

hospice and

palliative care



Center for  
Hospice Care

choices to make the most of life™

## about center for hospice care

Established in 1978, Center for Hospice Care is an independent, community based, not-for-profit organization, improving the quality of living through hospice, home health, grief counseling, and community education.

As Indiana's most chosen hospice program, nowhere in our community will patients benefit from a more proficient or more experienced staff to provide high quality, patient and family-centered care at the end of life. Serving over 2,000 patients annually, Center for Hospice Care is the leading local expert in caring for people facing serious, advanced and life-limiting illnesses. With a vast range of nationally recognized benefits for patients and families, the depths of our services are unmatched within our community.

During a life-limiting illness, time is a precious commodity and Center for Hospice Care will do all it can to meet the needs of patients and families as expeditiously as possible. While some hospice programs use answering and triage services located in other states, we deliver a "speed to service" benefit for you. Answering our own calls 24/7 removes an unnecessary and time-consuming step for everyone.

With offices in South Bend, Plymouth, Elkhart, and La Porte, Center for Hospice Care serves Elkhart, Fulton, Kosciusko, LaGrange, LaPorte, Marshall, Porter, St. Joseph and Starke counties in northern Indiana.



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## our promise to you

1. As the area's first and most experienced hospice program, Center for Hospice Care will provide you with the most comprehensive range of end-of-life care services.
2. To provide the best care and expertise, our full-time board certified Hospice and Palliative Medicine physicians will work with you to the extent you desire.
3. A Center for Hospice Care staff Registered Nurse will answer the telephone whenever you call 1-800-HOSPICE outside of regular business hours, seven days a week.
4. For acute symptom management needs you will have access to the region's first and only freestanding hospice inpatient facilities.
5. Unlike most hospice programs, the full range of essential interdisciplinary staff is standing by 24/7 to provide not only emergency nursing and physician support, but also psychosocial, spiritual and emotional support.

When is the

**right time to call**

Center for Hospice Care?

**Now**

is the right time to call.

**To discover your choices** in hospice care before a crisis happens.

**To learn everything our expert team can do** for you or a loved one during life's final months – to keep you comfortable, at home, living to the fullest.

**To plan ahead with your family** so they know your exact wishes.

**Many people say they wish they'd called sooner. So why wait?**

Call **1-800-HOSPICE (467-7423)** now to discuss your choices with the area's most experienced hospice team.

## services

### **Hospice**

The heart of hospice care lies in its interdisciplinary approach. Quality end-of-life care is much more than treating physical symptoms. Like Center for Hospice Care, many hospice programs have an RN on call after hours, but Center for Hospice Care takes the extra steps. Not only are our full-time board certified hospice physicians available, but core interdisciplinary team members are also accessible around the clock. Whenever you or your loved one might benefit from counseling, emotional or spiritual support, Center for Hospice Care staff social workers and spiritual care counselors are always just a phone call away.

### **Palliative Care**

Palliative care is specialized medical care for people with serious illnesses. It focuses on providing patients with relief from the symptoms, pain, and stress of a serious illness – whatever the diagnosis. The goal is to improve quality of life for both the patient and the family.

Palliative care is provided by a team of doctors, nurses and other specialists who work together with a patient's other doctors to provide an extra layer of support. It is appropriate at any age and at any stage in a serious illness and can be provided along with curative treatment. Center for Hospice Care offers the only outpatient clinic for palliative consultations at Center for Palliative Care.

### **Grief Counseling**

Individual and group programs to educate and support people experiencing grief following the loss of someone through death.

### **Community Education**

Speakers and resources about hospice, palliative care, end-of-life issues, or grief and loss.

