

OPEN  
CONVERSATIONS

TRUST

PHYSICIAN • NURSE • CARE AIDE

Listen. Know who the patient is—learn about their life; hopes, fears, who are they, where have they been, what are they most proud of. Focus on care that is guided by the patient's values and best interests; taking the time to be present with the patient and family.

HOSPICE

Providing comfort that support the journey—walking with you, your family and friends. Hands that Serve; Hearts that Care allows people to live until they die. Families to live with them and go on living afterwards. Respite relief for family members.

CURIOSITY

COMMUNITY PARAMEDICS

In-home support with pain and symptom management; avoiding hospital transport where possible while increasing capacity in the delivery of end of life care at home, based on the patient's palliative goals of care.

SPIRITUAL & CULTURAL

Help the patient cope better with the hard spiritual questions that come up at the end of life with a goal to help the person feel peace and comfort. Cultural responsiveness respects the culture-based preferences of the patient. A community and extended family experience: respect, communication, appropriate environment.

WRITING THE BEST LAST CHAPTER TO YOUR STORY

COMPASSIONATE END OF LIFE PATIENT/FAMILY-CENTERED CARE

MY  
STORY

Helping the patient to remain independent and to live in their own home as long as possible comforting people and their families during the end of life process. Managing symptoms; providing emotional and psychological support.

HOME SUPPORT

Timely provision of medications, assessment of medication plans and counseling the palliative team. Medications play a key role in increasing the quantity and quality of life.

PHARMACIST

EMPATHY

PHYSIO & OCCUPATIONAL THERAPY

Helps manage physical symptoms: pain, trouble breathing, weakness or poor mobility, fatigue. Helps patient continue with daily living activities like bathing, dressing, hobbies.

Assisting end of life patients to return home to die if they wish. Coordinating an integrated collaborative approach to ensure the patient and the family are encircled with all of the supports needed whether it be in their own home or in a palliative facility.

DISCHARGE PLANNING

CONNECTION

IT TAKES A WHOLE COMMUNITY  
TO HELP YOU TO DIE WELL.