



# Hospice Admission

HOSPICE PHILOSOPHY, ADVANCED DIRECTIVES,  
REGULATORY & EDUCATION

**Questions?**

CALL KINDFUL FIRST

**(866) 730-4550**

24/7 SUPPORT LINE

**The best way  
to find yourself,  
is to lose yourself  
in the service  
of others.**

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**GHANDI**

# Medical Choices and Advanced Directives

In order for the wishes of the patient and family to be respected everyone in hospice should declare their medical choices and execute advanced directives.

According to the National Hospice and Palliative Care Organization (NHPCO), Advance care planning is a process, not an event, and is planning for future care based on a person's values, beliefs, preferences, and specific medical issues. An advance directive is the record of that process.

Advance directive is both an umbrella term for defining and expressing how one wants to live and be treated and for state approved advance directive documents which allow you to specify those things and usually to appoint a person (an Agent who is appointed through a power of attorney) to speak when you are unable to speak for yourself.

## **Make Your Advance Directives today!**

If you haven't already done so, please go to the NHPCO website at [caringinfo.org/planning/advance-directives/](https://www.caringinfo.org/planning/advance-directives/) to create and execute your Advanced Directives today. Upon completion, please give a copy to your hospice Registered Nurse Case Manager (RNCM).



A Kindful team member (nurse, social worker, chaplain) will be by your side to help answer questions and provide guidance as you consider advanced directives. Clear directives are a gift from the patients to the loved ones as they provide certainty to the patient's wishes.



# Hospice Philosophy

According to the National Hospice and Palliative Care Association and supported by Kindful, hospice care focuses on quality of life, on the wishes of the patient and family, and on easing distress at the end of life including the months preceding death.

In addition, Hospice care provides an alternative to therapies focused on life-prolonging measures that may be difficult, be likely to cause more symptoms, or are not aligned with a person's goals.

Hospices care for people where they live. Although some hospice care is provided in hospitals or nursing homes, most patients are cared for in the place they call home (private home, group home, independent or assisted living home). Hospice provides all medications that support the patient's terminal prognosis; their primary and secondary conditions that are used to support the hospice eligibility of the patient. Hospice also offers bereavement care (grief support).

Hospice care provides compassionate care for people in the last phases of incurable disease or who are simply aging so that they may live as fully and comfortably as possible. The hospice philosophy accepts death as the final stage of life: it affirms life but does not try to hasten or postpone death. It concerns itself with providing the individual and the family with support and choices so that everyone can be fully present.

**Hospice care  
prioritizes  
comfort  
and quality of life  
by reducing pain  
and suffering.**

# Hospice Approach

## You Kindful Care Team will include

- Medical Director
- RN Case Manager
- LVN
- Aide
- Chaplain
- Social Worker
- Volunteer Coordinator

## Hospice also covers

- Durable Medical Equipment (i.e. hospital bed, etc)
- Medications related to the primary hospice diagnosis
- Medical supplies (i.e. absorbent undergarments, etc.) related to the hospice diagnosis

## Major responsibilities of the interdisciplinary hospice team include

- Coaching of caregivers on how to care for the patient
- Pain management
- Emotional support
- Medications, supplies, and equipment
- Grief support

**Although hospice provides a lot of support, the day-to-day care of a person receiving hospice care is provided by family, friends, the inner circle, or paid home health aides.**

The hospice team coaches caregivers on how to care for the patient. Together, your hospice team and you can make the remaining days of the patient's life full of love, honor, dignity and peace.



# Home Safety and Fall Risk

Falls are a major contributor to hospitalizations. As such, we need your help to recognize fall risks and make the home safe for you and your loved one.

