



# Choosing a Quality Hospice

## Is the hospice Medicare Certified?

- ✓ Family Hospice is Medicare certified.

## Has the hospice been surveyed by a state or federal oversight agency in the last 5 years?

- ✓ Family Hospice participates in regularly scheduled surveys.

## Is the hospice a member of NHPCO?

- ✓ Family Hospice is an NHPCO Quality Member and complies with all NHPCO standards.

## Is the hospice accredited by a national organization?

- ✓ Family Hospice has been accredited by The Joint Commission since 2001.



## Does the hospice conduct a family evaluation survey?

- ✓ Family Hospice asks family members to complete a survey after the death of their loved one.

## Does the hospice own or operate a care facility to provide home-like hospice care?

- ✓ Family Hospice has two inpatient hospice centers, in Mt. Lebanon and Lawrenceville.

## Are clinical staff certified or credentialed in hospice and palliative care?

- ✓ All Family Hospice team physicians are certified in hospice and palliative care.

## Will staff come to the home if there is a crisis at any time of the day, night, or weekend?

- ✓ Family Hospice is just a phone call away, 24/7.

## Is the hospice a *We Honor Veterans* partner?

- ✓ Family Hospice is a *We Honor Veterans* partner and recognizes the unique needs of veterans and their families.



## What services do volunteers offer?

- ✓ Family Hospice has more than 150 active patient volunteers who perform countless duties including pet therapy, companionship and respite for caregivers.

## If I need to go to a hospital or nursing home, which are/not affiliated with the hospice?

- ✓ Family Hospice has contracts in place with every major Western PA hospital and more than 70 skilled nursing facilities.

## What “extra” services are offered?

- ✓ Innovative Caregiver Training Program
- ✓ First PA hospice to offer Pet Peace of Mind Program
- ✓ Free care provided to those who qualify
- ✓ Camp Healing Hearts and Triumph Over Loss for grieving children, teenagers and their caregivers
- ✓ Candlelight Companion Vigil Program

## How long has the hospice served the area?

- ✓ Family Hospice has served Western Pennsylvania since 1980.

## How many patients at a time are assigned to each hospice staff member?

- ✓ Family Hospice aligns with the national average of 12 patients per nurse case manager.

## What screening and training do volunteers receive?

- ✓ Volunteers are screened to find duties and activities that match their talents and abilities. Patient volunteers receive 8 hrs. free training, are screened for TB, and undergo background checks.

## How quickly can staff begin the admission process?

- ✓ Family Hospice responds to all requests for admission within two hours. Family Hospice staff are on call 24/7 for admissions.

## What is the hospice’s governance structure?

- ✓ Family Hospice is community-based and non-profit, governed by a volunteer board of directors.