

CHOOSING A QUALITY HOSPICE FOR YOU OR YOUR LOVED ONES

Depending on where you live, there could be several hospice organizations serving your community. If there are multiple hospices in your area, you can help decide which hospice best fits you or your loved one. The National Hospice and Palliative Care Organization has developed questions to help you identify important factors when choosing a hospice. Below are the results from **Hospice of Hope**.

Is the Hospice Medicare certified?

This is important if you wish to receive hospice care as part of your Medicare/Medicaid coverage.

- Hospice of Hope has maintained Medicare certification since 1990 in Kentucky, and 1995 in Ohio.
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Has the hospice been surveyed by a state or federal oversight agency in the last five years?

- Hospice of Hope was last surveyed in January, 2011. (No issues were cited in Ohio and 3 very minor issues were noted in Kentucky which all have been resolved).
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Is the organization a NHPCO member and does it comply with all aspects of NHPCO's Standards for Hospice Programs?

- Yes, Hospice of Hope is a NHPCO member and conducts an annual self-assessment to maintain compliance with NHPCO's Standards for Hospice Programs. In fact, Hospice of Hope's Executive Director, Kavin Cartmell served on the National Standards Committee and currently holds a seat as a NHPCO Board of Director.
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Is the hospice accredited by a national organization?

Several organizations accredit hospices, surveying them to ensure they meet quality standards. Hospices are not required to be accredited, but accreditation can be a reflection of its commitment to quality.

- Hospice of Hope has maintained accreditation by the Joint Commission on Healthcare since 1995.
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How long has the hospice been operating in the community?

- Hospice of Hope has been providing high quality end-of-life care since 1988. That's over 23 years and nearly 10,000 patients.

Does the hospice conduct a family evaluation survey?

- Hospice of Hope uses a nationally recognized company to administer the Family Evaluation of Hospice Care. Our results are consistently higher than national averages.
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Does the hospice own or operate a care facility to provide home-like care in a hospice residence, hospital or nursing home?

This may be important to you if the care needed is complex and/or family caregivers cannot care for the person at home.

- Hospice of Hope operates the only center for inpatient hospice care in our service area. The five bed, Ohio Valley Inpatient Center is located in Seaman, Ohio. In 2012, Hospice of Hope will be adding a second 8-bed Inpatient Center to better serve our Kentucky patients.
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Are clinical staff (physicians, nurses, social workers) certified or credentialed in hospice and palliative care?

There are several credentials that hospice professionals can achieve based on their knowledge of hospice/palliative care and their educational experience.

- Staff at Hospice of Hope is carefully chosen based on the highest standards and credentials. Each year, our clinical staff attend many advanced education classes, conferences and other specialized training modules.
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What services do volunteers offer, and if requested, how quickly will a volunteer be available?

- Hospice of Hope Volunteers provide a variety of services, including companionship visits, light household chores, running errands, transportation assistance, personal care, helping with fundraising or general office help. Hospice of Hope has over 100 active volunteers who provide thousands of "extra hand" hours each year.

You Have A Choice... Ask For Us By Name.

Will staff come to the home if there is a crisis at any time of the day/night and on weekends? Who is available to make the home visit (nurses, doctors, social workers, chaplains)?

- Hospice of Hope maintains services 24/7. Every member of the Interdisciplinary Team, including our physician, participates in the on-call coverage. An administrator is also available 24/7 to handle other urgent issues that may arise. In addition, we have a specially trained Supportive Care team that is available to provide care and to offer extra support during a period of crisis.

If I need to go to a hospital or nursing home, which ones do/don't the hospice work with?

- It is Hospice of Hope's goal to provide care where ever the patient lives or receives medical support. We maintain relationships with the majority of nursing facilities and all hospitals in our entire twelve county service area. We also contract with hospitals in Cincinnati, Lexington, Northern Kentucky, and Portsmouth.

What "extra" services does the hospice offer?

All hospices are required to offer core end-of-life care services. In addition to these core services, some hospices offer specialized programs that add value and quality.

- Hospice of Hope embraces its role as a community resource and educator. We offer a wide variety of community bereavement services such as grief support groups, memorial services, community grief library, crisis counseling and children's grief camps. In addition to these, Hospice of Hope offers many community educational offerings, conducts an advance care program and doubles as the Family Resource Center in Kentucky in the event of a regional disaster.

How many patients at any one time are assigned to each hospice staff member who will be caring for the patient?

Some hospices assign a certain number of patients to each staff member and may be willing to share that information with you. That might influence your decision to receive care from a hospice.

- Hospice of Hope's staffing ratios are in-line with National Practice Standards. Our per patient staffing ratios are: 12-15 patients per nurse, 30 per social worker, 60 per chaplain and 15 per hospice aide.

What screening and type of training do hospice volunteers receive before they are placed with patients and families?

- For safety & security, all Hospice of Hope Volunteers are thoroughly screened and trained prior to assignments. We ask for background and fingerprint records, perform mandatory TB Skin tests along with driver licensure check. In addition, all prospective volunteers must attend a full-day hospice orientation and in some specialized cases (pediatric, veterans and bereavement) more training may be required.

How quickly can the intake/admission staff come to begin the admission process? Is someone available at night or on weekends?

If you are referred to hospice late in the day or on the weekend, a hospice's ability to start services quickly might be very important.

- Hospice of Hope employs a designated admissions staff that routinely schedules admissions during the day, evenings and on weekends. Most new referrals are visited within the same day or within 24 hours.

What is the organization's governance structure?

Whether or not the organization is a non-profit, for-profit, government, faith-based, or part of a larger healthcare organization may be important to you and your family.

- Hospice of Hope is classified as an independent, not-for-profit 501©3 hospice organization.

This information was created by Caring Connections. Caring Connections, a program of the National Hospice and Palliative Care Organization (NHPCO), is a national consumer and community engagement initiative to improve care at the end of life. www.caringinfo.org



Need additional information or clarification about Hospice of Hope, call our Kentucky Office at 800-928-4848 or our Ohio office at 800-928-4243 or log onto www.hospiceofhope.com

