



Hospice of the Valley

Phoenix, AZ

A legacy of caring since 1977

- Founded by a small group of volunteers in 1977
- Patients served in 2019 on hospice and palliative care: 19,000
- Hospice average daily census: 2300
- ALOS: 60 days / MLOS: 12 days
- Volunteers: 2,100
- Total volunteer hours in 2019: 211,800
- Inpatient Care Homes in 2020: 9 with 119 beds
- Strong after hour nurse helpline - 10,000 calls per month supporting all programs: palliative, dementia, hospice, transitional care
- Selected to participate in Medicare Care Choices demonstration project starting January 2018
- Contracts with private payers for palliative care services
- Operates a physician house call practice called Geriatric Solutions
- **Awards**
 - Two-time winner of BBB Torch Award for Ethics
 - American Hospital Association Circle of Life Award 2018
- **Special programs**
 - Pediatric: 180 patients
 - Palliative Care for Dementia: 334 patients (not on hospice)
 - Perinatal Support for parents whose baby is not expected to survive long after birth
 - Veterans' Salutes program: 200 tribute visits by volunteers
 - Started a program to extend recognition to First Responders
 - Pet therapy: 2,204 visits from volunteer teams
 - 11th Hour Companion: 250 patients (141 volunteer visits)
- Community grief support groups
- Assistance with senior placement and Living Wills



- Operates 4 Thrift Shoppes to support charity care programs
- Donations received in 2019: \$8.4 million
- Charity care, community health and in-kind services: \$15.5 million
- **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 for dementia caregivers/community
 - Dementia education for 1st responders
- Supported Palliative Care Fellowships for several local hospital systems
- Established a Nurse Practitioner Palliative Care Fellowship in partnership with Mayo Arizona in 2019