

MOUNTAIN VALLEY HIGHLIGHTS



Every
moment
matters

AT MOUNTAIN VALLEY, LEADERSHIP MEANS PUTTING PEOPLE FIRST—our patients, their families, and our team. In a changing healthcare world, we stay grounded in compassion and guided by your input.

While not every suggestion can be implemented, often due to factors that aren't immediately visible, **your ideas are still incredibly valuable.** Each one helps shape the bigger picture and influence future decisions. Your voice matters, and we encourage you to keep sharing. The conversations we have today may spark the innovations of tomorrow.

In times of uncertainty, change can feel overwhelming—**but we see it as a chance to grow.** It's an opportunity to rethink, reimagine, and improve how we care for our patients and their families.

THANK YOU!

77%
PARTICIPATION

BEST PLACES TO
WORK SURVEY



HOW DOES THIS IMPACT OUR CARE?

QUALITY & EXCELLENCE

Open communication and a supportive culture lead to stronger teams—and better patient outcomes.

STRONGER CONNECTIONS

Caring for our caregivers means deeper, more meaningful relationships with patients and families. Our CNAs lead the way with compassion and presence.

ADAPTABILITY IN HEALTHCARE

Staying flexible and proactive helps us navigate change while keeping care standards high.

SUSTAINING OUR MISSION

An engaged, thriving team allows us to serve more patients with the compassion and excellence they deserve.

Every day, we witness the impact of human-centered leadership—from nurses going above and beyond to CNAs offering steady comfort, chaplains supporting emotional needs, and teammates stepping in for one another. These moments shape our culture and remind us why **our work matters.**

By leading with heart and embracing change, we strengthen care for our patients and ensure our mission continues to thrive today and in the future.

MEETING OUR MISSION

TESTIMONIALS

I cannot say thank you enough to everyone for the love and compassion you gave us and my brother.

The nursing staff, especially **Heather**, was amazing, and we love **Pastor Jonathan!**

Vicki Woltz Hospice Home

What a blessing for my mother to have been at the Yadkinville facility. Each and every staff member went above and beyond at the care center and also at the time they attended to her in her nursing home.

Mom died with dignity and I truly treasure the love and care given to her.

Kathy SECU Care Center

April came out to do the admission she went over everything with me and explained things so that I understood them. She had me prepared for what was going to happen the following morning.

Mark was there to support me and the family. He stayed about 3 hours to make sure we were all okay.

Mountain Valley had so many supportive services for me and the family after Martin passed!

Jamie Mocksville, NC

WE PROMISE
TO CREATE THE
BEST
EXPERIENCE
EVERY PATIENT
EVERY FAMILY
EVERY TIME



MISSION MOMENTS

THANK YOU FOR SHARING YOUR MOUNTAIN VALLEY EXPERIENCE!

At Mountain Valley, every moment matters. These team members shared stories about how our team met our mission!

Samantha Billings • Leann Hooker • Melinda Cockerham

NEWS YOU CAN USE

TRANSITIONING TO CHAP

After careful thought, Mountain Valley has decided to pursue accreditation with CHAP. We believe CHAP's focus on community health and patient-centered care matches our values. Their approach will help us improve our services even more.

UPCOMING CHAP SURVEY

We are expecting the CHAP survey to happen in May. This survey is a key part of our accreditation process. CHAP surveyors will review our practices to make sure we meet their standards. We are confident our hard work and dedication will shine through in this evaluation.

YOUR ROLE

We all play an important part in making sure the survey goes well. Our team's professionalism and commitment to quality care will help show our excellence.

WHAT TO EXPECT

CHAP surveyors will:

- **Review Documentation:** Check our policies, patient records, and other documents
- **Conduct Interviews:** Talk to team members, patients, and families to hear about their experiences
- **Observe Patient Care:** Watch how team members interact with patients and families
- **Tour Facilities:** Make sure our facilities meet safety and regulatory standards

KEY AREAS OF FOCUS

Surveyors will focus on:

- Patient rights and responsibilities
- Quality of care and services
- Infection control
- Medication management
- Staff qualifications and training
- Leadership and organizational management
- Compliance with rules and regulations



OUR COMMITMENT TO YOU

Please know that this transition will not affect the quality of care we provide. Our priority is still to give compassionate, personalized hospice services. We are working hard to make sure everything goes smoothly and will keep you updated throughout the process.

