

# Timing Matters



**Uplifted**

— CARE —

REDEFINING HOSPICE CARE

**More Time, More Memories: Our Care  
Helps Families Stay Together Longer.**

*Each year, over 100 of our patients benefit from early hospice care, extending their time with family and loved ones by six months or more.*



## The Importance of the Hospice Conversation

Our mission is to encourage and empower medical providers to initiate conversations about hospice care earlier. More Time, More Memories: Our care helps families stay together longer.

Every year, over 100 of our patients benefit from early hospice care, extending their time with family and loved ones by six months or more.

### TA Journal of Clinical Oncology study on late referral to hospice care reports:

Families who reported they received referrals to hospice too late were significantly less likely to have end-of-life-care discussions with their physicians (55%) compared to those who thought the referral time was appropriate (79%).

### Of the families who did not have such conversations, the factors that determined the timing of palliative care referrals included:

- *Unwillingness on the part of the family (14%)*
- *Unwillingness on the part of the patient (18%)*
- *Unwillingness or struggle to have the conversation on the part of the physician (57%)*

## Having the Conversation

Families who reported late or very late referrals were more likely to report feeling unprepared for changes in the patient's condition as he or she neared the end of life. The best approach is to discuss the hospice option as early in the disease process as possible.

- *Allow plenty of time.*
- *Meet in a quiet room free of distractions.*
- *Start by asking the patient and family about their understanding of the patient's medical condition.*
- *If they understand the condition is not curable, move the conversation forward with phrases such as, "We are in a different place now. Tell me about what is important to you, now?"*
- *Restate your understanding: What I hear you saying is that you want to be comfortable, feel good enough to spend time with your grandchildren when they visit, enjoy time with your daughter...*
- *Reflect on a recent circumstance. "That last stay in the hospital seemed hard on you, and I think there is a way to avoid it in the future.*
- *Recommend that it might be good to consider a care plan based on their goals.*
- *End the conversation by gently offering the opportunity for them to gain more information.*

When it comes time to consider that comfort care may be the best option, let us help. Our compassionately trained team members can assist by continuing the conversation you've initiated with your patient and their family. We approach each patient's unique situation with an individualized and integrated plan of care to best fit their needs.

**Referrals are available 24 hours a day, seven days a week, 365 days a year.**

**815.939.4141**