



HEALTHY PHOENIX

A Legacy of Caring Since 1977

Bringing Comfort, Dignity And Compassionate Care To Our Community

As Arizona's leading hospice and one of the largest non-profit hospices in the nation, Hospice of the Valley has always focused on its mission: **Bringing comfort, dignity and compassionate care to our community.** The agency provides patients and families with a continuum of care to improve quality of life at all stages of illness. Myriad services include in-home primary care for those who are frail and home-limited, supportive care for chronic illness, dementia care and education, and hospice services.

"Magnificent care is ingrained in our organization's culture," says Executive Director Debbie Shumway. "We are committed to meeting the physical, emotional, and spiritual needs of our patients and families and thinking outside the box to enrich every moment."

Interdisciplinary teams of doctors, nurses, nursing aides, social workers, and chaplains provide care in the comfort of patients' homes, wherever they reside, and partner with existing providers to create a personalized care plan that meets individual needs. Hospice of the Valley recently opened an innovative Dementia Care and Education Campus to support

those living with all types and stages of dementia, as well as train a dementia-capable workforce.

The agency has created specialized programs to support those with pulmonary conditions and families with medically fragile children. Clinical care is available 24/7 to meet urgent needs for all patients. More than 1,600 volunteers brighten patients' days—providing companionship, cheerful music, and comforting pet therapy, plus tribute visits to military veterans.

"People want nothing more than to provide the best support for their loved ones, but doing it alone can be exhausting," Shumway says. "Our care teams visit throughout the week, provide comfort and manage symptoms, and help caregivers navigate challenges while nurturing their own well-being. So many families share how they wish they had reached out to us sooner. It's a myth that hospice care is only for the last week or two of life."

Shumway was first introduced to hospice care as a high school student as she went along on home visits with her mother, who was volunteering for Hospice of the Valley. She leads an enthusiastic, compassionate agency of 1,800 healthcare professionals who are dedicated to serving more than 7,000 patients on any given day. The organization's staff retention rate of 91% is unheard of in the healthcare field—clearly, employees are supported and love what they do. Patients and families are grateful for the exceptional care, earning the agency a 99% satisfaction rating in Medicare surveys.

"We get beautiful letters all the time expressing how our care has improved quality of life for patients and also for their family members," Shumway shares. "We are so honored to be entrusted to care for our community."

PROMOTION



Executive Director
Debbie Shumway

Founded in 1977 by a small group of volunteers, not-for-profit Hospice of the Valley cares for all in need, turning no one away and ensuring a safety net for those who fall through gaps in the healthcare system. Last year, the agency provided \$16 million in charity care.



HOSPICE
of the **VALLEY**

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