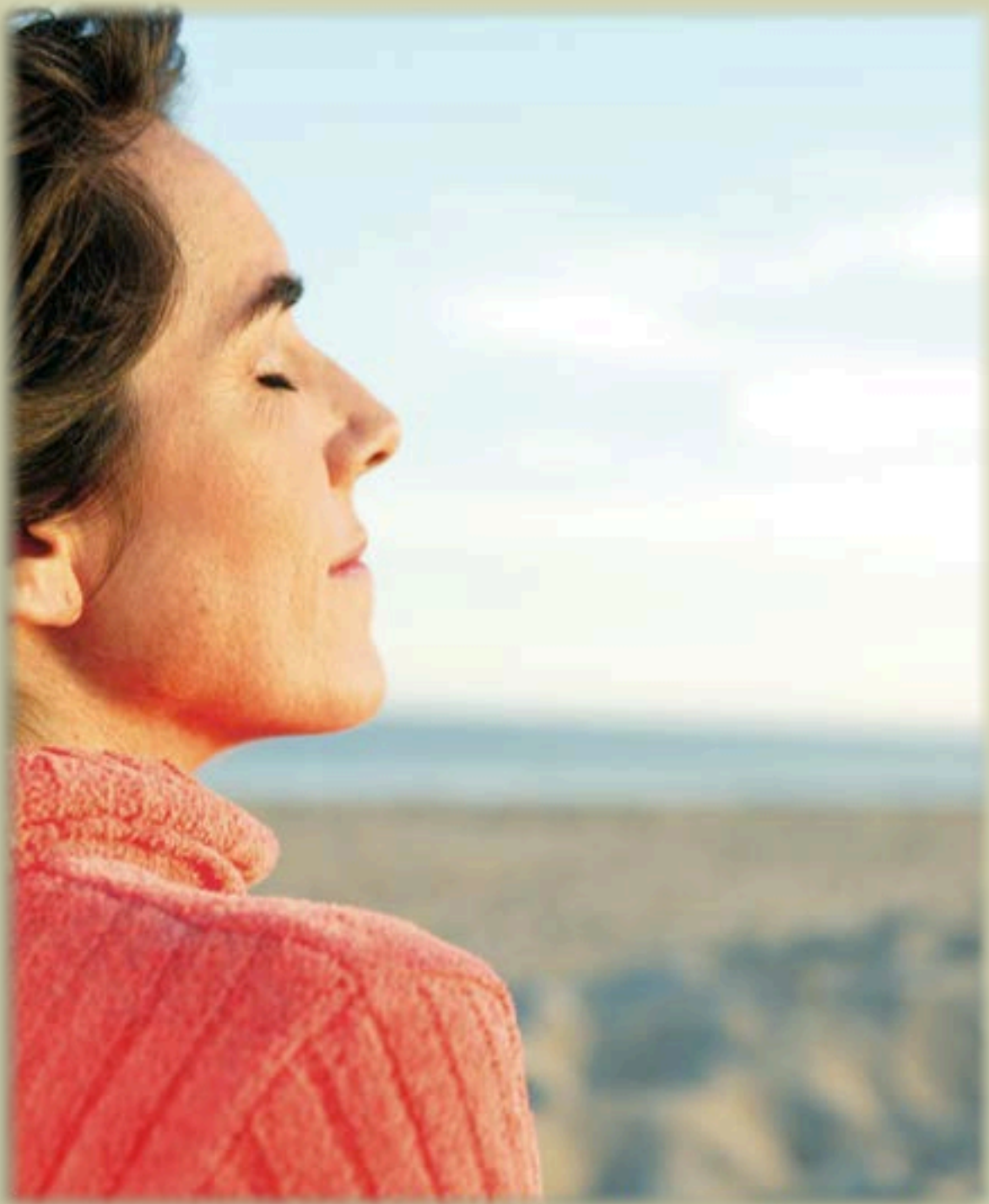


*" I WISH I HAD KNOWN ABOUT HOSPICE SOONER"*



**KAISER PERMANENTE®**

If you have further questions regarding the Kaiser Permanente Hospice Program,  
please call 1 (877) 896-3560

