

## Understanding Hospice Care

For many people, death is difficult to talk about. Because of this, many people and their families often put off talking about hospice care or comfort care. While most people would prefer to die in their own homes, the norm is still that terminally ill patients die in a hospital. Their loved ones usually can't see them or spend as much time with them then and often miss sharing the last moments of life.



Some families chose hospice care only for the last few days of life, and later wish they had more time to say goodbye to their loved one. To make sure that your family understands your wishes, it's important for anyone with a life-limiting illness to learn all they can about hospice and comfort care and talk about their feelings with loved ones before a medical crisis happens.

Did you know you can choose the hospice provider that's right for you? Here are some things to think about to help you make the choice that fits your needs.

- All Medicare-approved hospice providers must offer the same basics of care. But hospices differ in the quality of their service and some of the choices they offer. You can interview several hospices before you make this important decision. Consider which hospice provider listens and will follow your wishes about pain relief or other symptoms, works with your family and how they work your doctor. Check CareCompare a feature of Medicare.gov [www.medicare.gov/care-compare/](http://www.medicare.gov/care-compare/)
  - Find information about providers and facilities based on your individual needs
  - Get helpful resources to choose your health care providers
  - Make more informed decisions about where you get your health care
  
- Hospice is not a “place”. Hospice is treating the physical and emotional pain and symptoms at the end of life, and sometimes called “palliative care”. Studies have shown that most Americans, if given the choice, would prefer to die at home, in the comfortable space they are used to. Hospice services can go anywhere including private homes, assisted living or nursing homes. Some providers also offer special “Hospice Houses” where end of life care is offered.

- Hospice does not mean giving up. When medical treatments cannot cure disease, hospice care can help control pain, offer medical, spiritual and emotional comfort to patients and their families.
- Hospice is not just for cancer patients. Hospice provides care for people with a wide range of life-limiting illnesses, like cancer, heart disease, stroke, lung disease, liver disease, kidney disease, AIDS, MS, etc. People of all ages face death, and hospice can be changed to meet personal needs. It's important to pick a hospice provider who listens to your wishes, the puts the patient in control of making choices about their care.
- Hospice care doesn't end with the patient's death. Look for a hospice care team that will work with family members to help them through their grief. Support may include a trained volunteer or counselor visiting your family during the first year, as well as phone calls, letters, and support groups. The hospice can refer families to medical or other services if necessary.

\*\* Vendors with **ES** noted, means they offer services in Spanish or Translation Service.

**Allay Home and Hospice, Inc. ES**

**262-634-6603**

725 Cornerstone Crossing, Suite C  
Waterford, WI 53185

\*Specialty service: Use of Broda Tilt recliners for comfort, proud participant in We Honor Veterans program, offers Music Therapy.

**Ascension at Home ES**

**262-417-9393**

1055 Prairie Drive  
Racine, WI 53406

or **800-924-7705**

[www.ascensionathome.com](http://www.ascensionathome.com)

\*Specialty service: Full range of therapies and personal care.

**AseraCare Hospice ES**

**262-785-1356**

2204 E. Moorland Road, Suite 201  
Waukesha, WI 53186

\*Specialty service: Use of Music Therapy.

**Aurora at Home-Hospice ES**

**262-757-2575**

116 N Dodge Street, Suite 8  
Burlington, WI 53105

\*Specialty service: Offers the Zilber Hospice Residence, Wauwatosa; Aurora at Home Hospice Suite in Elkhorn and Burlington. Now offering TeleHospice Care, call for details.

**Compassionate Care Hospice of Wisconsin, LLC ES**      **414-257-1708**  
16655 W. Bluemound Rd, Suite 275      or **1-888-796-8280**  
Brookfield, WI 53005

\*Specialty service: Good Night Sleep and Life Enhancement program, and additional support programs of patient assistance programs.

**Heartland Home Health and Hospice Care**      **1-866-216-5708**  
9114 58<sup>th</sup> Place, Suite 500      [www.heartlandhospice.com](http://www.heartlandhospice.com)

Kenosha, WI 53144

\*Specialty service: IV hospice care in home or a facility.

**Horizon Home Care and Hospice ES**      **414-365-8300**

8503 75<sup>th</sup> Street, Unit B

Kenosha, WI 53142

Full-service Palliative and Hospice service; is a We Honor Veterans Provider.

**Hospice Alliance**      **262-652-4400**

10220 Prairie Ridge Blvd

or **1-800-830-8344**

Pleasant Prairie, WI 53158

[www.hospicealliance.org](http://www.hospicealliance.org)

\*Specialty service: offers also, the Hospice House, call for details.

**Kindred Hospice ES**      **414-546-3200**

10150 W. National Avenue

West Allis, WI 53227

\*Specialty service: Care Beyond program for COPD patients, cancer patients, Alzheimer and dementia patients. Offers Pet therapy.

**St. Croix Hospice ES**      **262-725-7021**

409 Hallberg Street

Delavan, WI 53115

\*Specialty service: High acuity patients, who may need palliative chemotherapy and radiation; will continue TPN, wound care and IV pain management.

**Seasons Hospice and Palliative Care ES**      **414-203-8310**

6737 W. Washington Street, Suite 2150

[www.seasons.org](http://www.seasons.org)

Milwaukee, WI 53214

\*Specialty service: Palliative care, Music Therapy, Namaste program specialized for Parkinson's, dementia or other debilitating cognitive diseases.

**Vitas Healthcare ES**      **262-321-3970**

5801 Washington Ave., Suite 205

Racine, WI 53406

Services provided: hospice, palliative care services

## **Complaints/Concerns**

For complaints, questions and/or concerns regarding the care and the rights of patients of in-home care providers, contact:

**Wisconsin Division of Quality Assurance (DQA) at 1-800-642-6552 or complete online complaint form:**

<http://dhs.wisconsin.gov/bqaconsumer/HealthCareComplaints.htm>

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You can also contact the Better Business Bureau by phone: 1-800-273-1002 or access their website: [www.wisconsin.bbb.org/](http://www.wisconsin.bbb.org/)