



Making Choices About Hospice

1.800.233.1708 | www.hospice.org

Belleville Location 618-235-1703 • Marion Location 618-997-3030



*Hospice of Southern Illinois is your
community not-for-profit hospice.*

*There comes a time...
to ask how hospice can help.*

February 2018

*This booklet was compiled by employees of
Hospice of Southern Illinois*



*“We didn’t feel like we were ready for hospice,
but it turned out we were.”*

Hospice of Southern Illinois
Your Community Not-For-Profit Hospice

What is Hospice?

Hospice is a special healthcare option for patients and families faced with a terminal illness.

Hospice Care

- Hospice is for patients who no longer want or are no longer able to receive curative treatment.
- A special focus is placed on pain and symptom management with the goal of enhancing the quality of life.
- Hospice is for all age groups during their final stages of life, including children, adults, and the elderly.

Patients and Families First

Meeting the needs of the patients and families is a top priority at *Hospice of Southern Illinois*.

Patients, families, and caregivers are treated as one unit with physical, emotional, and spiritual needs as a priority.

The family unit is at the center of all decision making.

Hospice care does not speed up or slow down the dying process.

“It meant a great deal to my husband and our family that he was able to be at home those last few days.”

Hospice is a Team

The hospice team recognizes that it takes many caregivers to meet the unique needs of each patient.

The Hospice Team:

- Patient, family and caregivers
- Physicians
- Pharmacist
- Nurse Practitioner
- Nurses
- Hospice Aides
- Social Workers
- Counselors
- Trained Volunteers



The team works together to meet each patient’s individual needs and wishes. Some patients are independent with care initially. Others have designated people serve as primary caregivers from the beginning of care. All work together to provide the best care to meet the patient’s needs. The hospice team visits regularly and is on-call 24-hours a day for support.

The hospice team will communicate regularly with the patient’s doctor to ensure the best possible communication among all care providers.

Why Choose Hospice Care?



Patient’s Self-determination

Hospice care allows patients to make their own decisions about how and where they want to spend the rest of their lives.

Comfort Care

When someone is diagnosed with a terminal illness, families and friends share the illness with that person.

The hospice medical team specializes in control of pain and other symptoms so patients and families can focus on making the most of the time they have left together.

The hospice counseling team assists patients and families with working through emotional and spiritual pain by encouraging open conversation about feelings such as loneliness, fear and grief.

Caring for Caregivers

Sharing in the care of a terminally ill patient can be difficult and overwhelming.

The hospice team works with the family and caregivers and teaches skills necessary to care for the patient. Education provided by the team includes:

- Administering medication and managing symptoms
- Bathing, personal care and skin care
- Understanding and addressing nutritional changes
- Supporting the patient's end-of-life wishes
- How to access and use 24-hour hospice support when there are questions, concerns, or changes.

When caring for a patient becomes overwhelming, the hospice team can coordinate periods of relief for caregivers.

Individualized Care Plans

The hospice team will develop a care plan that addresses the needs of each individual patient.

This plan serves as the guide for the care the hospice team provides to the patient. The plan also provides the patient and caregivers with details about services, visit frequency, medications, supplies and medical equipment.

Who Pays for Hospice?

Hospice is a covered service under Medicare, Medicaid and most private insurance companies. (Hospice coverage for Illinois Medicaid beneficiaries is almost identical to Hospice Medicare coverage.)

The Hospice Medicare Benefit

When a patient elects the Hospice Medicare Benefit, the benefit pays for all services and supplies that are related to the hospice diagnosis.

Coverage includes but is not limited to:

- Physician services
- Nursing services
- Hospice Aide services
- Social Worker services
- Spiritual/Counseling services
- Medication for management of the terminal illness
- Medical equipment and supplies needed for comfort



Community Support

Generous memorials and donations from families, friends, and community supporters supplement the reimbursement that *Hospice of Southern Illinois* receives from Medicare, Medicaid, and private insurance.

Hospice of Southern Illinois' admission team and social services staff explore all potential sources of payment with the patient and/or their family to ensure the patient receives the most benefit from their insurance provider.

Where is Hospice Care Provided?

Hospice provides care in the setting that best meets the needs of the patient and family.

Home Care

A private home is the most common and the most preferred setting for hospice care. The hospice team strives to keep a patient in his/her home when possible. A patient is not required to be homebound to receive hospice care.

Nursing Home Care

Hospice is a valuable supplement to the care that is already provided to a nursing home patient.

Care for a nursing home patient, like a home patient, focuses on comfort, pain control, and enhancing quality of life.

Assisted/Independent Living

An Assisted/Independent Living Facility is for people who need assistance with activities of daily living but wish to live as independently as possible for as long as possible. A resident in an Assisted Living Facility is not able to live on his/her own, but does not require constant assistance either. An Assisted Living Facility offers help with activities such as: eating, bathing, dressing, laundry, housekeeping, and medication reminders.

Hospice care is provided to an individual living in this type of facility. The care provided in an Assisted Living Facility resembles private home hospice care.

Inpatient Hospital Care

Short-term care in the hospital is available to a hospice patient in ***crisis situations***. At times, a short hospital stay is needed to stabilize a symptom and then a patient is able to return home.