## Home

- Secure or remove loose carpets
- Keep bedside and pathways clear of any obstacles
- Keep phone or call pendant close to the patient
- Use extreme caution with space heaters

## Bedroom

- Consider an adjustable bed
- Use transfer and mobility aides as instructed
- Consider a bedside commode
- Never sleep with a heating pad turned on

## Bathroom

- Consider non-skid surfaces for shower/tub area
- Install equipment like raised toilets, grab bars

## Other

- Follow equipment safety instructions
- Don't try to lift more that you can, get help for two person assist
- Use assistive devices whenever possible

# Pain Management

Hospice care includes the management of a patient's pain. No two people share the same experience of pain, as such, your hospice team will work with you to assess and manage pain.

The hospice team will ask about timing, duration, location, severity and other descriptive measures of pain in order to select the best individualized treatment for your specific pain. This could be as simple as Tylenol ranging up to and including opioids.

Let your nurse know if any side effects such as constipation or dry mouth, so the symptoms can be managed. Take your pain medications as prescribed by the Physician. And ask if you have any questions.

All hospice patients deserve to have their pain managed as we seek to deliver peace and dignity. Work with your hospice team to assure proper pain management.

**All hospice patients deserve to have their pain managed as we seek to deliver peace and dignity.**



# Infection Control in the Home

**According to the Community Health Accreditation Partner (CHAP), you can help reduce the risk of infection by**

- Practicing good hygiene
- Maintaining a clean environment
- Store food properly
- Covering your mouth and when coughing
- Washing your hands frequently and thoroughly
- Using alcohol-based hand rub

## **Common signs of infection include**

- Redness, tender or foul smelling wounds
- Fatigue
- Fever, chills
- Headaches
- Coughing

**If you suspect the patient may have an infection please contact Kindful immediately at our 24/7 Support Line (866) 730-4550.**

# Pressure Ulcers

According to the Mayo Clinic, pressure ulcers or bedsore are injuries to skin and underlying tissue resulting from prolonged pressure on the skin. Ulcers most often develop on skin that covers bony areas of the body such as heels, ankles, hips and tailbone.

## Warning signs of pressure ulcers include

- Changes in skin color or texture
- Swelling
- Skin that feels warmer or cooler
- Tender areas

## Common causes of pressure ulcers

- Pressure from hard surfaces including
  - ▶ Beds
  - ▶ Wheelchairs
- Muscle spasms
- Moisture

Your nurse should assess the patient's skin condition to help early identifications of potential problem areas. If you suspect the patient has a pressure ulcer, please alert the nurse. There are many effective treatments for pressure ulcers but best outcomes are achieved with early identification of symptoms so stay alert.



# Signs and Reporting of Suspected Abuse and Neglect

Per the Texas Administrative Code, all new employees who provide direct services to persons receive training on examples of the acts and signs of possible abuse, neglect and exploitation. The training includes the disciplinary consequences for committing abuse, neglect and exploitation and failure to cooperate with an investigation.

Abuse can be in the form of Physical, Emotional, Verbal or Sexual.

## **Physical Abuse includes**

- Unreasonable confinement
- Physical injury
- Emotional harm
- Intimidation
- Corporate punishment
- Excessive force

## **Emotional or Verbal Abuse includes**

- Any act by a caregiver of cursing, vilifying, humiliating, degrading or threatening that results in emotional harm
- Any act that threatens violence or that makes a reasonable fearful of physical injury

## **Sexual Abuse includes**

- Any non-consensual sexual activity

# Identifying Neglect and Exploitation

## What is Neglect?

- **Self neglect** - if a person cannot take care of their physical needs like getting food, shelter or avoiding emotional harm or physical injury
- **Neglect by caregiver** - act of a caregiver caused emotional harm or physical injury
- **Medical neglect** - lack of medical care or medication to prevent harm or pain or if the caregiver does not follow through with the needed medical treatment
- **Mental health neglect** - untreated or under-treated mental illness that result in other allegations of abuse, neglect or exploitation

## What is Exploitation?

When an individual takes advantage of another person for their own personal gain.

