



HORIZONS

Community Newsletter

Comfort, dignity and compassionate care

SUMMER 2022

45 YEARS: A LEGACY OF CARING FOR OUR COMMUNITY

A small but mighty group of volunteers embarked on an amazing journey in 1977. Their vision created the foundation for our nonprofit mission: Bringing comfort, dignity and compassionate care to our community. Forty-five years later, we remain grateful to each and every donor and volunteer who make it possible to care for all who come to us. Thank you for your extraordinary commitment to Hospice of the Valley.



Since 1977, we have focused on meeting the physical, emotional and spiritual well-being of our patients.



With every innovative program we create to meet growing needs, our care teams focus on providing personalized, skilled, compassionate care.



HOSPICE
of the VALLEY

HAPPY 45TH ANNIVERSARY TO HOSPICE OF THE VALLEY!

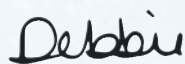
It's truly special to celebrate a legacy of caring that has spanned 45 years! In the early '80s, joining my mother as she volunteered at Hospice of the Valley, I never dreamed that I would someday have the privilege to serve at this remarkable agency.

I am humbled by the trust our community places in us and grateful for the mission that has sustained Hospice of the Valley since 1977.

You make it possible for us to deliver the highest level of customized care — supporting patients from the time they are diagnosed with a chronic illness or dementia, through hospice care. Our skilled and compassionate staff provide beautiful care to over 5,700 patients a day across all of our programs. With our new Dementia Care and Education Campus, we are expanding educational offerings and our care programs.

Your generosity ensures no one is turned away. This past year, we were able to provide more than \$12 million in charity care.

I cannot thank you enough for your support over these many years. You are a vital part of our history — and our future!



Debbie Shumway

Executive Director



Debbie Shumway

What a ride it has been to watch this agency innovate and expand since I became a volunteer in February 1980! It really takes my breath away to have witnessed this growth:

- From operating in a donated church basement on folding tables and chairs to our current administrative and clinical offices throughout the Valley.
- From 50 patients receiving medical and volunteer support in their homes to a roster of 1,625 volunteers and 1,565 employees serving over 22,000 patients and families this past year.
- From providing care and support at home to those with terminal illness to adding pediatric, chronic illness and dementia care.

What has not changed over the last 45 years is our commitment to providing quality care, regardless of ability to pay. That's possible because of the continued support of our community and volunteers.

I've had the honor of serving in both home care and administration and know what an impact volunteers make — providing compassionate support to patients and their families through companionship, pet therapy, art therapy, delivery of groceries, end-of-life vigils, ceremonies honoring our veterans, and a list far too long to mention.

Together, we accomplish great things.



Rita Meiser

Board President



Rita Meiser

Volunteer voices

I've been a volunteer for 15 years and have loved every minute. I can't emphasize enough the honor it has been to be a part of this organization. I hope to be able to continue volunteering for many more years.

— *Marcia Unser, Inpatient Units, 11th Hour and patient companion*

It's so special to be able to place a smile on a patient's face by just 'showing up' and hearing them share their life experiences with laughter and tears. I'm very proud and blessed to have been a part of the volunteer family for over a decade!

— *Sterling Fletcher, Saluting our Veterans, patient companion and spiritual care*

A SAFETY NET FOR PATIENTS, FAMILIES & THE COMMUNITY



Our skilled After Hours team works with medical directors, nurses and community providers to meet patients' needs 24/7.

“
I love being a hospice nurse. I have been with Hospice of the Valley for 22 years and I appreciate the community support we provide to anyone who needs help. It is an honor to support others at such a vulnerable and sacred time.
”

— *Aimee Ruiz, After Hours Phone Triage Nurse*

At Hospice of the Valley, excellent care for patients is available around the clock. They can call anytime and get support from our nurses, social workers, chaplains, as well as on-call physicians and nurse practitioners.

“Especially in the middle of the night, when things can seem even more challenging, it is so important that patients and families know that when they call us, they will speak to a nurse on the phone or receive a home visit, if needed,” says Connie Phillips, director of Clinical Resource Services. “Our After Hours staff are uniquely gifted to be flexible, perceptive and compassionate, while triaging over 10,000 calls a month.”

