A special kind of caring

An affiliate of Carroll Hospital Center

292 Stoner Avenue
Westminster, Maryland 21157
(410) 871-8000
(888) 224-2580
(410) 876-8044 from Baltimore
(410) 871-7186 TTY
(410) 871-7242 Fax
www.CarrollHospitalCenter.org

12/06
What is Hospice?
Hospice is a patient-centered, family-oriented approach to care for anyone in the advanced stages of a life-limiting illness. By combining careful pain and symptom management with spiritual and emotional support, hospice enables patients to live out the remainder of their days in comfort and dignity, surrounded by those they love. For families, hospice provides extensive bereavement support, both before and after the loss of a loved one.

Carroll Hospice’s interdisciplinary team of nurses, physicians, social workers, therapists, home health aides, pharmacists, chaplains, volunteers and bereavement counselors works together to meet each patient’s unique needs. Whether caring for patients in their own homes, health care settings such as nursing homes or in our beautiful inpatient facility, we help patients make the most of each day while respecting their end-of-life wishes.

An affiliate of Carroll Hospital Center, Carroll Hospice is a private, nonprofit provider that is certified by Medicare, licensed by the State of Maryland and a member of the Hospice Network of Maryland, National Hospice Organization and Hospice Association of America.
Goals of Carroll Hospice

- Provide patients with palliative care and effective pain and symptom management.
- Help patients experience peace, comfort and dignity during the end stage of life.
- Allow patients to make their own decisions regarding care and treatment.
- Support family members or other caregivers in their efforts to care for their loved one.
- Coordinate community resources to ensure continuity of care.
- Offer bereavement support to families.

Where do patients receive hospice care?

Most hospice care is provided in the patient’s home, which may be a nursing home or assisted living facility. This allows patients to receive the care they need, focusing on pain and symptom management, in a familiar setting. Home hospice care is available 24 hours a day, seven days a week. If an immediate need arises, an on-call nurse can address the concern or make a home visit if necessary.

A home away from home: Carroll Hospice's inpatient facility

Some patients may require a level of care that cannot be provided in their current residence. In these instances, our beautiful, homelike inpatient facility is an excellent option.

For patients, the facility offers a warm, supportive environment to receive high-quality, comfort-oriented care and stay connected to family and friends in their community. Each patient room—specially designed to mirror the comforts of home—features a host of amenities, including:

- Veranda or porch, most with stunning views of the Carroll County landscape
- Large, homelike beds that can be easily rolled out onto veranda or porch
- Daybed with pullout sleeper for family members
- Armoire with television
- Private bathroom

While in our inpatient facility, patients receive care 24 hours a day from an expert medical team dedicated to helping them live as fully as possible.
We promote relationships with family, caregivers and loved ones in our inpatient facility, just as we do when caring for a patient at home. Family and friends are encouraged to visit anytime and may stay overnight if they wish. The facility features a large, open living room with cathedral ceilings for gathering and entertaining guests, a formal dining room for family meals and a special kitchen for light food preparation.

Young visitors can enjoy our special family room with a kids’ corner, filled with child-friendly toys, books and games. Those seeking a quiet place for reflection can visit our onsite nondenominational chapel and memorial garden. As part of our grief counseling and support services, family members and friends can stop by our spacious, comfortable bereavement center, featuring a library filled with resources on hospice and the grieving process.

The center is staffed by a bereavement counselor who can meet with visitors or help them locate specific library resources. (Counselors and chaplains are also available.)

“We promote relationships with family, caregivers and loved ones in our inpatient facility, just as we do when caring for a patient at home.”
Who provides hospice care?

Our hospice care team includes:

- **Registered nurses** – Under the direction of a physician, registered nurses—certified in hospice and palliative care—provide pain and symptom management using the latest techniques. They also maintain close contact with everyone involved in the patient’s care.

- **Certified home health aides** – Assist patients with daily needs, such as bathing, dressing, food preparation and light housekeeping.

- **Social workers** – Available to listen, counsel and provide support concerning legal, financial and social issues, such as insurance, living wills and community support networks.

- **Bereavement counselors** – Help grieving family members through support groups, individual counseling and our comprehensive bereavement center (located in our inpatient facility). Special programs are available for adults and children.

- **Chaplains** – Assess the spiritual needs of patients and their families. They also contact local clergy as requested and provide spiritual care.

- **Volunteers** – Offer companionship, emotional support and assistance with everyday tasks, such as shopping and transportation. Volunteers are the heart of hospice, devoting many hours to community members in need.