- This includes financial exploitation as well as sexual exploitation
- Financial exploitation includes using another person's social security number or identifying information for monetary or personal benefit without informed consent

**If you suspect the patient may be abused or neglected in any capacity call Kindful Compliance at (866) 730-4550.**



# Medical Safety, Storage and Disposal

Kindful supports the responsible management of and disposal of all medications in accordance with state and federal laws while recognizing that medications in the home are the property of the patient.

The hospice nurse will discuss the policy regarding the safe use and disposal of medications. The nurse will plan with the patient, family and or caregiver for the safe management of drugs.

- Medications to be stored per the manufacturer's guidelines
- Drugs will be labeled in accordance with accepted professional practice
- Options for disposing expired, unused or unwanted medications include
  - ▶ Medication take-back by the hospice nurse
  - ▶ Disposal in household trash
  - ▶ Flushing certain medicines down the toilet

When the hospice has provided medications to patients in contracted facilities, hospice will abide by the facility's policy on medication disposal.

## **List of medicines recommended for disposal by flushing per the FDA**

<https://www.fda.gov/media/85219/download>

## **How to dispose of Unused Medicines per the FDA**

<http://www.fda.gov/ForConsumers/ConsumerUpdates/ucm101653.htm>

# Emergency Preparedness

Your hospice team will help you and your family establish a personal emergency plan. This includes planning for any disruption to the normal caregiving schedule as caused by a natural disaster including flooding, ice, snow, tornadoes and the like.

## Typical emergency plans include

- Agency created phone tree to confirm contact with patients and/or families and caregivers.
- Pre-preparing if possible with adequate medications and supplies when expecting an interruption to service.
- Making sure the patient has access to water, flashlight, communication and support to assure their safety during and after a natural disaster.
- Your agency will establish and practice their emergency preparedness plan which may include establishing priorities for patient support so those in the greatest need receive timely care.

**Your role in an emergency is to communicate with your care team to make sure that together the patient is adequately cared for and safe.**

**Kind words  
can be short  
and easy to speak,  
but their echoes  
are truly endless.**

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**MOTHER TERESA**

Care Team Use

Add initials and role on dates when care was provided.

MONTH:					MONTH:					MONTH:				
1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
6	7	8	9	10	6	7	8	9	10	6	7	8	9	10
11	12	13	14	15	11	12	13	14	15	11	12	13	14	15
16	17	18	19	20	16	17	18	19	20	16	17	18	19	20
21	22	23	24	25	21	22	23	24	25	21	22	23	24	25
26	27	28	29	30	26	27	28	29	30	26	27	28	29	30
MONTH:					MONTH:					MONTH:				
1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
6	7	8	9	10	6	7	8	9	10	6	7	8	9	10
11	12	13	14	15	11	12	13	14	15	11	12	13	14	15
16	17	18	19	20	16	17	18	19	20	16	17	18	19	20
21	22	23	24	25	21	22	23	24	25	21	22	23	24	25
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16	17	18	19	20	16	17	18	19	20	16	17	18	19	20
21	22	23	24	25	21	22	23	24	25	21	22	23	24	25
26	27	28	29	30	26	27	28	29	30	26	27	28	29	30

Day or Night, call and you will be greeted by a real human ready to help. By calling the main line you can be directed to the appropriate person to answer your questions or hear your concerns so you can always be comfortable knowing that Kindful is always here for you. Within 5 days of your admission date, you will be contacted by each member of the care team.

# Your Care Team

Call us anytime at **(866) 730-4550**

	SCHEDULE					WEEKLY	BI-WEEKLY	MONTHLY	AS NEEDED
	M	Tu	W	Th	F				
RN Case Manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LVN	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aide	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chaplain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Worker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer Coordinator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Equipment									
Supplies									
Liaison									

**Any questions on medications can be directed to the RN Case Manager**

*Making end-of-life as beautiful as the beginning through best-in-class hospice.*