## **Do I qualify for Hospice Care?**

Admission into the hospice program is made without regard to age, gender, race, religion, disability, sexual orientation, diagnosis or ability to pay for services. However, certain criteria must be met prior to receiving services:

1. Patients with cancer and non-cancer illnesses may be appropriate, including diseases of the heart, lungs, kidneys and dementia/Alzheimer's, to name a few.
2. The patient's personal physician continues managing the patient's care.
3. The patient must be living in our service area, which includes all cities and areas within the counties of Elkhart, Fulton, Kosciusko, LaGrange, LaPorte, Marshall, Porter, St. Joseph and Starke in northern Indiana.
4. The patient must have a progressive or incurable illness and a limited life expectancy.

## **How does care begin?**

Typically, hospice care can start as soon as a call to Center for Hospice Care is made. A representative from our agency will make every effort to visit the patient and/or family on the day they call, providing the visit meets the needs and schedule of the patient, family or caregivers. Many people often report they wish they had called hospice sooner. It's never too early to call and schedule a visit to find out what choices you have available to you.

## **Can I afford Hospice Care?**

Yes. Many Americans who use hospice care are entitled to have 100% of their care paid for under the Hospice Medicare Benefit. This benefit covers virtually all aspects of hospice care. In addition, most private insurance health plans and Medicaid cover hospice services. No one is ever turned away due to the inability to pay for hospice care.

### **How often will I be seen?**

Each patient receives an individual, customized care plan. Hospice services are provided on a scheduled basis by the hospice team, which includes nurses, social workers, spiritual care counselors, hospice aides, and trained community volunteers. Emergency Care is available 24 hours a day, 7 days a week. Center for Hospice Care is always just a phone call away.

### **Does it mean I have given up hope if I choose hospice?**

No, hospice gives hope. It is a program that emphasizes the quality of life and maximizes the potential of every day.



### **Can my child be on Hospice Services?**

Yes, hospice care is for people of any age. Center for Hospice Care respects your role as parent and caregiver for your child. Knowledgeable staff from Center for Hospice Care is always available to assist.

### **Can my child keep his/her doctor?**

Center for Hospice Care has always worked very closely with any patient's physician of choice. We all work as a team in the best interest of the child.

## hospice offers compassion, control and choice

- Skilled, compassionate care from nurses and hospice aides making intermittent visits.
- Management of pain and other physical symptoms through the appropriate use of medications and teachings.
- Training, advising, and skill-building for those persons who will assist in providing patient care.
- Emotional support and spiritual counseling for the patient, family and caregivers.
- Companionship and assistance visits provided by dedicated, trained community volunteers.
- Grief counseling services are available to families and caregivers for up to 13 months following the death of their loved one. Additional services are available on an ongoing basis.

## when extra care is needed – hospice house

For patients who may experience pain and symptoms that cannot be controlled in the home or other settings, Center for Hospice Care offers the only freestanding Medicare certified hospice inpatient units in the region. These units are owned, operated and staffed by Center for Hospice Care professionals whose single focus is making patients as comfortable as possible. Our inpatient facilities have helped us dramatically reduce hospice patient hospital admissions and readmissions. Our Hospice Houses support our original mission by allowing patients to receive short-term inpatient care in a home-like setting before returning to their residence or one of the more than 80 nursing homes, assisted living facilities or group homes that have chosen to contract with Center for Hospice Care for care of their residents.



*The comfortable family room in Elkhart.*

### **Hospice House offers:**

- A comfortable, home-like environment
- 24-hour-a-day visitation
- Private patient rooms
- Family room
- Spiritual reflection room
- Kitchen
- Pet visitation

Patient care in Hospice House is provided 24 hours-a-day by a registered nurse and hospice aide. Other members of the hospice team, including the patient's own physician, the hospice medical director, social workers, spiritual care counselors and volunteers, also participate in the patient's care.

### **Who can go to Hospice House?**

To ensure Hospice House is available to serve those who need it most, admission guidelines for Hospice House are:

- Patients with uncontrolled physical/emotional symptoms requiring symptom management that cannot feasibly be provided in other settings.
- Patients with intense symptom management needs which are successfully met by their caregivers, but who are temporarily without caregivers, and other care giving arrangements are being made.
- Patients requiring respite care under certain federal and state insurance programs.

