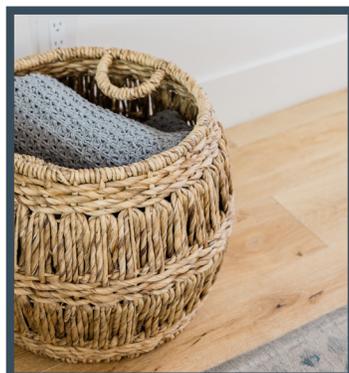
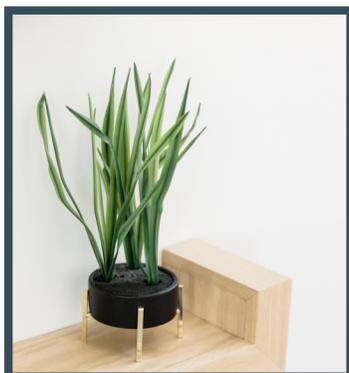
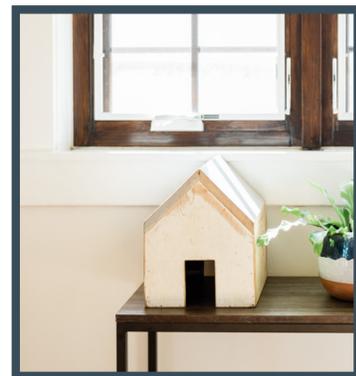
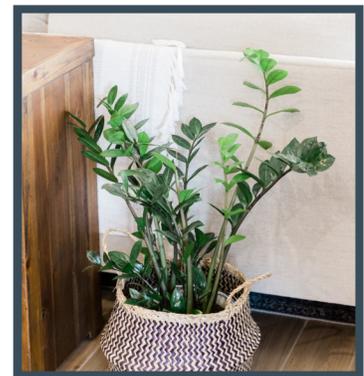
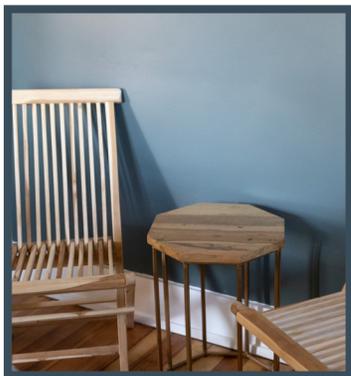


Choosing a Hospice Agency

These questions offer guidance for selecting the right hospice provider tailored to your unique needs. This list is not exhaustive, but it is meant to help start the conversation about what you want. Please add to this list as necessary.



Hospice Provider Contact Log

Use this page to keep track of hospice providers you contact and compare key details as you explore your options.

Hospice Agency: _____

Contact Name: _____

Phone Number: _____

Email Address: _____

Date(s) Contacted: _____

Summary / Key Impressions:

Hospice Agency: _____

Contact Name: _____

Phone Number: _____

Email Address: _____

Date(s) Contacted: _____

Summary / Key Impressions:

Hospice Provider Contact Log

Hospice Agency: _____

Contact Name: _____

Phone Number: _____

Email Address: _____

Date(s) Contacted: _____

Summary / Key Impressions:

Hospice Agency: _____

Contact Name: _____

Phone Number: _____

Email Address: _____

Date(s) Contacted: _____

Summary / Key Impressions:

Hospice Benefits

QUESTION	ANSWER / NOTES
Do you accept my insurance?	
Will hospice be covered 100% by insurance?	
What type of out-of-pocket expenses might I have?	
How long has this hospice been serving this community?	
Will they provide all of the medical equipment I will need?	
What is your agency's approach to ensuring patient safety and minimizing risks, such as infection control measures and staff training protocols?	
Will they provide support for a full range of end-of-life choices such as palliative sedation and VSED (voluntary stopping of eating and drinking)?	
What is your agency's history of patient and family satisfaction, along with any feedback systems or quality improvement efforts in place?	