Not a single call goes through an answering service. They are answered by experienced team members with a friendly voice, trained to provide rapid clinical

interventions in the comfort of patients' own homes. This essential 24/7 support is part of all of our programs: Hospice, Arizona Supportive Care, Geriatric Solutions, Supportive Care for Dementia and Pediatrics.

In addition, Hospice of the Valley has offered phone and after-hours support to hospitals and provider groups since 2013 — helping their patients with pain and symptom management and preventing unnecessary hospitalizations. Our nurses make over 6,000 calls a month to ensure their medical needs are met and concerns addressed.

These innovative partnerships continue to improve the quality of life and well-being of patients throughout our community.

“
Throughout our growth as an agency, the quality of care we provide our patients has not changed and remains steadfast. I can always depend on my co-workers and leaders to support what is always best for the patient, the family and our many partners in the community. Over the past 15 years, it has been a privilege to be a part of this mission.
”

— *Melissa “Sunshine” Bowden, After Hours Phone Triage Nurse*

45 Years of Caring *with Your Support*

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, the agency was created by a small group of volunteers.

Today, our **4 clinical offices**—in Phoenix and in the Northeast, East and West Valley—provide comfort, dignity and compassionate care to more than **22,000** patients and their families annually. Our **9** home-like **inpatient units** provide symptom management and respite care.



We began as a community-based organization with administration offices in a church basement. By the mid '80s, we were serving 400-500 families.



Our **1,565** 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.

Our care teams provide specialized expertise in illnesses such as ALS, cancer, dementia and heart and lung diseases.

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 **1,625 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.

For almost **20** years, our beautiful **White Dove Thrift Shoppes** have raised funds for our charity care programs. When our social workers see patients experiencing hardship, the **4** stores provide essentials like pajamas, bed linens and medical equipment to those in need.



Grant-funded volunteer programs enrich the support we provide to veterans and military families.



We are able to help people through each stage of their dementia journey with personalized care that engages the senses and creates joy.



2022 brings us to our **45th** anniversary and the opening of a new **Dementia Care and Education Campus** to provide full-spectrum care and support for people at any stage of dementia and 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 professionals.

ADVANCING EDUCATION & WORKFORCE DEVELOPMENT

Empowerment through education is one of our core values. We are committed to investing in the education of our staff and community.

Gold standard of care



Executive Medical Director Dr. Ned Stolzberg leads a medical conference at Hospice of the Valley.

Hospice of the Valley's clinical resource educators work closely with our nurses, nursing assistants and social workers to continually elevate patient care. We support all staff in growing professionally and achieving certification in hospice and palliative care. Our agency accounts for over half of all certified staff in Arizona — a testament to the skill and dedication of our care teams.

"Certification validates the knowledge, professionalism and hard work of our staff. And it gives our patients that extra measure of comfort that we have taken steps to broaden our expertise."

— Cindy Krogh, clinical resource educator

Building a skilled workforce

We are proud to partner with hospitals to provide education in hospice, chronic illness and dementia care. Our professional staff also mentor hundreds of medical and nursing students. We provide direct experience through internships, rotations and college courses developed and led by Hospice of the Valley. The hands-on learning is always eye-opening.

"My biggest takeaway this semester? The best providers are compassionate, patient, caring, attentive and kind-hearted. Speaking in a respectful manner builds trust and is a reminder that everyone deserves respect."

— ASU student

Sharing our knowledge with health providers

Hospice of the Valley is honored to support medical professionals with continuing education. In April, we hosted a conference that provided education around best practices in dementia and palliative care. It's one of many community programs offered at no charge at our Dementia Care and Education Campus.

"Every presentation was fantastic! Thank you for providing this great opportunity in this beautiful facility."

— CME conference attendee

Fostering compassion and understanding

Our dementia team is immersing high school students in a virtual experience we call "Dementia Moments." For eight minutes, students are pressed to perform everyday tasks as if they were living with cognitive impairment. The exercise alters their ability to see, hear and feel, simulating the challenges of living with dementia. In addition to schools, we are bringing the workshop to community groups and assisted living facilities across the Valley.



After this exercise, students shared they feel more empathy for those with dementia.

