

MOUNTAIN VALLEY HIGHLIGHTS



Every moment matters



RISING STAR

Employed for three or fewer years and has demonstrated exemplary performance in their role

SHINING STAR

An individual whose actions or work performance stands out as an exceptional reflection of our values

CHIEF ENERGY OFFICER

Shares positive, powerful, and contagious energy with their co-workers, patients, and families



CONGRATULATIONS,
EMILY EVANS!



CONGRATULATIONS,
DR. ALEX WAITE!



CONGRATULATIONS,
CHRISTY JOYCE!

OPERATIONAL PLAN **PROGRESS**

Each year, Mountain Valley’s leadership team develops an operational plan to direct progress

This page shows each department or project’s progress through the action items set in the operational plan

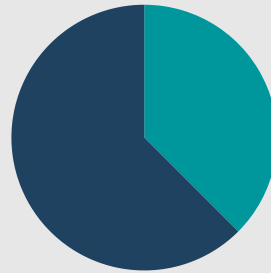
SERIOUS ILLNESS
ON TRACK

PROVIDERS
ON TRACK

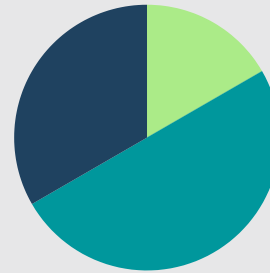
FINANCE
ON TRACK

PEDIATRICS
7 PTS SERVED +
5 IN CURRENT CENSUS

■ COMPLETED ■ IN PROGRESS ■ REMAINING



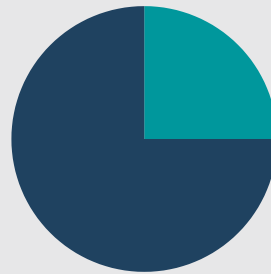
INNOVATION
ACTION ITEMS: 16



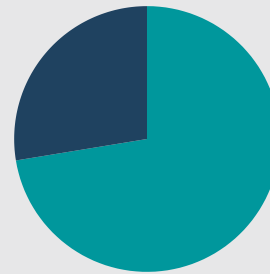
SERVICE + QUALITY
ACTION ITEMS: 30



INPATIENT UNITS
ACTION ITEMS: 5



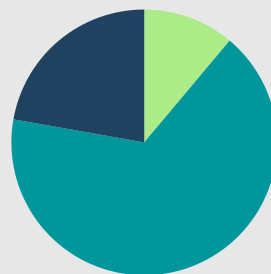
INFORMATION TECHNOLOGY
ACTION ITEMS: 12



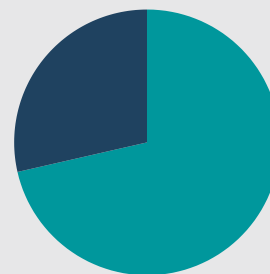
PEOPLE
ACTION ITEMS: 29



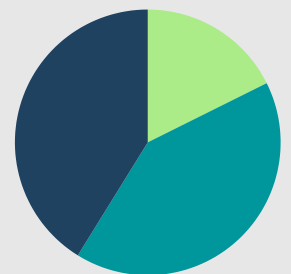
EQUALITY, DIVERSITY, + INCLUSION
ACTION ITEMS: 15



COMMUNITY
ACTION ITEMS: 9



GROWTH
ACTION ITEMS: 7



COMPLIANCE
ACTION ITEMS: 17

QUESTIONS

Reach out to your leader to discuss your team’s action items!

VOLUNTEERS



We are excited to announce the addition of a small cookie oven and the arrival of Otis Spunkmeyer cookies, which will be freshly baked at WHH for our patients and other activities. To make this

initiative even more meaningful, we reached out to local students through a Facebook post offering the opportunity to bake cookies for service hours.

The response was incredible, and we were thrilled to see so many volunteers come forward throughout December to help.

If you would like to provide cookies for your patients and their families, please reach out to the volunteer team. We look forward to sharing these sweet treats with you!



Autumn Leaves
bake sale for WHV program



Holiday luncheons
and BINGO fun!



