



HOSPICE
of the **VALLEY**

A watercolor-style illustration of three birds perched on a branch. The birds are primarily white with blue accents on their heads, wings, and tails. They are surrounded by green leaves and small orange flowers. The background is a light, textured green.

COMMUNITY BENEFIT REPORT 2024





Committed to Excellence in Care

To our community:

We are excited to share highlights from the past year, including some new innovative programs designed to support unmet healthcare needs in our community. We have also focused on expanding our services and developing partnerships to enhance patient care.

Since a small group of volunteers founded Hospice of the Valley in 1977, our agency has grown to serve patients and families long before hospice services are needed. We care for people living with chronic illnesses like cancer, heart and lung disease, Alzheimer's and all types of dementia. Caregivers are equipped with education and resources to support their loved ones with dignity and compassion while prioritizing their own well-being. Our bereavement teams help children and adults every step of the way in their grief journey.

We were privileged to serve 28,000 patients and families last year, turning no one away due to financial circumstances. As the *only* nonprofit hospice in Maricopa County, we provided \$17.7 million in unreimbursed care and community services, thanks to our generous donors, volunteers and staff. We expanded into the Tucson area and continue to create meaningful connections within each community.

Providing compassionate quality care is our primary focus, so we were honored to be ranked one of the top three hospices in the nation for quality care, based on a comprehensive study published in the *American Journal of Hospice and Palliative Medicine*.

We are grateful for the recognition and most importantly, the opportunity to care for all who come to us in need.

Debbie Shumway

Debbie Shumway
Executive Director

Continuum of Care

Hospice of the Valley supports patients and families at every stage of illness, from the time of diagnosis until hospice care is needed. All programs provide 24/7 clinical support to meet urgent needs.



GERIATRIC
SOLUTIONS

Geriatric Solutions

Home-based primary care for home-limited patients who are unable to visit a doctor due to advanced illness. Physicians and nurse practitioners make house calls and provide annual wellness exams, plus home safety assessments to reduce falls. Patients and caregivers receive support and disease education to improve quality of life.



ARIZONA
SUPPORTIVE
CARE

Arizona Supportive Care

In-home assistance managing chronic illness to enhance quality of life. Physicians, nurse practitioners, nurses and social workers help patients with personalized goals of care — managing pain and symptoms, providing education and coordinating care with specialists.

SUPPORTIVE
CARE
FOR DEMENTIA

Dementia Care

Supportive Care for Dementia is an in-home program provided at no cost that offers caregiver education and support, as well as physician and nurse practitioner consults. Our innovative *Dementia Care and Education Campus* is the hub for our Dementia Program, improving quality of life for people living with all types and stages of dementia and supporting their families. More on **Page 4**.

Call **(602) 530-6900** or visit **hov.org**
to learn more about our programs and services



Hospice Care

Compassionate comfort care provided where the patient lives. Physicians, nurses, social workers, nursing aides and chaplains make home visits and work as a team to meet each patient's physical, emotional and spiritual needs while supporting their families. Medication and medical equipment are delivered to the home. Specialty programs include pulmonary, cardiology and pediatrics.



Inpatient Hospice Care

Nine homelike inpatient units across the Valley for short-term acute care to manage patients' symptoms and give family caregivers a break. Two of the units offer specialized, round-the-clock care for pediatric patients (Ryan House) and late-stage dementia patients (Levine Home, at our Dementia Campus).



Bereavement Services

Support groups, individual counseling and check-in calls to help those grieving the loss of a loved one, plus a unique program for grieving children and families in our community. A range of bereavement and remembrance programs create a comforting space for healing and human connection. More on **Page 6**.

Dementia Program

In addition to providing exceptional care, our skilled dementia team is committed to sharing knowledge and resources to help our community *live well with dementia*.

Dementia Care and Education Campus



This one-of-a-kind campus in Phoenix is designed to support dementia caregivers and their loved ones while training a dementia-capable workforce. It features:

- An **education center** where caregivers, students and professionals learn effective approaches to dementia care.
- An **adult day program** that creates joy and engages the senses with arts, music, fitness and more.
- An adjacent **child center** for intergenerational enrichment in partnership with the YMCA.
- A small **assisted living center** where residents live and dine together, enjoying pet therapy visits, music and fun activities.
- A **hospice inpatient home** where patients with advanced dementia receive exceptional 24/7 care.
- A **Memory Café** support group for dementia caregivers — a safe place to share experiences and find encouragement.

