Keeping Your Fingers on the Pulse of the SPIRIT of Hospice

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The Definition of “Hospice”

- Hospice care is a type of care and philosophy of care that focuses on the palliation of a terminally ill or seriously ill patient’s pain and symptoms, and attending to their emotional and spiritual needs.

The Concept of Hospice

- The concept of hospice has been evolving since the 11th century. Then, and for centuries thereafter, hospices were places of hospitality for the sick, wounded, or dying, as well as those for travelers and pilgrims.

The Modern Concept of Hospice

- The modern concept of hospice includes palliative care for the incurably ill given in such institutions as hospitals or nursing homes, but also care provided to those who would rather spend their last months and days of life in their own homes.
- Its philosophy statement on hospice is that it “affirms life and neither hastens nor postpones death.”

The Foundation of Hospice as We Know It

- It began to emerge in the 17th century, but many of the foundational principles by which modern hospice services operate were pioneered in the 1950s by Dame Cicely Saunders.
- Within the United States the term is largely defined by the practices of the Medicare system and other health insurance providers, which make hospice care available, either in an inpatient facility or at the patient’s home, to patients with a terminal prognosis who are medically certified to have less than six months to live.

Hospice Around the World

- Outside the United States, the term hospice tends to be primarily associated with the particular buildings or institutions that specialize in such care (although so-called “hospice at home” services may also be available).
- Outside the United States such institutions may similarly provide care mostly in an end-of-life setting, but they may also be available for patients with other specific palliative care needs.
What Does “Holistic Care” Mean in Hospice?

- Hospice care also involves assistance for patients’ families to help them cope with what is happening and provide care and support to keep the patient at home.

What are the requirements?

HOSPICE LICENSING

An Agency Must be Licensed to Provide Hospice

- The Texas Department of Aging and Disability Services (DADS) licenses, certifies, and surveys home and community support services agencies (HCCSAs) for compliance with state and federal laws and regulations.

- Through these regulatory activities, DADS protects Texas citizens receiving home health, hospice, and personal assistance services.

- HCCSAs must be licensed to operate in Texas.

Hospice According to DADS

- Hospice is a program of palliative care consisting of medical, social, and support services to terminally ill patients, when curative treatment is no longer possible.

To Become Licensed, An Agency Must:

- Complete the pre-survey computer-based training
- Properly complete the license application
- Include all required documents,
- Pay the required license fee and
- Be approved by DADS.
How DADS Defines “Home Health”

• Home and community support services agencies (HCSSAs) provide services such as:
  • Nursing
  • Physical, occupational, speech, respiratory or intravenous therapy
  • Social Services
  • Dialysis
  • Personal assistance services
  • Nutritional counseling
  • Terminal and palliative care (through hospice agencies)
  to individuals in a residence or independent living environment.

The Confusion of Terms

The Difference Between “Hospice” and “Hospice Like” Care

Hospice Care
Palliative Care
Home Care

Ethical “Principals” of Providing Hospice Care

➢ The issue is that in order to provide “true” Hospice Care, you must have a moral, ethical and advocacy element to the way you provide care

➢ That is not evaluated in your surveys

What is a Patient Advocate?

➢ An individual patient advocate typically acts as liaison between a patient and their health care provider.

➢ Why is Patient Advocacy so difficult? No one wants to be the “adversary” on the team.

➢ Pt advocates tend to become “absorbed” by their role.

The Code of Ethics is intended to serve as a guideline to agencies in the following areas...

NATIONAL ASSOCIATION FOR HOMECARE AND HOSPICE CODE OF ETHICS

✓ Patient Rights and Responsibilities
✓ Relationships to Other Provider Agencies
✓ Responsibility to the National Association for Home Care
✓ Fiscal Responsibilities
✓ Marketing and Public Relations
✓ Personnel
✓ Legislative
✓ Hearing Process
How Do You Maintain a Balance?

- First we have to recognize that our lives are not “ordinary”
- Other professions, police, fire, hospitals, require on-call time
- We can not “schedule” when a patient is going to die
- We often feel guilty when not there for the “conclusion” with a patient or family

Potential Hazards of Stress in the Health Care Field

- Working in the field of healthcare often requires coping with some of the most stressful situations found in any workplace. Healthcare workers must deal with life-threatening injuries and illnesses complicated by overwork, understaffing, tight schedules, paperwork, intricate or malfunctioning equipment, complex hierarchies of authority and skills, dependent and demanding patients, and patient deaths; all of these contribute to stress.

The Effects of Stress on Our Health

- Work related stress has been associated with loss of appetite, ulcers, mental disorder, migraines, difficulty in sleeping, emotional instability, disruption of social and family life, and the increased use of cigarettes, alcohol, and drugs.

Stress in the Work Place

- Stress can also affect worker attitudes and behavior. Some frequently reported consequences of stress among healthcare workers are difficulties in:
  - communicating with very ill patients,
  - maintaining pleasant relations with coworkers
  - judging the seriousness of a potential emergency.

Possible Stress Related Solutions

- Educate employees and management about job stress.
- Address work related stressors, such as inadequate work space, unreasonable work load, lack of readily available resources, inadequate and unsafe equipment.
- Establish regular staff meetings and discussion to communicate feelings, gain support, and share innovative ideas.
- Establish stress management programs.
- Provide readily available counseling from a nonjudgmental source.
- Provide flexibility and innovation by supervisors to create alternative job arrangements.
- Provide adequate staffing.

Solutions continued...

- Provide reasonable shift schedules for house staff to allow adequate time for sleep each day.
- Provide group therapy for staff with particularly difficult professional problems such as dealing with cancer patients, chronic illness, and deaths.
- Provide an organized and efficient work environment.
- Recognize and take action on legitimate complaints regarding overbearing physicians and supervisors.
- The use of individual approaches such as relaxation exercises and biofeedback to relieve symptoms of stress until the sources are identified and evaluated.
- Provide frequent in-service educational sessions and other opportunities to improve skills and confidence.
- Provide more flexibility and worker participation in scheduling (possibly a 10 hr, 4-day workweek).
And even more solutions...

- Provide scheduled rotation of unit assignments.
- Establish programs to address workplace stress, such as: Employee Assistance Programs (EAP), or Organizational Change Programs.
- An employee assistance program (EAP) can improve the ability of workers to cope with difficult work situations. Stress management programs teach workers about the nature and causes of stress, the effects of stress on health, and personal skills to reduce stress—such as, time management or relaxation exercises.
- EAPs also provide individual counseling for employees for both work and personal problems.

Organizational Change Programs

- This is done by bringing in a consultant to recommend ways to improve working conditions. This approach is the most direct way to reduce stress at work. It involves the identification of stressful aspects of work (e.g., excessive workload, conflicting expectations) and the design of strategies to reduce or eliminate the identified stressors. Some strategies include:
  - Ensure that the workload is in line with workers’ capabilities and resources.
  - Design jobs to provide meaning, stimulation, and opportunities for workers to use their skills.
  - Clearly define workers’ roles and responsibilities.
  - Give workers opportunities to participate in decisions and actions affecting their jobs.

WE must Remember How to Build a Foundation Before We Build an Organization

- It is important we identify, maintain and practice the fundamentals of hospice in our every day practice if we expect hospice as we know it to survive in the global market place.

The Paradigm Shift

- It isn’t about “them” as much as it is about “us”.

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