



Hospice Employee Orientation and Training
Module 1 – Hospice Background
Handout #2

HOSPICE GLOSSARY

Accreditation -- A rigorous process that examines various components of hospice operations and clinical practice. The achievement of accreditation designates that the organization has gone through the an accreditation process and meets predetermined standards as measured by on-site nurses and other survey team “visitors”.

Advance Directive -- An instruction such as a power of attorney for health care, a directive pursuant to patient self-determination initiatives, a living will, or an oral directive which either states a person’s choices for medical treatment or, in the event the person is unable to make treatment choices, designates who shall make those decisions.

Artificial nutrition and/or hydration -- Providing nourishment or fluids mechanically, or other than by mouth such as by nasal-gastric tube, gastrostomy tube or intravenously. All such methods are viewed as medical treatments and may be withheld or withdrawn at the request of a patient or the patient’s legal representative.

Assessment -- Procedures by which strengths, weaknesses, problems, and needs are identified and addressed.

Assisted Suicide -- Helping another person to commit suicide, i.e. by prescribing or procuring a lethal dose of medication with an understanding that the person intends to use it to commit suicide. Assisted suicide becomes *euthanasia* when someone other than the patient actually administers the lethal dose with the intent of causing death (see also, **Euthanasia**).

Autonomy -- Respect for patients as individuals who are capable of making their own choices about health care and lifestyle options.

Bereavement -- It is the emotional state that results from the loss of a loved one. The expression of suffering is defined within a cultural context and is influenced by a number of variables. In hospice, there is a bereavement program designed to meet the grieving needs of families after the hospice patient has died

Capacity -- The ability to understand the treatment choices being presented, to appreciate the implications of the various alternatives and to make and communicate a choice. Lack of



capacity is not a legal judgment but a medical opinion that is typically required (by state law) to be certified in writing by one or two physicians.

Capitation -- A set dollar amount established to cover the cost of health care services delivered to an individual. The amount is based on the number of members in the plan, not the amount of services used.

Care plan -- A plan of action for care that is developed, delivered, and evaluated by a hospice interdisciplinary team. Also known as a *plan of care*.

Caregiver -- Anyone who provides care or services to or for a patient. A caregiver may be a spouse, family member, significant other, or someone who is paid to provide services.

Certification -- In order to participate in the Medicare program, a hospice must meet certain criteria and standards known as the *Medicare Conditions of Participation*.

Chronic -- A slow or persistent illness or health problem that must be treated or monitored throughout the patient's life.

Clinical Path -- A structured plan for care, often categorized by diagnosis or patient problem that defines specific care interventions, team members, and other information across a time line. Also known as a *critical path*.

Community - A group of individuals or a defined geographic area served by a hospice.

Competency -- An individual's ability to perform certain functions such as conducting business affairs, executing a will or taking care of one's personal needs. An individual is presumed to have competency unless a court has determined otherwise.

Confidentiality -- Protecting medical and personal information about patients and their families from disclosure to third parties, except with the written permission of the patient or as necessary to provide medical care.

Contracted Services -- Services provided to a hospice provider or its patients by a third party under a legally binding agreement that defines the roles and responsibilities of the hospice and service provider.

Cultural Diversity -- Variance in aspects of race, gender, nationality, age, creed, religion, sexual orientation, disability, lifestyle, diagnosis, family/support structure, financial status, and social strata in a community.

Dementia -- Changes in brain function that cause memory loss, confusion, or the loss of ability to safely function independently.



Diagnostic-related Groups (DRGs) -- A code of classifying patient illnesses according to principal diagnosis and treatment requirements. Under Medicare, each DRG has its own price that a hospital is paid regardless of actual cost or treatment.

Discharge -- The point at which the patient's active involvement with the hospice program is ended and the program no longer has active responsibility for the care of the patient.

Do Not Resuscitate Orders (DNR) -- Orders written by the patient's physician which stipulate that in the event the patient has a cardiac or respiratory arrest, no cardiopulmonary resuscitation will be initiated or carried out.

Double effect (principle of) -- A principle, which recognizes that one's actions may have multiple effects and that, the primary purpose of an act is determinative, i.e. it is considered appropriate to administer morphine in the terminally ill to relieve pain or respiratory distress, even if the accompanying effect may be depressed respiration or a slight hastening of death as long as the primary intent is symptom control.

Durable Medical Equipment (DME) -- Equipment such as walkers, wheelchairs, commodes, beds, oxygen, suction machines and other products related to patient care.

Emotional Support -- Counseling provided to assist the person in coping with stress, grief, and loss.

Enteral Nutrition -- Provision of nourishment via a tube inserted into the nose and down to the stomach or through a surgical site through the stomach. A G-tube is one way to administer enteral nutrition.

Enterostomal Therapy Nurse (ET Nurse) -- A clinical nurse specialist in the area of ostomy and wound care.