Supportive Care for Dementia

This growing program supported more than 2,000 individuals last year with in-home education and clinical support, socialization with volunteers and after-hours nurse visits as needed. It serves people with all stages and types of dementia who are not on hospice, including those who live alone or are homeless.

Supportive Care for Dementia was selected to take part in a new Medicare model of care, called GUIDE (Guiding an Improved Dementia Experience). Our focus is on reaching more families on the dementia journey, connecting them to community resources, enhancing their quality of life and easing caregiving burden.



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

Education

Hospice of the Valley strives to foster careers in healthcare, preparing the next generation of providers and clinicians, and empowering our community with skills to elevate care for all.

Professional Development

We are committed to sharing best practices with the healthcare community. Our expert staff lead accredited Continuing Medical/ Nursing Education programs for professional caregivers and health providers across the Valley. Our offerings include fellowships in hospice and palliative care for physicians and nurse practitioners; a community fellowship in dementia care; a social work fellowship; and valuable clinical rotations with our teams.

Community Outreach

Our dementia educators travel the Valley to bring dementia education to first responders, assisted living and skilled nursing facilities, churches, community associations and a host of organizations. Our Dementia Care and Education Campus also is a resource for our entire community, hosting an array of classes and presentations for both family and professional caregivers.



Learning Opportunities



Our academic partnerships provide students and residents with hands-on experience in hospice, supportive and dementia care. Specialized collaborations with ASU include a Certificate Program in Hospice and Palliative Care and a yearlong mentorship for students in the accelerated Bachelor of Science in Nursing program. A specially designed Humanities course for University of Arizona and Creighton University offers real-world experience supporting hospice patients and families living with dementia. Working with numerous universities, we provide internships for nursing and social worker students and rotations for third-year medical students, among other programs.

To learn more, email education@hov.org

Bereavement Programs

No one should face the grief journey alone. Our programs give children and adults the tools to develop resilience, cherish the memories of their loved ones and find new joy in life.

Counseling and Support

Hospice of the Valley’s bereavement counselors are essential to our continuum of care. We provide thousands of individual counseling sessions and support calls each year to help bereaved survivors cope with loss and grieve in a healthy way.

In addition, we host hundreds of adult support groups each year at locations throughout the Valley. All are welcome, regardless of whether Hospice of the Valley cared for their dear friend or family member.

Last fall, our compassionate counselors were honored to facilitate a daylong adult community retreat at the Franciscan Renewal Center. Participants were grateful for the opportunity to share stories of loss and explore the complexities of grief.

We also created a series of bereavement videos on topics including sudden death, multiple losses, adult child loss, anticipatory loss, and dementia and partner loss. You can view our videos in English or Spanish on hov.org (search “adult grief resources”).

Don’t hesitate to call our Bereavement Department at (602) 530-6970. We are here to help.

New Song Center for Grieving Children

Families grieving the death of a loved one can find healing — and community — through this unique Hospice of the Valley program. New Song serves over 1,000 participants annually, with grief support groups led by specially trained staff and volunteers.

This age-appropriate support is offered at no cost to any child, teen, young adult and parent in our community. Year-round activities also are provided at no charge: trips to the zoo, movies, plays and other fun spots — even a “pre-game” night with the Arizona Cardinals cheerleaders and mascot!

New Song hosts a popular Dia De Los Muertos event, a family-friendly Community Day of Remembrance, and themed workshops for brothers and sisters of children with life-limiting illnesses. We are proud to partner with Ryan House and Phoenix Children’s to support pediatric patients and their families. Visit newsongcenter.org or call (480) 951-8985 to learn more.



Resources for our Community

Speakers Bureau



Here are some additional resources we offer to our entire community at no charge.

Educational Talks

Our volunteer Speakers Bureau makes countless community presentations on topics like hospice and supportive care, dementia care, caring for the caregiver, advance directives and understanding grief, among others. We are delighted to bring this education to senior centers, homeowners associations, civic and faith-based groups, service clubs and more. Call us at **(602) 287-7008** to request a presentation.