## What is hospice?

Hospice is a program of care and support for people who have a serious illness. A specially trained team of professionals provide physical, emotional, and spiritual support. Our doctors and licensed nurses, who are well trained in symptom management, will visit you in the comfort of your home. The focus is on COMFORT care, not on curing an illness. Hospice staff members care for you with **compassion**, offering **comfort** and **dignity**. Our goal is to improve the **quality** of your life, so you can enjoy time with your loved ones.





## Who is eligible for Kaiser Permanente Hospice Program in Orange County?

You must first meet the following criteria:

1. Your attending physician and the hospice physician will need to certify that you have a severe illness and may have 6 months or less to live if your illness runs its normal course.
2. You must sign a statement choosing HOSPICE care in place of aggressive treatment.
3. Your home must be within the health plan's service area (similar services are available outside of the Orange County service area).
4. The service related to your terminal illness can be safely and effectively provided in a home.

## Who provides the care?

A caregiver is a person who may provide personal care such as assisting with your activities, feeding, changing linens, bathing and administering medications. Your caregiver can be a member of your family, a friend, a neighbor, a significant other, or someone you hire. Although hospice is not responsible for caregiving, we provide additional support such as caregiver education.

If you do not have a designated caregiver, your physician will evaluate your condition to determine the level of care you require. Hospice staff can assist you and your family in finding a caregiver to hire if necessary or to develop a plan for getting the help you need. However, hospice will not cover the cost of the hired help.







## What does hospice provide?

**Phone advice:** Although a hospice staff member will not be at your home all the time, you and your family or caregiver can contact hospice anytime. A hospice nurse is available to give you and your family support and care when you need it. If a hospice nurse cannot help you over the phone, a nurse will come to your home to assist you. If you have further questions regarding Kaiser Permanente Orange County Home Hospice Program, please call 1 (877) 896-3560, 24 hours a day, 7 days a week.

**Medication, medical equipment, and supplies:** You are provided with medications for symptom management. In addition, medical equipment and medical supplies are provided to meet your comfort care needs. There is no cost to you as long as the items are related to your hospice diagnosis. Items not related to your severe illness will continue to be covered under your health plan.

**Bereavement counseling:** During difficult times, your family and loved ones have the option of receiving grief and loss counseling for up to a year.