**CHECK OUT
THE QUARTERLY
VOLUNTEER
NEWSLETTER**

EDUCATION

SUPPORTING TEAM MEMBER ADVANCEMENT

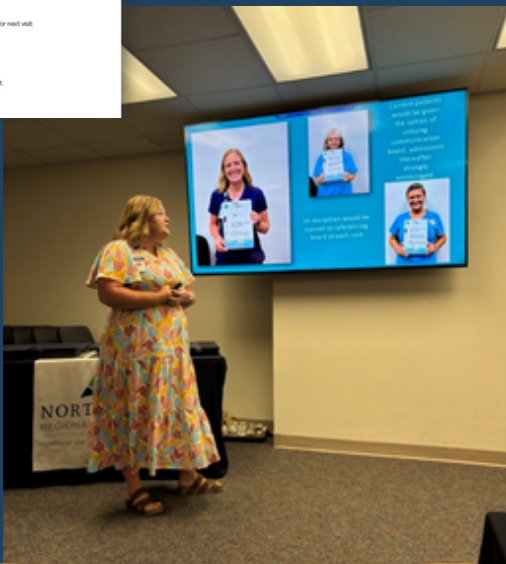
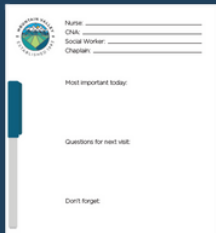
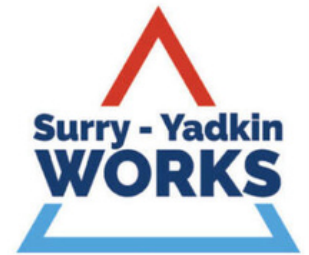
PRE-APRENTICESHIP PROGRAM WITH SURRY-YADKIN WORKS

In partnership with Surry Yadkin Works and local high schools, Mountain Valley is actively supporting pre-apprenticeship and apprenticeship opportunities.

The typical path for our pre-apprentices includes starting in high school as a patient sitter, advancing to CNA, and then transitioning to the apprenticeship program after graduation.

The apprenticeship program allows students to progress from CNA to RN, earning either an ADN or BSN at the college of their choosing.

A key benefit of this program is that, aside from the cost of supplies, tuition is covered by the Department of Labor, and students gain invaluable paid, hands-on experience at Mountain Valley.



LUMSDEN LEADERSHIP ACADEMY

Recently renamed in honor of Chris Lumsden, Northern's retiring president and CEO

CONGRATULATIONS to KenZee Vestal on completing the Northern Leadership Academy!

KenZee's graduation project, "Bridging the Communication Gap in Homecare," aims to enhance communication between Mountain Valley clinicians and patients/families through the use of a whiteboard. This tool will also support our training guide by reinforcing the training received, which aligns with our top five CAHPS improvement opportunities. We are excited to implement this project at Mountain Valley!

KenZee Vestal

Assistant Director of Patient Services



ORGANIZATIONAL NEWS

EMR SYSTEM UPDATE

Last summer, Tracey informed us in an Every Moment Matters update that our current EMR, Suncoast, has been acquired by Axxess. As a result, Mountain Valley began exploring new EMRs and has since reviewed three different systems.

Despite knowing that no EMR is perfect, we continue to face issues finding an EMR with connectivity and mobile options for our homecare team members. While discussions with other potential EMRs are ongoing, we remain committed to improving the user experience in Suncoast.



To support our team members using Suncoast, we are excited to announce a trial of a software called Tallio.

Tallio is a speech-to-text template that has been shown to reduce documentation time within Suncoast. Other hospices have reported that RN routine visit documentation time has been cut in half, and their nurses enjoy using Tallio. The trial will begin with a select group of team members and will expand as we ensure the workflow supports our teams.



New signage
Woltz Hospice Home



YADKIN OFFICE RIBBON CUTTING

Mountain Valley team members, volunteers, local officials, and community members gathered to celebrate the opening of our Yadkinville office on Hawthorne Drive.

This newly renovated space will allow us to continue to serve our mission, ensuring that compassionate end-of-life care is accessible and readily available to the residents of Yadkin County. We're grateful to the Yadkin Chamber, Yadkin County Commissioners, and the Yadkin County Economic Development Council for their support.

AWARDS AND RECOGNITION



CONGRATULATIONS TO OUR MARTINSVILLE AND GALAX TEAMS!

Each year, HEALTHCAREfirst (our CAHPS vendor) identifies hospices who meet Hospice Honors criteria. In order to receive this award, a hospice agency must have 20 responses out of 24 score above national average. Questions are scored on a fiscal year (October - September). This past summer, we had the privilege of celebrating our Virginia teams for achieving Hospice Honors for October 2022 - September 2023.



Best in Home Health
tied for 1st with Hugh Chatham Health

1st in Home Health
Mountain Valley *threepeat!*

1st in Used Furniture
The Humble Hare



Finest Thrift + Antiques
The Humble Hare

TRIAD BUSINESS JOURNAL



Congratulations,
Tracey Dobson
PRESIDENT + CEO

2024 C-SUITE AWARD HONOREE

PHILANTHROPY

GRANT AWARDS



COMMUNITY FOUNDATION SERVING WESTERN VIRGINIA: \$25,000 AWARDED TO MOUNTAIN VALLEY FROM THE HOSPICE FUND

This generous contribution will directly support hospice care for residents of Patrick and Henry Counties and the City of Martinsville. This latest grant brings the Foundation's lifetime contributions to Mountain Valley to over \$110,000 through a six-year partnership, reflecting a shared commitment to compassionate end-of-life care.

