

Comparative Study of Hospice Facilities

Data Report



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INTRODUCTION

Hospice facilities rely on volunteers to do the majority of the services needed by families who are facing the death of a loved one. You have a special place in your heart for these families and their needs. After serving for just over one year at Evergreen Hospice in Kirkland, Washington, you desire to become more involved in hospice, especially bereavement counseling – and want a comparison study of the hospice facilities in the greater Seattle area.

Since you are employed full-time, play with a bluegrass band on the side and volunteer at Evergreen Hospice, there is very little personal time to do the research needed to compare facilities. You want to ensure your time and talents are being shared in the place best suited to meet your needs, and the needs of the hospice facility you serve.

I am happy to assist you in finding a hospice facility where you can best use your gifts. My ongoing research of hospice facilities has brought to light some information that I am sure you are not aware of. The National Home and Hospice Care conducted a survey in 2004 which was inclusive of 422 hospices. Of these facilities, 24% were for-profit, 90% were certified by Medicare; 67% were free-standing and 39% were part of a chain. Only 45% of patients at the for-profit hospices received counseling - including bereavement counseling. For-profit hospice facilities also supplied notably reduced services when compared to not-for-profit hospice facilities.¹

I have discovered all of your requested options are not-for-profit hospice facilities.

- ♥ Swedish Medical Center/Hospice (Seattle, WA)
- ♥ Evergreen Hospice Services (Kirkland, WA)
- ♥ Providence Hospice of Seattle (Seattle, WA)

Hospice facilities are being evaluated on the following criteria:

- ♥ Number of Cases per Year on Eastside
- ♥ Commute Area and Time
- ♥ Volunteer Time/Health Requirements
- ♥ Volunteer Training (re-training?)
- ♥ Bereavement Volunteer Opportunities
- ♥ Animal Assisted Therapy

¹ Gallo Carlson, M.D., "Care Delivery Varies Widely Among Hospices." Clinical Journal of Oncology Nursing Vol.8 No.5 News Briefs, 2004, 9 February 2005 <<http://ebscohost.com>>

- ♥ Comfort Therapy
- ♥ Mission Statement
- ♥ Hospice Team Make-Up

The purpose of my data report is to present you with all the informational data I have obtained for your final report. The Research Data section of my report lists each option, followed by supportive data for each of the criterion you requested. Footnotes will allow you to easily glance to the bottom of the page to see which data source the information came from. For reference, a bibliography is included as well.

RESEARCH DATA

Swedish Medical Center/Hospice

Number of Cases per Year on Eastside

Average number of cases per year on the Eastside: 25²

Commute Area and Time

Note: Travel times given below are averages. Rain, snow, icy conditions, road construction work, accidents and congestion are variable factors and are not taken into consideration with the figures given below.

Swedish Medical Center/Hospice serves all of King county.³ I have recorded the distance in minutes and miles from North Bend to your longest point of travel, which is your volunteer base Swedish Medical Center/Hospice in Seattle:⁴

- ♥ Travel time: 42 minutes
- ♥ Mileage: 36 miles

Commute time/mileage for Eastside areas that you may travel to from North Bend are:⁵

Eastside Area	Time Travel (in minutes)	Distance Travel (in miles)
Snoqualmie Pass	33	28
Carnation/Duvall	42	23
Issaquah	15	14
Bellevue (downtown)	27	24
Redmond	35	28
Woodinville	39	35
Kirkland	41	35
Renton	34	30
Black Diamond	36	25

² Barbara Bromberg, Volunteer Coordinator, Swedish Medical Center/Hospice, Telephone Interview, 22 February 2005.