Normally, the hospice team can successfully manage many symptoms in the patient's home that, without hospice, would require hospitalization or an emergency room visit.

Who is Eligible for Hospice?

A common misconception is that hospice care is only for a patient with cancer. Hospice care is for a patient with any end-stage disease, including heart disease, lung disease, Alzheimer's, stroke, and AIDS.

Eligibility includes:

- A patient who has been diagnosed with a terminal illness and has a life expectancy of less than six months.
- A patient who desires comfort care and symptom management to be a primary focus.
- A patient who no longer chooses curative treatment.

Living Alone

Hospice of Southern Illinois accepts a patient who lives alone. However, part of the admission and ongoing care process is to plan and prepare for the time in a patient's illness when 24-hour care will be necessary.

A patient of any age may benefit from hospice care.

When is it Time to Call Hospice?

The best time to learn about hospice is before you need it.

At any time during a life-threatening illness, it is appropriate to discuss all of a patient's healthcare options, including hospice.

Hospice of Southern Illinois is available to answer questions without obligation.

Making a Referral

Referrals to hospice may be made by anyone:

- Physician
- Social Worker
- Hospital discharge planner
- Nursing home staff member
- Friend
- Family member
- Clergy
- Patient
- Assisted/Independent Living Facility staff member

Too often, referrals for hospice care are not made until the patient has uncontrolled symptoms or is near death. Although hospice can do much to assist at this time, the patient and family can benefit far more, if hospice is called earlier. Pain and other symptoms can be anticipated and managed by the hospice team.

When Does Hospice Care End?

Hospice follows the family and caregivers for up to a year following the patient's death.

Bereavement services may include personal visits, providing information concerning the grief process and offering periodic opportunities for grief support.

Bereavement services provide information and referrals to other area resources when needed.

Hospice of Southern Illinois holds a memorial gathering each year to honor, and in remembrance of, hospice patients.

What are Hospice Volunteers?

Trained hospice volunteers offer patients and families a listening ear, a hand to hold and a warm heart.

They may sit by a patient's bedside and share memories, a song, or a quiet moment. They can assist by running errands, providing respite for the family, socializing and helping with simple activities of daily living. Volunteers also provide spiritual support or just offer a hug. They may share in a life review or lend an ear to family that is struggling.

Volunteers bring skills that are as varied as the background of the volunteers themselves. These skills can be invaluable to a patient and family by providing additional comfort and support after the patient has passed away.

Finding the Right Hospice

Ask the following questions:

- Is the hospice Medicare/Medicaid certified?
- Does the hospice provide all the services you need?
- Is the hospice a for-profit or not-for-profit agency?
- What out-of-pocket expenses are the patient's responsibility?
- How long has the hospice been in business?
- How long does it take to be admitted to the program?
- Can the hospice provide references?
- Does the hospice create an individual plan of care?
- Does the hospice have a live, 24-hour telephone number?
- Does the hospice provide medical equipment or other items that might enhance the patient's quality of life?

Why Choose Hospice of Southern Illinois?

- **Hospice of Southern Illinois, Inc.** has been, since 1981, the largest not-for-profit organization providing hospice services in 27 counties in Southern Illinois.
- Annually, at **Hospice of Southern Illinois, Inc.**, over 1,900 patients and families are provided with care from the ages of birth to over 100 years of age (Source: Hospice of Southern Illinois YTD Dec. 2017 *Utilization Report*).
- At **Hospice of Southern Illinois, Inc.**, more than 250 hospice trained volunteers help patients and families, as well as the clinical and administrative team (Source: Hospice of Southern Illinois YTD Dec. 2017 *Volunteer Services Monthly Report*).
- Setting the bar for hospice care, **Hospice of Southern Illinois, Inc.** has a reputation for providing excellent end-of-life care and comprehensive services that include a team of physicians, pharmacist, nurse practitioner, nurses, social services, hospice aides, volunteers and administrative staff.
- **Hospice of Southern Illinois, Inc.** provides services 24 hours a day/7 days a week.
- **Hospice of Southern Illinois, Inc.'s** care is physician directed. The hospice Medical Director works closely with all members of the interdisciplinary team.
- **Hospice of Southern Illinois, Inc.** provides bereavement services for family members up to thirteen months after death.
- **Hospice of Southern Illinois, Inc.** is a proud member of We Honor Veterans partnership.
- Free phone app with hospice criteria information, end-of-life resources, event registration and more.

Other Resources for Caregivers on the Web Are:

www.caringbridge.org

Online Community For Friends and
Family Together During Health Journeys

www.nhpco.org

National Hospice and Palliative Care Organization

www.caringinfo.org

Caring Connections

www.aarp.org/health

AARP – American Association of Retired Persons

www.caregiveraction.org

Caregiver Action Network



Your Community Not-For-Profit Hospice

Our mission is to enhance the quality of life for individuals and their loved ones touched by a terminal illness.



Hospice of Southern Illinois Nondiscrimination Statement

Hospice of Southern Illinois complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, religion, age, disability, sex or sexual orientation.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-233-1708

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-233-1708



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Belleville Location

305 South Illinois Street
Belleville, IL 62220
618-235-1703

Marion Location

204 Halfway Road
Marion, IL 62959
618-997-3030

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