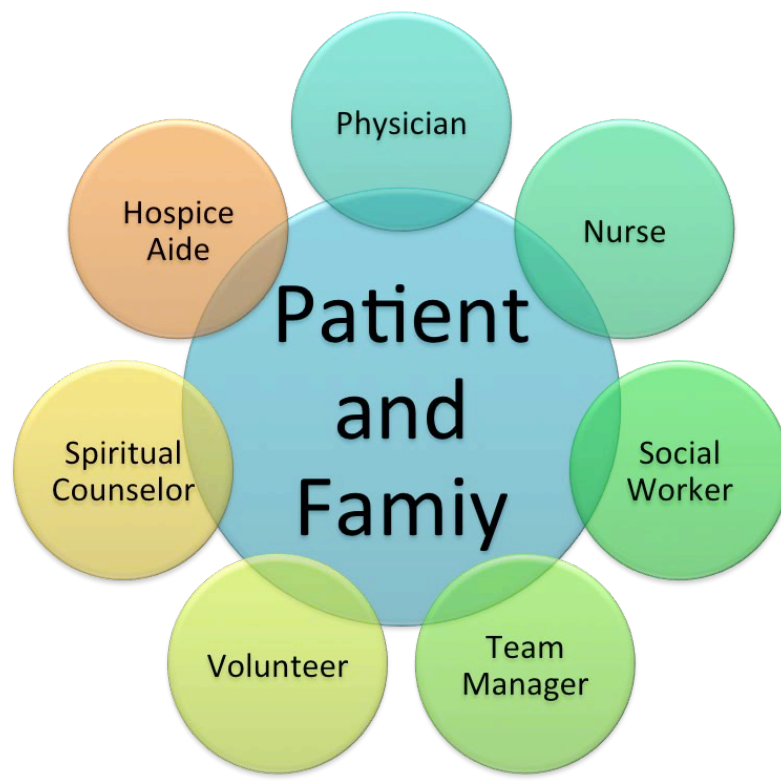




## How does hospice work?

Your hospice physician and team members will work with you and your family to set up a plan of care that is specific to your physical, emotional, and spiritual needs. The hospice team consists of: A hospice physician, a registered nurse, a social worker, a spiritual care counselor, and may include a hospice aide and volunteers as determined by your needs. These team members meet every 2 weeks to discuss your care, and they will consult with you and your family members.





**Physician:** Well trained in symptom management, your physician works closely with the hospice team to create a plan of care that specifically meets your needs; is available for consultation to the hospice team at any time.

**Nurse:** Will visit as needed to assess any changes in your physical or emotional condition. The nurse will provide ongoing education to you, your family, and your caregiver. He or she will consult with your hospice physician if your plan of care needs to be changed.

**Social Worker:** Will help you and your caregiver by offering emotional support, assisting with practical matters such as finding additional help at home and providing grief counseling for family members and loved ones.

**Hospice Aide:** Will visit during the week to assist you and your caregiver with personal care, such as changing linens, giving you a bath, or helping you get dressed. Your hospice nurse will work with you to determine if a hospice aide is necessary.

**Spiritual Care Counselor:** Dedicated to meeting spiritual needs for you and your family, regardless of your religious affiliation. He or she is available to you or your family upon request. If you have your own Minister, Rabbi, or Priest, that person may also be involved in your hospice care plan.

**Volunteer:** A person from the community trained by our Kaiser Permanente Hospice Program to act as a helper or companion to you or your family. Volunteers provide services under the direction of a hospice staff member.





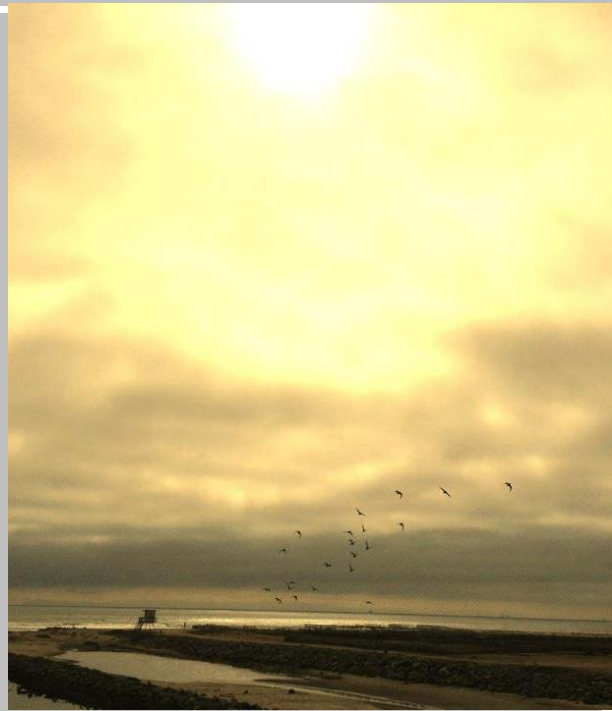
## What are the 4 levels of care?

**Routine Home Care:** Hospice staff will make routine visits to your home. You and your loved ones, the nurse and the hospice physician will determine together how often you will be receiving visits, based on your current medical condition.

