



Partners ON THE Journey

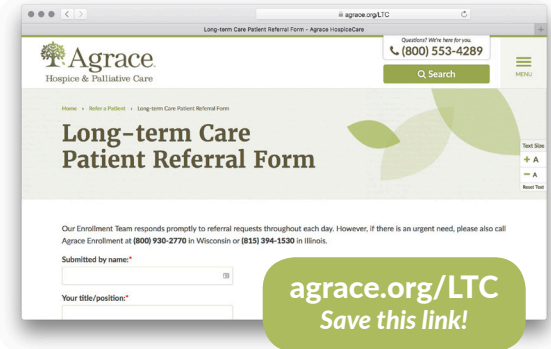
SUMMER 2017

News about caring
for residents
with serious or
life-limiting illness

Save Time with Our New Online Referral Form

You can now refer a resident to Agrace HospiceCare more quickly—and with fewer phone calls. Simply use our new secure, online referral form 24 hours a day. It takes just a few minutes, and we will respond as quickly as possible to schedule a visit.

Visit agrace.org/LTC to complete and submit a brief form that collects basic information about the resident and the reason for your referral. **If you have an urgent referral** or prefer to use the phone, please call our Enrollment Team at (800) 930-2770.



Help Your Residents on Hospice Stay 'Home'

When your residents who are Agrace patients have a health crisis, we may be able to care for them in place—with Continuous Care. This Medicare-defined level of hospice care is reserved for times when hospice patients need **intensive, skilled nursing care to control symptoms**, such as severe pain, and will benefit from staying in place.

When Agrace RN approves Continuous Care, we provide the resident a period of increased nursing and personal care (usually for two to three days) that supplements—but *does not replace*—the care and support you provide.

Continuous Care can be appropriate when it is difficult or upsetting for the resident to go to the hospital or the Agrace Inpatient Unit for care (for example, in cases of dementia). An Agrace caregiver

will stay with the resident for *at least* 8 total hours during a 24-hour day, measured from midnight to midnight. We coordinate a plan of care with your staff, and provide support and education about treatments or medicines the doctor orders. Agrace CNAs can visit to provide extra comfort measures, such as ADL cares, repositioning and hand massage.

If you notice these signs **call (800) 553-4289** to reach Agrace's Triage Team, who will put you in touch with the resident's care team:

- Increased agitation
- Increased restlessness
- Breathing issues that are not well controlled
- Pain requiring more PRN medications
- Troubling/escalating dementia-related behaviors, such as refusing daily cares, not sleeping or having days and nights reversed

For more details, please contact your facility's Agrace RN or liaison, or call **(800) 553-4289** with questions.



Ingleside Leverages Agrace's Pain-management Expertise to Help Residents

Janet Stebbins, a resident of Ingleside Manor in Mount Horeb, was struggling with uncontrolled pain in her hands and feet. When these pain episodes started to erode her quality of life, Ingleside Social Worker Craig Zimmerman saw the opportunity for hospice to help.

"Craig was the first one to recommend hospice," says Janet's son, Bill Stebbins. "Craig said, 'Let's get a hold of hospice; they're going to be able to help with pain management.'"

Bill says the nurses and hospice physician on his mother's Agrace care team worked with her doctor to find a new medication that successfully got Janet's pain under control.

"There's a lot of caring people at Ingleside, but having hospice complement the care here 'layered this up' to a very high quality of care," Bill explains.



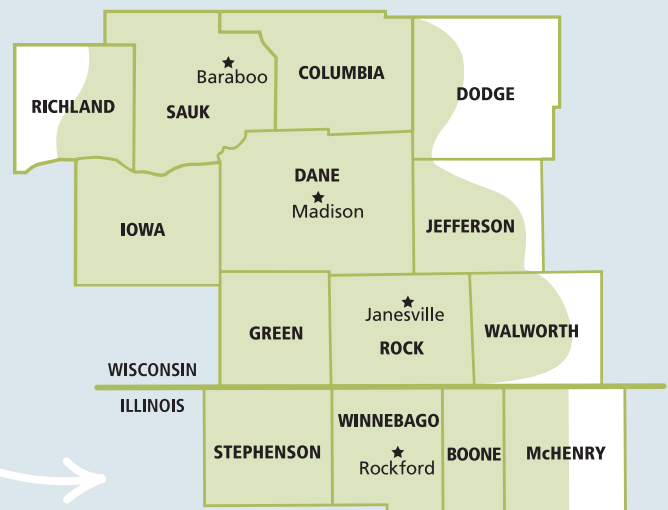
Agrace controlled hand and foot pain for Janet, pictured here with Agrace CNA Kayla Kaltenberg

Bill understands people's hesitation to bring hospice into the LTC equation, but wants them to know how much this partnership benefitted his mom: "People always think hospice is for the very end of life, and they're fearful that it means imminent death. But Mom understands that hospice upgrades the quality of care late in life. I don't know if her pain could have been resolved without Agrace."

Agrace Certified for Another 3 Years

Every three years, the Wisconsin Division of Quality Assurance conducts an unannounced recertification survey of Agrace to ensure that we continue to meet state licensure and federal Medicare certification requirements. We recently successfully completed this process and are once again recertified for three years.

We also recently received certification to operate in northern Illinois through Accreditation Commission for Health Care (ACHC). We are now certified for the next three years in Illinois, where we offer quality care to Stateline-area residents that's provided by local hospice experts.



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For more information about any topic in this newsletter, please contact your Agrace outreach liaison or email karri.kelliher@agrace.org

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