WEYERHAEUSER GRANT: ALZHEIMER'S TRAINING FOR FIRST RESPONDERS

Being a first responder requires a great deal of empathy and specialized knowledge; however, first responders may not always have the training, time, or resources to fully meet the needs of individuals with dementia. To address this challenge, Weyerhaeuser, located in Elkin, NC, has generously provided a grant to offer dementia care training sessions led by our expert community educators, Kelley Tolbert-Holbrook and Jessica Owens. Both Kelley and Jessica are certified in Teepa Snow's dementia care methods, with Jessica also holding Positive Approach to Care (PAC) certification.

If you know of a volunteer fire department, rescue squad, or other organization that would benefit from this valuable training, please reach out to Kelley.



READ MORE ABOUT THE [TEEPA SNOW POSITIVE APPROACH TO CARE](#) ON THE NEXT PAGE!

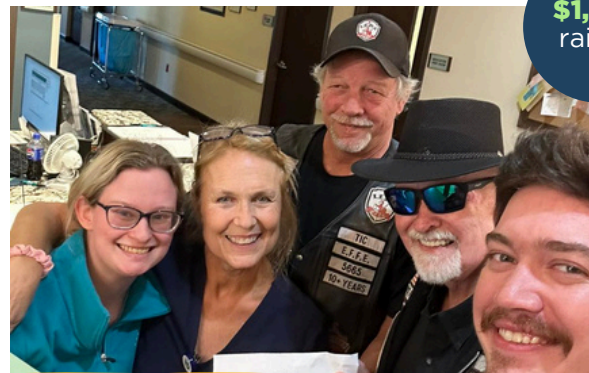
\$10,200
raised

North Carolina's Electric Cooperatives



SYEMC BINGO NIGHT
benefiting Mountain Valley

\$1,700
raised



BILL PHILLIPS MEMORIAL RIDE
annual fundraiser for SECU Hospice Home

COMMUNITY

NEWS + INVOLVEMENT

DEMENTIA PROGRAM: TEEPA SNOW'S PAC

The medical community is constantly learning more about the varying forms of dementias.



To enhance how we understand dementia and equip caregivers with practical skills, we've embraced the "Teepa Snow Approach" with expert guidance from our own Kelley Tolbert-Holbrook and Jessica Simandle.

Kelley and Jessica provide insights into Teepa Snow's ability-based progression model by guiding our team and caregivers in recognizing the changes that occur in both the brain and one's abilities throughout this journey. This approach fosters a deeper understanding and empowers caregivers to offer more effective, compassionate support.



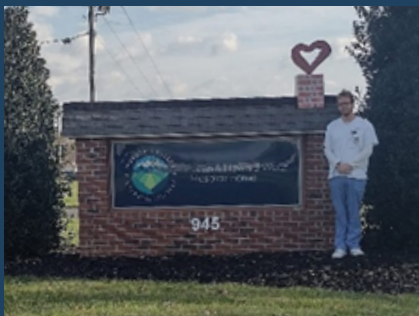
CONGRATULATIONS!

Audrey Cassell will be instated as a board member for the Greater Mount Airy Chamber of Commerce in January



HAPPY RETIREMENT!

Celebrating Chris Lumsden and Andrea Hickling of Northern Regional Hospital for serving on our board of directors as they look ahead to retirement. We appreciate their dedicated service and wish them well as they write their next chapters in life.



CLINICAL ROTATIONS FOR NURSING STUDENTS AT THE JOAN AND HOWARD WOLTZ HOSPICE HOME

Over the years, Mountain Valley has welcomed nursing students to experience this unique, holistic side of nursing. We love when these students return to work with us! This past semester, Mountain Valley had the exciting opportunity to host a clinical group at the Woltz Hospice Home.

When asked to be a clinical instructor, Melinda Cockerham didn't hesitate to say yes!

She willingly adjusted her schedule to accommodate these clinical rotations. Melinda excels in education, sharing her knowledge and competence with kindness. Thank you, Melinda, for helping to educate future nurses and grow our Mountain Valley team!

SPONSORSHIPS

HONORING AND SUPPORTING OUR NATION'S HEROES

AT MOUNTAIN VALLEY, WE DEEPLY VALUE THE SACRIFICES AND SERVICE OF OUR NATION'S VETERANS.