Euthanasia -- Literally, a "good death". The term means a death caused by the deliberate actions of someone other than the patient, with the intention of ending the patient's life.

Extended Care Services -- Patient care services provided as an alternative to inpatient hospitalization, in a skilled nursing facility, rehabilitation facility or subacute facility after an acute illness or injury.

Fee for Service -- A health plan in which beneficiaries choose their health care provider and the health plan pays the provider for services rendered. This type of plan usually includes some utilization review or prior approval by the plan for all or some of its services.



Facility-Based Care -- Hospice services delivered in a place other than the patient's home, such as a freestanding hospice facility, nursing home or hospice inpatient unit in a hospital.

Family -- A group of two or more individuals related by ties of blood, legal status, or affection that consider themselves a family.

Gatekeeper -- One who has the overall responsibility for a patient's course of care and reviews, approves, or denies requests for health care services. This role may be filled by a physician, managed care provider, a payor, or a subcontracted utilization review group.

Grief -- This refers to emotional component of the bereavement process. This reaction to loss includes psychological as well as physical manifestations.

Health Care Financing Administration (HCFA) -- An agency of the US Government under the Department of Health and Human Services responsible for the Medicare and Medicaid programs.

Health Maintenance Organization (HMO) -- A health care provider organization that offers a comprehensive health plan to beneficiaries through an established network on a prepaid, fixed-cost basis.

Home -- A person's place of residence wherever that may be—home, skilled nursing facility, board and care or RCFE.

Home Health Aide -- See "Nursing Assistant"

Homemaker -- An individual who provides light housekeeping services to patients in their homes.

Hospice Physician -- A fully licensed doctor of medicine or osteopathy designated by the hospice to provide medical care to hospice patients.

Holistic -- Of or relating to holism. Holism is a theory that the universe, especially living nature, is correctly seen in terms of interacting wholes that are more than the mere sum of elementary particles.

ICD-9 Code -- A coding methodology developed to identify specific clinical diagnoses for the purpose of data collection and payment. DRG's are assigned an ICD-9 code.

Informed Consent -- A documented process in which information regarding the potential and actual benefits and risks of a given procedure or program of care is exchanged between provider and patient.



Inpatient Services -- Formally organized services designed to provide and coordinate hospice interdisciplinary team services to patient/families within an institutional setting.

Inpatient Settings -- Organized facilities where specific levels of care ranging from residential to acute, including respite, are provided in order to meet the needs of the patient/family.

ACUTE/GENERAL INPATIENT CARE - Short-term, intensive hospice services provided in an appropriately licensed or certified skilled nursing or hospice facility to meet the patient's need for skilled nursing, symptom management or complex care.

RESIDENTIAL CARE - Hospice home care provided in a nursing or hospice facility rather than in the patient's private residence.

RESPITE CARE - Short-term care generally provided in a nursing facility or hospice to provide relief for the family from daily care of the patient.

Interdisciplinary Team Conferences (usually referred to as IDG or IDT) -- Regularly scheduled periodic meetings of specific members of the interdisciplinary team to review the most current patient/family assessment, evaluate care needs, and update the plan of care.

Intermediary -- An organization that has entered into an agreement with HCFA to process Medicare claims and makes payment determinations for home care and hospice organizations. Hospices are generally assigned to a certain intermediary based on geographical location.

Length of stay/service (LOS) -- The number of hospice care days for each patient. Each patient's hospitalization is subject to review to determine the appropriateness of the length of stay.

License (Hospice) -- A document permitting an organization to practice "hospice care" for a specific period of time under the rules and regulations set forth by the state in which the license is granted.

Life-sustaining Treatment -- Treatment used to maintain one or more bodily functions of a patient with a terminal illness.

Living Will -- Also known as a treatment directive, this states what medical therapies the patient can choose to omit or refuse in the event that he or she is unable to make those decisions. Frequently, living wills apply only in situations when an individual is identified as "terminally ill".

Managed Care Plan or Organization (MCP or MCO) -- An organization providing a network of patient care services for a set, agreed-upon payment. These plans employ cost-



containment measure, discounts, and utilization review services in an effort to control or manage the risk of providing health care.

Medicaid (in California, Medi-Cal) -- A health program that is administered at the state level for patients who qualify based upon financial criteria.

Medical Chart/ Record -- The clinical record maintained for each hospice patient/family that documents all the care provided while the patient is receiving care from the hospice.

Medical Director -- A fully licensed doctor of medicine or osteopathy who is designated by the hospice as having overall responsibility for the medical component of the hospice program of care.

Mourning -- This is the behavioral component of bereavement and is most influenced by sociocultural influence and expectation.

Medicare -- A federal program of healthcare for people who are over age 65 or disabled or who have end stage renal disease. There are two parts (A and B) that cover different services.

Nursing Aide/Assistant (Home Health Aide, Hospice Aide, Home Hospice Aide) -- An individual trained to provide personal care to the patient either in a facility or at the place of residence.