EDUCATION

SUPPORTING TEAM MEMBER ADVANCEMENT

ELNEC

End-of-Life Nursing Education Consortium

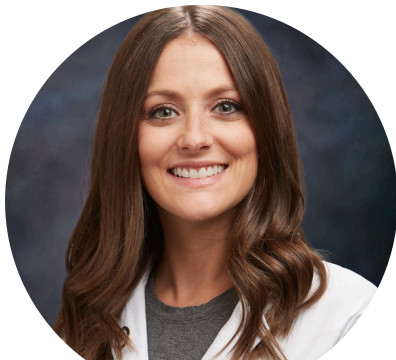
Mountain Valley continues to host ELNEC events designed to educate nurses and healthcare professionals in end-of-life care for patients and families. Core ELNEC focuses on general hospice care, and we also offer Veterans and pediatric ELNEC events for those wishing to learn more about specialized care.

CLICK HERE for event dates!



NEW PHYSICIAN

Welcome!



**DR. ALYSSA
BUCKENHEIMER**

Dr. Alyssa Buckenheimer is a hospice and palliative medicine physician passionate about supporting patients and families through serious illness. With degrees from Missouri State and Creighton University, she completed her internal medicine residency and served as chief resident at Wake Forest Baptist, followed by a fellowship in Pittsburgh. She previously practiced in Arizona and has been drawn to hospice care since volunteering in college.

Originally from Missouri, Dr. Buckenheimer is now happily settled in North Carolina with her husband, two kids, and a lively crew of pets. Outside of work, she enjoys baking, hiking, reading, and home renovation shows. She's proud to be part of Mountain Valley's mission to provide compassionate, patient-centered care.

VOLUNTEERS

Welcome!



JENNIFER DILLMAN
VOLUNTEER COORDINATOR



Valentine's Day
packing cups for patients



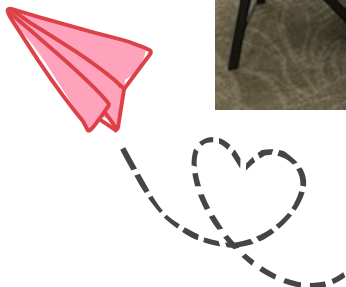
Meet Jennifer, who joins the Mountain Valley volunteer services team excited for a new chapter in her career. After 21 years in banking, she's ready to bring her passion for helping others into hospice care. She holds a bachelor's degree in Psychology – Life Coaching from Liberty University.

Jennifer is a proud mom of two daughters and grandma to three—with twin grandchildren on the way! She loves reading and relaxing at the beach, and cherishes her faith, family, and a good plate of spaghetti.

She looks forward to working alongside the Mountain Valley team to provide compassionate care and support to those we serve.



Valentine's Day
BINGO fun!



COMMUNITY

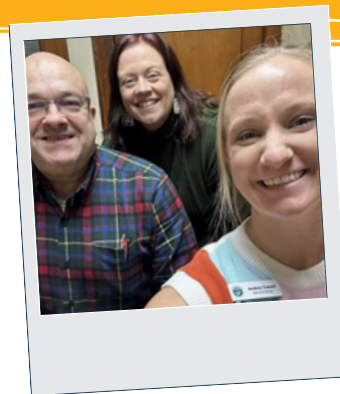
TEAM MEMBERS OUT AND ABOUT



Kristie, Kristie, Tara, and Leann at Forsyth Women Magazine's "Women on the Move" Conference



Audrey joined WPAQ's Kelly Epperson to share information about Mountain Valley's services and programs and how the United Fund of Surry supports our efforts!



TRIAD BUSINESS JOURNAL'S MENTORING MONDAY

Our directors of patient services joined Tracey at Triad Business Journal's 12th annual Mentoring Monday event, where Tracey served as a mentor! The group learned valuable insights from regional businesswomen.



TRIAD
BUSINESS JOURNAL



Gaye, Raven, and Jennifer at Surry Community College Career Fair

CAHPS REVIEW

GEM 5: HOW WE MAKE FAMILIES FEEL

At Mountain Valley, delivering high-quality care is essential—but **how we make families feel** is just as important. As spiritual care coordinator Jonathan Casstevens says, *“Patients and families don’t care how much you know, until they know how much you care.”*



