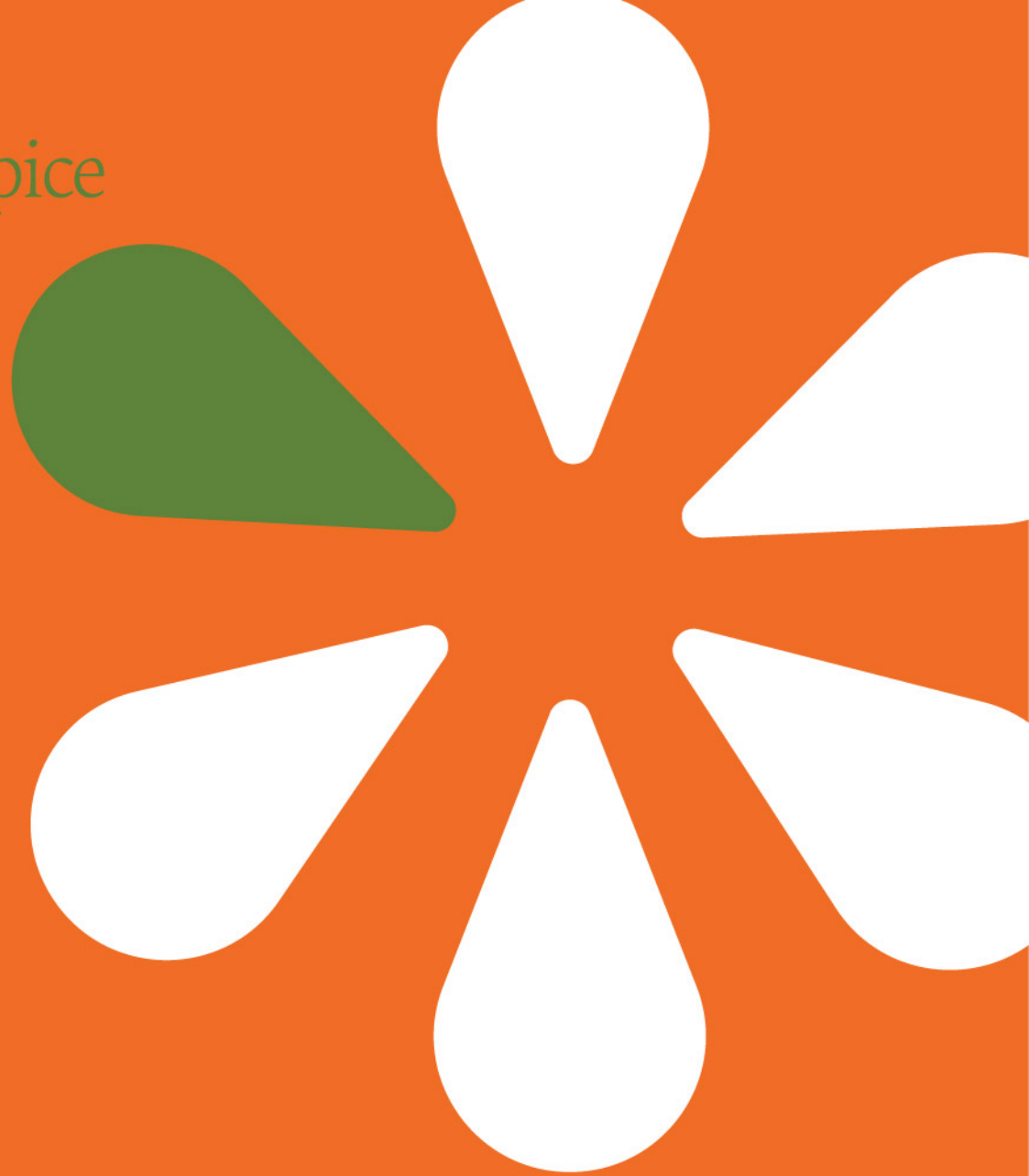


Orange  Hospice



# A Guide to Hospice Services

Essential information for families and providers about hospice care.

# About Hospice



## What is hospice?

Hospice care is a specialized philosophy of care that focuses on **treating symptoms and providing comfort** to patients with an end-stage terminal illness. Hospice aims to improve quality of life instead of curing illness, acknowledging that some medical interventions—such as hospitalizations or aggressive treatments—may do more harm than good at this stage in their illness.

## How is hospice care provided?

Hospice is a specialized type of holistic care provided to patients in their homes. It not only addresses the patient's clinical and physical needs, but also their emotional and spiritual needs, honoring their goals and wishes every step of the way.

