

# Bethany Hospice

## **“Hope, Dignity, Love...It Must Be Hospice”**

### **Understanding Hospice Care**

- Hospice is not a place, but a special kind of care focusing on relief of pain, symptom control and emotional and spiritual support.
- Hospice is a type of care that focuses on living as fully as possible until the end of life, making the wishes of the patient, family and caregivers a priority.
- Hospice costs are covered by Medicare, Medicaid in Pennsylvania, and by most private insurance companies.
- Less than half of hospice patients have cancer. The five other leading diagnoses are: heart disease, debility, dementia (including Alzheimer's), lung disease and stroke.
- **The most common statement made by families who choose hospice for their loved one is, “we wish we had known about hospice sooner.”**

### **Signals That A Patient May Benefit From A Hospice Conversation**

- Medicare requires a prognosis of 6 months or less, although many patients receive hospice care for longer periods of time.
- Patient/Family states, “I do not want to keep going to the hospital.”
- Patient/Family states, “That they only want to be kept comfortable.”
- Patient/Family states, “The medications are no longer working.”
- The patient is approaching the end of their skilled days and is showing a physical decline.

### **How To Suggest Hospice To Patients And Families**

- I wanted to make you aware of a benefit for which you (or your loved one) may be eligible.
- There is no cost under Medicare.
- The care received at the facility will not change. This is additional, supplemental care in addition to the current care.
- Hospice provides visits from nurses, aides, counselors, and spiritual care, medications, equipment and supplies related to your (or your loved one's) illness.
- It embraces a comfort care philosophy with goals focused on keeping you (or your loved one) comfortable and pain free, to maximize the quality of life you (or your loved one) can have for whatever time remains.
- Medicare refers to this as the hospice benefit.
- You may revoke hospice at any time if you decide to pursue aggressive treatments.

**If you, a patient, or family member has any questions about hospice,  
we will be happy to answer them. You can contact us at:**

**412-921-2209**

**Visit our website [www.bethanyhospice.com](http://www.bethanyhospice.com)**

# Bethany Hospice

## End stage disease common indicators

### General Indicators

- Patient/family desires comfort or palliative care
- Patient no longer wishes to be hospitalized
- Physical decline
- Increased assistance with ADL's
- Multiple Co morbidities
- Weight Loss
- Serum Albumin < 2.5
- Frequent hospitalizations or trips to the ER
- Increasing pain or weakness
- Life limiting condition

### Heart Disease

- NYHA Class IV
- Discomfort with physical activity
- Supporting indicators:
  - Optimally treated with medications
  - Hx of cardiac arrest
  - Unexplained syncope

### Cancer

- No aggressive treatments available or being sought
- Patient showing decline

### Alzheimers

- Stage seven or beyond on the FAST scale
- Unable to ambulate without assistance
- Unable to dress without assistance
- Unable to bathe without assistance
- Urinary and fecal incontinence, intermittent or constant
- Unable to express needs
- One or more of the following:
  - Aspiration pneumonia
  - Recurrent UTI
  - Septicemia
  - Stage 3-4 decubitus ulcers
  - Recurrent fevers
  - Weight loss

### Renal Disease

- No dialysis
- Creatinine clearance < 10cc/min, 15cc/min in diabetics
- Supporting indicators:
  - Signs of uremia
  - Intractable fluid overload
  - Oliguria <400cc/24 hours

### Pulmonary/COPD

- Dyspnea at rest
- Poorly responsive to bronchodilators
- Decreased functional capacity
- Fatigue
- Recurrent infections
- Increasing ER visits
- Weight loss
- Resting heart rate > 100
- Oxygen dependent

### Liver Disease

- PTT > 5 sec above control
- Serum Albumin < 2.5 g/dl
- Ascites despite diuretics
- Peritonitis
- Hepatorenal syndrome
- Encephalopathy
- Recurrent variceal bleeding
- Supporting indicators:
  - Malnutrition
  - Muscle wasting
  - Hepatitis C
  - Active Alcoholism

### ALS

- Impaired breathing capacity
- Increased assist in ADL's
- Decline in speech
- Progression from normal to pureed diet
- Progression from independent ambulation to wheelchair
- One or more of the following:
  - Weight loss
  - Aspiration pneumonia
  - UTI
  - Sepsis
  - Recurrent fever
  - Stage 3-4 decubitus ulcers

### CVA

- Karnofsky 40% or less
- Nutritional status decline
- Weight loss
- Dysphasia
- Supporting indicators:
  - Aspiration pneumonia
  - UTI
  - Sepsis
  - Stage 3-4 decubitus ulcers
  - Recurrent fevers

# Bethany Hospice

## Medicare Hospice Levels of Care

### **Routine Home Care**

#### **Description**

The most common level of care, typified by a pattern of visits from the entire hospice team.

#### **Location of Care**

Wherever the patient resides, whether it is a home or private residence, a personal care or assisted living facility, or a skilled nursing facility.

#### **Hospice Provides**

The patient and family will receive visits from the hospice team members including nurses, home health aides, chaplains, social workers, counselors, and volunteers. The hospice will also provide medication, equipment, and supplies related to the terminal diagnosis.

