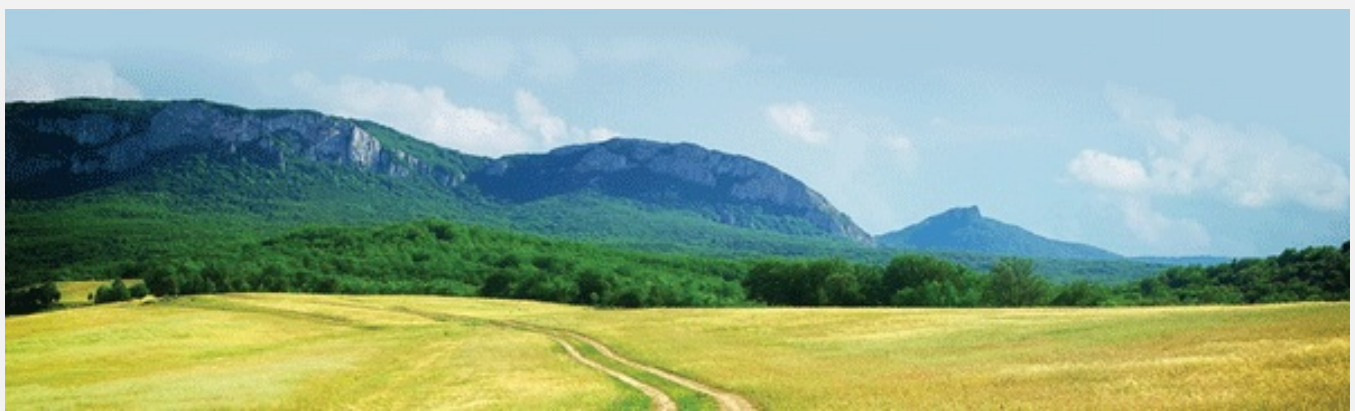


Hospice of the Valleys



Your Local Community Hospice.



JUNE 2016



TOP WORK PLACES 2014/2015

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Some Thoughts On Excellence:

By: Dr. Lynn Euzenas

Director of Spiritual Care & Bereavement Services



The Bengali poet Rabindranath Tagore wrote:

*I have spent my days
Stringing and unstringing my instrument
While the song I came to sing remains unsung.*

I thought of this quote as I perused the many words the "excellence gurus" use to talk about excellence. These excellence experts use active words like improving, training, searching, demanding, striving, motivating, and doing. Their training systems have catchy phrases and snappy marketing spins, some of which are quite effective. For many, excellence is about all these actions: honing skills and practicing them, training skills to perfection, and keeping skills sharp.

All this is fine and good, but when I think about excellence, I think about the quote above. True excellence is not measured in the practice, but in the results. Many can keep stringing and unstringing their instruments to become expert in doing so, but few take the time to stop doing and relax into being. Excellence is in the being. It happens when all the doing simply falls away and the song can be sung. The finely tuned strings disappear in the melody which wraps itself around the listener, transporting them beyond the everyday into realms of beauty, touching their soul places. Excellence comes when the stringing becomes second nature and the beauty of the song can be sung.

Hospice of the Valleys has been gifted with a beautiful honor: among hospices nationally we have been deemed an Elite Level Hospice. This designation is measured by the satisfaction of our patients and families to the care they received from our hospice teams. To receive such praise from those we serve is humbling. We are all very grateful and determined to continue to offer the very best hospice can offer to the communities we serve.

I am proud to be a part of a team whose skills have been so finely tuned that our patients and families have heard the music of the hospice song. It's lyrics are not about how well we do our various jobs, but about the effects of playing the hospice song for our patients and families: "I truly felt listened to;" "My Dad was no longer in pain;" "You helped me to believe that I did a good job taking care of Mom;" "What a relief to know that this sadness is grief and it will eventually get better;" "You helped us to laugh together and love again."

Excellence is measured by how your performance is reflected back to you. Our promise is that we will keep our instruments well tuned, but continue to perform the song of hospice to all who express a need.



THANK YOU

Thank you to those
who attended our
wildly fun and successful
concert on June 3rd at
Wiens Family Cellars!
The Motels,
Missing Persons, and
Annabella's Bow Wow Wow
put on an amazing show
for the crowd!
We would also like to
thank Gregg Hassler
& Don Harbour of
Golden Crown Productions
for choosing
Hospice of the Valleys
as the benefiting charity
for the event.
Because of their generosity,
we were able to raise
much needed funds for our
patients and their families.
We look forward to seeing
you all again next year.
Cheers!

A Note From Our Executive Medical Director Dr. Leslee B. Cochrane

Get correct views of life, and learn to see the world in its true light. It will enable you to live pleasantly, to do good, and, when summoned away, to leave without regret.

Robert E. Lee



What do Robert E. Lee, Ulysses S. Grant, Dwight D. Eisenhower, George S. Patton and Edgar Allan Poe all have in common? You may be surprised to learn that they all attended the United States Military Academy at West Point. The mission of West Point is to educate, train and inspire Cadets to become leaders committed to the values of Duty, Honor, and Country in service of our nation. All but one of these men went on to become famous Generals and two of them became Presidents. Edgar Allan Poe although a gifted and later famous writer was not able to meet the high standards of leadership required of all West Point Graduates and was expelled from the Academy.

