Hospice Care – A Case Study

When someone chooses Hospice by the Bay, our team of compassionate professionals responds. This is what Susan discovered when she called us on behalf of her sister, Ellen, who was living with advanced heart disease.

Our Primary Nurse visited Ellen along with Susan who is the primary caregiver. By following Ellen’s expressed goals, a care plan was put in place that ensured her comfort and safety.

Being a widow, Ellen was concerned for the emotional welfare of her five children. Our Social Worker provided help with final arrangements, a referral for legal assistance, counseling referrals for her children, and a respite care plan that was put in place to give Susan a needed break.

A trained Direct Care Volunteer visited regularly to run errands and even helped Ellen make scrapbooks of photos that she wanted to leave for her children.

Soon after the call, our Admission Nurse visited Ellen and listened to what her most pressing needs were and answered questions she and Susan had about hospice services.

Our Medical Director certified Ellen’s eligibility to receive hospice care and worked with her primary physician and our Primary Nurse to immediately address the pain and anxiety she was experiencing.

Dr. Alan Margolin and Dr. Margaret “Molly” Bourne, two of Hospice by the Bay’s Medical Directors

Our Home Health Aide came two to three times a week to assist Ellen with bathing and dressing, and to train Susan on how to reposition Ellen in bed so she would remain comfortable.

When Ellen’s pain unexpectedly escalated on a Sunday, a worried Susan called Hospice by the Bay and reached a Resource Nurse who accessed Ellen’s medical information and instructed Susan on how to bring Ellen’s pain under control.

One day Ellen confided to the home health aide that she was feeling sad about her life and questioned her worth as a mother. The aide told Ellen that if she thought that a visit from an Interfaith Spiritual Support Counselor might be helpful, all she needed to do was let Hospice know and it could be arranged.

With her pain and anxiety under control and her medical condition stabilized, Ellen was feeling calmer and more at peace. She shared with Susan that she was feeling comforted knowing that her children had the support of Hospice by the Bay and a Grief Counselor would continue to support them through the inevitable loss of their mother.

Ellen’s story is just one example of the thousands of patients that we take care of every year – we strive to meet their unique needs and are honored to bring our very best to every patient.