



HOSPICE *of*  
Davidson County



A GUIDE TO SERVICES



HOSPICE *of*  
Davidson County  
*Surround yourself with compassionate care™*

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*Surround yourself with compassionate care™*

## NO TWO PEOPLE ARE ALIKE

That's what makes each of us special and unique. Having a terminal illness doesn't change that. You are still you, an exceptional human being, making personal choices regarding your health care.

### **Treating patients as individuals isn't new to Hospice of Davidson County.**

For over 25 years we have been individually tailoring healthcare plans for patients with a terminal diagnosis and also caring for their families. We believe that quality, end-of-life care should meet the medical, social, emotional and spiritual needs of patients and their loved ones.



### **That's why we believe in working as a team.**

When you choose Hospice of Davidson County you are surrounded by a whole team of experienced professionals caring for you and those you love. We believe that as a team we can better address patient and family needs as they develop and as they change.

### **And that's why we're here.**

At Hospice of Davidson County we're here to provide the best possible care for our patients and their loved ones every day. It's your health, it's your life and it's your choice.

### **Why not choose to ... surround yourself with compassionate care?**

*Hospice of Davidson County offers a skilled support team that surrounds patients and families with compassionate care through their end of life journey.*

## ABOUT HOSPICE

Hospice is based on the belief that terminally ill individuals have the right to choose how they spend the rest of their life and that they have the right to live as pain free as possible. Hospice care is a holistic care plan that addresses the physical, emotional and social needs of the patient, their families and caregivers during end-of life care.

Hospice is designed to be a team approach to health care and includes the services of a physician, nurse, certified nursing assistant and social worker. It may also include the auxiliary services of a chaplain, bereavement counselor and volunteer. Hospice is a comprehensive health care plan that is developed to quickly respond to the changing needs of the patient and their family.

## WHY & WHEN HOSPICE

Hospice care is appropriate for any person who no longer wants to pursue a curative approach to their illness and instead want to focus on pain and symptom management. The decision to enroll in hospice is made by the patient in consultation with family members and their doctor. Early referral is very important. Too often we are called upon when the patient is near death and the family is overwhelmed. When a referral is delayed, both the patient and the family have lost many opportunities for a better end-of-life experience.

*"We sought the sanctuary of Hospice of Davidson County twice ... Hospice is a safe haven in a fierce storm of fear, anxiety and heartache."*

*- Kathy Lawson*





## REFERRAL AND ADMISSION

To begin receiving hospice care a patient's physician must make the determination that they are appropriate for hospice and certify that they have a limited life expectancy. Referrals can be made by a doctor, a member of the clergy, a family member or friend, or the potential patient themselves. Hospice of Davidson County cares for patients without regard to diagnosis, age, gender, nationality, race, creed, religion, sexual orientation, disability or the ability to pay.

Most hospice services are covered by private insurance, Veteran's benefits, Medicare and Medicaid. Due to the generous support of our community, no one in Davidson County is denied care because of their inability to pay. We serve many patients with cancer, but we also care for patients with heart disease, emphysema, dementia, neuromuscular diseases and other diseases at a terminal stage.

Hospice of Davidson County staff are available to county residents seven days a week, 24 hours a day. Our nurses are available to answer your questions by phone at any time, and can respond to your call for help within minutes.

If you are concerned about caring for someone with a terminal illness and live in Davidson County, you have a hospice care choice. Hospice of Davidson County is dedicated to providing quality, compassionate care and to being your preferred hospice care provider.



*"You matter because you are you. You matter to the last moment of your life, and we will do all we can not only to help you die peacefully, but also to live until you die."*

*- Dame Cicely Saunders, founder of modern-day Hospice*

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## THE HOSPICE CARE TEAM

Hospice care is a holistic approach that relies on an interdisciplinary team concept to meet the medical, social and spiritual needs of patients and families. Care plans are managed as a coordinated effort between a patient's physician of choice and the Hospice care team. Team members include medical directors, registered nurses, clinical social workers, certified nursing assistants, grief counselors, a chaplain and trained volunteers. Pain and symptom management is always the first priority, but responding to social, emotional and spiritual needs is also part of hospice care.

### Core Services

- Pain Control and Symptom Management
- 24 Hour, On-Call Availability
- Residential Crisis Care
- Emotional Support
- Pharmacy Services
- Medication Management
- Community Resource Referrals and Coordination of Services
- Individualized Patient Care Plan
- Medical Equipment and Supplies

### Auxiliary Services

- Certified Nursing Assistants
- Spiritual Support
- Bereavement Services
- Community Bereavement Programs
- Volunteer Services
- Light Homemaker Services
- Aromatherapy
- Healing Touch Therapy
- Music, Literature and Audio Tape Libraries
- Living Will and Advance Directives Counseling
- Information on Funeral Planning



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## PROGRAMS & SERVICES

All programs and services offered by Hospice of Davidson County are founded in the belief that a diagnosis of a terminal illness does not diminish an individual's right to choose how to live. It is our mission to offer a skilled support team that will surround both patients and families with compassionate care through their end of life journey.

### Home Care

One of the wonderful things about hospice care is that there are no limitations on where that care may be administered. Most care services are provided in homes, but we also care for patients in assisted living and long term care facilities. Hospice care is available to any person in any facility that has a current hospice care agreement. Our team coordinates an individual's care plan with facility staff just as we coordinate with family caregivers at home.

### The Henry Etta and Bruce Hinkle HOSPICE HOUSE

In meeting the needs of end-of-life care, we recognize that being at home may not always be an option. Imagine a place where hospice care is available around the clock in a comfortable, home-like setting. Under the direction of a full-time medical director, professional staff are on duty 24 hours a day. Patients receive expert care while surrounded by the people they love. Accommodations for family members are also offered as part of the Hospice House auxiliary services.

*"Just wanted to let you know I'm always amazed at the caring, knowledge and compassion shown by your staff."*

*- Judy Greer*



### Grief Counseling

Counseling, bereavement programs and support groups that assist families through the grieving process are an important service offered in hospice care. Support is offered to individuals of all ages in both private and group settings. Grief counseling is available to our patient families for a minimum of a year following a death. We also offer grief counseling services to the community at-large.

### Volunteers: At The Core Of Hospice Care

Hospice of Davidson County was initially founded by volunteers and they remain a contributing part of the hospice care team. The scope of services provided by volunteers to both our patients and families is beyond measure. Volunteers are carefully selected and trained to be knowledgeable, sensitive and responsive to patient and family needs. Volunteers also donate their administrative skills to support ongoing agency initiatives.

### About Us

Hospice of Davidson County was established in 1984 to provide professional health care for terminally ill patients who wanted to be at home surrounded by family and friends. We cared for our first patient the following year and became Medicare certified in 1991. Annually we provide care for over 300 patients and their families and have recently expanded our programs to offer care in our first inpatient facility, *The Henry Etta and Bruce Hinkle Hospice House*. In 2010, Hospice of Davidson County will have served Davidson County residents for 25 years. Our agency is also approved by the Accreditation Commission of Health Care, a further recognition of the excellence of our healthcare practices.

