



California Hospice Foundation



CHOICES

Empowering People

Fall 2013

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More Than Hospice: Serving Seniors

Many hospices go beyond their traditional mission of providing physical, emotional, and spiritual care to terminally ill people. They also provide programs for others in the community who need their expertise, for example, bereavement counseling, caregiver education, and programs for seniors.

Senior Services

In 2009, Madrone Hospice learned that the city of Yreka was ending its senior nutrition program. To prevent the loss to the community of such a beneficial service, the hospice took over the program. It now provides congregate meals at their senior center and home-delivered meals for seniors who aren't able to drive or leave their home independently.

The executive director of Madrone Hospice, Terrie Berentsen, MSW, said, "Many seniors don't have enough money to pay their bills, let alone have enough income to eat the entire month. The meal we provide may be the only meal some will get that day, so this is a huge necessity to the seniors of this rural community."

The senior center also provides transportation for seniors who want to shop or go to a doctor's appointment on their own. The respite care program allows those who care for seniors to take a break from their responsibilities.

In addition to publishing an annual senior resource directory and list of caregivers in Siskiyou County, senior center staff educates seniors and their caregivers on available

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If you or anyone you know has a need for Hospice Information and Referral services please call the California Hospice Foundation's toll free number: 888-252-1010

CONTACT

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resources, including utility assistance and housing information. The center's manager, Kelly LaBrash, brings in other agencies throughout the year to provide education on nutrition, legal services, and other senior resources and programs.

"Center employees are mandatory reporters. Our clients have given them permission to make calls to family members to express concerns or observations," said Terrie. "The families tell us how helpful this program has become to their loved ones, personally, financially, emotionally, and physically."

Care Management

In addition to hospice and home health services, Pathways in Sunnyvale offers private duty services for home support and care. A year ago, they added the "missing piece" -- care management. Stephne Lencioni, a Licensed Clinical Social Worker with 25 years of experience in elder care and care management, helped Pathways establish their care management program.

Geriatric care management is a holistic, client-centered approach to caring for aging adults. Care managers are nurses, gerontologists, or social workers who specialize in elder care, understand issues related to aging, and are knowledgeable about resources and services for seniors.

Care managers are usually called in by a client's family when caregiving becomes necessary or overwhelming. Sometimes it's the client who plans ahead by having a relationship in place for the day when care management is necessary.

Clients live at home or in retirement, assisted living, or nursing home communities. Medical referrals are not required for care management, and services are not covered by health insurance or Medicare. Unlike hospice and home health care patients, care management clients pay for services.

Stephne said, "Care management is very tailored to the needs of the family or client. Sometimes all they want is a consultation around a specific issue. Or I'll provide an assessment of the client's abilities and care needs."

Care managers typically develop a care plan outlining the resources needed for the client to live safely while maintaining independence and dignity. Care managers provide ongoing monitoring, such as:

- Identifying, arranging, and overseeing necessary support, such as homecare, transportation, housekeeping, and meal delivery.
- Helping families evaluate and select housing options.
- Scheduling and accompanying clients to medical appointments; facilitating communication with health care professionals; and, helping clients comply with medications and instructions.



- Arranging for safety devices and medical equipment.
- Keeping family members and service providers updated on the client's status and needs.

Care managers help aging seniors stay in their homes comfortably and safely for a longer period of time, or improve their quality of life when they transition into other housing. Stephne met one of her clients after he was admitted to a nursing home to recover from a fall. He arrived with only a pair of socks, two shirts, shorts, and slippers. His only child lived out of state and wasn't able to get back in time to help. Stephne brought her client clothes and a few favorite items to help him settle in – family photos, dark chocolate, and the newspaper. She arranged for him to have meals in the dining room where he could socialize with others. She contacted his physical therapist to ensure he wouldn't be discharged before his needs were met. She took a photo of him and sent it to his son to reassure him that dad was now doing fine.

Families have peace of mind knowing an expert is taking care of their loved ones. "We keep families in the loop. Adult children are often worried and guilt-ridden if they're at a distance and can't stop their lives to come home to take care of mom or dad," said Stephne.

Stephne said, "Our goal is to empower our clients. We don't make decisions for them. We facilitate and advocate for them." Hospices are finding new ways to empower the seniors in their communities. By providing support, education, meals, and care management, hospices help seniors maintain and improve their safety, independence, and well-being.