- **On-call team** – Available 24 hours a day, 7 days a week for questions and support, and if necessary, home visits.

- **Pharmacists**

- **Attending physicians**

- **Hospice medical director**

When should Carroll Hospice be contacted?

Hospice care is appropriate when curative treatments are no longer available or desired. In general, it's best to call hospice sooner rather than later. This allows us to provide patients with proper, effective pain and symptom management, along with spiritual and emotional support, at an earlier stage. Though we can still help when called during the last few days of a patient's life, early intervention offers the most benefits to patients and their families.
Guidelines for admission

• Patient has a confirmed diagnosis of a terminal disease with a prognosis of six months or less.
• Patient and family desire comfort and care.
• Physician and patient have determined that curative therapy is no longer available or desired.
• Patient, family and physician are aware of prognosis and agree that the primary goal is comfort and care, as well as pain and symptom management.

How does Carroll Hospice help families?

While their loved one is a Carroll Hospice patient, we assist family members with caregiver responsibilities and provide respite care. This allows families to recognize and cherish this unique time.

We also provide bereavement support for up to 13 months following the death of a patient. Individual and group counseling for adults and children is available, along with a resource-filled bereavement center (located in our inpatient facility). Carroll Hospice’s grief support groups and programs include:

• **Pathways** – Monthly support group for adults grieving the loss of a loved one.
• **Bridges** – Educational support program for adults, covering topics such as understanding grief, accepting new emotions, role changes and coping skills.

• **Footprints** – Five-week support group for parents who lost a baby during pregnancy or shortly after birth.
• **Healing Hearts** – Six-week support group for grieving children, ages 5 through 17.
• **Camp T.R.** – Free weekend retreat for children, ages 7 through 15. The annual camp combines recreational activities, such as art, swimming and music, with grief education and support.

Who pays for hospice care?

While Carroll Hospice cares for all patients regardless of their ability to pay, Medicare, Medicaid and other medical assistance programs provide coverage for hospice services. Most commercial and private insurance companies offer a hospice benefit as well.
How can community members support Carroll Hospice?

Carroll Hospice pledges to care for all patients, regardless of their financial situation. To do this, we rely on the support of many generous organizations and individuals. You can support Carroll Hospice financially through the following:

- Gifts to Carroll Hospice
- In-kind contributions
- Memorial contributions
- Bequests
- Monetary gifts

To make a donation to Carroll Hospice, please call 410-871-7233.

What about volunteer opportunities?

Volunteers serve Carroll Hospice in a variety of capacities, including:

- **Patient care** – Provide companionship and respite care, either in private residences, Carroll Hospice’s inpatient facility or health care settings such as nursing homes.

- **Fundraising and special events** – Organize and support key fundraising and outreach events that help us fulfill our pledge to care for all patients, regardless of ability to pay.

- **Administrative** – Assist with tasks that help Carroll Hospice run smoothly, including filing, letter and electronic correspondence, fielding phone calls and other clerical duties.

- **Professional** – Offer licensed or certified services to patients or the Carroll Hospice organization. Includes chaplains, educators and therapists.

- **Camp T.R.** – Serve as a camper “buddy” at our weekend retreat for grieving children.

To learn more about Carroll Hospice volunteer opportunities, please call 410-871-7228.
Frequently Asked Questions

Is hospice care only for the elderly?
Hospice care is available to people of all ages, including children who have been diagnosed with a progressive or life-limiting illness.

Who decides if hospice care is needed?
Together, the physician, patient and family determine when hospice care is needed and what services are necessary. A patient can receive hospice care after he or she is diagnosed with a terminal or life-limiting illness, has less than six months to live and no longer seeks or desires curative treatment.

What if a patient cannot receive care at home?
For patients requiring more intensive care, Carroll Hospice's inpatient hospice facility offers all the comforts of home in a warm, supportive environment. The facility features all-private rooms with verandas or porches, special areas for families to gather, accommodations for overnight guests and a kids’ corner for young visitors. To learn more or to take a tour, call 410-871-8000.

Can Carroll Hospice patients continue to see their primary care physician?
Yes. The patient's primary care physician works closely with the hospice medical director and interdisciplinary team to develop a plan of care and ensure the patient's end-of-life preferences are met.

What if a patient's condition improves after he or she enters hospice?
In this situation, patients can choose to be discharged from hospice.

To learn more...


Services are provided regardless of race, gender, age, religion, national origin, disability, marital status or ability to pay.

Medicare Certified