

## CHOOSING A QUALITY HOSPICE



a community-based non-profit agency



305 Carpenter Road, Fort Collins, CO 80525  
(970) 663-3500 Phone • (970) 663-1180 Fax

1455 Main Street, Suite 140, Windsor, CO 80550  
(970) 674-9988 Phone • (970) 674-9966 Fax

2000 N. Boise Avenue, Loveland, CO 80538  
(970) 593-6062 Phone (at McKee Medical Center)

Greeley (970) 356-4090 Phone

[www.pathways-care.org](http://www.pathways-care.org)



## A CHECKLIST TO FIND THE RIGHT ONE FOR YOU OR YOUR LOVED ONE

If you or your loved one has an advanced illness and could benefit from hospice care, it is very important that you choose the hospice that is best able to meet your needs. Similar to choosing a physician, hospital or skilled nursing facility, you will want to be knowledgeable and thoughtful in selecting the appropriate organization to provide this critical service for you and your family.

With the expansion of hospice service providers in Northern Colorado, you have a choice of agencies and companies. All hospices are required by Medicare to provide medications, medical supplies, and basic services (RNs with physician oversight, Social Workers, spiritual and grief support services). However, there may be significant variations between hospices and the type of supplemental services provided and quality of care. Pathways Hospice values the use of supplemental services and uses CNAs/hospice aides, volunteers, music and art therapy in care planning and coordination of care to best meet the needs of our patients and families.

Consider this checklist as a guide to make an informed decision for you and your loved one.

## CERTIFICATION AND COMMITMENT TO QUALITY

### Is the hospice Medicare certified?

In order to be Medicare certified, the hospice must meet federal and state requirements setup by the Centers for Medicare and Medicaid Services (CMS).

Pathways Hospice is a Medicare certified hospice and is attentive to federal and state requirements for provision of care. Pathways Hospice can provide services at home, in collaboration with Assisted Living Facilities or Skilled Nursing Facilities or at the Pathways Inpatient Care Center as appropriate to patient and family care needs.

### What accreditations, certifications, or licensures does the program have? Are they a member of the National Hospice and Palliative Care Organization (NHPCO) and/or the Hospice and Palliative Care Association of the Rockies?

Certifications substantiate an organization's involvement and expertise; Pathways Hospice is Medicare certified and actively involved in many healthcare and community initiatives (see back panel for more information).

### How does the program monitor and improve its quality of care?

Pathways Hospice has a robust Quality Assessment and Performance Improvement program to ensure the highest quality of care and consistently receives exceptionally positive feedback from families.

### What types of programs are offered for those with possible special needs (for persons with dementia, for veterans, for Spanish-only speakers, for children...)?

Pathways Hospice is designated by the Alzheimer's Association as "A Leader in Dementia Care". Pathways is also designated by the National Hospice and Palliative Care Organization as a provider with "We Honor Veterans" designation. Pathways provides pediatric hospice services with specially trained and passionate staff to address the unique needs of pediatric patients and their families. Interpretative services are provided by bi-lingual staff and interpreters as needed and appropriate.



## COMPETENT CARE AND PROFICIENCY

**How many years has the agency been providing hospice services in your area? Is the hospice a non-profit agency or a for-profit company? The orientation and level of community support may be quite different.**

Established in 1978 by a group of local nurses, we are a non-profit, community-based agency providing exceptional medical and comfort care in the last months of life and community-wide grief support for residents of Larimer and Weld Counties. Many of our staff members have completed the hospice and palliative care certification which designates more education and skills related to end of life.

**What is the primary focus and expertise of the organization offering hospice and palliative care? Is it hospice care or other related services such as skilled nursing facilities, medical equipment or home health?**

Pathways provides hospice and palliative services as well as counseling support for individual dealing with serious illness or grief. Pathways also participates in the state sponsored program Children with Life Limiting Illness for respite and therapy options for children and their families. Pathways collaborates with nursing facilities in Larimer and Weld counties to provide optimal comfort for patients in end of life.



**Is there a full-time Medical Director?**

Pathways employees a full time Medical Director that is ACTIVELY involved in overseeing patient care in collaboration with the individual's primary care physician.

**Is there a dedicated in-patient center where acute symptoms can be managed or short-term respite (relief) care can be provided for family caregivers?**

Care teams provide the most comprehensive, compassionate hospice and palliative care available. Pathways is commitment to the competency and education of all of our staff in every setting — and additional in-patient support is available for acute symptom management at the Pathways Hospice Care Center.

## SUPPORT FOR SERIOUS ILLNESS: PALLIATIVE CARE

**What palliative services are offered? Who provides the services? Is the physician Board Certified in Hospice and Palliative Medicine? Who can receive this care?**

Through the direction of our Medical Director, the Nurse Practitioners and Licensed Clinical Social Workers at Pathways Palliative Care provide emotional support, connection to other needed services, and pain and symptom management. Individuals desiring this assistance should ask their physician for a referral to Pathways Palliative Care. Anyone with a chronic illness requiring symptom management or guidance with goals of care is appropriate for palliative care.

**Can I continue my current treatments and relationships with my doctor? Does insurance cover the cost of palliative services?**

Palliative care is an enhancement to current treatments in collaboration with an individual's primary care physician. Palliative care is a Medicare benefit, and is considered a specialty consult. Please inquire for more information due to the personalized nature of this service.

## FAMILY-CENTERED CARE

**Is staff available for on-call support 7 days a week, including spiritual caregivers or Social Workers?**

Your hospice and palliative care needs are the focus and specialty of our agency; on-call support is available 7 days a week.

**Are grief support groups and counseling offered for family members, including children? Are there ongoing counseling services available? If so, are these services provided at an additional cost? Where do they meet?**

Pathways Hospice offers many types of counseling services to support those with serious illness and their families. Pathways for Grief and Loss, our nationally-acclaimed counseling center, offers individual counseling, support groups, and education and is the premier provider of this type of service in Northern Colorado. Our Grief and Loss staff would be very willing to discuss options for counseling payment including Medicare, Medicaid, commercial insurance or sliding scale self-pay.

**What types of special programs are available, such as veteran recognition, art, music and other therapies and services either by a professional or a trained volunteer?**

Pathways Hospice offers individualized care that is unique to each situation and preferences. Pathways provides services to our Veterans in recognition for their service to our country including Veteran Recognition services, support with access to Veteran benefits and access to Veteran volunteers that provide unique and meaningful interactions through shared experience related to their service. Music and art therapy sessions are available upon request and individualized to meet patient and family needs throughout the end of life journey.