Horizons Editor

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We welcomed Phoenix Mayor Kate Gallego at our ribbon cutting at 3811 N. 44th St., Phoenix. From left: Maribeth Gallagher, Diana Murray, Rita Meiser, Debbie Shumway, Mayor Gallego and Kristen Pierson.

ENHANCING DEMENTIA CARE, SUPPORT & EDUCATION

The exciting debut of our **Dementia Care and Education Campus** was a longtime vision realized. As we cut the ribbon at our Grand Opening, we felt so many emotions: *Joy* in helping families live well with dementia. *Hope* in growing a dementia-capable workforce. *Gratitude* for the ongoing generosity that made this dream a reality.

The campus allows us to expand our impact by modeling personalized dementia care and sharing best practices with students, providers and first responders. A robust program of events and classes is underway to help our whole community navigate the challenges of the dementia journey with knowledge and compassion. Learn more at dementiacampus.org.

In addition to the **Education Center**, we have opened the **Memory Café** for support groups and the **Adult Day Club**, which provides socialization and engaging activities for people with dementia. Members also enjoy interacting with little ones in the **Child Center**. We are excited for the next phases: the **Hospice Inpatient Home** and small **Assisted Living Center**.

Arizona leads the country with the highest incidence of dementia. To address this growing need, we continue to expand our in-home **Supportive Care for Dementia** program, now providing over 650 families with clinical and emotional support at no charge.

We are honored to serve each of them.

“ Our club members are becoming more comfortable, enjoying each other, making connections and friendships. One wife told us with tears of joy: ‘My husband is so much happier! He is more verbal, his memory has improved and he is more thoughtful of my needs.’ We are so grateful to be a part of this life-changing program.

— Michelle Bales, Adult Day and Intergenerational Program Manager



“ The generosity of our community allows us to provide this incredible care and create amazing opportunities to educate healthcare providers, caregivers and family members. This campus is a community treasure.

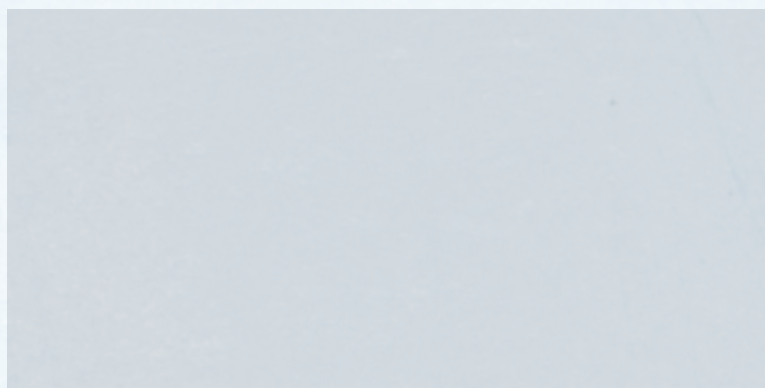
— Dr. Gillian Hamilton, medical director



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A Legacy of *Community Caring*

aaaha



On March 12, an enthusiastic crowd of 450 gathered at the JW Marriott Camelback Inn for Hospice of the Valley's signature fundraising event: **AAHA! Art. Food. Wine.**

Guests were excited to bid on stunning paintings, exclusive trips, jewelry, a very special puppy, and a private cooking class with culinary legends Barbara Fenzl and Mark Tarbell, who was our 2022 honoree. We are grateful for the tireless work of the AAHA!

Committee and the generosity of our community, which helped us raise a record \$514,000.

April 14 was a spectacular day of sun and fun out at Grayhawk Golf Club in Scottsdale for **Hospice of the Valley's Pro-Am Golf Tournament**, presented by Cigna Healthcare of Arizona. Thanks to the ongoing generosity of our presenting sponsor, 22 awesome foursomes and 22 talented pros raised over \$32,000 to help provide compassionate care to thousands of patients and families in our community. Volunteer tournament chairman Jay Hoselton started the event in 1998, which has since raised more than \$946,000 to support those in need.



Light Up a Life

This year's community remembrance event will air from 6-7 p.m. Sunday, Nov. 20, on AZTV-Channel 7. **Light Up a Life** is a photographic tribute to our loved ones who are no longer with us. Photos can be uploaded at hov.org/LUAL between Oct. 3 and 17.

More info at hov.org/events