

Gundersen Transitional Services for the Chronically Ill

This document is a tool to help staff introduce, educate, evaluate and offer the following available Gundersen services to all patients diagnosed with a chronic disease.

Program/Department <i>Introductory Statements</i>	Program/Department Description	Who is eligible for the services provided?	When should services be provided?	What are the services and benefits of the program/department?	Who pays for the program/services?
ADVANCE CARE PLANNING					
<p>Conversation starter: <i>"Have you heard about advance care planning at Gundersen?"</i> <i>"Advance care planning is thinking and talking about future healthcare if an accident or illness left you unable to speak for yourself and you needed someone to make healthcare decisions for you. I think this type of planning is important for all of my patients. Many people find this planning easier with help from one of our facilitators."</i></p> <p>For more information about Gundersen's Advance Care Planning (ACP) program, or to schedule an appointment at a Gundersen location near you, please call (608) 775-6000.</p>	<p>Facilitators are trained to help patients:</p> <ul style="list-style-type: none"> • Think and talk about goals and values • Reflect on health care decisions they may need to make in the future • Select a surrogate medical decision-maker • Complete an advance directive form and ensure it clearly represents goals, values and preferences 	<p>All adults age 18 and above are eligible for advance care planning.</p>	<p>ACP is an ongoing process that should be revisited over time as goals and values evolve and health situations change. We individualize the conversation to a person's stage of illness with the following services:</p> <ul style="list-style-type: none"> • First Steps: For all adults; encourage as part of routine care • Next Steps: For individuals with advancing chronic illness or those who you anticipate will have a serious complication in the next 2 years. Conversation is disease-specific and intended to assess the patients' understanding of disease progression (and related treatment options) and to identify goals of care in bad-outcome situations. • Advanced Steps/POST: For individuals near the end of life; converts patient preferences into medical orders using the Provider Orders for Scope of Treatment (POST) that are followed across care settings. 	<p>Advance care planning services are person-centered and support the partnership between providers, individuals and their families in making healthcare decisions and participating in care.</p> <ul style="list-style-type: none"> • Increased likelihood that clinicians and families understand and comply with patient wishes • Reduction in hospitalization at the end of life • Increased utilization of hospice services • Increased likelihood that a patient will die in their preferred place • High patient and family satisfaction with hospital experience • Decreased family decisional conflict, stress, anxiety and depression 	<p>ACP service is provided at no cost to patients.</p>

Gundersen Transitional Services for the Chronically III

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PALLIATIVE CARE (ADULT)					
<p>Conversation Starter: <i>“The best way to make sure your symptoms stay under control is to be proactive and manage them. The palliative care team focuses on symptom and pain management.”</i></p> <p>For more information or to schedule an appointment, call (608) 775-9336.</p>	<ul style="list-style-type: none"> • Palliative care is specialized care for patients and families who are facing a progressive disease. • The goal of palliative care is to ease the physical, emotional and spiritual suffering of people diagnosed with a serious illness. • Palliative care’s focus is on minimizing pain and symptoms to help the patient carry on with their daily life. • The palliative team serves as an advocate by listening to the patient’s questions and concerns and providing support. 	<ul style="list-style-type: none"> • Palliative care is appropriate for any patient with symptoms of a progressive disease. • Palliative care can be provided together with curative treatment. 	<p>Palliative care services should be provided when:</p> <ul style="list-style-type: none"> • The patient has a desire for an improved quality of life. • The patient is experiencing trouble coping with the stresses of a serious illness. • You would not be surprised if the patient died within the next two years 	<p>Our specially trained palliative physicians, physician assistants and advanced practice nurses work directly with the patient’s primary care provider and other healthcare team members to ensure the patient’s needs are met. Services provided by palliative care include:</p> <ul style="list-style-type: none"> • Symptom management through medication and other complementary approaches for: <ul style="list-style-type: none"> –Pain and loss of mobility –Fatigue –Shortness of breath –Gastrointestinal problems such as nausea, heartburn, constipation and loss of appetite –Sleeplessness –Anxiety and depression • Help with understanding and coping with their illness • Assistance in goal setting to improve quality of life • Spiritual support to the patient and family • Nutrition consultation • Advance care planning • Community resources coordination including home care or transitioning into a skilled nursing facility or hospice if needed in the future • Assistance with transition from active treatment of disease to a more comfort-focused approach as treatment becomes less effective and more burdensome 	<p>Palliative care is covered by:</p> <ul style="list-style-type: none"> • Medicare • Medical Assistance • Most private insurers • There are also private-pay options