Senior Placement Service

It can be overwhelming to find new living arrangements for someone in need of higher levels of care. This no-cost service acts as a third party to help seniors in our community find the right assisted living, group home or skilled nursing facility to meet their medical and social needs. Families are welcome to reach out to us, whether or not Hospice of the Valley is providing care to their loved ones. Information: **(602) 287-6800**

Caregiver Videos

We have created a series of educational videos to help patients and family caregivers address issues like anxiety, pain, nausea and respiratory distress. Featuring some of our wonderful nurses and chaplains, our videos can be viewed on **hov.org** (search “Education Resource Library”).

Our library includes many other videos to support anyone caring for people living with dementia, each video depicting real-life scenarios. View them at **dementiacampus.org** (search “Educational Tips and Videos”). All videos also are available in Spanish.

Advance Care Planning

We provide Living Will and Medical Power of Attorney forms to ensure your medical wishes are honored. Visit **hov.org/living-will-health-care-decisions** to print or download the forms, available in five languages. We also offer a free Healthcare Decisions booklet to help with these vital decisions. To get a copy, call **(602) 222-2229**.

Volunteer Impact

Hospice of the Valley volunteers radiate love and compassion! Every day, our patients and families share how much they appreciate the companionship and respite visits that bring them comfort and enrich their lives.

1,600

Number of **trained volunteers** supporting our patients, families and staff. Hospice of the Valley offers more than **20** volunteer programs, including Teens in Nursing, Shabbat Blessings and Honoring First Responders. In total, they provided **146,000** volunteer hours last year — a value of **\$4.7 million**.

\$2.5 M

Amount raised by our four **White Dove Thrift Shoppes** last year for Hospice of the Valley's charity care programs. Our White Dove volunteers receive, process and sell thousands of items donated by our community. We could not have achieved record sales without their hard work and cheerful dedication.



“It’s a privilege to honor every one of these veterans. These guys are my heroes.
— **Salutes volunteer**



376

Number of **veteran tribute visits** made by our veteran volunteers in 2024 — that’s more than one visit a day! Hospice of the Valley’s Saluting Our Veterans program was launched in 2011 to thank military veterans in hospice care for their service to our country. Since inception, more than **4,000** veterans have been honored by a team of **54** **volunteers** — proud military veterans from every branch of the armed services.

“Volunteering for the White Dove has been the most rewarding experience. I have made friends for life and I’m helping Hospice of the Valley care for our community. They served me in my time of need and I cherish my opportunity to give back. — **Thrift store volunteer**



163

Number of **volunteer events** held last year by civic organizations, clubs, youth leagues, companies and other groups. We are in awe of the creative ways people from all walks of life come together to support our mission.

125

Number of **College Partners volunteers** trained since we launched this program in 2021. Students visit people living with dementia to provide socialization and give family members a break from caregiving. They gain valuable insight into dementia and many are inspired to pursue careers in healthcare. Initially a grant-funded program, it is now fully funded by Hospice of the Valley and generous community donations.



57

Number of volunteer **pet therapy teams** visiting patients in their homes, inpatient units, nursing and assisted living facilities, group homes, as well as at Ryan House and our Dementia Care and Education Campus. Our therapy dogs, cats and bunnies help reduce stress and anxiety and spread joy.

“The family I visited for seven months taught me a lot and has changed my whole perspective about life, humanity and even my future.
— Mesa Community College volunteer

Learn more about volunteer opportunities at hmv.org/volunteer

Community Generosity

We are immensely grateful for the support that sustains Hospice of the Valley's 48-year legacy of caring.



Our 2024 gala raised a record \$700,000 for our charity care programs, including \$280,000 to help families living with all stages of dementia. A sold-out crowd attended our signature fundraiser at the JW Marriott Scottsdale Camelback Inn, bidding on stunning art, luxury trips, wines, unique experiences and more.