Orange Hospice's team typically visits a patient about 3-6 times a week to ensure they are well supported, heard, and cared for. Patients also have 24/7 telephone access to a registered nurse to answer urgent questions. If needed, the nurse will make a bedside visit to the patient within an hour, no matter the time of day.

By addressing all aspects of their health, we help optimize our patients' quality of life, allowing them to focus on what truly matters—cherishing time with loved ones in comfort.



## Who can receive hospice?

**Hospice centers their care around the patient and their family**, tailoring its care around their specific needs. To receive hospice, a patient must meet the following qualifications:

- ✓ Have a **terminal illness with a prognosis of 6 months or less**.
- ✓ Agree to **seek only palliative (comfort focused) care, and discontinue any curative measures** related to their terminal illness.
- ✓ Patient and/or family must agree to participate in **planning, implementing, and regularly evaluating their hospice plan of care** with the hospice team.



## Where is hospice care provided?

Hospice care can be provided in many settings, and can be provided at any residence or care facility that a patient calls "home." This can include:



**Patient's Home**



**Nursing Home**



**Assisted Living Facility**



**Residential Care Home**



**Hospital or Hospice Facility**

The setting that a patient receives hospice depends on their care needs, preferences, and condition. Orange Hospice partners with many care facilities in the community, often assisting patients with placement into care facilities if care cannot be provided at home.

# When is it Time for Hospice?

Hospice becomes a valuable option when it's time to prioritize quality of life over curative treatment. To determine if hospice might be right for your loved one, consider the following questions:

- ✓ Is their medical condition worsening despite treatment?
- ✓ Have they been visiting the hospital or emergency room more and more frequently?
- ✓ Has their doctor said the illness is incurable and treatments aren't slowing down the disease?
- ✓ Are they experiencing negative side effects from their current treatments that outweigh the benefits?

If the answer to any of these questions is yes, hospice care could improve your loved one's comfort, manage their symptoms more effectively, and keep them out of the hospital and emergency room.



## Want to learn more?

Scan this code for more information about disease-specific hospice eligibility criteria.



# Benefits of Earlier Hospice Admissions



## Hospice Can Extend Life

A study in the Journal of Pain and Symptom Management found that **hospice extended life an average of 29 days.**

## Hospice is Cost Efficient

A 2019 study found that patients who enrolled in hospice during the last 3 to 6 months of life consumed **an average of \$23,600 less in healthcare costs** than patients who received no hospice.

## Hospice Keeps Patients Safe at Home

A study published in the Journal of the American Medical Association found that **patients enrolled in hospice had 30% fewer hospitalizations and ER visits** than those with no hospice.

A 2020 study by Trella Health found that **nonhospice patients incurred 6x the healthcare costs** of patients who enrolled in hospice early on.

# The Hospice Team

Supervise and direct patients' medical care and treatment, prescribe or stop orders for medicine and care, and ensure compliance with medical standards.

**Doctors**

A special service coming from those who help patients and families on their own time to provide support, socialization, enrichment, caregiver relief, alternative therapies, light chores and errands, and more.

**Volunteers**

Provide spiritual and/or religious support to manage complex emotions associated with death. Hospice chaplains serve all spiritual and religious backgrounds. Services are available to the family up to 13 months after a patient passes.

**Chaplains**





## Nurses

Make visits to provide physical care for pain and symptoms, assess patient's safety and care needs, facilitate the patient's plan of care, and educate the patient and family.

## Aides

Offer support for activities of daily living such as bathing, hygiene, feeding, and other personal care as directed by the hospice team.

## Social Workers

Refer patients and families to community and government resources to help them receive as much support as possible, and offer grief counselling to help them to develop healthy coping strategies, supporting the family up to 13 months after a patient passes.

# The 4 Levels of Hospice Care



## Routine Care

Routine care is the most common level of hospice care.

This is when a patient's symptoms are stable and can be managed at home through regularly scheduled home visits from the hospice team.

The hospice team will typically visit a patient 3-6 times a week.



## Continuous Care

Continuous care is needed during a period of crisis if the patient needs intensive nursing care. Hospice nurses will provide in-home care for up to 24 hours a day until the patient's pain and symptoms are stable again.

The four levels of hospice care ensure that patients receive the right level of care at the right time. Each level serves a specific purpose in delivering comfort, dignity, and quality of life.



### **General Inpatient Care**

For pain and symptoms that cannot be managed at home, general inpatient care is provided for short-term pain management in an inpatient setting such as a skilled nursing facility or hospital until their pain and symptoms can be managed again at home.



### **Respite Care**

Respite is a level of temporary care provided to qualifying family caregivers in need of relief from caregiving duties. The hospice helps transfer a patient to a care facility for up to 5 days per benefit period so the family can rest or travel while the patient continues to be well cared for.

