

hospice and

palliative care



Center for
Hospice Care

about center for hospice care

It's not just part of our name – "care" is the essence of who we are. We began in 1980 as Hospice of St. Joseph County, thanks to the efforts of many volunteer organizers from a variety of fields. Then, like now, our focus has been to provide skilled, compassionate care. Since welcoming our first patient that year, we have helped improve the quality of living for more than 45,000 patients through hospice, home health, grief counseling and community education.

Our philosophy surrounding this is simple: everyone deserves to live on their own terms, especially at the end of life. That's what hospice care can offer – it's about giving you and your loved ones the opportunity to make decisions and choose what matters most. Ice cream for breakfast? A cocktail with friends? We're here to help and support your decisions.

Since we opened our doors, Center for Hospice Care has kept our promise that no one eligible for hospice services will be turned away, regardless of their ability to pay. Knowing how to care for the most vulnerable also means knowing how to deliver the highest quality care to everyone – it's about putting people first.

With offices in Mishawaka, 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.

services

Hospice

Often, when someone is being treated for a serious illness, they wind up getting a lot of painful, expensive treatments and procedures, even after those treatments stop working. Research shows that many people on hospice care actually live longer than people with the same disease who continue receiving aggressive treatment.

But perhaps more importantly, the Center for Hospice Care team will support you — whenever, wherever, however you need us. We'll meet you where you are and help you chart your own path. If you want to be at home, hospice will come to your home. If you need help sorting out your medicines, hospice will figure out what you really need. If you would like spiritual care, hospice teams include chaplains. We're here to look after you 24/7.

Palliative Care

If you're getting older or living with a serious or chronic illness, you may be receiving care from a primary care doctor and one or more specialists. The care they provide is essential, but many people don't realize there are additional services that can help manage symptoms, improve comfort and quality of life, and help your family, too.

The official term for this type of care is "palliative medicine" (but who can pronounce that?). It's sometimes called symptom management, advanced illness care or serious illness care. Think of it as another type of medical specialty that focuses on YOU, not your disease. Why not get the most complete, comprehensive care possible?

understanding hospice care

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 diseases of the heart, lungs, kidneys and dementia/Alzheimer's, to name a few, may be appropriate.
2. The patient must live in our service area, which includes all cities and areas within Elkhart, Fulton, Kosciusko, LaGrange, LaPorte, Marshall, Porter, St. Joseph and Starke counties in northern Indiana.
3. The patient must have a progressive or incurable illness and a limited life expectancy of six months or less should the disease take its normal progression.

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 are available to you.

Can I afford hospice care?

Yes. Americans who use hospice care – and who are eligible for Medicare – 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 as well. Center for Hospice Care has never turned anyone away due to the inability to pay for hospice care, thanks to the support of our generous community.

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, physicians, 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. Children receiving hospice services may continue to receive curative treatment as well. 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 interests of the child.

hospice offers compassion, control and choice

- Skilled, compassionate care from nurses and hospice aides who visit regularly.
- Management of pain and other physical symptoms through the appropriate use of medications and education.
- Training, advising and skill-building for loved ones who will assist in providing patient care.
- Emotional support and spiritual counseling for the patient, family and caregivers.
- Companionship and assistance visits 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.

a home away from home – Esther's House & Ernestine M. Raclin House

Center for Hospice Care's two inpatient units were designed to help patients and their loved ones feel at home – even when they're not. The area's only freestanding inpatient units, Esther's House and the Ernestine M. Raclin House, offer private, spacious rooms with amenities like extensive family seating areas and 24-hour-a-day visitation (pets included). Each inpatient unit also has large family gathering areas, a kitchen, workspaces and children's play areas. Both houses provide access to outdoor garden and walking areas for patients and their loved ones to enjoy.

Inpatient care is available for patients when short-term medical care is needed for pain or symptom management. Inpatient care is also available when a caregiver needs a brief respite.



The comfortable family room in the Ernestine M. Raclin House.

Our inpatient units provide:

- A comfortable, home-like environment
- 24-hour-a-day visitation
- Private patient rooms
- Respite care for our patients/families
- Family room
- Spiritual reflection room
- Kitchen
- Pet visitation

Patient care 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. We can even arrange visits with our therapy dog.

Who can go to Esther's House or Ernestine M. Raclin House?

Our admission guidelines 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 begins to develop appropriate discharge plans upon admission. Patients are discharged when the purpose for their admission has been resolved.

Short-term private-pay stays can also be arranged through Center for Hospice Care's admissions team.

what is palliative care?

Palliative medicine offers an added layer of support, no matter where you are in your journey with a serious advanced illness. In addition to relieving pain, improving comfort and supporting your loved ones, our palliative care team can also help coordinate communication between your other doctors and care providers. It can be confusing to manage lots of medications and appointments, so it's helpful to have an expert available to keep everyone on the same page.

Helping patients and providers manage serious advanced illnesses was why the Center for Palliative Care began in 2017. Unlike some other specialties, palliative medicine is delivered by a full team, not just doctors and nurses. Depending on your specific needs, our team can include experts in different areas like a chaplain for emotional and spiritual support, and a community health worker to help connect you to non-medical services like transportation, meal delivery or housing.

You may benefit from palliative care at any stage of your illness, regardless of age. In fact, the sooner in your disease progress, the better! A poor prognosis isn't a requirement to receive palliative care, either. Our team can help if you've experienced a health crisis, like a stroke or heart attack. You and your loved ones can count on our help and guidance as you face complex healthcare decisions.

Our Center for Palliative Care has two programs to meet the needs of people with serious advanced illness. Our consultative palliative care program is structured to assess and manage your symptoms as your needs evolve. For those who need more intensive support, Kaleidoscope is a home-based palliative care service that offers people with serious advanced illness the right care, at the right time, in the right place. It's a wrap-around program that enhances the care provided by your primary care provider and specialists.

how is palliative different from hospice care?

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 Center for Palliative Care 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.

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 area's only outpatient clinic for palliative consultations at Center for Palliative Care.





our promises to you

1. As the area's most experienced hospice program, Center for Hospice Care will provide you with a comprehensive range of end-of-life care services.
2. To provide the best care and expertise, our full-time physicians and nurse practitioners will work with you to the extent you desire.
3. Our triage services are available outside of regular business hours, seven days a week. One call to 1-800-HOSPICE* or 574.243.3100 will get you the help you need.
4. For acute symptom management needs you will have access to the region's only freestanding hospice inpatient facilities.
5. Unlike most hospice programs, the full range of essential interdisciplinary staff is available 24/7 to provide emergency nursing and physician support as well as psychosocial, spiritual and emotional support.

* Requires a phone with a 574 or 219 area code.

When is the

right time to call

Center for Hospice Care?

Now

is the right time to call.

To discover how hospice care can help you manage your serious, advanced illness before a crisis happens.

To learn about the care our expert team provides you or a loved one during life's final months – to keep you comfortable, at home, living life to the fullest.

To explore your options 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.

Center for Hospice Care Locations

501 Comfort Place • Mishawaka, IN 46545
(574) 277-4100 • Fax: (574) 243-3134

1419 North Michigan 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