



# THERE FOR YOU

*Your Compassionate Guide*



**Community**

Hospice & Palliative Care<sup>SM</sup>

*World-Class Hospice Care Since 1979*



*"They came in, told us all that they offered. We could choose whatever parts we wanted. And they delivered everything as promised."*

— PATIENT FAMILY MEMBER

## WHAT IS HOSPICE?

Hospice is a type of care designed to provide support during an advanced illness. Hospice care focuses on comfort and quality of life, rather than a cure, with the goal of helping people live each day as fully as possible.

Hospice is not just for people in their last days of life. It is appropriate for those who have a limited life expectancy of 12 months or less (six months or less for Medicare eligibility) if the illness runs its normal course.

Accepting the services of Community Hospice & Palliative Care does not mean you are giving up hope or surrendering ongoing medical support. We are here to serve as your family's compassionate guide, offering a helping hand to ease your journey with advanced illness. In fact, people often tell us they wish they had used our services earlier.

## WHY COMMUNITY HOSPICE & PALLIATIVE CARE?

Families can count on us to be there with compassionate care and knowledgeable guidance. We give you choices—about where to receive care, how you want to live your life and regarding the kind of



*"There were people there to help me anytime I needed them."*

— PATIENT

care and treatments you and your family do and do not want.

Community Hospice & Palliative Care works to meet the unique physical, emotional and spiritual needs and wishes of every family we serve. We empower you with knowledge and ongoing support to help your family make the most of the time you have together.

Please remember: The decision to receive hospice care is never final. At any time, for any reason, patients may elect to no longer receive our care.



*"When the time came for hospice care, a whole team of professionals helped guide our family. It was immeasurable, really—more than we could have expected."*

— PATIENT FAMILY MEMBER



*"Community Hospice & Palliative Care focuses on quality of life."*

— PATIENT FAMILY MEMBER

## WHAT TYPE OF CARE CAN WE EXPECT?

Every aspect of our care involves teamwork. We create your personalized hospice plan of care based on input from you, your family, your physician and the Community Hospice & Palliative Care interdisciplinary team. The plan includes expert medical care, pain and symptom management and emotional and spiritual support.

### Your Community Hospice & Palliative Care team includes:

- One of our physicians or advanced registered nurse practitioners (ARNP)
- RN case manager
- Certified nursing assistant (CNA)
- Psychosocial specialist (social worker or case manager)
- Chaplain
- Volunteers

- Complementary therapy staff
- Bereavement counselors
- Other medical professionals as needed

Each team member brings special skills and expertise to provide care specially tailored to meet the needs and wishes of you and your family.

### Your individualized plan of care can include:

#### For the patient:

- Routine home care, whether in a private residence, assisted living community or long-term care facility
- On-call services, 24 hours a day, seven days a week
- Physician, nursing and psychosocial services
- Certified nursing assistant (CNA) services for personal care needs
- Medical equipment and medical supplies related to the hospice diagnosis
- Medications for symptom management and pain relief associated with hospice-related conditions
- Physical, occupational and other therapies
- Dietary and other counseling
- Daily hospice care for patients who have urgent or short-term acute needs—whether at home or in one of our homelike inpatient care centers
- Short-term respite care if family caregivers need a break

*Since 1979, Community Hospice & Palliative Care has been a compassionate guide, helping people live better with advanced illness.*



*Are you or your family member a veteran?*

*Community Hospice & Palliative Care has been recognized by the Department of Veterans Affairs and the National Hospice & Palliative*

*Care Organization as a "Partner Level 3" in the "We Honor Veterans" program. This means our clinical teams have received special education and advanced training to better serve the unique needs of our veterans.*

### Specialized care

- Expert care for the unique needs of veterans
- Specific care for people of various faiths; for example, Community Hospice & Palliative Care is certified as a Jewish hospice by the National Institute for Jewish Hospice
- Palliative and hospice care for children through Community PedsCare®, a nationally recognized pediatric program of Community Hospice & Palliative Care