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CARE COORDINATION					
<p>Conversation Starter: <i>"Healthcare can seem difficult and confusing when patient's needs are complex. The Care Coordination team helps patients and families navigate through the healthcare system."</i></p> <p>For more information about Gundersen's Care Coordination department contact (608) 775-3405.</p>	<ul style="list-style-type: none"> Care Coordination is a team of nurses and social workers that partner with the patient and family. They are an advocate that coordinate services with you and other Gundersen departments, as well as agencies within you community. 	<ul style="list-style-type: none"> The Care Coordination Program works with patients of all ages. The patient who has one or more of the following criteria: <ul style="list-style-type: none"> –Multiple medical diseases and/or complex issues –Multiple providers –Medication management –Multiple ES/Urgent Care visits/hospital admissions –Cognitive deficits –Financial limitations 	<p>Care coordination services should be provided when a patient and their family are having difficulty managing complex health care within the system.</p>	<p>Care Coordination:</p> <ul style="list-style-type: none"> Help patients communicate their goals and needs to their healthcare team Work with the patient's healthcare team to meet the patient's healthcare needs Assist in coordinating the patient's care between primary and specialty healthcare providers at Gundersen Health System Assist in coordinating the patient's care in the hospital, clinic and community Help patients and families understand patient's health problems, treatments and treatment options Facilitate access to services and programs at Gundersen Health Systems and in the community 	<p>Care Coordination is provided at no cost to patients.</p>
SPIRITUAL CARE					
<p>Conversation Starter: <i>"Research has shown a link between spirituality and being able to cope with health issues. Healthy balance among body, mind and spirit is a key aspect of wellness."</i></p>	<ul style="list-style-type: none"> The Spiritual Care team of professional chaplains are clinically trained to work with patients, family and staff in the medical setting. They can provide support, comfort and reassurance when faced with any health issues. 	<p>All patients, families and visitors on the La Crosse Campus are eligible for services.</p>	<p>Spiritual care services should be provided when patients and families are having trouble coping, or when requested.</p>	<p>The spiritual care department can provide:</p> <ul style="list-style-type: none"> Support for spiritual stress and distress, such as: <ul style="list-style-type: none"> –Wondering why this is happening –Fear of facing health problems –Strong emotion resulting from forced life changes. –Changes in values and beliefs during the patient's illness –Feeling fear or hopelessness Spiritual connection- assist patients, family and clinicians in strengthening spiritual and/or religious relationships, resources and rituals. Education and help to complete an advance directive 	<p>Spiritual Care is provided at no cost to patients.</p>

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HOSPICE					
<p>Conversation Starter:</p> <p><i>“When you have an illness that cannot be cured, it is important to consider what care you want or do not want. Hospice is an option. The best time to learn about hospice is before you need it! Entering the hospice program sooner, rather than later, will offer you and your family more support and services, with a focus on quality of life.”</i></p> <p><i>“We hope for the best but should be prepared in case things do not go as hoped.”</i></p> <p>For more information call: -In Wisconsin and Minnesota (608) 775-8435 -In Iowa, Gundersen Palmer Lutheran, (563) 422-6267 -Or place a referral hospice order for the appropriate site</p>	<ul style="list-style-type: none"> Hospice is specialized care for patients facing a life-limiting illness and those who care for them. Hospice focuses on living every moment to the fullest. Hospice provides physical, emotional, spiritual and social support. Care is provided in the setting in which the patient calls home. This can include skilled nursing and assisted living facilities. Hospice is about offering choices, listening to needs and doing all that can be done to allow the patient to stay in control. 	<p>Patients who:</p> <ul style="list-style-type: none"> Have a life-limiting condition Are seeking symptomatic treatment only, with a focus on comfort Have an estimated life expectancy of six months or less Have a decline in functionality Have other disease specific indications <p>Although some treatments may help relieve symptoms, in order to maintain high level services to all patients, other cost-effective symptom management and comfort options will be offered. Treatments not within the Gundersen Health System admission criteria include:</p> <ul style="list-style-type: none"> Chemotherapy/Radiation Skilled nursing in a nursing home if receiving rehabilitation Dialysis (if related to the terminal illness) Ventilator assistance Certain medications not in the realm of comfort care <p>NOTE: Never assume eligibility or ineligibility based on guidelines alone. If you have questions, contact the hospice department.</p>	<p>When a patient:</p> <ul style="list-style-type: none"> Has an estimated life expectancy of 6 months or less, as determined by the patient’s physician and the hospice medical director Experiences increased difficulty getting to and from appointments Desires to remain out of the hospital Has family that has the need for caregiver training and assistance to care for them at home Is wanting to discontinue treatment that may feel more like a burden than a benefit Has concerns regarding medications and symptoms Desires an improved quality of life 	<p>The hospice team of physicians, nurses, social workers, chaplains, health aids and volunteers provide:</p> <ul style="list-style-type: none"> Care planning and coordination Symptom and pain management Skin care, dressing changes, etc. Personal cares, to include bathing and grooming Medication management and education Caregiver training and support 24 hour availability to answer questions, discuss concerns and assist as needed Spiritual support to the patient and those caring for him/her, working with the individual’s clergy or spiritual counselor Durable Medical equipment (walker, wheelchair, commode, hospital bed, etc.) Medical supplies (bandages, catheters, etc.) Short-term counseling Nutrition consultation Resource coordination within the community Respite care for caregivers who need a break from the demands of providing daily care Trained volunteers who may be able to help run errands, provide companionship or help with memory making Advance care and end of life planning Physical, occupational and speech therapists are also available for consultation as needed Help with coping and grief 	<p>Hospice care is covered by:</p> <ul style="list-style-type: none"> Medicare hospice benefit Most private insurance plans Managed care (HMOs) Medicaid hospice benefit (Wisconsin and Minnesota) Iowa Medicaid MCO (preauthorization required)