

Hospice at Home Pilot FAQ

Health Care Professional FAQ

Who is Hospice at Home for?

An adult who wishes to die at home, has a life limiting illness of less than 3 months prognosis, has a live in caregiver, has an internet connection and lives within Vernon city limits.

What is the criteria for Admittance to Hospice at Home pilot?

Client Must:

- Have a desired home death.
- Have a stable and available caregiver who resides with the client.
- Have a stable internet connection.
- Be willing to have medical care provided by Hospice Physician.
- Meet BC Ministry of Health (MoH) HCC Policy for eligibility for Home and Community Care services per BC MOH HCC Policy.
 - i) Canadian citizen (permanent resident status or be issued a temporary resident permit by the federal minister for immigration)
 - ii) Be a resident of British Columbia for at least three months.
 - iii) Be 18 years and 11 months of age or older.
 - iv) Have a life-limiting illness and require support with comfort, dignity and quality of life in the final days or weeks of life.
- Have a prognosis of three (3) months or less for End-of-Life admission.
- Have a declining score on the Palliative Performance Scale (PPS).
- Require a holistic, interdisciplinary team-based approach to care.
- Medical Orders for Scope of Treatment (MOST), M level.
- Completed and approved BC Palliative Care Benefits.
- Current Expected Death in the Home Form.
- Consent to receive Hospice at Home care in their home.

Who can refer?

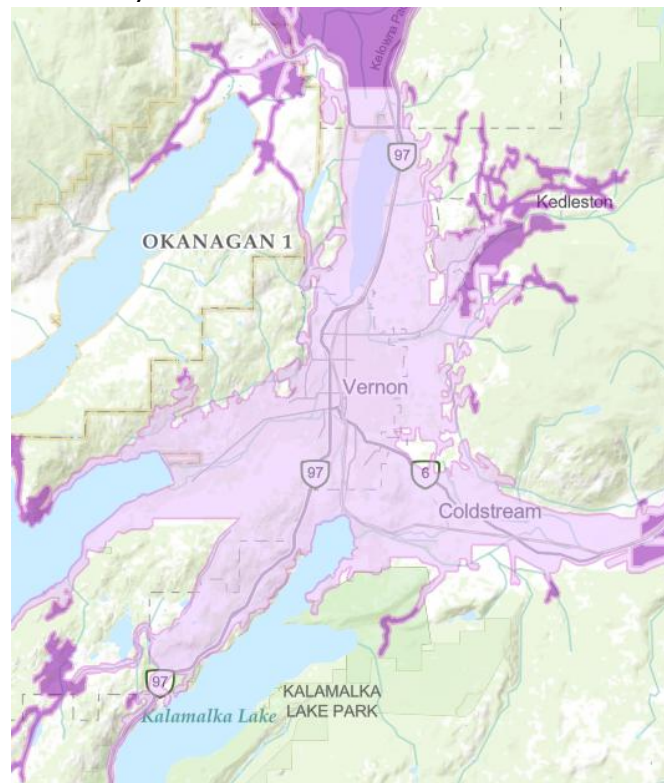
Clients, Family, Caregivers, Friends, Physician, Interior Health Employees.

How do I refer someone to Hospice at Home?

Initially, Hospice at Home referrals are received via NOHS Care Team Leader, 250-241-9422 or the [Clinician Referral](#) on the NOHS website.

What geographic area is the service available in?

For the Pilot, a client needs to reside within Vernon city limits. Consideration will be given to those outside the city limits.



Who provides medications for Hospice at Home?

Medication cost will be covered by BC Palliative Care Benefits program. The team works closely with Nolans Pharmasave, and Nolan's will deliver medications on admission to Hospice at Home, or the client/family will be responsible for picking up medications. Some medications are not covered by this benefit, these will be discussed with client before filling prescriptions.

Who provides medical equipment for Hospice at Home?

Equipment is covered by the BC Palliative Care Benefits Program. Clients will receive the same equipment and supplies that they would receive through IH programs. NOHS works closely with IH Home Health Allied Health for equipment needs.

Who provides physician oversight?

The Hospice at Home program has a dedicated Hospice Physician Team. Medical care will be transferred from the Family Physician to the Hospice Physician Team upon admission into the program. Family Physicians are welcome to provide supportive care, however, primary medical care will be provided by Hospice Physician Team.

Can people be a Home Health Palliative Client and a Hospice at Home Client?

Yes, however, when people become a Hospice at Home Client, they agree to receive medical care from the Hospice at Home program. Oversight, planning and delivery of the client's care will be provided through the Hospice at Home program. The client's IH Home and Community Care file will be put 'on hold' to ensure seamless communication should a client's status change; this is the same process that occurs when a client is admitted to a short-stay bed or Hospice.

Who is on the Hospice at Home Team?

The Hospice at Home Interdisciplinary Team include Hospice Physician, Pharmacist, Nursing, Social Worker, Health Care Aide and Nav-CARE Volunteers.

Can Hospice at Home Clients and caregivers access medical care 24 hours/day?

Yes! Hospice at Home clients will have access to Professional nursing services 24hours/day via a 'virtual call bell' system using a tablet in home.

Does Hospice at Home Offer Respite or Pain and Symptom Management?

During the initial phase of the Pilot, only End of Life Services are offered.

What does Hospice at Home cost?

Fees are covered by the NOHS during the pilot.

Client and Caregiver FAQ

Can I talk to a trained Palliative Nurse any time I feel I need to?

You will have access 24/7 to Nursing services. You will be equipped with a tablet as a 'virtual call bell.' You can call or video call your Palliative Care Nurse.

Can my animals be in the house if I am a Hospice at Home Client?

Yes! Keep your pets near and dear. We are happy to have them close but may need to request that you put them in another room during times of care. This can be discussed before admission.

If I fall, who will pick me up?

Hospice at Home staff will coach you through trying to get up to sitting and onto a safe surface such as a chair or bed. If this cannot happen, 911 will be called to assist to get back into bed. If you do have any injuries these will be assessed at home by Hospice at Home Nurse and Hospice Physician.