

### Volunteer services

- Recruitment and training of community volunteers to provide Hospice care
- Assignment to meet assessed patient/family needs in the areas of home respice care and bereavement support
- Assignment to meet assessed program needs with office assistance

### Bereavement services

- Assessment of risk factors for bereavement for the primary care survivor
- Development of a plan of care for Hospice bereavement follow-up, according to the individual needs of the survivors
- Contact made to all survivors in the forms of letters, telephone calls, visits with consideration of the survivors needs/desires
- Multiple mailings of special cards and grief information
- Invitations to various grief/support groups
- Invitation to annual Remembrance Service

### Hospice medical director

- Acts as a consultant to the patient's attending physician, if requested
- Offers advise and information to staff and physicians on medical interventions for pain, symptom management and hospice care
- Arranges and presents educational offerings to hospice team
- Assists in the development of an interdisciplinary team plan of care
- Certifies the patient for hospice care

### Nurse on call 24 hours

- Hospice nurse available to speak with a patient or family regarding questions, emergencies or complaints 24 hours/day, 7 days/week.
- Hospice on call nurse can provide additional home visits after hours, as needed for further assessments of problems that can't be handled by phone

### Hours of operation

- Hospice services are available 24 hours/day, seven day a week

### How You Can Help

The Visiting Nurse Association of Cape Cod is a not-for-profit agency dependent on the philanthropy of our community. If you are interested in supporting the work of the VNA, please contact the foundation office at 508-657-7700.



the VNA is...

### For More Information...

Patients, families or physicians seeking Hospice services or information about the Hospice program can call the office and speak with the Hospice manager or the care coordinator.

Volunteers are *always* needed. If interested, please call the office to find out more about the volunteer role and the dates of the next training program. We all have some talent that can make a difference in the lives of others.

Contributions to Hospice are always appreciated. Donations are used for training and support of the team, needed equipment for patients and community education and bereavement.

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VISITING NURSE  
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# Hospice & Palliative Care

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Care and Comfort

# the VNA is...

## Hospice Care and Comfort

Confronting a life-threatening and potentially painful disease changes one's priorities dramatically – no longer do we take family, friends, home and the beauties of nature for granted. These things become paramount in our minds and thoughts. Those reasons we live here on Cape Cod – for walks on the beach, to watch a sunset over the ocean, to see the sea birds in the marsh, to go antiquing with a friend – become more valuable. The majority of us say we want to be in our homes and with our families. Hospice professionals can help to keep you at home and sort through many of healthcare's baffling choices.

We join you in hoping and praying for the cure to the diseases that threaten us – ALS, heart and lung diseases, cancer and AIDS. Medicine has made great strides and someday we will see cures. But when cure is not available we may look towards that which improves our quality of life.

Dame Cicely Saunders, the founder of the modern day Hospice movement, said, "You matter until the last moment of your life". Hospice works with your physician to manage your symptoms and to comfort and support your loved ones.

Hospice is about living, not about dying, and this is always the focus of the Hospice team.

### MISSION STATEMENT

To provide for and enhance quality of life and comfort care that adds dignity to the lives of the dying and their families; assist the survivors with spiritual and bereavement needs to assure their well-being.

### HOSPICE SERVICES

Hospice services were created to provide compassionate care and support to patients and families facing a terminal illness. Many issues tend to surface during this time. The hospice team works to provide comfort to physical, psychosocial, emotional and spiritual concerns. Families and caregivers can benefit from the various types of support Hospice can provide under the direction of the patient's physician.

### HOSPICE CARE MAY INCLUDE:

#### Nursing

- Patient/family assessment
- Case management by a hospice trained registered nurse
- Participation in the development of an interdisciplinary team plan of care
- Pain and symptom management and follow-up

- Patient/family teaching regarding the disease process, dying, pain and symptom management and the needs and care of the patient
- Emotional support to the patient and family
- Management and/or teaching regarding skilled nursing procedures; e.g. medications, dressings
- Supervision of home care aides
- Assessment of all equipment needs
- Communication with the physician and the interdisciplinary team

#### Medical social work

- Psychosocial assessment of the patient/ family needs related to the terminal illness
- Participation in the development of an interdisciplinary team plan of care
- Follow-up according to individual needs for emotional and psychosocial support
- Assistance in identifying strengths and coping mechanisms and counseling to address patient/family dynamics
- Patient/family support with anticipatory grief
- Assistance with information regarding available community resources for financial, equipment and care giving issues
- Assistance and coordination of alternative placement needs

#### Spiritual coordination/chaplaincy

- Assessment of patient/family spiritual needs related to the terminal illness
- Identification of spiritual support system for patient/family
- Participation in the development of an interdisciplinary plan of care
- Follow-up according to individual needs
- Provision of religious rituals, as requested; e.g. baptism, communion, funerals

#### Homecare aides/homemaker services

- Personal care for patients under the supervision of the hospice nurse
- Light homemaker services as needed
- Emotional support to the patient and family
- Assistance with the physical therapy plan of care

#### Therapies (physical, occupational, speech and dietary)

- Assessment of patient/family needs as indicated
- Participation in the development of the interdisciplinary plan of care
- Follow-up according to individual needs to enhance the quality of life, extend patient's independence, to assist the family in learning care techniques and to provide a safe environment
- Emotional support to the patient and family