.org. **ASU's Gospel Choir** opened and closed the program, which featured a photo montage and messages of gratitude and support from Executive Director Debbie Shumway and chaplain Paul Martinez.

Hospice of the Valley Pro-Am Golf Tournament

Presented by Cigna Healthcare of Arizona, the 24th annual tourney takes place Thursday, **April 14**, at Grayhawk Golf Club in Scottsdale. Huge thanks to every sponsor, player and volunteer who supports this fun event each and every year. All proceeds benefit Hospice of the Valley programs and services.



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