# Hospice Costs & Coverage



## COVERED SERVICES

- Physician visits
- Nurse visits
- Hospice aide visits
- Medical social worker visits
- Spiritual chaplain visits
- Bereavement counseling
- Dietary counseling
- Volunteer visits
- Physical, occupational, and speech therapy for pain and symptoms
- Prescription medications related to terminal illness and symptoms
- Medical supplies
- Durable medical equipment
- Short-term general inpatient care
- Respite care
- Short-term continuous care

**Hospice is the highest level of government-funded care that patients can receive at home.** Most hospice services are provided at no cost to patients through insurance, and large out-of-pocket fees are unlikely. Reach out to your provider to understand your individual coverage.

The majority of patients and their families cover the costs for hospice care with the following: **Medicare, Medi-Cal, VA Insurance, and private insurance.**

## NON-COVERED SERVICES

- Treatment or prescription drugs for terminal illness not related to pain and symptom management
- Home Health Care
- Hired caregivers
- Supplies unrelated to terminal illness and symptom management
- Drugs unrelated to terminal illness
- Ambulance rides
- Hospital/ER admission
- Room and board
- Rehabilitation services
- Hospice care not arranged by your chosen provider



# Common Hospice Myths

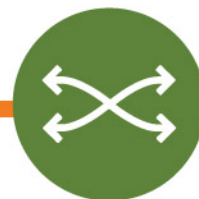


## Myth

**Hospice is giving up.**

## Fact

Hospice is a way to focus on quality of life and comfort. Studies even show that patients with certain terminal diseases who chose hospice **lived an average of 29 days longer** than similar patients who did not receive hospice.



## Myth

**Hospice will interfere with your current healthcare or support benefits.**

## Fact

Hospice care is a supplemental benefit provided to patients who qualify. **Accepting hospice care will not interfere with your current healthcare and support benefits** such as In-Home Support Services (IHSS), Medicare, Social Security, etc.

Hospice care is often misunderstood, leading to misconceptions that can prevent patients and families from accessing the compassionate support they need. Below, we address some of the most common myths about hospice to help you better understand its true purpose and benefits.



### Myth

**You can only receive hospice care for 6 months.**

### Fact

**There is no limit to the amount of time someone can be on hospice.** Some patients can stay on the service for years. The hospice benefit never expires, patients can receive care as long as the hospice team certifies that they qualify.



### Myth

**Once on hospice, you can never return to curative medical treatment.**

### Fact

**Hospice services can be revoked at any time to pursue other treatments,** and patients can always return to hospice later as long as they qualify.

# Why Orange Hospice?



## Personalized Care

Our patients have the final say about their care. We meet patients and families where they are, creating customized care plans that respect their unique values and individual wishes.



## Above & Beyond

We provide exceptional service to all patients. For example, we assist with care facility placement, aid caregivers with volunteer support, send extra medical supplies when needed, and go the extra mile to ensure comfort and well-being.



## Community

We care deeply for our community and those we serve - that's why we donate 10% of our profits to HEAL OC, our non-profit branch dedicated to providing aid to lower-income hospice patients and families in need of additional support.



## Dependability

Our policy states that any patient in need will be seen within an hour of their call, and any missed calls will be returned in no more than 15 minutes - no matter the time of day! Our patients can depend on us to be there when they need us the most.

# Client Testimonials



Orange Hospice provided exceptional, professional care and support for my grandmother. Their reliability and attentiveness gave us reassurance through a difficult time, always making sure she was comfortable and well cared for. They were immediately available if she needed anything, from medical supplies to in-person care.

Everyone on the staff is kind and supportive, and you can tell they are all truly committed to their work. Our family is deeply grateful for the entire team at Orange Hospice and we couldn't recommend them enough to others who need hospice services.

- Dayae C.



I'm positive my aunt would have never received the level of care that Orange Hospice has provided anywhere else. I only need to text their team and literally within hours I have whatever medications and supplies she needs. I get weekly texts from the nurses in detail listing all her vitals, her conversations, her well-being, etc. I consider myself and our family extremely fortunate to have been provided this level of care.

My aunt just celebrated her 96th birthday on October 18th. That would not have been possible without Orange Hospice. You have definitely extended her life. Thanks to all of you!

- Darlene F.



## Service Areas

Orange Hospice provides services all across Orange County and Los Angeles County.

## Multilingual Support

Orange Hospice serves people of all cultural backgrounds. We specialize in providing services in Korean and Spanish.

# Orange Hospice



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*Call us today to refer a patient or explore your care options.*

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HEALOC