notes

Services

QUESTION	ANSWER / NOTES
<p>What services and treatments are included? (Social workers, chaplains, aides, nurses, and volunteers are mandatory). Do they offer pet therapy, reiki, music therapy, occupational therapy, etc.?</p>	
<p>Do you only provide services in the patient's home, or do you have in-patient locations?</p>	
<p>How does your agency coordinate with hospitals, nursing homes, and community resources to ensure smooth transitions and continuity of care for patients moving between settings?</p>	
<p>Can you describe the availability of support services such as respite care, bereavement counseling, and 24/7 access to hospice staff for emergencies?</p>	
<p>What is your agency's procedure for handling complaints or grievances from patients and families, and how are they addressed to ensure timely resolution?</p>	
<p>Can I still see my regular doctor if I'm on hospice? If yes, how will the hospice team coordinate care with my doctor?</p>	

notes

Services

QUESTION	ANSWER / NOTES
How many patients are assigned to each nurse and aide?	
When we call with an urgent need, how long will it take for someone from the hospice team to respond?	
Will I consistently have the same nurse while on service with this agency?	
What other members of the hospice team will be visiting on a regular basis and how often will I see them?	
What happens if our family is not connecting well with a member of our assigned hospice team?	
What is the preferred process for communicating any questions or concerns I have about my care?	
What percentage of patients receive nursing visits in the final two days of life? (This number is not expected to be 100% but the higher the number, the better)	

notes

Services: Symptom Management

QUESTION	ANSWER / NOTES
How will the hospice team manage my pain or other symptoms that arise?	
Can I continue taking my current medications, and will insurance cover them?	
What if my symptoms become uncontrollable at home? Can I go to the hospital?	
If I go to the hospital, will I be discharged from hospice?	
How often will hospice staff evaluate pain control and symptom management with me, my family, and my caregivers?	
How does this agency manage wound care? What are the procedures for managing difficult wounds?	
How quickly does hospice respond to requests for additional pain medication/management? What is the process?	

notes

Services: Care Coordination / Communication

QUESTION	ANSWER / NOTES
<p>How will the hospice team keep me and my family informed about my condition? (This is especially important if there is a possibility the patient will reside in a facility at any point).</p>	
<p>How will my family and I be involved in making care decisions or changes being made to my plan of care?</p>	
<p>What are my options if I am able and want to travel during my hospice experience? Can I receive care while out of town? How is that coordinated?</p>	
<p>What is the process for authorizing the release of information to other people involved in my care outside of my healthcare agent, if I choose to do so?</p>	

notes

Caregiver Resources

QUESTION	ANSWER / NOTES
<p>What support services are provided by hospice for caregivers? What are our options if someone needs a break from providing care?</p>	
<p>What happens if care can no longer be provided at home?</p>	
<p>What happens if we are told by my facility that they do not contract with your hospice agency?</p>	
<p>Does your agency offer support groups for caregivers during the hospice journey?</p>	
<p>How will the hospice team emotionally support caregivers during the hospice experience?</p>	
<p>What specific support will caregivers receive after the death of the patient?</p>	
<p>How extensive is your volunteer program? What is the patient-to-volunteer ratio?</p>	

notes

Caregiver Resources

QUESTION	ANSWER / NOTES
<p>What type of assistance do your volunteers provide?</p>	
<p>How are your volunteers trained? In-person or online? What does their in-person training include? What type of continuing education are they offered annually?</p>	
<p>What is the process for being matched with a volunteer and how long does it take?</p>	
<p>Does your hospice employ or contract with end-of-life doulas to help supplement care for more time-consuming issues, like advance care planning, legacy planning, etc.?</p>	
<p>If you do not contract with end-of-life doulas and I need to hire my own, how do I ensure that they are included as a part of my care team?</p>	

notes

notes



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EDUCATION, PLANNING & SUPPORT FOR END-OF-LIFE



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