³ Bromberg

⁴ Mapquest, 2005, 02 March 2005, <www.Mapquest.com>

⁵ Mapquest

Before you leave the North Bend area, I recommend visiting this real-time website that reports any traffic accidents, congestion or road work which may cause some delays in your travel time.⁶ <http://www.traffic.com/Seattle-Traffic/Seattle-Traffic-Reports.html>

Volunteer Time/Health Requirements

Incoming volunteers are asked to meet certain requirements. These basic requirements will be asked of you:

- ♥ Cannot have experienced a personal loss within the past 12 months⁷
- ♥ **One year commitment with two - five hours per week** giving emotional support to patients and families, time relief for family and caregivers, companionship, and assist with errands such as grocery shopping and picking up medication.⁸
- ♥ One patient to one volunteer (and team) till death of patient⁹
- ♥ Submit a TB test with negative results (conducted annually); Measles, Mumps and Rubella Vaccinations need to be up to date or Swedish will provide opportunities for you to receive these vaccinations.¹⁰
- ♥ Volunteer support groups are offered bi-monthly to share experiences and problems, share patient care ideas and to give and receive support. Additional on-going training sessions are offered four times each year.¹¹

Volunteer Training

Two times each year, in the Spring and Fall, a 30-hour training session is offered. Before the training classes begin, you will go through a screening/interview process and reference/background check. Training consists of learning to understand the issues

⁶"Traffic Pulse", Mobility Technologies, Inc., 2005, 04 March 2005, < <http://www.traffic.com/Seattle-Traffic/Seattle-Traffic-Reports.html>>

⁷ Bromberg

⁸ Swedish Hospice Volunteers (Swedish Home Care Services, Volunteer Packet, 2005)

⁹ Bromberg

¹⁰ Bromberg

¹¹ "Hospice Program", Swedish Medical Center, 2005, 01 February 2005, <www.swedish.org/body.cfm?id=918>

involved in a life-limiting illness, gain skills in how to provide support and reassurance to patient and families, and *learn* to be an active listener. Also training consists of end-of-life care and philosophy, exploration of your personal feelings about death, learning to understand your role in the interdisciplinary care team, and learning how to *develop* good listening skills.¹²

Volunteers **must attend all sessions** at the Swedish-Ballard Campus:¹³

Date	Day	Time
March 10	Thursday	6 – 9 pm
March 12	Saturday	12:30 – 8:30 pm
March 14	Monday	6 – 9 pm
March 18	Friday	6 – 9 pm
March 19	Saturday	11 – 7 pm
March 21	Monday	6 – 9 pm
March 24	Thursday	6 – 9 pm

Mandatory post-training interviews will be conducted (weekdays) at the Seattle Design Center office upon acceptance of your application.¹⁴

Bereavement Volunteer Opportunities

There are no pre-requisites required to enter the bereavement volunteer program. Since you already have some hospice training, this opportunity will be considered during your interview.¹⁵

The most common approach when contacting families has been through telephone calls. Very rarely does the family ask for a home visit.¹⁶

Animal Assisted Therapy

There is not a certified program offered at this time. Currently, volunteers just bring in clean pets for patients to visit.¹⁷

¹² Swedish Hospice Volunteers

¹³ Swedish Hospice Volunteers

¹⁴ Swedish Hospice Volunteers

¹⁵ Bromberg

¹⁶ Bromberg

¹⁷ Bromberg

Comfort Therapy

Licensed therapists provide comfort to patients through massage, musical therapy, aroma therapy, energy therapy (known as a Reiki practitioner), and acupuncture.¹⁸

Mission Statement



To provide comfort and quality of life to the terminally ill while allowing them to remain in their own homes.¹⁹

Hospice Team Make-Up

All teams are made up as required by the federal government. Each team consists of a physician, nurse, chaplain, home health aide, and social worker.²⁰

Team Member	Number of Personnel (employed full-time)
Chaplin	1
Physician	1
Licensed Nurse	2
Registered Nurse	27
Occupational Therapist	3
Speech Therapist	1
Home Health Aides	3
Social Workers	2.5
Physical Therapist	9.5
Other staff	23
Date of Survey ²¹	June 2001

¹⁸ Bromberg

¹⁹ "Hospice Program", Swedish Medical Center, 2005, 01 February 2005, <<http://www.volunteermatch.org/orgs/org8463.html>>