#### **What you need to know**

Because hospice is a Medicare Part A benefit, patients generally cannot receive hospice and "skilled days" at a skilled nursing facility at the same time. Hospice does not pay room and board under routine home care.

### **General Inpatient**

#### **Description**

A higher level of care designed to provide symptom management for a short period of time.

#### **Location of Care**

Care must be provided by a facility with 24 hour RN presence, typically a Skilled Nursing Facility or Hospital.

#### **Hospice Provides**

Similar to "skilled days" in a skilled nursing facility, hospice pays the facility a per diem which includes room and board, medications, equipment and supplies. A member of the hospice team will continue to make daily visits.

#### **What you need to know**

General Inpatient care is appropriate only as long as a patient has a symptom which needs active management. Once a symptom is under control and monitored for a period of time, the patient must be returned to the routine level of care.

### **Continuous Care**

#### **Description**

A higher level of care designed to provide symptom management for a short period of time.

#### **Location of Care**

Wherever the patient resides, whether it is a home or private residence, a personal care or assisted living facility, or a skilled nursing facility.

#### **Hospice Provides**

Continuous care is designed to treat a symptom that is out of control by having intensive short term hospice intervention. Typically used to control pain or respiratory distress, the hospice will provide a nurse and an aide for a minimum of 4 hours each in a calendar day in an attempt to comfort the patient in their existing location.

#### **What you need to know**

If a patient does not meet criteria for continuous care, yet still has an unmet need, talk to your hospice provider. Perhaps the services of a social worker or chaplain are more appropriate to the needs of the patient or their family.

### **Respite**

#### **Description**

A level of care designed to give the caregivers of a hospice patient living at home a "respite" of up to 5 nights.

#### **Location of Care**

Care must be provided by a facility with 24 hour RN presence, typically a Skilled Nursing Facility.

#### **Hospice Provides**

If necessary, hospice will provide appropriate transport to and from the respite facility. The patient will bring their medications and supplies with them to the facility. Hospice will pay the room and board in the facility for up to 5 nights. Members of the hospice team will continue to visit the patient at the facility.

#### **What you need to know**

A respite stay is a maximum of 5 nights, but can be utilized more than once in a benefit period. If a family repeatedly requests respite, it may be an indication that they need to consider whether they are capable of providing day to day care.

*For more information please contact us at 412-921-2209 or on the web at [www.bethanyhospice.com](http://www.bethanyhospice.com)*

# Bethany Hospice

## Mission Statement

To guide all those who  
have been touched in  
some way by a life  
limiting illness, offering  
a comprehensive approach  
to comfort care, ensuring  
a dignified quality of life.



# Bethany Hospice

## Partnership Standards

Bethany Hospice commits to providing expert end of life care as a partner with you through the following standards of excellence:

- Quality Care
- Responsiveness
- Respect
- Honesty
- Communication
- Education
- Understanding
- Professionalism
- Accountability



# Bethany Hospice

## Team Bill of Rights

All members of the Bethany Hospice Team are committed to the following standards of excellence:

- Respect
- Honesty
- Integrity
- Communication
- Understanding
- Cooperation
- Professionalism
- Competence
- Accountability
- Unconditional Positive Regard
- Celebration



# Bethany Hospice

## Insurance Quick Reference

We are pleased to announce our contracted insurance providers!

- **MEDICARE**
- **MEDICAID/COMMUNITY HEALTH CHOICES**
- **UPMC HEALTH PLANS**
- **BLUE CROSS/BLUE SHIELD**
- **AETNA/US HEALTHCARE**
- **CIGNA**
- **THREE RIVERS HEALTH PLANS**

### **ALL MEDICARE HMO'S INCLUDING:**

- **SECURITY BLUE**
- **FREEDOM BLUE**
- **ADVANTRA**
- **ADVANTAGE/ADVANTAGE PLUS**

Bethany Hospice accepts other insurance types on a per patient basis. To inquire, please call us at

**(412) 921-2209**

24 hours a day, 7 days a week.

[www.bethanyhospice.com](http://www.bethanyhospice.com)

# Bethany Hospice

## In-service List

- Hospice 101
- Elder Abuse
- HIPAA
- The Hospice Process
- Enjoying the Holidays When a Loved One Has Alzheimer's
- Determining Hospice Appropriate Patients
- Safe Management Techniques and Incident Reporting
- Discussing Hospice with Patients and Family Members
- Pain Management
- The Role of Hospice in a Long Term Care Facility
- Stress Management
- Stages of Grief
- Death and Dying
- Laughter Is the Best Medicine
- Advanced Directives
- Caring for the Caregiver
- Dealing with Difficult Families \*(can come with 2 free CEU's)

**Bethany Hospice is continually developing new in-service topics. If you have a need for a specific in-service not listed above, please contact us.**

### **Memorial Services Also Available**

Providing care and guidance along life's final journey...

Six Parkway Center, Suite 100

875 Greentree Road, Pittsburgh, PA 15220

**(412) 921-2209**

**[www.bethanyhospice.com](http://www.bethanyhospice.com)**