### For the whole family:

- Volunteer support
- Guidance about how to care for a loved one and what to expect along the way
- Chaplain services
- Bereavement support and grief counseling
- Resources for advance care planning

*Honoring Choices® Florida is an advance care planning (ACP) program of Community Hospice & Palliative Care. ACP helps people share their values, goals and desires to create well-informed plans, ensuring that families and health care providers know and honor the person's wishes during future health care challenges. This program is the first of its kind in Florida, and one of just a few in the country led by a palliative and hospice care provider.*



*Community Hospice & Palliative Care offers Pet Peace of Mind®, a program that keeps dogs, cats and their owners together and allows patients to receive hospice care without worrying about their pet's current or future needs.*

We also offer complementary care services such as gentle touch, massage therapy and soothing music. These therapies treat the entire person—mind, body and spirit—and can provide the patient with many benefits, including relaxation, decreased pain, better response to medications, more restful sleep, reduced anxiety and an overall sense of calm.

### What about medications and medical equipment?

Community Hospice & Palliative Care is the only local hospice provider that has an in-house pharmacy to support both routine and immediate-need medications for home delivery or pick-up. Our durable medical equipment (DME) team will deliver medical equipment and supplies right to your home, with services that include setup and installation; operating and safety instructions; maintenance, repair and pick-up; and answers to questions or concerns. Locally owned and operated, both pharmacy and DME can expedite deliveries to support your family's needs.

# ASSESSMENT CHECKLIST



*Community Hospice & Palliative Care owns and operates its own DME and pharmacy, to speed deliveries to you and your family when needed most.*

## WHERE IS CARE OFFERED?

Instead of being a place of care, hospice is a unique kind of care. The majority of care and services provided by Community Hospice & Palliative Care are delivered in the patient's home. However, specialized teams also assist residents of long-term care and assisted living communities, and we have dedicated staff on-site at local hospitals. If a higher level of care is needed to manage short-term or acute symptoms, or if caregivers need an extended break, we offer homelike inpatient care centers, which are located throughout our service area.

## HOW MUCH DO COMMUNITY HOSPICE & PALLIATIVE CARE SERVICES COST?

We work to ensure families do not experience financial burden. For the majority of our patients ages 65 and older and enrolled in Medicare, the cost of their hospice care is fully covered by the Medicare Hospice Benefit. Hospice care is also covered through the Florida Medicaid Hospice Benefit and most private insurance plans, including Veterans Affairs (VA) / TRICARE.

As a nonprofit, mission-driven organization, we are committed to improving the quality of life for all in need of our care in the communities we serve. Through our Community Hospice & Palliative Care Foundation, we receive donations from generous supporters in the community for unfunded and under-funded care and services. No one is ever denied care due to an inability to pay.

This self-assessment can help you decide if the time is right to talk to your family and physician about Community Hospice & Palliative Care support... for you or a loved one.

### Lately, I need assistance:

- ☐ Getting out of bed.
- ☐ Walking.
- ☐ Preparing meals.
- ☐ Eating.
- ☐ Getting dressed.
- ☐ Taking a shower or bath.

### How many statements apply to your situation?

- ☐ I've become weaker and more fatigued.
- ☐ I'm becoming short of breath, even at rest.
- ☐ I've lost weight.
- ☐ I've fallen several times in recent months.
- ☐ I've been hospitalized or needed emergency care several times in the past year.
- ☐ The pain medications I take are not working as well as they used to.
- ☐ I spend a good part of my day lying in bed or just sitting.
- ☐ I am experiencing swelling.
- ☐ I am on oxygen most of the time.
- ☐ I am calling my doctor more often than I used to.
- ☐ My doctor has said that my life expectancy is limited.

If you are experiencing four or more of these situations, you could benefit from Community Hospice & Palliative Care support.

**CONTACT US IF YOU HAVE ANY QUESTIONS.**

# MYTHS & FACTS ABOUT HOSPICE CARE

## **MYTH: Hospice is only for people in their last days of life.**

**FACT:** In Florida, hospice care is appropriate for those who have a limited prognosis of 12 months or less (six months for Medicare eligibility) if the illness runs its normal course.

