

Philosophy and management of a Hospice

A . Introduction

Good afternoon. My name is Jolanda Timmermans. Care manager at Avoord. I'm pleased to tell you about the philosophy and care about a Hospice.

First I like to do an explanation of the care-centers Avoord, followed by the Vision and Mission Avoord and the Hospice, in the last part I tell about the care and management in our Hospice.

Avoord Zorg en Wonen; (Avoord care and living) vision and Mission

Avoord is a care-organization with 7 locations. The residents can receive customized care. From small to high complexity. We also provide care to dementia sufferers, rehabilitation services and palliative care. We give care to patients at home, and collaborate with physicians, hospitals and other healthcare organizations to improve the quality of care as high as possible.

The Vision of Avoord is;

Independence, freedom and privacy. These are the 3 main elements. We encourage the independence of our clients, as long as possible. We make sure they can continue to make decisions, and that independence can be preserved, in this way they are still able to lead and control their own lives. Because our clients are taking their own decisions, they live more confident and responsible, they deal with the choices they make. They stay and remain the center of their own lives. We also provide our clients privacy, not only the confidential handling of personal data, but also space for the client.

The Mission of Avoord is;

Care as you wish, supervise your own care

Hospice Avoord; Vision and mission

Looking at the Vision and Mission at Avoord, the Vision and Mission Hospice is not different.

Freedom of choices, independence, Privacy. Your own management, Your own decision. Especially in the last days of your life, this is extremely important!

B. What is hospice care?

In 1967, Dame Cicely Saunders first used the term "hospice" to describe specialized care for dying patients. Today, hospice care provides humane care for people in the last phases of incurable disease so that they may live as fully and comfortably as possible.

Hospice is a philosophy of care. The hospice philosophy or viewpoint accepts death as the final stage of life. The goal of hospice is to help patients live their last days as alert and pain-free as possible. Hospice care tries to manage symptoms so that a person's last days may be spent with dignity and quality, surrounded by their loved ones. Hospice care treats the person rather than the disease; it focuses on quality rather than length of life. Hospice care is family-centered -- it includes the patient and the family in making decisions.

This care is planned to cover 24 hours a day, 7 days a week. Hospice care can be given in the patient's home, a hospital, nursing home, or hospice facility. Most hospice care in the Netherlands is given in the home, with family members or friends serving as the main hands-on caregivers. Because of this, a patient getting home hospice care must have a caregiver in the home with them 24 hours a day. This is not always possible. Avoord is building a Hospice center to give hospice care to the patient AND the family, surrounded by specialized nurses.

Hospice care is used when they can no longer be helped by curative treatment, and they are expected to live about 3 months or less if the illness runs its usual course. Hospice gives them *palliative care*, which is treatment to help relieve disease-related symptoms, but not cure the disease; its main purpose is to improve your quality of life. The patient, family, medical and nursing team, decide together when hospice care should begin.

One of the problems with hospice is that it is often not started soon enough. Sometimes the doctor, patient, or family member will resist hospice because he or she thinks it means there're "giving up", or that there's no hope. This is not true. If they get better or the cancer goes into remission, they can be taken out of the hospice program and go into active cancer treatment. They can go back to hospice care later, if needed. But the hope that hospice brings is the hope of a quality life, making the best of each day during the last stages of advanced illness.

C. The main care in our Hospice

Personal Attention

All Terminal patients needs personal and warm attention.It is essential that caregivers are open to contact, and they pay attention to someone's pain, fear and other emotions.The needs of a patient should be traced. In addition, health care providers by showing interest in life , the patient is a person of importance.Relatives are often grateful and reassured when they see that the patient receives personal attention.

Comfort attention

Essential for patients and relatives is that health professionals pay attention to their comfort .This may mean that health after consultation with the patient refrain from unpleasant treatments and examinations that are not immediately necessary. It is also often measured as the nurse has an eye for tools and equipment to small details, such as a trash can is too far away.

Respect for autonomy

the patient wants to be taken serious, and control their own life and their own body. For example, patients often want to control who comes to visit, with whom they talk about emotions, , business rules surrounding the dying process, taking care of their own medication.Respect for the autonomy of the patient helps them to make decisions of their own.

Respect for dignity

Attention to patient dignity means that caregivers pay attention to the fact that even for the terminally the illness can be difficult when independence get less. For example; if they are no longer able to wash themselves, or to go to the toilet.Attention to dignity also means that caregivers patients indicate that they do not mind the extra help the can give.

Emotional care

Patients and their families often have to deal with strong emotions like anger, sadness, grief and fear. Patients are committed to openness and honesty and an encouraging and stimulating approach.In addition to support to family and friends the professionals can assist them.

The need to talk about the approaching end, and the emotions, varies from each patient.Some patients and relatives do not want to talk about their emotions; it confronts them with the impending death. Sometimes this is because they want to save grief to counselors or family members. Familiarity with the caregiver is needed

Spiritual care and religion

many patients and families need to converse with a spiritual counselor. Individual values and philosophical beliefs give direction to support what kind of spiritual care they need.Pray together and rituals can sometimes help patients and families to experience peace and to say goodbye.

D. Management

Personal attention and high professional care is most important in a hospice. Not only specialized nurses can give that care. They are assisted by volunteers. The volunteers can give that extra attention is required.

In the Netherlands, The budget that is given by the government is not sufficient. So, creative management is needed.

Each patient receives a terminal care intensity package. Each package has its budget. Approximately 80% of that package is adequate for the health care delivery. That includes medical care, nurse care and hospitality. However; it is not enough. Exploitation of a Hospice needs more money. Creativity is needed to operate the hospice.

Therefore I am looking for sponsors and funds. So we can provide that extra.

The wellness room with a warm analgesic bath.

The massage-chair.

The nice room, with a TV and relaxing music.

It's a challenge. It's a beautiful challenge.

I care..... We care

Thank you for your attention