



# Hospice of the Valley Phoenix, AZ

*A legacy of caring since 1977*

- 2017 Celebrated our 40<sup>th</sup> anniversary
- Patients served in 2017 on hospice and palliative care: 18,000
- Hospice average daily census: 2100
- ALOS: 56
- MLOS: 12
- Volunteers: 2,100
- Total volunteer hours in 2017: 212,500
- PCUs in 2018: 10 with 135 beds
- Strong after hour nurse program – 10,000 calls per month supporting all programs
- Selected to participate in Medicare Care Choices demonstration project starting January 2018
- Contracts with private payers for palliative care services
- Owns a physician house call practice called Geriatric Solutions
- **Awards**
  - Two time winner of BBB Torch Award for Ethics
- **Special programs**
  - Pediatric, 180 patients
  - Palliative Care for Dementia, 334 patients (not on hospice)
  - Veterans' Salutes program, 150 patients honored by volunteers
  - Started a First Responders program to extend recognition to these individuals
  - Pet therapy, 3,130 visits from volunteer teams
  - 11<sup>th</sup> Hour Companion (volunteer) – 250 patients (141 11<sup>th</sup> hour volunteer visits)
- Charity care: \$7.9 million and \$2.6 million in community health and in-kind services



- Donations received: \$9.6 million
- Operate 4 Thrift Shoppes
- **Education**
  - Four courses being offered at Arizona State University
    - Intro to Hospice and Palliative Care
    - Intro to Dementia Care
    - Dementia Special Projects Course
    - Advanced Hospice and Palliative Care
  - Dementia Fellowship created to encourage careers in Dementia Care; 15 Dementia Fellows in Inaugural Class
  - Mindfulness Classes offered to dementia caregivers and the public
  - Education for 1st responders in approaching persons with Dementia
- Funded two additional Palliative Care Fellowships for physicians at St. Joseph's Hospital and Medical Center starting 2018
- Establishing a Nurse Practitioner Palliative Care Fellowship in partnership with Mayo Arizona (starting 2019)