CAHPS SURVEYS

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

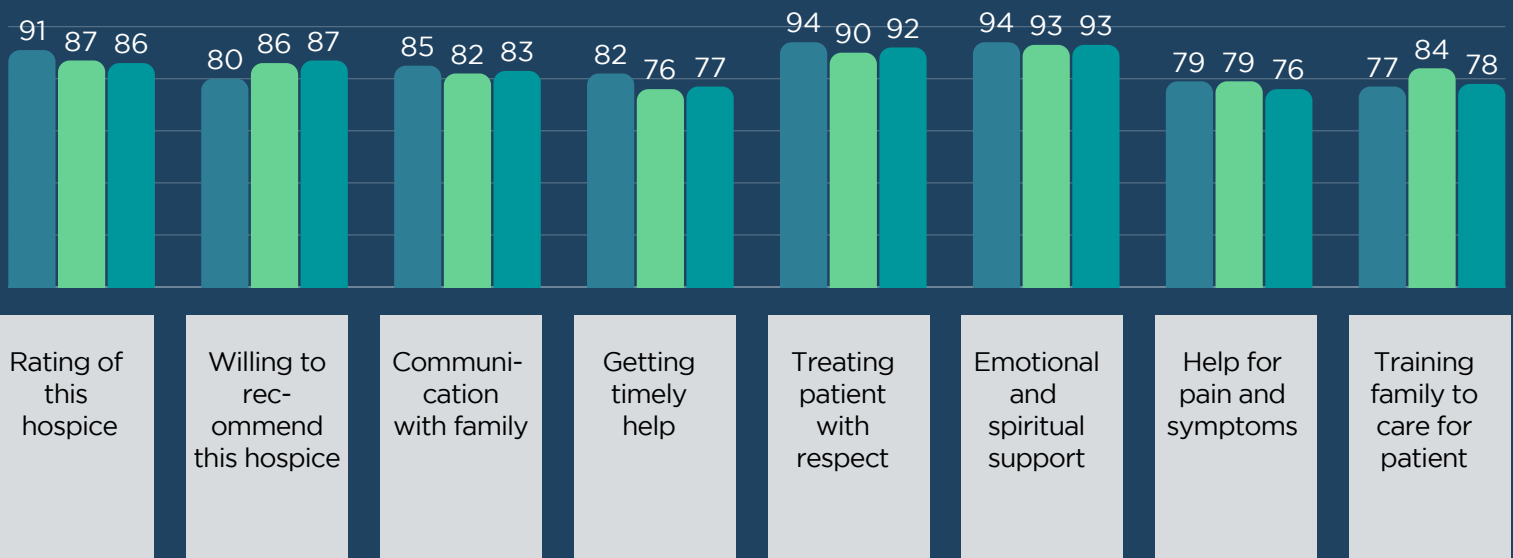
When we aim to improve our “Would recommend this hospice” score, it’s not just about what we do—it’s about how we make others feel. Four of the five key drivers are **emotion-based**:

- **Hospice team really cared about the patient:** Did we slow down, make eye contact, and address their top concern?
- **Hospice team listened carefully about problems with care:** Did we sit at eye level, confirm we heard correctly, and take appropriate action?
- **Hospice team listened carefully to the caregiver:** Did we affirm, support, and educate them?
- **Hospice team explained things in an easily understood way:** Did we use key words, ensure understanding, and plan follow-up?

Taking time to connect with empathy and presence ensures each patient and family experiences compassionate, holistic care — **every visit, every interaction, every time.**

CAHPS SCORES OCT 2023 - SEPT 2024 (FY2024)