Author Deirdre Reid is a freelance writer based in Raleigh, NC.

A Month of Celebrations

November is National Hospice and Palliative Care Month, a time to draw attention and raise awareness of this special kind of care.

Facts about Hospice Care Everyone Should Know

Hospice isn't a place. It's a type of care that focuses on living... living as fully as possible, up until the end of life. Hospice brings comfort, love, and respect to the patients and families they care for.

Considered to be the model for high-quality, compassionate care at the end of life, hospice care involves a team-oriented approach to care that includes expert medical care, pain-and-symptom management, and emotional and spiritual support. All care is expressly tailored to the patient's needs and wishes.

Hospice offers the services and support that Americans want when coping with a serious or life-limiting illness.

The goal of this type of care is to treat the person instead of the disease, and focus on the family caregivers, not just the individual. The quality of life is emphasized, not its duration.

Just the Facts:

- Hospice usage in the U.S. is growing. Every year, more than 1.65 million Americans with life-limiting illness are cared for by the nation's 5,100 hospice providers.
- The median length of service for hospice patients is 19.1 days (half of patients receive care for more days, half of patients receive care for fewer days). Yet, more than 35 percent of patients die or are discharged in seven days or less – too short a time to benefit from the full ranges of services a hospice can offer.
- Cancer accounts for less than 38 percent of hospice patients – which surprises many people who mistakenly think hospice only serves cancer patients. The five other leading diagnoses are: heart disease, debility, dementia (this includes Alzheimer's disease), lung disease, and stroke.
- Hospice is covered under Medicare, Medicaid, most private insurance plans, HMOs and other managed care organizations.
- An estimated 450,000 trained volunteers contribute more than 21 million hours of service every year.
- Research shows that 8 out of 10 Americans would want to stay in their homes surrounded by family and loved ones if they were faced with a life-limiting illness. **Hospice makes this happen.**

Thanking Our Veterans

On November 11th, Americans across the country celebrated Veterans Day, a special day to salute the men and women who have bravely served our country in the military.

These fellow Americans have made profound sacrifices in defense of freedom and they deserve our heartfelt thanks and appreciation. Honoring our nation's Veterans includes supporting them throughout their entire lives, especially at the end.

The California Hospice Foundation has deepened our commitment to increase Veterans' access to the compassionate, high quality care available from the nation's hospice and palliative care providers. One of the ways we're making this happen is through our active involvement with **We Honor Veterans**, an innovative program of the National Hospice and Palliative Care Organization, created in collaboration with the Department of Veterans Affairs.

There is something else that's important for every American to do – and that is to say, "thank you" to our country's Veterans. Not just on November 11, and not just in November, but all year long.

Ask your friends, neighbors, coworkers and others in your community whether they have served in the military (you may be surprised how many have)—and thank those who have served for their sacrifice.

It surprises many Americans to learn that every day, 1,800 Veterans die. That's more than 680,000 Veterans every year – or 25 percent of all the people who die in this country annually.

If you know a Veteran who is in need of the special care hospice and palliative care brings to people facing serious and life-limiting illness, please reach out and help them learn more about care options. Information is available from Caring Connections at www.caringinfo.org or by calling the HelpLine at 1-800-658-8898.

To all our nation's Veterans, thank you.

If you would like to support work being done at the national level to expand care for Veterans at the end of life, please visit www.WeHonorVeterans.org/Support.



California Hospice Foundation



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Help Us Celebrate!

Do you belong to a club, church or group? If so, you can help us celebrate **National Hospice and Palliative Care Month!**

If you have an upcoming meeting or if your organization has a library or location for materials, CHF can provide extra copies of this newsletter, *CHOICES*, FAQ sheets regarding hospice and palliative care, Medicare information and much more.

Much of this information can be downloaded from our website at <http://cahospicefoundation.com>. Or you may call us at 888-252-1010 and we would be happy to mail materials to you.

One of the most common sentiments shared by families who have been helped by hospice care is, "We wish we had known about hospice sooner." With your help, more will! 

We're Moving

The California Hospice Foundation is moving to a new location this month. We aren't going far, but for your records, please note our new address:

California Hospice Foundation
3841 North Freeway Blvd.
Suite 100
Sacramento, CA 95834



Our office will be open during the move, but please bear with us as there may be periods of down phone and email service.