

Hospice Philosophy, Goals and Services

Philosophy: We believe that hospice is an integral component of a continuum of health care designed to provide the patient and caregiver access to consistent, palliative care in the most appropriate setting followed by bereavement care of the patient's family and/or significant other(s) after the patient has passed away.

We believe that the end of life, which we all must eventually face, need not be a frightening, painful or lonely time, but can be experienced richly in an atmosphere of love and concern

We believe in affirming life and providing the hope and belief that through quality hospice care, which includes the patient, family members, its support systems and the hospice team, that the patient and family may be able to prepare for death mentally, emotionally and spiritually.

Our philosophy centers on giving individuals and their families an alternative, making it possible for the patient to remain in the setting that he/ she chooses. We respect and encourage the family to make decisions and choices affecting their present and future health status. We also work closely with the attending physician, hospitals and other agencies to ensure continuity of care. We focus our services on enhancing the quality of life. For services the hospice staff/agency cannot provide to ensure palliation, a contractual agreement must be maintained for stated services. All services rendered must be documented in the hospice plan of care. We believe that an agency-wide commitment to continuous quality improvement will lead to excellent patient care.

Hospice Mission Statement: *Intermountain Senior Care Hospice, LLC* will provide quality hospice care to all persons, their families and those affected by death and dying; advocate effectively for patient's comfort, dignity and choice; and provide compassionate care by meeting the physical, emotional and spiritual needs of the patients and families we serve.

Hospice Vision Statement: To continually strive to improve the quality of human life for the terminally ill and their families by offering comfort care and supportive services through the scope of hospice care.

GOALS

1. The philosophy, mission, and purpose of the hospice program will be reflected in the referral, admission, and service policies and will demonstrate the ability to:
 - a. Establish a commitment to the concept of hospice care
 - b. Provide comprehensive, competent, quality care
 - c. Deliver timely end-of-life care that is well coordinated, family-centered, and includes bereavement and counseling support
 - d. Case manage and design services that are consumer-oriented and outcome-based
 - e. Ensure continuity of care, consistent with the needs of the patient and family/caregiver, as it pertains to the terminal diagnosis, culture, environment, and appropriate level of care
 - f. Acknowledge without discrimination the dignity, comfort, and choices determined by the patient and family/caregiver, including the election of the Medicare benefit or alternative health care options
 - g. Design treatment protocols and interventions consistent with the philosophy, mission, and purpose of the organization
2. The philosophy, mission, and purpose of the hospice will be supported through the plan of care and the implementation and evaluation of services.
3. The philosophy, mission, and purpose of the hospice will be reflected at each level of care implemented in the care of patients.
4. The mission statement is made available upon request to patients, referral sources and other interested parties.

PURPOSE

To assure that services, whether provided directly or under contractual agreement, adhere to hospice policies and procedures and professional management accountability.

POLICY

Services will be provided by personnel directly or under contractual agreements. All services provided, whether directly or under contractual agreement, will be guided by Intermountain Senior Care Hospice policies and procedures and professional management accountability. All contractual agreements will clearly define roles and responsibilities for the hospice and the contractor.

PROCEDURE

1. Reimbursement of services provided will be reviewed annually by the Executive Director/ Administrator and hospice Chief Financial Officer.
2. Services will be provided as listed below:
 - A. Registered Nurse
 - B. PT, OT, ST
 - C. MSW
 - D. Dietician
 - E. Homemaker
 - F. CNA
 - G. Volunteers
 - H. Chaplain services
 - I. Bereavement services
 - J. Pharmacy services
 - K. Physician services