²⁰ Bromberg

²¹ "Swedish Home Health & Hospice – Seattle, WA", Detailed Hospital Profile Hospital-data.com, 24 February 2005, <<http://www.hospital-data.com/hospitals/SWEDISH-HOME-HEALTH-&-HOSPICE-SEATTL186.html>>

Evergreen Hospice Services

Number of Cases per Year on Eastside

Average number of cases per year on the Eastside: 678²²

Commute Area and Time

Note: Travel times given below are averages. Rain, snow, icy conditions, road construction work, accidents and congestion are variable factors and are not taken into consideration with the figures given below.

Evergreen Hospice Services serves all of King and Snohomish Counties.²³ I have recorded the distance in minutes and miles from North Bend to your longest point of travel, which is your volunteer base Evergreen Hospice Services in Kirkland:²⁴

- ♥ Travel time: 41 minutes
- ♥ Mileage: 35 miles

Commute time/mileage for Eastside areas that you may travel to from North Bend are:²⁵

Eastside Area	Time Travel (in minutes)	Distance Travel (in miles)
Snoqualmie Pass	33	28
Carnation/Duvall	42	23
Issaquah	15	14
Bellevue (downtown)	27	24
Redmond	35	28
Woodinville	39	35
Kirkland	41	35
Renton	34	30
Black Diamond	36	25

²² Jan Lee, Scheduler, Evergreen Hospice Services, Telephone Interview, 22 February 2005.

²³ Evergreen Hospice Services (Evergreen Hospice Service, Volunteer Packet, 2005)

²⁴ Mapquest

²⁵ Mapquest

Before you leave the North Bend area, I recommend visiting this real-time website which reports any traffic accidents, congestion or road work which may cause some delays in your travel time.²⁶ <http://www.traffic.com/Seattle-Traffic/Seattle-Traffic-Reports.html>

Volunteer Time/Health Requirements

Incoming volunteers are asked to meet certain requirements. These basic requirements will be asked of you:

- ♥ Cannot have experienced a personal loss within the past 12 months²⁷
- ♥ **One year commitment with two - four hours per week** giving emotional support to patients and families, time relief to family and caregivers, reading to patients, listening to patients, and assisting with errands and household chores.²⁸
- ♥ Once per month, monthly meetings lasting about one and one-half hours are offered to volunteers. These meetings offer support and communication between the staff and the volunteers.²⁹

Volunteer Training/Retraining?

You are not expected to go through retraining with Evergreen Hospice. There is updated training information for you to participate in. You will need to contact Melissa Lubatti at 425-899-1040 for more one-on-one information.

There is an annual renewal fee of \$40.³⁰

²⁶ Traffic Pulse

²⁷ Evergreen Hospice Services

²⁸ "What Does Hospice Care Provide?", Evergreen Healthcare – Hospice, 2005, 01 February 2005, <www.evergreenhealthcare.org/showpage.asp?sec=163>

²⁹ Carol Kummet, Volunteer Newsletter (Evergreen Hospice Services Volunteer Newsletter, February 2005)

³⁰ Evergreen Hospice Services

Bereavement Volunteer Opportunities

Training will be held at Hospice Care Facilities, which is open to the community as well as volunteers. See Carol Kummit, Bereavement Specialist for additional training - which will include:³¹

- ♥ Three additional class hours to your current training level. Any additional training will be provided as needed.
- ♥ You will observe and gain facilitator experience (for small groups) which is expected to take one year.

The most common approach when contacting families has been through telephone calls at the Evergreen Hospice Center. This is done once a week, in three – four hour shifts. Very rarely does the family ask for a home visit.³²

Bereavement care is provided to families for up to one year after the death of a loved one.³³ Evergreen's bereavement motto: "Grief is not a problem to be cured. It is simply a statement that you have loved someone."³⁴

Animal Assisted Therapy

Only Delta Society approved animals are allowed. For Delta Society certification, you and your pet participate in an intense three month social and physical training program. It will take one year to become certified. There are high personal financial costs, and re-certification is required every two years.³⁵

More information on the Delta Society can be found at <http://www.deltasociety.org/>.

