

# Are You Getting Enough From Your Hospice Relationship?



## We Can Help

Let's talk about setting up a new contract to provide the service you deserve.

SERVICE	KINDFUL HEALTH	COMPETITION
<b>Speed to Care</b>	Patient/Family contacted within 3 hours or less	?
<b>End of Live Involvement/Bedside Vigil</b>	More visits at end of life	?
<b>Volunteer Services</b>	Help with families and activities	?
<b>Dynamic Chaplaincy and Revolutionary Bereavement</b>	Bible studies, Support groups, and more	?
<b>Higher Visit Ration Per Week and at End of Life</b>	5-6 visits per week; Active at end of life	?
<b>COMMUNICATION</b>		
<b>Phone Answered 24/7 by a real, live human</b>	Even after hour calls are answered by a real live person	?
<b>Best in Class Communication</b>	Check-in, Service, Report; 3 for Me	?
<b>QUALITY</b>		
<b>Top of Class patient family satisfaction</b>	Hospice Compare	?
<b>Low Rehospitalization Rates</b>	Hospice Compare	?
<b>EDUCATION</b>		
<b>Clinical Education Delivery (Heart Month, etc)</b>	Monthly Clinical Education; Fast Facts from National Palliative Care Leaders	?
<b>In-Service Library with Clinician Delivery</b>	Over 10 inservices ready for delivery	?
<b>CE Credits for Classes</b>	Sponsorships for continuing education	?