

Hospice of Anchorage

FAQs



What services and programs does *Hospice of Anchorage* offer?

- Initial and follow-up consultations by a Certified Hospice and Palliative Care Nurse and assessments by a Hospice Social Worker.
- Coordination of care: We will mobilize all the appropriate medical and support resources available to support individuals and families at end-of-life.
- Education: Information and resources about what to expect, how to care for the ill and dying person, how to cope, and how to find additional help.
- Information and referrals: We are a clearinghouse for information and resources about death, dying, grief and loss, advance planning, community resources, end-of-life symptom management and care giving.
- Volunteers: Compassionate companions provide emotional support and practical assistance for individuals and families.
- Senior-In-Home Grant, funded by the State of Alaska Senior and Disability Services, allows us to provide in-home respite care or chore services and some supplemental services to those who meet eligibility criteria.
- Bereavement: Grief and loss support offered to HOA families/referrals and anyone in the community who has experienced a death. Services available include mailings & phone outreach, library, information & referral, individual & group grief support, memorial events & workshops.
 - Forget-Me-Not program: Grief and loss support for children, teens and the adults who love them.
 - Camp Erin: A weekend camp offered at no charge for children and teens ages 6-17 who have experienced the death of someone close to them. Camp Erin combines traditional fun camp activities with grief support and education.

Over for who and when to make a referral for *Hospice of Anchorage* care.

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WHO is an appropriate referral to *Hospice of Anchorage*?

Individuals with serious life-limiting illness needing assistance, who:

- Are not sure if they are interested in or ready for Hospice and simply want to discuss their options for care and end-of-life concerns
- Do not meet Medicare Hospice criteria, but have progressing disease and end-of-life needs beyond the scope of their physician's care
- Do meet Medicare criteria, but are continuing to seek palliative or other curative treatment, and therefore will not be admitted to local Medicare Hospices
- Do meet Medicare criteria but are not admitted to Medicare Hospice or Home health due to lack of insurance coverage
- Children (currently neither of the Medicare Hospices serve children. We can supplement in-home medical care with other Hospice services or Home Health Care)
- Patients who are discharged from a Medicare Hospice because they no longer meet Medicare Hospice criteria
- Individuals who need assistance with Advance Directives, coordination of care, or other end of life matters
- Individuals with a relative or close friend outside Anchorage who want information about Hospice or end-of-life matters
- Individuals or families dealing with grief and loss (regardless of whether their loved one was in Hospice Care)

We will provide all the assistance and care we are able, coordinate care and make appropriate referrals to Medicare Hospice when it is time, as desired by client and family.

WHEN should I refer to HOA?

We can best help when we are asked to provide guidance and support earlier in the course of a progressive life-shortening illness.

Over for Services and Programs of *Hospice of Anchorage*

	<i>Hospice of Anchorage</i> 561-5322 A Volunteer Hospice	Providence Hospice 212-4400 A Medicare Certified Hospice
WHEN SHOULD WE REFER?	We respond to any request for assistance, but can best help when we are asked to provide guidance and support earlier in the course of a progressive life-limiting illness.	Generally, the person is no longer pursuing curative treatment, does not want to return to the hospital, and most likely has 6 months or less to live.
WHAT SERVICES ARE OFFERED?	<p>Care is provided by a team of professionals and trained volunteers, and includes emotional-spiritual support, information, education, in-home practical assistance and companionship, assessment, and coordination of community resources.</p> <p>The RN, SW and professional staff provide consultation, education and support visits generally during regular working hours M-F. We make referrals to Medicare Hospice or other home care providers and provide volunteers when care needs increase. Coordinate with other providers for needed medications and equipment.</p> <p>Provides limited in-home respite & chore services for those who qualify for our State of Alaska funded Senior In-Home grant program.</p> <p>Supervision of medical care remains with the individual's provider.</p> <p>Grief support is available to anyone in the community for as long as it is desired. Programs for children and teens, including anticipatory grief support.</p>	<p>Care is provided in the person's place of residence by a team of professionals (RN Case Managers, Chaplain, LCSW or LMSW, Medical Director, and Certified Nursing Assistants) and trained volunteers.</p> <p>Provides after-hours coverage with as needed access to RN and physician. Provide medications related to pain and symptom management (per formulary) and Durable Medical Equipment (DME) (per basic equipment list). All other requests considered on a case-by-case basis.</p> <p>Provides 4 levels of care: Routine In-home care; Continuous Care; General In-Patient Care; In-Patient Respite Care</p> <p>Supervision of medical care can remain with the individual's provider or can transfer to the Hospice's Medical Director.</p> <p>One year of bereavement support after the death.</p>
WHO IS ELIGIBLE?	<p>Serves individuals of all ages (from before birth to 101+) with a limited life expectancy and their support networks. Provides support to families and caregivers even when an individual declines care.</p> <p>Will serve those who are continuing to receive palliative or curative treatments or go to their provider or hospital for care.</p>	Generally does not admit individuals receiving ongoing medical treatments/hospitalization for their illness. Medicare does have specific medical indicators/criteria that must be present to qualify for the Medicare Hospice Benefit. A physician must sign a "certification of Terminal Illness" (CTI).
WHO CAN REFER?	A referral/admission order from a health care provider is not needed.	A referral/admission order is needed from a health care provider.
WHAT ABOUT PAYMENT?	No fee for care. Services are funded primarily by community donations and gifts of volunteer time.	Generally require a payment source. At Providence Hospice financial assistance is available for those who do not have a hospice benefit through their health care insurance coverage.