Being a great leader requires more than talent, it requires a commitment to serve others with character, discipline and excellence. Of the 15,171 students who applied to join the West Point Class of 2016, only 7.8% were admitted and of those admitted only 953 graduated. The reason I am so familiar with these statistics is that my son Jared just finished high school and will be attending the United States Military Academy as a member of the Class of 2020. I am very proud of my son's achievement and applaud his hard work and dedication. Striving for excellence is the hallmark of a true leader.

Leading with excellence requires vision, commitment and dedication. Hospice of the Valleys has been named a 2016 Hospice Honors Elite Status recipient by Deyta Analytics, a division of HEALTHCAREfirst. Of the over 1700 hospices Deyta surveyed nation-wide, Deyta's Elite Status was only achieved by 3% of hospice agencies. In fact, only five hospices in California and 57 nation-wide have received this honor. Deyta holds the special recognition of Hospice Honors Elite, to honor hospices scoring above the Deyta National Performance Score on 100% of their quality performance measures. I believe this award affirms our vision to be a recognized leader of excellence in comprehensive end-of-life care and underscores our ongoing commitment and dedication to providing help and hope to hospice patients and their families. Congratulations Hospice of the Valleys!

NOTES FROM FRIENDS

Hospice of the Valleys serves hundreds of patients each and every year. We honor them by sharing their stories. They remind us every day of the meaning and purpose in our work and that human connection is at the heart of the hospice experience.

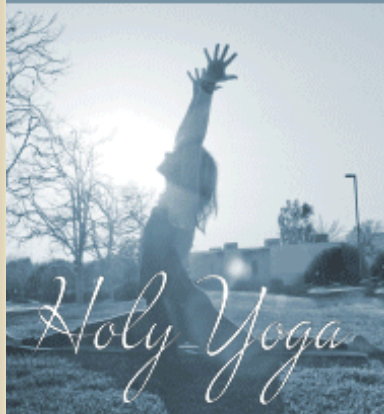
The following are notes Hospice of the Valleys has received from the families of patients that we have been privileged to provide hospice care.

Dear Hospice- I want to sincerely thank all who attended to my father's needs. I know my father was also very appreciative of the attention you gave him.

The entire staff at hospice should be very proud of the work they do. They helped my father in so many ways, that I cannot name them all.

The help even continues with the chaplain after dad's passing. I will be forever thankful to hospice for all their help and special care.

Holy Yoga Fundraiser for Hospice of the Valleys



P3 Fitness

has partnered with Hospice of the Valleys to generously donate 25% of class proceeds from their Saturday class 7:00-8:00am of Holy Yoga.

Begin your Saturdays In peace and gratitude and feel good knowing

SAN MANUEL BAND OF MISSION INDIANS



Thank You San Manuel Band of Mission Indians

Hospice of the Valleys would like to extend a gracious thank you to the San Manuel Band of Mission Indians. This group generously awarded Hospice of the Valleys a grant of \$5,000 which will allow us to provide beautiful ceramic memory hearts and a sympathy card to our grieving families. This grant will also help pay for bereavement materials for our children and families as well as purchase bereavement mailing materials.

Julie, a Hospice of the Valleys LVN shared, "Most of the families are touched to have a remembrance of their loved ones. We have a little ritual at the death and place the hearts on the patients, and at times will pray, and it makes it personal for the families. These hearts give the families something to keep at a time that changes their lives forever."

and feel good knowing
you will also be helping
raise funds to provide
care for hospice
patients and their families
In our community.



Rose Anton

Mention Hospice of the
Valleys when you arrive!



Special Thank You

Hospice of the Valleys would like to thank
the Canyon Lake Women's Club
for their continued support of our mission.
We are honored to be one of the club's
2015-16 Philanthropic Recipients.



VOLUNTEERS IN ACTION

Thank you to all of the HOV and Kohl's
volunteers who helped with the
"Ladies of the 80's" Concert Fundraiser at
Wiens Family Cellars. Your energy and efforts
made this event a spectacular success!



SAVE THE DATE

CELEBRATING OVER 30 YEARS



WINE and CHOCOLATE

Benefiting the patients & families
of Hospice of the Valleys

**SATURDAY,
OCTOBER 1, 2016
5:00 - 10:00PM**

AVENSOLE WINERY

1920's Themed Party
Seated Dinner,
Live and Silent Auction,
Wine, Beer &
Chocolate Tastings,
Whiskey Bar

**CLICK HERE
TO PURCHASE TICKETS**

**TICKETS \$80
951.200.7800**





Please remember Hospice of the Valleys in your Trust or Will.
And, help us now with your kind donation.

DONATE to Hospice of the Valleys

Hospice of the Valleys is a non-profit 501(c)(3) organization

Subscribe to Hospice of the Valleys' Newsletter

You can help Hospice of the Valleys
by choosing us as your charity of choice

on **spreedb** 