Hospice of the Valley Pro-Am Golf Tournament

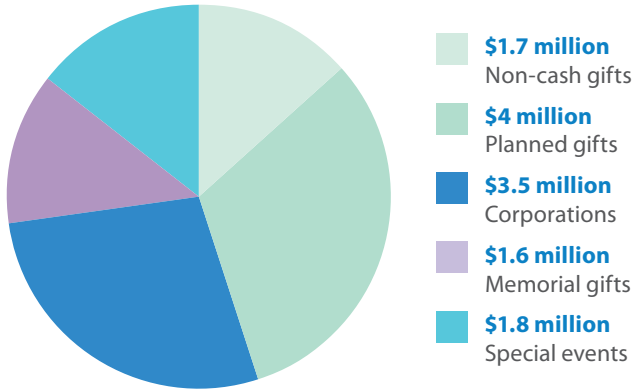
Presented by Cigna Healthcare, our 2024 tournament drew 30 threesomes and 30 pros to Grayhawk Golf Club. The event has raised more than \$1 million since 1998 to help provide compassionate care to patients and families in need.

Visit hov.org/events to learn more about our upcoming events

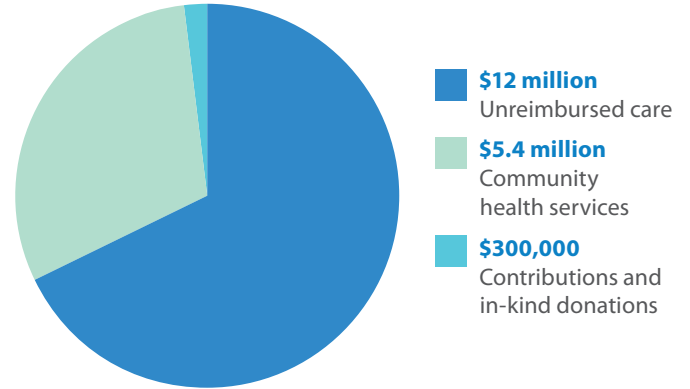
By the Numbers

2024 Financial Snapshot

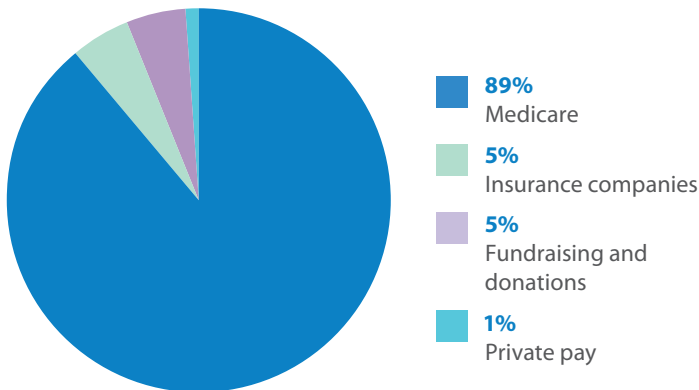
Donations supporting care programs
\$12.6 million



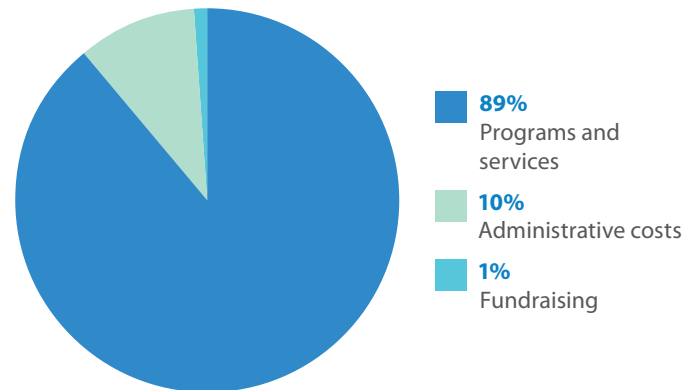
Value of unreimbursed care and community services
\$17.7 million



Our funding sources



How funds are allocated



Our **2025** budget: **\$227 million**, including **\$12 million** in donations and in-kind contributions

Total assets: **\$209 million**

Hospice of the Valley

Executive Committees

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CANYON RANCH



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1510 E. Flower St. Phoenix, AZ 85014 (602) 530-6900 FAX (602) 530-6901 **hov.org**

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