

**Valor's Expert Services for the Community
Exemplary Care from Extraordinary People**



Valor HospiceCare and The Valor Institute for Palliative Medicine began serving Arizona in 2005 with our first office in Tucson for hospice and physician palliative care in Pima and Pinal Counties.

Our first patient was on service for one and a half hours and 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 5-year anniversary in 2010, we have opened our new Phoenix Metro office for services in Maricopa, Pinal and Gila Counties. With offices as well in Green Valley and Sierra Vista, as the largest hospice and palliative medicine network in Arizona, we now serve over 90% of the population base of Arizona in 40 communities.

As the academic-based organization, our "Philosophy of Care" includes a continuum of medical care focused on evidence-based approaches to practicing medicine with a holistic, integrative attitude. This alone is changing and enhancing the way hospice is organized, planned and delivered in our communities. Our interdisciplinary teams of physicians, 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 comprehensive services such as prescriptions, medical equipment and supplies are included as part of the hospice benefit.

Valor's specialized programs have been created to enhance the level of care for hospice patients beyond the standards of traditional services. For example, a comprehensive physician home palliative care program, diagnosis-specific pain and symptom management programs, new bereavement classes such as *Getting Ready to Go* and *Walking Through Jello*, and an integrative therapies and medicine program.

At the center of this commitment, *The Valor Institute for Palliative Medicine* is the foundation for our quality, regulatory, organizational development, research, physician palliative medicine programs. We enhance employee standards and results by establishing a curriculum of comprehensive training with over 80-hours of module-based clinical, marketing, ethics and operations courses for new and existing staff. The *Institute's* mission also provides training medical professionals regarding key knowledge from our research in the areas of evidence-based, clinical guidance for hospice, palliative care, social services and related fields.

We also partner with the Southwest Hospice Foundation, a 501(c)(3) non-profit organization to provide for areas such as indigent care, scholarships, medical research and for funding community outreach.

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 autonomy, 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.

Current projects underway include:

- growing our home hospice services in the southwest United States
- enhanced general inpatient and respite care services, including new Valor Inpatient Centers
- expanding our physician in-home palliative care programs and practices
- broadening the mission of *The Valor Institute for Palliative Medicine*

Thousands of patients and families have received our quality home hospice and palliative care. Wherever a patient lives, we are here to help. If you'd like to know more about us, please contact us at 877.615.3996 or visit our website www.valorhospicecare.com.

Warm regards,

Grant A. Rowe
Founder, President & CEO

Medicare, Medicaid/AHCCCS, Tricare Certified ♦ State Licensed ♦ CHAP Accredited ♦ Locally Owned & Operated

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