**Continuous Care:** This will be provided during periods of crisis when symptoms cannot be managed with your current plan of care and frequent skilled interventions are needed for your comfort. A hospice team member will visit you at your home to manage your acute medical symptoms. This is only for brief periods of time. The goal is to manage your symptoms quickly so you can be comfortable and return to Routine Home Care.

**General Inpatient Level of Care:** When pain control or symptom management cannot be provided in any other setting, hospice staff will find short term placement in a Kaiser Permanente contracted skilled nursing facility. Once your pain and symptoms are stabilized, you will return to your home.

**Respite Care:** When your family or caregiver needs relief from caregiving responsibility, the hospice social worker can assist you in finding placement in a Kaiser Permanente contracted skilled nursing facility for periods of up to 5 days at a time. Please allow time for your hospice social worker to find placement.







## Important facts

If you are a Medicare member, you can receive Hospice from any Medicare Certified Hospice Agency.

All care that you receive for your serious illness must be given by or arranged by the hospice team.

As a hospice patient, you always have the right to stop hospice care at any time by signing a revocation statement.

While your Hospice physician and care team will be treating you for your serious illness at home, you may still go to office visits with other providers.





## Myths and facts about hospice care

Hospice is a special concept of care designed to provide comfort and support to patients and their families with life limiting illnesses. The goal of hospice care is to improve the quality of a patient's final months by offering comfort and dignity.

**Myth:** Choosing hospice means giving up hope.

**Fact:** Hospice is about quality of life and hope preservation.

**Myth:** Hospice is only for dying people.

**Fact:** As a family centered concept of care, hospice focuses as much on the grieving family as on the dying patient.

**Myth:** Hospice is a facility.

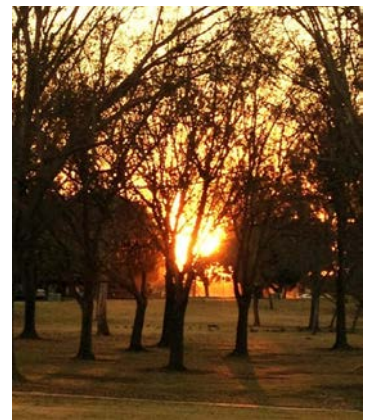
**Fact:** Hospice care is provided wherever the patient may reside (i.e., home, skilled nursing or assisted living facility, or hospital).

**Myth:** Hospice means that the patient will soon die.

**Fact:** Receiving hospice care does not mean giving up hope or that death is imminent. The earlier an individual receives hospice care, the more opportunity there is to stabilize your medical condition and address other needs. Some patients improve and may be discharged from hospice care.

**Myth:** Patients can only receive hospice care for a limited amount of time.

**Fact:** Hospice care is provided as long as the patient continues to meet the eligibility criteria.







## Myths and facts about hospice care

**Myth:** Patients have to give up their own doctor.

**Fact:** Patients may keep their own physician, who will work closely with the Orange County Home Hospice Medical team to plan and carry out care and is regularly informed of the patient condition.

**Myth:** Families have to pay for hospice care.

**Fact:** The Medicare Hospice benefit covers the care of the hospice patient as long as the patient remains eligible. Kaiser Permanente Non-Medicare plans provide coverage consistent with other medical care under your plan. For those with deductibles, they apply in the same way.

**Myth:** Hospice is just for the patient.

**Fact:** Hospice focuses on comfort, dignity, and emotional support. The quality of life for the patient, but also family members and caregivers, is the highest priority.

**Myth:** Hospice is only for cancer patients.

**Fact:** Hospice serves patients with many types of severe illness including congestive heart failure, end stage kidney or liver disease, chronic lung disease, and other conditions.

**Myth:** Only a doctor can refer a patient for hospice care.

**Fact:** Anyone can refer a patient for hospice care. The information will be taken and the patient's doctor will be contacted to gain permission to assess the patients for eligibility.

If you have further questions regarding the Kaiser Permanente Hospice Program, please call 1 (877) 896-3560.