The hospice team meets to discuss the needs of each patient before they enter Hospice House. In consultation with the patient's family and physician, a decision is reached for entry into Hospice House. Hospice continues to explore all other support systems before transferring or admitting a patient to Hospice House.

The hospice team begins to develop appropriate discharge plans upon admission to Hospice House. Patients are discharged when the purpose for their admission has been resolved.

## what is palliative care?

Facing a serious illness is never easy – physically, emotionally, or spiritually. Patients and caregivers must deal with complex questions and choices about treatments, medications, and pain management.

If a patient has made the choice to pursue life-extending treatment for a progressive or incurable illness, and desires pain management or symptom control at home, Center for Palliative Care may be a suitable choice.

Palliative care is pain management and symptom control for patients who may be currently seeking life-extending treatments. It is offered through our licensed home health care program, and many aspects of palliative care are applicable early in the course of an illness. The goal of palliative care is the achievement of the highest quality of life for patients and their families. Each patient in our program has access to our team of nurses, home health aides, social workers/family support services, and spiritual care counselors.

### **How is the Palliative Care Program different from the Hospice Care Program?**

Our Hospice Care Program requires a physician to certify that a patient's prognosis carries a life expectancy of six months or less if the disease runs its normal course. Hospice patients have chosen not to pursue curative treatments. However, our Palliative Care Program offers comfort care for patients who may be seeking life-prolonging therapies for their progressive illness, and may have a life expectancy of more than six months. An interdisciplinary team will determine on a case-by-case basis whether a patient is eligible for this program. Palliative care includes pain and symptom management, as well as emotional and spiritual support.

### **Does insurance pay for the Palliative Care Program?**

Coverage may be available under the home health benefits of Medicare, Medicaid, or private insurance. If these insurance options do not apply, a self-pay program is available and is administered on a sliding fee scale. Center for Hospice Care offers the only outpatient clinic for palliative consultations at Center for Palliative Care.

## grief counseling

Center for Hospice Care offers a variety of bereavement programs to educate and support people experiencing grief following the loss of someone through death. Bereavement programs are available at no charge to anyone in the agency's service area. For more information, please call 574-255-1064.

## philanthropy and giving makes a difference

### Giving to your hospice and palliative care provider

Center for Hospice Care relies upon gifts from the communities to fulfill its mission and to provide hospice services and other specialized programming regardless of ability to pay. Financial support may be provided through:

- Memorial and honorary gifts
- Gifts through wills or estates
- Annual contributions
- The Circle of Caring

For more information, including online giving, visit [cfhcare.org](http://cfhcare.org), and select an option under the "Donors" tab.



## volunteer opportunities

Center for Hospice Care enjoys the services of more than 500 volunteers. Volunteer Training occurs several times throughout the year. If you're interested in learning more about the wide variety of volunteer opportunities, please call 1-800-HOSPICE and ask to speak to our Volunteer Recruitment Coordinator. Or, email [contact@cfhcare.org](mailto:contact@cfhcare.org).

## Center for Hospice Care Locations

501 Comfort Place • Mishawaka, IN 46545  
(574) 243-3100 • Fax: (574) 243-3134

112 South Center Street • Plymouth, IN 46563  
(574) 935-4511 • Fax: (574) 935-4589

22579 Old US 20 East • Elkhart, IN 46516  
(574) 264-3321 • Fax: (574) 264-5892

309 West Johnson Road, Suite A • La Porte, IN 46350  
(219) 575-7930 • Fax: (219) 476-3965

### **Life Transition Center**

501 Comfort Place • Mishawaka, IN 46545  
(574) 255-1064 • Fax: (574) 255-1452

### **1-800-HOSPICE**

(In our nine-county service area)



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[cfhcare.org](http://cfhcare.org)