

POLICY:

Lifesong Hospice and Palliative Care provides comprehensive services to provide end-of-life care to terminally ill patients and their families within its geographical service area and in the care setting defined by the patient and family as the patient's place of residence.

PROCEDURE:

1. Lifesong Hospice and Palliative Care provides four (4) levels of care based on the needs of each individual hospice patient.
 - a. Routine Home Care in the patient's residence;
 - b. Continuous Care when the patient is experiencing an acute crisis;
 - c. Respite Care in a contracted facility when necessary to provide respite to overwhelmed or otherwise unable caregivers; and
 - d. General Inpatient Care in a contracted facility for the management of pain or symptoms that are not able to be managed in the patient's residence.
2. Hospice patients and their families receive the services of the hospice's interdisciplinary group (IDG) that includes:
 - a. Nursing services, under the supervision of a registered nurse (RN);
 - b. Medical social services, provided by a qualified social worker;
 - c. Physician services provided by the hospice Medical Director or hospice physician and/or the patient's attending physician;
 - d. Counseling services to assist in minimizing stress and problems arising from the terminal illness, related conditions, and the dying process (including Spiritual Counseling, Dietary Counseling, and Bereavement Counseling);
 - e. Hospice aide services and homemaker services under the supervision of an RN;
 - f. Volunteers, oriented and trained to provide administrative and/or direct patient care roles; and
 - g. Other therapies including physical therapy, occupational therapy, and speech-language pathology services, as identified in the patient's plan of care
3. In addition to the services of the IDG, the hospice provides medical supplies and equipment and drugs and biologicals that are used for the management of pain and symptom control related to the patient's terminal illness.
4. The scope and frequency of services provided by the hospice are in accordance with each patient's needs as identified in his/her plan of care.

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8/2018	11/2018		4/2019

5. Nursing services, physician services, and drugs and biologicals are routinely available on a 24 hour basis 7 days a week, and other services are available to patients on a 24 hour basis 7 days a week when reasonable and necessary to meet the needs of the patient and family.

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8/2018	11/2018		4/2019