

Valor's Services for Patients, Families & Our Communities
Providing the Gift of Peace, Comfort & Dignity



Valor HospiceCare began serving Arizona in 2005 with our first office in Tucson for home 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 7-year anniversary in 2012, our offices also include Green Valley and Sierra Vista for Santa Cruz and Cochise Counties. As southern Arizona's home hospice and palliative care network, over 90% of southern Arizona's population has access to our services through the 25 communities we serve.

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.

Our "Philosophy of Care" includes setting the highest standards and a continuum of care focused on innovative 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, 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 comprehensive services such as prescriptions, medical equipment and supplies are included as part of the hospice benefit.

At the center of this commitment, we are striving to be an academic-based organization. Beginning in 2008, *The Valor Institute for Palliative Medicine* was created as the foundation for our quality, compliance, regulatory and education programs. We enhance associate standards of care through a curriculum of comprehensive training in our New Associate Orientation (NAO) with our clinical, marketing, safety, ethics and operations courses. The *Valor Institute's* mission also provides Continuing Education & Leadership (CEL) training of professionals regarding key knowledge from our practices and research in the areas of evidence-based guidance for hospice, palliative care, social services and related fields.

We have also created specialized programs to enhance the quality of care for hospice patients beyond the standards of traditional services. For example, this includes a comprehensive physician home palliative care program, diagnosis-specific pain and symptom management programs, cultural programs, bereavement classes such as *Getting Ready to Go* and *Walking Through Jello*, community education and TV outreach and an integrative therapies and medicine program.

Our current and long-term initiatives include:

- growing our home hospice services
- enhancing our general inpatient care services
- expanding our physician in-home palliative care programs and practices
- With *The Valor Institute for Palliative Medicine*, practicing academic-based medicine for setting the bar for innovative patient care

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.

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 at www.valorhospicecare.com.

Warm regards,

Grant Rowe, MBA
Founder and President & CEO

Larry Criswell, PhD
Chief Operating Officer

Medicare, Medicaid/AHCCCS, Tricare, VA Certified ♦ State Licensed ♦ CHAP Accredited (Sierra Vista)
Locally Owned & Operated

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