Outcome -- The measurable result expected when a specific standard is applied and met.

Palliative Care -- A treatment approach that recognizes curative measures are no longer possible. The goal then is to provide care to terminally ill patients that will allow them to live the rest of their lives in comfort and dignity. Hospice services utilize pain management and symptom control measures while giving psychosocial and spiritual support to both patients and their families.

Patient -- A person who is under observation, treatment or care for illness, disease or injury. May also be referred to as resident or client.

Patient/Family as Unit of Care -- Hospice considers the family as an integral part of the patient's environment and acknowledges the impact of terminal illness on both the patient and family. Thus, hospice considers patient/family physical, emotional, psychosocial, and spiritual needs in developing the plan of care and providing care.

Power of Attorney for Healthcare -- Patients appoint an agent (proxy), usually a relative or trusted friend, to make medical decisions on their behalf when they can no longer decide for themselves. It has broader applications than a living will and can apply to any illness or injury that could leave a person incapacitated.



Preferred Provider Organization (PPO) -- A health services program that provides its members with services from contracted providers of care thereby receiving better-cost coverage. Members can use a non-contracted provider but will be responsible for co-payments or additional charges.

Pressure Ulcer -- An area of redness or skin breakdown, possibly affecting surrounding tissues, usually over a bony prominence and generally caused from immobility.

Primary Caregiver -- The person whom the patient designates to provide his/her emotional support and/or physical care.

Principle -- A fundamental tenet of the hospice philosophy of care.

Prognosis - The probable course of a disease process.

Qualified -- A person with training and experience that meets job-specific legal and licensing requirements who also has the sensitivity to address the unique needs of the hospice patient/family.

Quality Assessment & Improvement -- A planned program, which continually evaluates the quality of an organization and the services it provides, to identify and correct problems and improve the organization and its services.

Standard -- A norm that represents excellence in hospice practice and is an agreed upon criterion for measuring quality in hospice care.

Staff -- Paid employees or volunteers who work for the hospice program.

Staff Support -- Organized activities provided to hospice employees or volunteers to assist them in dealing with work-related loss, grief, and change.

Terminally Ill -- Individuals with an illness that usually results in death within one year after diagnosis. In hospice, the time frame used is six months or less for eligibility.

Time Line -- Identifies when an event or a series of events should occur, following a developed framework for those events to happen or specific outcomes to be achieved.

Utilization Review -- The process of using predefined criteria to evaluate whether the hospice's services and resources are necessary, cost-efficient, and effectively utilized.

Volunteer -- A person specially trained and selected by a hospice program and who serves a without monetary compensation.



Withdrawal of treatment – To discontinue a medical intervention.

Withholding of treatment – To decide not to initiate a medical intervention.

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KEY HOSPICE ABBREVIATIONS

ADL	Activities of Daily Living
ALS	Amyotrophic lateral sclerosis (Lou Gehrig's disease)
CA	Cancer
CABG	Coronary artery bypass graft
CHAPCA	California Hospice and Palliative Care Association (formerly Cal. State Hospice Assn.)
CLHF	Congregate Living Health Facilities
C/O	Complains of
COPD	Chronic Obstructive Pulmonary Disease
COPs	Medicare Conditions of Participation
CPOC	Comprehensive Plan of Care
CPR	Cardiopulmonary resuscitation
CRNH	Certified RN Hospice
CVA	Cerebral vascular accident
DME	Durable medical equipment
DNR	Do not resuscitate
DRG	Diagnosis-related group
DX	Diagnosis
FMR	Focused medical review
HCFA	Health Care Financing Administration
HHA	Home health agency or home health aide
HME	Home medical equipment
HMO	Health Maintenance Organization
IDG	Interdisciplinary group
IDT	Interdisciplinary team
IPOC	Initial Plan of Care
IV	Intravenous
JCAHO	Joint Commission on Accreditation of Healthcare Organizations
LCSW	Licensed Clinical Social Worker
MI	Myocardial infarction
MSS	Medical social services
MSW	Masters of Social Work
NHPCO	National Hospice and Palliative Care Organization (formerly Natl. Hospice Organ.)



ORT	Operation Restore Trust
OT	Occupational Therapy or Therapist
PO	By mouth (orally)
POC	Plan of care
PPO	Preferred Provider Organization
PSDA	Patient Self-determination Act (of 1991)
PT	Physical Therapy or Therapist

KEY HOSPICE ABBREVIATIONS (continued)

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RCFE	Residential Care Facilities for the Elderly
RN	Registered Nurse
R/O	Rule out
SNF	Skilled nursing facility
SOB	Short of breath
S/P	Status post
SX	Symptoms
TO	Telephone order
TPN	Total parenteral nutrition
TX	Treatment
UTI	Urinary tract infection
VO	Verbal order
WNL	Within normal limits



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