

Where Do We Provide Care?

Great Lakes Caring provides care wherever our patients call home. We provide care to patients in the setting most appropriate for them including:

- In their home
- In nursing care facilities
- During in-patient hospitalizations
- In assisted living facilities

When Should You Refer to Great Lakes Caring Hospice?

We suggest that referrals to Great Lakes Caring Hospice be made as early in the terminal phase as possible. This provides the patient, caregivers and family the opportunity to meet the final phase of life with quality, love and dignity.

They will also have more opportunity to work with the care team on:

- Symptom management
- Financial and personal arrangements
- Grief

Great Lakes Caring admits patients without regard to race, color, national origin, handicap or age. Our admission criteria does not deny admission or services to people with communicable diseases including, but not limited to HIV, MRSA, and Hepatitis B unless the state health department has concurred in the decision on a case-by-case basis.



Angels in Your Home



The singular mission of Great Lakes Caring is to provide superior quality care in the comfort, security and privacy – wherever you call home. Serving the Midwest since 1994.

Great Lakes Caring is improving the standard of home health and hospice care—and has received numerous awards: Inc. 5000, Michigan Award of Excellence for Improving Care in the Home Health Setting, Ernst & Young Entrepreneur of the Year for West Michigan, Michigan Small Business Person of the Year Award, National Home Care 100, Home Health Quality Improvement National Campaign participant, Detroit Free Press Top Work Place, Corp! Salute to Diversity –Winner, and select divisions of Great Lakes Caring are nationally accredited by ACHC. Please see our website for more information on accreditation.

Insured and bonded. Rigorous employee criminal history and prior employment background checks are performed for your protection.



Michigan 800.311.5365
Michigan Fax 800.451.6524

Indiana 866.437.7770
Indiana Fax 877.395.0055

Ohio 888.260.9835
Ohio Fax 877.560.7449

GreatLakesCaring.com

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An Educational Guide to Hospice



What is Hospice?

Hospice describes the care provided to terminally ill patients, their families, and caregivers wherever the patient calls home. Patients are allowed the opportunity to make their own decisions about how and where they wish to live the remainder of their life while continuing to receive a superior level of care.

Hospice care addresses the physical, emotional, social and spiritual needs of the terminally ill patient who is in need of compassionate care and assistance with daily activities. Hospice provides a patient with pain control, symptom management, end-of-life support and medical care. It allows them to remain in a familiar surrounding, living life to the fullest extent possible with a sense of quality, worth and dignity.

Spiritual care, bereavement and grief counseling services are provided to the family during the terminal illness and for 13 months thereafter.

Who are Hospice Patients?

Hospice patients are individuals who are terminally ill with a limited life expectancy. When prolonging treatments are no longer appropriate, Great Lakes Caring can work with a physician or residential nursing care provider to determine if hospice is the right choice.

Patient eligibility is based upon the following:

- The patient is diagnosed with a terminal illness
- The patient's prognosis is limited to six months
- The patient refuses or is not eligible for life prolonging care for the terminal illness
- The patient and family will participate in the plan of care
- The patient lives in the service area



A part of the Great Lakes Caring family.



Why Choose Great Lakes Caring Hospice?

- Medicare-licensed hospice providing superior quality care and support services
- Informational evaluation by our nurse to determine patient and family needs
- Comprehensive plan of care developed by our nurse case manager in coordination with the patient's primary care physician and Great Lakes Caring Hospice physician
- The patient and his or her family are involved in the decision making process which results in a plan of care
- All nurse case managers are supported by office-based nurse clinical supervisors
- In Touch massage, In Tune music, aroma, art and pet therapy programs provided in addition to traditional hospice services*
- Volunteer services provide special support for patients and their family
- Unique transition program ensures continuity of care when transitioning between home health care and hospice care
- Continuous 24-hour care is provided when patient or family caregiver encounters a crisis situation related to the terminal illness
- Registered nurse is available 24 hours a day, 7 days a week, waiting for your call



- Satisfaction surveys performed multiple times throughout course of care, not just after termination of services
- Personalized modifications in the daily plan of care are initiated, as requested by the patient or their family, to improve ongoing quality of service
- All staff required to complete on-going educational training on a regular basis
- Competency evaluations completed on all care providers at predetermined intervals
- Prospective employees must pass multi-level background checks prior to employment
- Industry leader in the application of technology to improve the quality of patient care
- Nurses and therapists have bedside access to all medical records and information via mobile devices
- Professional coordination of health care benefits

** Services available vary by location.*



Who Pays for Hospice?

Hospice services may be reimbursable through Medicare, Medicaid and private insurance. Some insurance policies may not cover hospice services unless certain conditions are met. If the insurance company does not cover the services needed, or the patients are uninsured, they may still obtain hospice care through private pay or alternative funding sources.

A patient may qualify for hospice benefits under Medicare if they:

- Are under the care of a physician
- Are diagnosed with a terminal illness
- Elect the hospice benefit in place of traditional health care services

Is Hospice Available to Me?

Individuals or their families are invited to call Great Lakes Caring Hospice to schedule an informational evaluation to assess needs and potential appropriateness of hospice services.

Patients in a hospital or skilled nursing facility **must request Great Lakes Caring Hospice** to avoid being discharged to another hospice care provider who may not offer the same services or ancillary care provided by Great Lakes Caring Hospice.