³¹ Melissa Lubatti, Volunteer Coordinator, Evergreen Hospice Services, Telephone Interview, 22 February 2005.

³² Carol Kummit, Volunteer Newsletter

³³ Evergreen Hospice Services

³⁴ "Bereavement Services", Evergreen Services Markham – Stouffville Programs, 2005, 01 February 2005, <www.evergreenhospice.org/programs.html>

³⁵ Lubatti

Comfort Therapy

Evergreen Hospice Services refers to this program as Compassionate Touch Therapy. Licensed therapists provide comfort to patients through massage and energy work (known as a Reiki practitioner).³⁶ Occupational therapists, physical therapists, and speech therapists are available as well.³⁷

Mission Statement



From the beginning, Evergreen Hospice has been committed to sharing life's most difficult journey and offering supportive care to the individual and family. We do this by offering a team of professional staff and specifically trained volunteers dedicated to:³⁸

- providing quality care in the home;
- easing pain and other symptoms;
- counseling individuals and their families;
- ensuring continuity of care collaboration with other service providers; and
- supporting bereaved family and friends.

³⁶ Lubatti

³⁷ "Evergreen Hospice Services – Kirkland, WA", Detailed Hospital Profile Hospital-data.com, 1 February 2005, <<http://www.hospital-data.com/hospitals/EVERGREEN-HOSPICE-SERVICES-KIRKLAND.html>>

³⁸ "Our Commitment", Evergreen Services Markham – Stouffville Programs, 2004, 1 February 2005, <<http://www.evergreenhospice.org/learnabout.html>>

Hospice Team Make-Up

Each team consists of a physician, nurse, chaplain, home health aide, social worker and volunteer.³⁹

Team Member	Number of Personnel <i>(employed full-time)</i>
Chaplin	1
Physician	.5
Registered Nurse	12.5
Counselors	3
Occupational Therapist	Provided by staff
Speech Therapist	Provided by staff
Home Health Aides	4.5
Social Workers	3.5
Physical Therapist	Provided by staff
Other staff	3202
Volunteers	656
Date of Survey ⁴⁰	May 1997

³⁹ "What Does Hospice Care Provide?"

⁴⁰ "Evergreen Hospice Services – Kirkland, WA"

Providence Hospice of Seattle

Number of Cases per Year on Eastside

This statistic is unknown.⁴¹

Commute Area and Time

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Providence Hospice of Seattle serves all of King, Vashon and South Snohomish counties.⁴² I have recorded the distance in minutes and miles from North Bend to your longest point of travel, which is your volunteer base Providence Hospice of Seattle:⁴³

- ♥ Travel time: 41 minutes
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Commute time/mileage for Eastside areas that you may travel to from North Bend are:⁴⁴

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Redmond	35	28
Woodinville	39	35
Kirkland	41	35
Renton	34	30
Black Diamond	36	25

⁴¹ Ailey Armstrong, Volunteer Coordinator Assistant, Providence Hospice of Seattle, personal interview, 24 February 2005.

⁴² Volunteer Program (Providence Hospice of Seattle, Volunteer Packet, 2005)

⁴³ Mapquest

⁴⁴ Mapquest

Before you leave the North Bend area, I recommend visiting this real-time website that reports any traffic accidents, congestion or road work which may cause some delays in your travel time.⁴⁵ <http://www.traffic.com/Seattle-Traffic/Seattle-Traffic-Reports.html>

Volunteer Time/Health Requirements

Incoming volunteers are asked to meet certain requirements. These basic requirements will be asked of you:⁴⁶

