

Understanding Hospice and Palliative 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 choose 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 with your doctor. Check CareCompare a feature of Medicare.gov 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 care

- Hospice is not a “place”. Hospice is treating the physical and emotional pain and symptoms at the end of life. 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.

- Some hospice agencies also provide **palliative care** as a non-hospice service for patients who wish to improve quality of life with a “whole person” approach to severe

disease symptom management. Patients enrolled in palliative care may still undergo curative treatments. While Medicare covers hospice care, separate criteria applies to palliative care and must be reviewed on a case-by-case basis. However, most health insurance covers this service, though amount of coverage may vary.

- 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. Hospice is often used for people living with dementia in the very late stages if certain criteria are met. People of all ages face death, and hospice can be changed to meet personal needs. It's important to pick a provider who listens to your wishes, then 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 and 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: Hospice and Palliative care provider. Dedicated Continuous Care Team Use of Broda Tilt recliners for comfort, Music Therapy; Allay Sensory Awareness Program (ASAP) that draws upon lifelong preferences, and intersects, to spark connections with patients who may have difficulty in connecting with their loved ones; Honor Veteran partners by working with Veteran organizations to increase awareness of Veteran specific programs an needs to improve care for Veterans, full range of therapies.

AseraCare Hospice ES

262-785-1356

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

*Specialty service: Offers full Hospice Care services, including skilled nursing care, home health aide, music therapy, social worker, chaplain, and family Hospice support.

Aurora Hospice at Home ES

262-757-2676

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-Amedisys Company ES

414-257-1708

16655 W. Bluemound Rd, Suite 275
Brookfield, WI 53005

or **1-888-796-8280**

*Specialty service: Cardiac/pulmonary and end state dementia services, additional support programs of patient assistance programs.

Compassus ES

262-218-4991

13200 Globe Drive, Suite 228
Mt. Pleasant, WI 53177

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

Horizon Home Care and Hospice ES

414-365-8300

8503 75th Street, Unit B
Kenosha, WI 53142

Full-service Palliative and Hospice service; is a We Honor Veterans Provider; Horizon has two inpatient hospice facilities, Horizon's Lawlis Family Hospice (Mequon) and Horizon's Kathy Hospice (West Bend).

Hospice Alliance

262-652-4400

10220 Prairie Ridge Blvd
Pleasant Prairie, WI 53158

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

www.hospicealliance.org

*Specialty service: Hospice House, We Honor Veteran's Level 5, Aroma/Music Therapy, Palliative Care, Videoconferencing option.

Kindred Hospice ES

414-546-3200

10150 W. National Avenue, Suite 140
West Allis, WI 53227

*Specialty service: Hospice and Palliative care; Care Beyond program for COPD patients, cancer patients, Alzheimer, and dementia patients. Offers Pet therapy

Promedica Hospice (Kenosha)

1-866-216-5708

9114 58th Place, Suite 500
Kenosha, WI 53144

<https://www.promedica hospice.org/>

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

St. Croix Hospice ES**414-260-8333**

8825 S. Howell Avenue
Oak Creek, WI 53154

*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
Milwaukee, WI 53214

www.seasons.org

*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

1-855-595-0164

Services provided: hospice, palliative care services; Offers Inpatient Hospice unit at Ruth Hospice in West Allis. Call for full details.

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/