A common misconception about hospice is that it is “a last resort” and that a person must be bedridden or unable to communicate to receive help.

Nothing could be further from the truth. Involving Community Hospice & Palliative Care early means there's more quality time for patients to spend with the people they love and time to reflect during this meaningful period of their lives.

## **MYTH: Hospice care means giving up hope. Hospice involves acknowledging that an illness in its advanced stage may not be cured.**

**FACT:** Accepting the services of Community Hospice & Palliative Care does not mean you or your loved ones need to surrender hope or ongoing medical support. A person can continue to hope and plan each day for the best possible quality of life, even while no longer pursuing aggressive curative treatments. Your decision to receive hospice care is never final. At any time, for any reason, you may discontinue hospice care and elect to receive other kinds of care.

Hope can be found when you and your family achieve the highest possible level of physical comfort and peace of mind. Ultimately, hope means different things to different people, and the compassionate staff of Community Hospice & Palliative Care will be there for you on your journey... to help you live out whatever hope means to you.

## **MYTH: Hospice means nothing else can be done.**

**FACT:** There is a great deal Community Hospice & Palliative Care can do to help manage pain and symptoms for you and your loved ones. The focus of care is on providing comfort when there is no cure. We offer comprehensive services to enhance your quality of life and support your family members.

## **MYTH: Hospice is just about dying.**

**FACT:** Community Hospice & Palliative Care is about living as fully as possible and making the most of the time you have. It's about living in comfort and with dignity. And it is also about helping you have a better quality of life with the support you and your family need.

## **MYTH: Hospice means giving up control.**

**FACT:** Community Hospice & Palliative Care gives you choices— about where to receive care, how you want to live your life, and decisions regarding the kind of care and treatments you do and do not want. Your hospice care is individualized based on input from you, your family,

your physician and the Community Hospice & Palliative Care interdisciplinary team.

## **MYTH: Hospice is a place.**

**FACT:** Instead of being a place of care, hospice is a unique kind of care for people with advanced illness and those who love them. It is an approach to care that accepts dying as a natural part of life when death is inevitable, seeking neither to speed up the dying process nor avoid it.

Community Hospice & Palliative Care is available wherever you reside—in your private home, in a nursing home, assisted living community or in the hospital.

At times, pain or symptoms may become too difficult to manage at home. For those situations, we can provide care in our homelike inpatient care centers conveniently located throughout our service area.

## **MYTH: Hospice costs a lot of money.**

**FACT:** Financial issues are among the greatest concerns many people have about health care. Paying for doctor visits, hospitalization, equipment, medications, long-term care and more can be very expensive. Hospice care is the exception.

At Community Hospice & Palliative Care, we work to ensure that families do not experience financial burden. Medicare, Medicaid and most private insurance plans cover the majority of the costs for our comprehensive hospice services.

We provide services to all who request them and are eligible for hospice care, regardless of ability to pay.

## **MYTH: Hospice is just for cancer patients.**

**FACT:** Community Hospice & Palliative Care provides care for patients with a wide range of advanced illnesses, including (but not limited to) congestive heart failure (CHF), stroke, chronic obstructive pulmonary disease (COPD), Alzheimer's disease, advanced dementia, kidney disease, liver disease, Parkinson's disease, Lou Gehrig's disease (ALS), complications of AIDS, multiple sclerosis, as well as cancer.

## **MYTH: I'll have to give up my own doctor.**

**FACT:** Every aspect of Community Hospice & Palliative Care involves teamwork—which can include your own physician. Our professional hospice team members are experienced in coordinating and discussing with your doctor the best plan of care for you.

## CHOOSE COMMUNITY HOSPICE & PALLIATIVE CARE

*We encourage you to learn about  
your care choices and discuss your  
wishes with loved ones.*

*If you have questions about our services,  
we will be happy to provide  
additional information.*

*Ask your doctor about a referral, or call  
us and we will contact your doctor for you.*



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