

# Ask for the care you deserve. Ask for Caldwell Hospice in the High Country.



*F*or over 30 years, Caldwell Hospice and Palliative Care has helped patients and families face life's most difficult journey—the end of life.

## Hospice Services

Using a holistic approach to care, Caldwell Hospice serves the physical, emotional, and spiritual needs of the terminally ill and those they love. We recognize dying as a natural part of living, and we help patients live as pain-free and comfortably as possible, so they can enjoy each day with their loved ones.

Our hospice serves residents of Caldwell, Alexander, Ashe, Avery, Burke, Catawba, Watauga, and Wilkes counties. To ensure the same quality care for patients in the High Country, we have a complete interdisciplinary team based at a work station in Boone, NC, and soon in Avery County, as well. Anyone can make a referral to Caldwell Hospice, including patients themselves, family members, friends, and clergy. Patients must have a life expectancy of six months or fewer, if the disease follows its normal course, and a physician's order. We care for patients in their own homes, long-term-care facilities, hospitals, or our patient care units. We also provide grief support for families after the death. Hospice care is covered by Medicare/Medicaid and most private insurance

companies. Our hospice care is provided to anyone who needs it, regardless of ability to pay.

## Here are a few of the services we provide:

- Nursing care by registered nurses and certified nursing assistants
- Medical social workers
- Chaplains
- Physicians
- 24-hour on-call staff
- Volunteers
- Cardiac Care at Home
- Dementia Care Program
- Pulmonary Care at Home
- Symptom management
- Counseling services
- Grief support for families
- Integrative therapies: massage, vigil music

## Inpatient Services

Caldwell Hospice and Palliative Care provides services in the hospital setting, including visits from hospice nurses and medical social workers during hospice patients' hospitalization. Caldwell Hospice also operates two inpatient units—the six-bed William E. Stevens Jr. Patient Care Unit at Kirkwood in Lenoir and the 12-bed Forlines Patient Care Unit at the Jack and Shirley Robbins Center in Hudson. Both units provide acute, respite, and residential care for hospice patients. Acute inpatient beds are for hospice patients who require a higher level of care to manage pain or other symptoms; patients can return home once symptoms are controlled.



## Volunteer Services

Volunteers are vital to Caldwell Hospice. They come from diverse backgrounds and fill a variety of needs. Volunteers who work with our patients and families extend the services of our professional staff by helping in practical ways. They provide companionship through regular visits or may sit with a patient to give the caregiver a much-needed break. These volunteers may help with errands or light household chores or just be there to listen. Other volunteers write notes to bereaved hospice family members and perform a multitude of tasks to support our organization. Each volunteer is unique, but they all have one desire in common—to make a difference.

## Bereavement Services

Grief is a natural reaction to loss, and the bereavement staff helps families deal with the loss of a loved one. We serve hospice patients and their families and anyone in the community who needs our help in coping with grief. Grief services are free, and referrals are accepted from individuals themselves, friends, family members, clergy, physicians, guidance counselors, and others. We are available to meet with people in private residences, long-term-care facilities, schools, or the workplace. Just as with our hospice services, we meet people where they are and walk with them on their journey in their own time, in their own way.

### Through bereavement services, our team members provide:

- Anticipatory grief and loss counseling
- Individual or family grief counseling
- Individual or group grief counseling in schools
- Grief/loss literature
- *Healing Hearts*: a six-week support group for parents who have experienced the loss of a child of any age
- *Love's Labor Lost*: individualized support following miscarriage, stillbirth, or infancy loss
- *Good Mourning Children's Grief Camps* held annually, for children ages six to 12 who have experienced a loss through death
- Grief/loss programs for students
- Grief/loss programs for congregations and civic clubs

- Annual memorial service to remember hospice patients
- Host site for the Hospice Foundation of America's annual *Living with Grief*® educational program
- Other community support groups and activities

## Palliative Care Services

### AIM: Advanced Illness Management,

a palliative care consultative service, helps patients dealing with serious and debilitating illnesses manage their symptoms and improve their quality of life. Unlike hospice care, palliative care services are available to people who are not terminally ill, but are facing an illness that interferes with their ability to cope with and enjoy daily life. Palliative care is intended to give patients comfort by relieving the pain, symptoms, and stress of serious illness. Palliative care is appropriate for anyone, at any age, at any point in the illness, including those seeking curative treatment, and is often used along with other treatments and therapies to help patients manage difficulties that come with chronic illness. Palliative care services are provided in patients' homes, in long-term-care facilities, or in hospitals.



### Through AIM, our team members:

- Work with patients' healthcare providers to manage the physical, emotional, and spiritual needs that accompany serious illness
- Offer expert treatment of pain and other symptoms
- Assist with advance care planning (health care powers of attorney and living wills)
- Provide guidance with difficult treatment choices
- Assist patients and families in planning for appropriate resources to meet patients' needs
- Help patients and families navigate the healthcare system

**AIM** is a clinical collaboration between Appalachian Regional Healthcare System and Caldwell Hospice and Palliative Care.



Caldwell Hospice is a not-for-profit organization, accredited by the Accreditation Commission for Health Care, Medicare-certified, and licensed by the State of North Carolina.

[www.caldwellhospice.org](http://www.caldwellhospice.org) | | 828.754.0101 | 1.844.MY.JOURNEY

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