- ♥ Cannot have experienced a personal loss within the past 12 months
- ♥ Be at least 21 years of age, background checks will be conducted.
- ♥ **One year commitment with four hours per week** giving emotional support to patients and their families, time relief to family and caregivers, offer companionship to the patient, and assist with errands such as grocery shopping and picking up medication.
- ♥ One patient to one volunteer (and team) till death of patient
- ♥ Submit a TB test with negative results
- ♥ Must volunteer in patient care area before moving into specialized area of hospice care (i.e. bereavement volunteer)
- ♥ There are no fees to the volunteer

Volunteer Training

Three times each year a 40-hour training session is offered. Dates are announced on the Volunteer Hotline 206-320-7169.⁴⁷

Before the training classes begin, you will go through a pre-training process, be required to complete a successful background check, attend an orientation class and complete your application. The application must be accepted and approved before any training can begin.⁴⁸

⁴⁵Traffic Pulse

⁴⁶ Armstrong

⁴⁷ Volunteer Program

⁴⁸ Volunteer Program

Volunteers **must attend all sessions** at Providence Hospice of Seattle:⁴⁹

Date	Day	Time
February 5	Saturday	9 am – 1 pm
February 22	Tuesday	5 pm – 9 pm
February 25	Friday	5 pm – 9 pm
February 26	Saturday	9 am – 5 pm
February 27	Sunday	9 am – 5 pm
March 1	Tuesday	5 pm – 9 pm
March 4	Friday	5 pm – 9 pm
March 5	Saturday	9 am – 5 pm
March 6	Sunday	9 am – 5 pm
March 8	Tuesday	5 pm – 9 pm

Bereavement Volunteer Opportunities

Bereavement care is only offered after the death of the patient. The volunteer must have served for 6 months in patient care before entering the bereavement volunteer program. Training, offered by a case by case and as needed basis, is in grief support; then afterward you will serve as a facilitator in group therapy sessions. The volunteer will conduct phone calls, provide home visits, and engage in social outings with the family as requested.⁵⁰

Animal Assisted Therapy

Not available at this time⁵¹

Comfort Therapy

Therapists are required to be licensed and/or certified by the State of Washington. Also, all therapists must serve for six months in patient care before entering the comfort therapy program.

⁴⁹ Armstrong

⁵⁰ Volunteer Program

⁵¹ Armstrong

Therapy comfort is offered to the patients through massage, musical therapy, therapeutic touch, aroma therapy, energy therapy (known as a Reiki practitioner), hypnotherapy, and acupuncture – all performed only in the home of the patient.⁵²

Mission Statement



Hospice care has always been more about living and one’s quality of life than about death. Providence Hospice of Seattle has been recognizing this reality for the past 30 years and will continue to do so with dignity, respect and compassion for all we serve.⁵³

Hospice Team Make-Up

Each team consists of a medical director, a primary physician, specially trained nurses, a chaplain, home health aides, medical social workers, physical - occupational and speech therapists, bereavement counselors and volunteers.⁵⁴

Team Member	Number of Personnel <i>(employed full-time)</i>
Chaplin	1
Physician	1
Registered Nurse	34
Occupational Therapist	Provided by staff
Speech Therapist	2
Home Health Aides	11
Social Workers	3.5
Physical Therapist	9.5
Other staff	58
Date of Survey ⁵⁵	August 1998

⁵² Volunteer Program

⁵³ “News and Features”, Providence Hospice of Seattle, 2005, 4 March 2005, <http://www.providence.org/Long_Term_Care/Hospice_of_Seattle/e10News.htm>

⁵⁴ “Interdisciplinary Team Approach”, Providence Hospice of Seattle, 2005, 1 February 2005, <http://www.providence.org/Long_Term_Care/Hospice_of_Seattle/e40Team.htm>

⁵⁵ “Providence Homecare/Seattle – Seattle, WA”, Detailed Hospital Profile Hospital-data.com, 24 February 2005, <<http://www.hospital-data.com/hospitals/SWEDISH-HOME-HEALTH-&-HOSPICE-SEATTL186.html>>

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