To show our gratitude, we're proudly providing weekly coffee and cookies to all veterans visiting the Veteran's Affairs clinic in Kernersville. This small yet heartfelt gesture is our way of saying thank you to those who have served. Every week, Veterans can stop by our Mountain Valley booth for a warm cup of coffee, enjoy a sweet treat, and connect with our team members Pattie Tilley & Christy Joyce to learn more about our hospice and serious illness services. At Mountain Valley, we believe in serving those who have served us, and this weekly offering is just one of the many ways we're committed to supporting our Veteran community.



OUR 3RD YEAR

ensuring that the Piedmont Triad enjoys non-stop holiday music by sponsoring The Triad's Christmas Station



SANTA'S HELPER SPONSOR

of the lights that shine bright on those that enjoy the mega-light display in Galax, VA



REPEAT SPONSOR OF THE MOUNT AIRY CHRISTMAS PARADE

featuring The Humble Hare's delivery truck and smiles from team members!

CAHPS REVIEW

EACH MONTH, MOUNTAIN VALLEY LEADERS REVIEW OUR CURRENT CAHPS SCORES.

Clinical leaders examine the scores for their respective areas and develops an action plan to address opportunities for improvement; these plans are then discussed directly with team members.

Historically, Mountain Valley has had strong CAHPS scores, but over the past fiscal year, we've noticed a downward trend. We are confident that our team members provide the best experience for every patient and family, every time; however, our scores do not currently reflect this. Our leadership team is working on several processes to support team members in improving our scores, including phone system setup, timely nurse support, and improving coverage to reduce gaps in nursing visits.

It's important to note that CAHPS scores do not solely rely on our clinical teams to ensure success. It takes everyone in our organization to ensure we are demonstrating our Be Attitudes of customer service with every interaction.

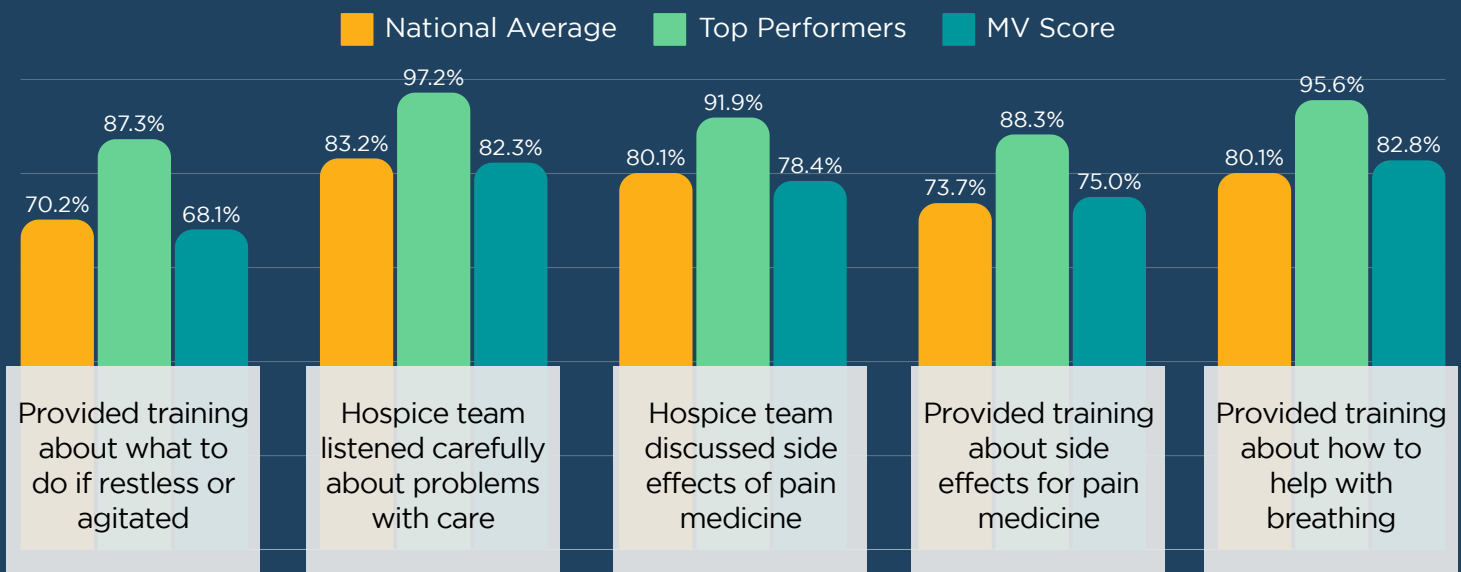


CAHPS SURVEYS

are sent to patients' families after a patient's death regarding their perceptions of the care their loved ones received



TOP FIVE AREAS FOR IMPROVEMENT



mtnvalleyhospice.org



[mountainvalleycares](https://www.facebook.com/mountainvalleycares)



[mountainvalley_cares](https://www.instagram.com/mountainvalley_cares)