● MV NC ● MV VA ● National Avg



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

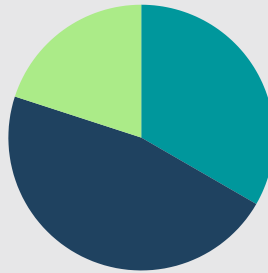
SERIOUS ILLNESS
ON TRACK

PROVIDERS
ON TRACK

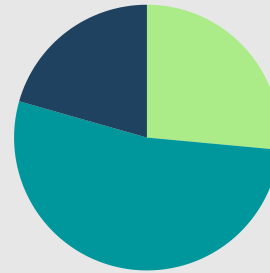
FINANCE
ON TRACK

PEDIATRICS
COMPLETE
9 PATIENTS SERVED +
5 IN CURRENT CENSUS
GOAL: 14

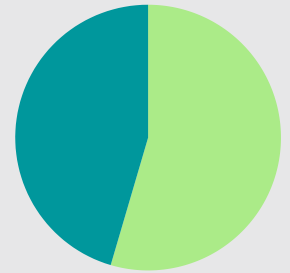
COMPLETED IN PROGRESS REMAINING



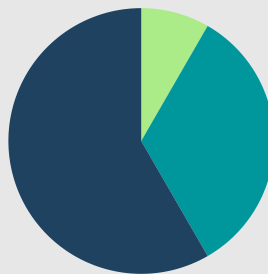
INNOVATION
ACTION ITEMS: 15



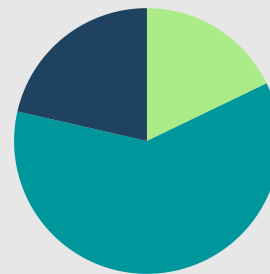
SERVICE + QUALITY
ACTION ITEMS: 68



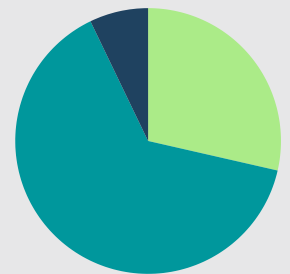
INPATIENT UNITS
ACTION ITEMS: 11



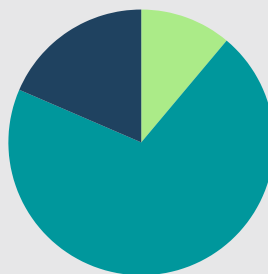
INFORMATION TECHNOLOGY
ACTION ITEMS: 12



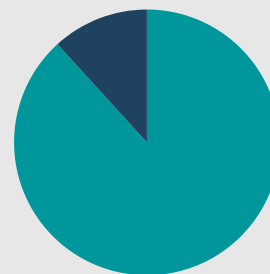
PEOPLE
ACTION ITEMS: 29



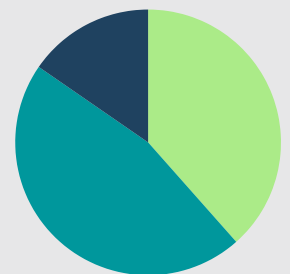
EQUALITY, DIVERSITY, + INCLUSION
ACTION ITEMS: 15



COMMUNITY
ACTION ITEMS: 27



GROWTH
ACTION ITEMS: 17



COMPLIANCE
ACTION ITEMS: 26

QUESTIONS

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

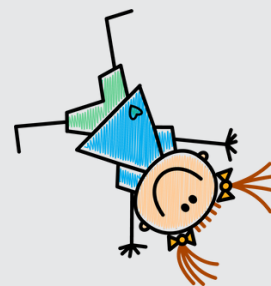
PHILANTHROPY



STOCK THE TOY BOX

13 Bones restaurant in Mount Airy graciously hosted a fundraising day for the Love's PEAK program in February. They donated a portion of their sales to support an initiative to stock toy boxes for our social workers to bring on visits to pediatric patients.

By integrating play tools into care visits, the team distracts the children from “scary medical stuff” and creates opportunities for meaningful interactions, helping children navigate their experiences in a way that feels safe and approachable.



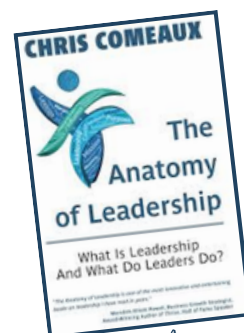
ALLIANCE INSURANCE
food drive for WHH family room



\$1,200
donated

CHRIS COMEAUX

donated his keynote speaker fee for the Greater Mount Airy Chamber of Commerce Advocacy Conference to Mountain Valley!



Read Chris' book!



DOBSON FIRST BAPTIST CHURCH

hosted a cookout for WHH families and team members

SPONSORSHIPS

HEART OF A CHILD BALL

**BENEFITING THE CHILDREN'S CENTER OF
NORTHWEST NORTH CAROLINA**



The Children's Center holds a special place in our hearts as it connects to our Love's PEAK pediatric program, dedicated to providing empathy and assurance for kids facing serious illness or loss.

Kristie, Crystal, Sam, and Shea did a fabulous job representing Mountain Valley and the Love's PEAK program at the Heart of a Child Ball!



FOX8 WEATHER

Have you noticed a familiar logo above the 7-day forecast during the evening report?



GREATER MOUNT AIRY CHAMBER COMMUNITY ADVOCACY CONFERENCE

showing our support for community advocacy and keynote speaker Chris Comeaux, our valued partner and mentor



Did you notice?

On the philanthropy page, we shared that Chris donated his speaker fee to us!



mtnvalleyhospice.org



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



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

MOUNTAIN VALLEY SWAG SHOP



L547
Port Authority® Women's
Colorblock Stripe Polo



L547
Port Authority® Women's
Colorblock Stripe Polo



LST853
Sport-Tek® Women's
Contrast Full-zip Jacket



ST853
Sport-Tek® Contrast
Full-zip Jacket



LST353
Sport-Tek® Women's
Competitor V-neck Tee



ST350
Sport-Tek®
Competitor Tee



L325
Port Authority® Women's
Core Soft Shell Vest



J325
Port Authority®
Core Soft Shell Vest



**THE SWAG SHOP IS NOW
OPEN YEAR-ROUND!**

Orders are fulfilled at the
end of each month

Deliveries begin on the third
Friday of the following month

HAPPY SHOPPING!



**SHOP
NOW**