

Valor's Services for Patients, Families & Our Communities
Leaders in Person-centered In-home Hospice, Palliative & Primary Care



Valor HospiceCare began serving Arizona in 2005 with our first office in Tucson for home hospice and palliative evaluations in Pima and Pinal Counties. Our first patient was on service for one and a half hours. According to our patient's daughter, "Valor's care was wonderful in an extremely difficult time. I just wish our doctor and hospital would have referred us to hospice six months earlier." These comments are echoed everyday by families through our service evaluations.

Celebrating our 10 year anniversary in 2015, our offices also include Green Valley and Sierra Vista for Santa Cruz and Cochise Counties. As southern Arizona's largest home hospice, palliative and primary care network, over 90% of southern Arizona's population has access to our services.

Only great care can come from great people. Our success is directly related to the culture we've created and the type of people we hire. Talented people we recruit work well with our focus on accountability, expertise and purpose. As a visionary company, those who flourish in our teams are extremely clear about what we stand for and what we are going to achieve. Our Core Values, Mission and Vision reflect our culture.

We are striving to be an academic-based organization. *The Valor Institute for Palliative Medicine* establishes a foundation for our quality, compliance and education programs. Our New Associate Orientation (NAO) includes clinical, marketing, safety, ethics and operations courses. Our Continuing Education & Leadership (CEL) program includes training of professionals regarding key knowledge from our practices and research in the areas of evidence-based guidance for hospice, palliative care, social services, customer service, management leadership, technologies and related fields.

Our "Valor Philosophy of Care Charter" includes setting the highest standards through a continuum of care of hospice and palliative care programs. Hospice interdisciplinary teams of physicians, nurse practitioners, nurses, social workers, spiritual care providers, hospice aides, therapists and trained volunteers provide physical and emotional comfort during advanced chronic illnesses and until the final months of life. Additional services such as prescriptions, medical equipment and supplies are included for the terminal diagnosis as part of the hospice benefit. Nowhere else in all of health care can you get these type of comprehensive services—all inclusively paid for by Medicare.

We have also created specialized hospice programs to enhance the quality of care for patients beyond the standards of traditional services. For example, this includes diagnosis-specific pain and symptom management programs, advanced chronic care management programs, integrative therapies and medicine programs, cultural programs, bereavement classes such as *Getting Ready to Go* and *Walking Through Jello*. Our community education and TV outreach campaign, "At Valor It's About Living", focuses on earlier admissions.

This commitment to providing even higher quality, innovative health care includes a comprehensive Electronic Health Record system, clinician laptops and a web intranet portal for all associates, enabling real-time 24/7/365 coordination of care.

Our current and long-term hospice initiatives include:

- growing our home hospice services and enhancing our advanced chronic care management programs
- through our *Valor Institute for Palliative Medicine* and its Quality, Compliance & Education program, practicing academic, evidence-based medicine for raising the bar for innovative patient care
- expanding our Medical Care at Home—Palliative Consultation & Primary Home Care referral programs

We also collaborate with the Southwest Hospice Foundation, a 501(c)(3) non-profit organization whose mission is to provide for areas such as indigent care, scholarships and for participating in community outreach.

As a member of Valor Health, our integrated company Valor Health Services provides Palliative Consultation & Primary Home Care. We have expanded our unique patient-centered care continuum designed to take in-home Primary Care to the next level. This also reduces unnecessary hospital and acute care readmissions through improved patient care coordination. Led by Physicians, Nurse Practitioners, Nurses, Care Navigators and other professionals are available. We believe that we pioneered the initial post-acute "medical home/ACO-type" continuum of integrated care in Arizona.

Thousands of patients and families have received our quality home care. If you'd like to know more about us, we are here to help. Please contact us 24 hours a day at 877.615.3996, the number below or our visit our website.

Grant A. Rowe - Chairman & CEO, Marketing & Business Development Director

State Licensed ♦ Medicare, Medicare Advantage, Medicaid/AHCCCS/ALTCS, VA & TRICARE Insurance Certified
♦ CHAP Accredited & Compliant ♦ Various Commercial Insurance Plans Accepted ♦ Locally Owned & Operated

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