

Hospice By The Bay

Helping Hands, Healing Hearts



HOSPICE
BY THE BAY

Caring for Generations



History of Hospice By The Bay

- Founded in 1975 as a non-profit; Medicare benefit began in 1982
- Second oldest hospice nationally; first on the West Coast.
- Community volunteers started the organization and volunteers are still important to our work today.



Hospice By The Bay

- Providing hospice and palliative care, and grief support and counseling to patients and families in Marin, San Francisco, San Mateo and Sonoma counties
- Medicare and Medi-Cal certified
- Accredited by Community Health Accreditation Program (CHAP)

The header features a collage of nature-themed images: a green field with a white star, a blue sky with white clouds, and a yellow field with a brown bird.


Hospice By The Bay

- Funded by healthcare reimbursement and private insurance
- Donations from community, individuals and businesses
- Funds allow us to meet the needs of the increasing number of patients and families
- To ensure that our care is available to all who need us



Hospice By The Bay

- The community also helps us through:
 - Volunteering to work with patients
 - Volunteering to help out our organizational side
 - Donations to our used book and thrift stores
 - Attending Events
 - Business Partnerships/Underwriters



Overview of Hospice By The Bay Programs



What is Hospice Care?

- Hospice By The Bay is dedicated to providing comfort and the highest quality of life possible for the patient and their family when a cure is not possible.
- Hospice honors patient and family choices and helps ensure the patient's dignity at the end of life.



Who is Eligible for Hospice?

- A patient's physician or Hospice By The Bay's medical director certifies that an individual is terminally ill and has a life expectancy of six months or less.
- The patient chooses hospice (comfort care), rather than curative treatment.



Who Pays for Hospice?

- Medicare Part A
 - Must use a Medicare-certified hospice program
- Medi-Cal and private insurance
- Community support ensures care for those without the ability to pay



What is Covered?

- Very little, if any, out-of-pocket costs for patients. Covers the following related to terminal diagnosis:
 - Professional hospice team,
 - Durable medical equipment,
 - Medical supplies, and
 - Medications

Medicare continues to pay for benefits for health issues unrelated to the terminal illness.



How are Referrals Made?

- Patient's Physician
- Hospital Discharge Planners
- Long-Term Care Facilities
- Home Care Agencies
- Community Agencies
- Friends/Family/Neighbors
- Self-Referrals



How Long is Care Provided?

- Two initial 90-day periods
- Followed by unlimited 60-day periods
- Physician or Hospice Medical Director re-certifies that patient is still terminally ill
- Discharge possibility if condition stabilizes



Where is Hospice Provided?

- Private Residence
- Nursing Homes
- Assisted Living/Residential Care Facilities
- Hospitals
- Anywhere someone calls home



What Services are Provided?

- Skilled nursing care
- Access to after-hours clinical staff
- Pain and symptom management
- Comfort care and practical assistance
- Physical, occupational or speech therapy; dietary counseling
- Home safety assessment and recommendations
- Instruction/support for family caregivers



What Services are Provided?

- Individual and family counseling
- Assistance with end-of-life planning
- Spiritual support
- Volunteer visits for companionship and support
- Individual and group grief support



Who Makes Up the Hospice Team?

- Patient's Physician
- Hospice Medical Director
- Primary Nurse
- Social Worker/Counselor
- Certified Home Health Aide
- Spiritual Services/Chaplain
- Volunteers
- Bereavement Counselors



Who Else is Involved in a Patient's Care?

- Primary caregiver
- Family members and loved ones
- Professional/paid caregivers
- Staff in long-term care facilities
- Anyone that is part of the patient's support system



Who Does Hospice Serve?

- Patients of all ages and diagnoses
 - 85% over age of 65; 73% over 75
 - Less than half (44%) have a cancer diagnosis
 - Half have non-cancer diagnoses, including:
 - Debility (17%)
 - Heart Disease (12%)
 - Alzheimer's Disease (9%)
 - Lung Disease (5%)



Additional Services

- Complementary Care Program
- Palliative Care Consultation Program at two Marin hospitals
- Community Counseling/Bereavement Support
- Quality Management Program/Benchmarking



Myths & Facts About Hospice



Myths & Facts

- **Myth:** Hospice means I'm giving up hope.
- ➔ Hospice does not mean "giving up hope," but can help revise what one may hope for. Hospice By The Bay focuses on **maximizing the quality of life** based on an individual's choices, so that the person may live life as fully as possible, for as long as possible, surrounded by those they love.



Myths & Facts

- **Myth:** If someone goes on hospice care, they won't be involved in making decisions about their care.
- Hospice By The Bay puts **patients and families at the center of care**. Trained professionals provide guidance and encourage open, honest communication about individual wishes and choices.



Myths & Facts

- **Myth:** Once someone becomes a hospice patient, they die very quickly.
- ➔ Hospice does **nothing to prolong life or hasten death**. The length of time someone may live while on hospice is dependent upon their general health condition, disease process, and choices they might make regarding their care.



Myths & Facts

- **Myth:** Hospice heavily medicates patients.
- ➔ Hospice care aims to maximize the quality of life, relationships and experience at the end of one's life. Hospice doctors, nurses and others are specially trained to control each person's pain, while still **keeping the patient awake and alert** whenever possible.



Myths & Facts

- **Myth:** Hospice is a place so you must leave home to get hospice care.
- ➔ Hospice is a philosophy of care. Hospice By The Bay's care is provided **in the home, in nursing and long-term care facilities or the hospital** -- anywhere the patient calls home.




Myths & Facts

- **Myth:** Hospice provides 24-hour, around-the-clock care.
- ➔ Hospice care is **based upon intermittent visits**, but Hospice By The Bay staff are available by phone 24 hours a day, seven days a week for supervision and support. Hospice can help the family arrange for 24-hour care by a private duty attendant if necessary.



Myths & Facts

- **Myth:** Hospice is only for the sick member of the family.
- ➔ Hospice By The Bay offers support to **all family members during their loved one's illness**. We provide the education they may need to best care for their loved one at home. We also help meet their emotional needs. Our Community Grief Support Program also offers support before and after the death to anyone in the community who has lost a loved one.



Here's what one Hospice By The Bay family wrote:

"How can we begin to thank you for the support you gave us? We wanted to keep my mother at home – you made that possible. We wanted to keep her as comfortable as possible – you showed us how. You took care of the family as well, by understanding and by caring."



Questions? Contact Us

- Hospice By The Bay
 - Marin: (415) 927-2273
 - San Francisco/San Mateo: (415) 626-5900
 - Sonoma: (707) 935-7504
- To Make a Donation: (415) 526-5500
- On The Web: www.hbtb.org