California Hospice and Palliative Care Association | (CHAPCA)

- Who we are.
- A hospice journey.
- What is hospice care.
- Choosing a hospice.

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California Hospice and Palliative Care Association. (CHAPCA)

• CHAPCA is recognized by the IRS as a 501-(c) 3. As such, CHAPCA has a focus of service to California Patients, Families and Medical community.

• CHAPCA serves the community through advocacy, Information, community education. CHAPCA works to improve access to high quality hospice and palliative care service.

• CHAPCA serves provider members through education, work with state regulators and advocacy.

• CHAPCA is governed by an 11-member board.
Anna's Hospice Journey
What is Hospice Care?

What does hospice care focus on?

• Hospice care focuses on the pain, symptoms, and stress of serious illness during the terminal phase. The terminal phase is defined by Medicare as an individual with a life expectancy of 6-months or less if the disease runs its natural course.

• This care is provided by an interdisciplinary team who provides care encompassing the individual patient and their family’s holistic needs.
What is Hospice Care?

Who can receive hospice care?
- Any individual with a serious illness measured in months not years.
- Hospice enrollment requires the individual has a terminal prognosis.
What is Hospice Care?

Can a hospice patient continue to receive curative treatments?

• The goal of hospice is to provide comfort through pain and symptom management, psychosocial and spiritual support because curative treatment modalities are no longer beneficial.

• Hospice should be considered at the point when the burden of any given curative treatment modalities outweighs the benefit coupled with prognosis. Other factors to consider and discuss, based on individual patient situations, are treatment modalities that no longer provide benefit due to a loss of efficacy.
What is Hospice Care?

What services are provided in hospice care?

• Pain and symptom management, 24-hour on-call service, in-person visits, medical equipment, related medications, inpatient care, continuous care in the home, respite care, volunteer services, spiritual care, bereavement and counseling services.

• There are four levels of care that can be provided to patients per CMS regulations (routine, inpatient, continuous, and respite care).
What is Hospice Care?

Where is hospice care provided?

• Hospice care can be provided in most care settings.
• Home
• Hospice facility
• Skilled Nursing Facility
• Long-term Care Facility
• Assisted Living Facility
• Hospital (inpatient levels of care only)
• Group Home
What is Hospice Care?

Who provides hospice care?

• Hospice care is provided by an interdisciplinary team that is led by a physician and includes nurses, social workers, chaplains, volunteers, hospice aides, therapy disciplines and others.
• These services are performed in collaboration with the attending physician.
What is Hospice Care?

Who provides hospice care?

- State licensed and/or Medicare-certified hospice providers.
- Non-Medicare certified hospice providers.
- Veteran Affairs hospice.
What is Hospice Care?

Who pays for hospice care?
- Medicare hospice benefit
- Medi-Cal hospice benefit
- Private Commercial | HMO | PPO |
What is Hospice Care?

When should we/I start to think or ask about hospice Care?

• TODAY!
• Making your wishes known.
• Advanced care planning.
  • Advanced directives
  • Living wills
  • Do not resuscitate (DNR)
  • Do not intubate (DNI)
Choosing a Hospice

Consider what’s important to you or your loved one.

• Overall hospice program, have the hospice tell you about them.
• Does the hospice accept my insurance? What services and treatments will be covered?
• How long has the hospice been serving patients?
• Where are hospice services provided?
• Will the hospice provide a hospital bed and other medical equipment I might need?
Choosing a Hospice

Hospice's availability to me and my loved one

• Will I have the same hospice nurse? What other members of the hospice team might I see, and how often will I see them?
• How many patients are assigned to each hospice nurse?
• Does the hospice have help after business hours?
  • Nights? Weekends? Holidays?
• When I call with an urgent need, how long will it take for someone from the hospice team to respond?
Choosing a Hospice

How will the hospice take care of my symptoms?

• How will the hospice team manage my pain or other symptoms that arise?
• Can I take my current medications?
• What if my symptoms become uncontrollable at home? Can I go to the hospital?
Choosing a Hospice

How will the hospice communicate coordinate and educate?

• How will the hospice team keep me and my family informed about my condition?
• Will my family and I be involved in making care decisions?
• How do I communicate any questions or concerns I have about my care?
• Can I still see my regular doctor if I am on hospice? If yes, how will the hospice team coordinate care with my doctor?
• How will the hospice team prepare me and my family for what to expect?
Choosing a Hospice

Caregiver resources

• What support services are offered by the hospice?
• What are our options if we need a break from providing care?
• What if we cannot take care of our loved one at home?
• How will the hospice team support us emotionally through the grieving process?
Medicare Beneficiary Identifiers (MBIs)  
New Medicare Cards!

• Personal identity theft affects a large and growing number of seniors. People age 65 or older are increasingly the victims of this type of crime. This is why the Centers for Medicare & Medicaid Services (CMS) is readying a fraud prevention initiative that removes Social Security Numbers from Medicare cards. Our aim is to help combat identity theft and safeguard taxpayer dollars.

Help fight Medicare fraud

• Con artists may try to get your Medicare Number or personal information so they can steal your identity and commit Medicare fraud. Medicare fraud results in higher health care costs and taxes for everyone.

• **Protect yourself from Medicare fraud.** Guard your Medicare card like it’s a credit card. Remember:
  • Medicare will never contact you for your Medicare Number or other personal information unless you’ve given them permission in advance.
  • Medicare will never call you to sell you anything.
  • You may get calls from people promising you things if you give them a Medicare Number. Don’t do it.
  • Medicare will never visit you at your home.
  • Medicare can’t enroll you over the phone unless you called first.

CHAPCA is here to help.

Questions?

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