




# EVERY LIFE DESERVES THE BEST POSSIBLE CARE

*An introduction to comfort care*





*“They helped our family as much as they helped my mother. They were always there when we needed them.”*

When you have to make one of life’s most important decisions, Hospice of Michigan will be there to help.

For people with advanced chronic illness, Hospice of Michigan pays special attention to enhancing quality of life by making our patients as comfortable as possible. We aim to relieve physical, emotional and spiritual suffering. This is what we call “comfort care.”

Care is directed by the patient and managed by a team of professionals that includes:

- Your physician
- The hospice physician
- Nurses
- Social workers
- Hospice aides
- Chaplains and bereavement counselors
- Trained volunteers

The team works with the patient and family to create a care plan that meets their needs.

When our patients and families get the comfort care they need, as well as the support they deserve, they often find that life takes on new meaning. They are able to live a more fulfilled life in peace, comfort and dignity.

## What is hospice?

Hospice is a philosophy of care that focuses on comfort, rather than cure. Directed by the individual, hospice offers a compassionate alternative in the form of comfort care for people living with advanced chronic illness, and support for their families. Hospice enables people to make decisions about their own care and comfort when cure is not an option.

## What services does Hospice of Michigan provide?

Hospice of Michigan provides comprehensive comfort care managed by a team of certified hospice professionals, including:

### PHYSICAL CARE

Pain control, symptom management, personal care

### EMOTIONAL AND SPIRITUAL SUPPORT

Help to find meaning in one’s life, assisting in final financial decisions, support in saying goodbye to loved ones

### GRIEF SUPPORT

For family members, friends and others experiencing a loss

### TRAINED VOLUNTEERS

Companionship, a helping hand, a listening ear, help with household chores, a break for family caregivers

### MEDICAL EQUIPMENT, MEDICATIONS AND SUPPLIES

Whatever is required to provide comfort and manage symptoms for the patient’s hospice-related illness



## WHERE IS COMFORT CARE PROVIDED?

Most patients live in their own homes or the home of a relative or friend. Hospice of Michigan also cares for people who live in nursing homes, adult foster care facilities and assisted living facilities. If medically necessary, we also provide services to hospitalized individuals.

## WHO CAN RECEIVE OUR CARE?

To decide if hospice is the right choice, an individual must understand and agree with our philosophy of care. The person's physician must certify that the individual has a serious and progressive illness with a limited life expectancy.

## CAN A PATIENT WHO SHOWS SIGNS OF RECOVERY RETURN TO REGULAR TREATMENTS?

Yes. If the patient's condition improves, the patient can go off our program and return to the curative therapy or resume daily life. A discharged patient can later return to hospice care.

## WHEN SHOULD A DECISION BE MADE AND WHO SHOULD MAKE IT?

A person should always discuss their goals of care with their physician or healthcare provider to determine if comfort care is an appropriate choice.

## WHO PAYS FOR HOSPICE CARE?

Medicare, Medicaid and most private insurers have a hospice benefit. The hospice benefit covers the services of hospice staff, medications, supplies and equipment related to the hospice diagnosis.

Hospice of Michigan works with Medicare, Medicaid or your insurance company to arrange payment for services.

With a commitment to Open Access, Hospice of Michigan cares for people who do not have insurance or whose insurance doesn't cover the care needed for comfort. Donations to Hospice of Michigan from generous individuals, corporations, foundations and organizations help pay the costs that are not covered by insurance for those in need.

## WHAT TYPES OF CARE IS ONE ENTITLED TO UNDER THE MEDICARE HOSPICE BENEFIT?

There are four levels of care recognized by the Medicare Hospice Benefit:

### **Routine care**

Care provided by a caregiver at the patient's place of residence with assistance from the hospice team.

### **Continuous care**

Skilled nursing services provided at the patient's residence for a short duration to help manage symptoms.

### **Inpatient care**

Care provided in a hospital or nursing home for a limited time to control physical symptoms that cannot be managed at the patient's home.

### **Respite care**

Care provided in a hospital or nursing home for up to five days to give family caregivers a rest from handling the care of the patient.

## HOW CAN I REQUEST COMFORT CARE FOR MYSELF OR A LOVED ONE?

You can call a Hospice of Michigan referral coordinator at 888.247.5701. Our nurses will contact the patient's physician, then make an informational visit to your home to help you determine if hospice care is the best option for you or your loved one. If it is, our admissions team will come to your home to begin services.

A nationally recognized leader in end-of-life care, Hospice of Michigan is the original—and largest—nonprofit hospice provider in the state. Since 1978, we have remained committed to our not-for-profit mission to care for all those who need and seek our care regardless of age, diagnosis or ability to pay.

As a member of the NorthStar Care Community, we collaborate with other nonprofit providers, sharing a goal to continually provide unsurpassed care, guidance and quality of life for patients facing serious illness, which includes practicing the highest standards of hospice and palliative care. Collectively, we touch the lives of more than 5,000 patients and families last year.



**24/7 toll-free support 888.247.5701 | [www.hom.org](http://www.hom.org)**



*Hospice of Michigan is a recognized 501c3 charitable organization.*

## HOSPICE OF MICHIGAN OFFICES

### **Southeast Michigan**

Ann Arbor\*/Bloomfield Hills  
Clinton Township/Dearborn/Southfield

### **West Michigan**

Grand Rapids/Muskegon

### **Northwest Michigan**

Big Rapids\*\*/Cadillac/Ludington

### **Northern Michigan**

Alpena\*\*\*/Charlevoix/Gaylord/Traverse City

*\*Services provided by our affiliate, Arbor Hospice*

*\*\*A proud partner of Mecosta-Osceola United Way*

*\*\*\*A proud partner of United Way of Northeast Michigan*