

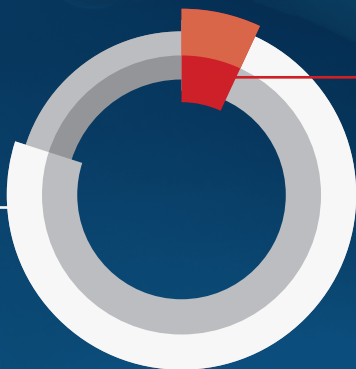


HealthCare Partners, mso

Starting the Hospice Care Conversation

Speaking with your patients about hospice can seem uncomfortable—
but it's a conversation they want to have:

80%
of people say that if seriously
ill, they would want to talk to
their doctor about wishes for
medical treatment toward the
end of their life



yet only
7%
report having had this
conversation with their doctor

DID YOU KNOW?

Once you have initiated the conversation with your patient, the HealthCare Partners Hospice team is here to answer questions and offer guidance for your patients and their care givers. HealthCare Partners can provide care, emotional support, education and coordination of benefits for your patients. We are here to offer new perspectives, hope and help to terminally ill members and their families.

Starting the Hospice Care Conversation & How the HCP Hospice Team Can Assist You

The greatest opportunity for optimizing hospice care is referring patients sooner by having the discussion with patients and family members earlier in the course of a serious illness. Here are some tips to getting the conversation started:

STEP 1

Setting

Establish an appropriate setting for the discussion, ensuring comfort and privacy for patient and family members.

- I'd like to talk with you about our overall goals for your care
- I'd like to discuss something I discuss with my patients who are in a situation similar to yours

STEP 2

Understanding

Engage the patient to talk about how he/she sees the current health situation.

- What do you understand about your current health condition?
- What do you understand from what the doctors have told you?

STEP 3

Expectations

Ask the patient to consider the future. Listen to his/her expectations and take the opportunity to clarify what is likely or unlikely to happen.

- What do you see for yourself in the future?
- Have you ever thought about how you want things to be if you become sicker?

STEP 4

Goals

Establishing goals, and introducing hospice as a way of achieving them, puts hospice care in the spectrum of other medical therapies and programs. Having goals expresses hope. Use your insight to structure the conversation.

- Check for reactions
- Ask questions
- Clarify misunderstandings

STEP 5

Emotions

Respond to emotions: patients and families may experience profound emotions when discussing hospice and considering end of life. Respond sympathetically and keep the conversation going.

- I can see this makes you sad
- Tell me more about how you are feeling
- You seem angry

STEP 6

Plan

Establish & implement a plan that is well articulated and understood. *The HealthCare Partners Palliative/Hospice team can provide more details to patients and families and make referrals as directed.*

- Do you feel comfortable with the plan we are putting in place?
- Make sure the key family members are satisfied with the treatment plan

If you would like more information and assistance, please contact the HealthCare Partners Hospice Team

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