



What happens during your visits from Agrace?

Agrace Hospice Care provides comfort care through a series of visits and other “touchpoints.” We work closely with the staff of your assisted living or nursing home to make sure your care is well-coordinated.

LTC

Enrollment visit

What may happen?

1. Learn about hospice eligibility & services
2. Fill out enrollment forms
3. Brief physical exam & medication review
4. Address immediate patient/family needs
5. Talk about what to expect next

Who may be there?

- Agrace enrollment specialist and nurse
- Staff from your assisted living or nursing home
- Your family/friends

Timing?

Usually 1 – 2 days after referral

What happens next?

- Agrace team calls next business day for check-in and to schedule first team visit
- Start a question/concern list
- Call Agrace with any needs or concerns

First team visit

The Agrace care team meets with the staff of your assisted living or nursing home to plan how we will work together to support you. Family members are welcome, but *not required* to attend. Agrace's staff will call family members during or after this visit to schedule a care-planning meeting.

Care-planning meeting

What may happen?

1. Meet your team members & learn their roles
2. Physical exam
3. Share your worries and concerns
4. Identify what's important to you
5. Plan your care, talk about what happens next

Who may be there from Agrace?

Your nurse & social worker; team member names will be added to the blue page in your Patient & Family Care Handbook

Timing?

Typically within a week of enrollment

What happens next?

- Agrace team members will visit as agreed upon and as needs arise
- Continue to make your question/concern list

Ongoing team member visits

What may happen?

1. Agrace team works with your assisted living or nursing home staff to meet your medical, emotional and spiritual needs
2. Agrace educates you on what to expect as your disease progresses
3. Discuss and pursue your personal plans and wishes
4. Share questions and concerns

Who may be there from Agrace?

Any team member, as scheduled or needed

Timing?

Visits are scheduled based on your needs

What happens next?

- Team members visit as agreed upon and when urgent needs arise
- Continue to make your question/concern list

When urgent needs arise

What may happen?

You—or your assisted living or your nursing home caregivers—can call Agrace any time of day or night if you have urgent needs or concerns; we will visit, if needed.

Who may be there from Agrace?

Any team member, as needed

Timing?

Based on your needs

What happens next?

- Information from the call/visit is shared with your team, and the staff of your assisted living or nursing home are updated, as needed
- Regular visits continue as scheduled

If your needs change

What may happen?

1. Agrace and your assisted living or nursing home staff make sure your needs are met; sometimes the level of care and/or setting may need to change.
2. Team works with you to determine best option:
 - “Continuous Care” where you live
 - Short-term, acute care at Agrace Inpatient Unit (IPU)
 - Admission to a hospital
 - Move to another setting that provides a different level of care

Who may be there from Agrace?

Varies according to the type of change

Timing?

When conditions change or more support is needed

What happens next?

Varies according to the type of change

Death visit

What may happen?

1. At time of death, staff at the assisted living or nursing home will contact Agrace.
2. Agrace nurse visits and helps the family with current needs; for details on the death visit, please see “Care at the Time of Death” in your Patient & Family Care Handbook.

Who may be there from Agrace?

Nurse and social worker, as needed

Timing?

At time of patient’s death

What happens next?

- Agrace offers grief support
- Agrace arranges pickup of medical equipment

Eligibility review visits

Agrace must review your hospice eligibility regularly. A nurse practitioner or doctor will visit you to go over your medical information and talk about any changes you may be experiencing. The visits last 15 to 30 minutes, and your family does not need to be there.

If you no longer meet the requirements to be in hospice care, or if you choose to stop Agrace’s services, you will be discharged from Agrace’s care. Your care team will work with you and your nursing home or assisted living staff on a plan for what happens next. You may be eligible for other supportive services from Agrace. Staff from Agrace will contact you periodically to ask how you are doing and offer any of our services that may help you.

Grief & spiritual support

What may happen?

1. Learn what spiritual & grief support is available now and in future
2. Discuss specific needs and questions
3. Receive support/be connected with your faith community, if requested

Who may participate from Agrace?

Social worker and/or spiritual & grief counselor

Timing?

- Pre-death: as needed
- Post-death: Agrace’s support is based on your needs and may include mailings, phone check-ins, support groups and/or one-on-one support

Feedback about your family’s hospice experience helps Agrace provide the best quality care. A Family Experience Survey will arrive in the mail, and we ask that you complete and return it.

Our Mission:

Partnering with patients and families to improve quality of life throughout serious illness

