

HOSPICE & PALLIATIVE CARE
OF NORTHEASTERN ILLINOIS

l i f e

R E D E F I N E D



Life

R E D E F I N E D

- > We all know the feeling, the instantaneous disruption of our world in the moments after the doctor delivers the diagnosis or the phone rings with the news.

Suddenly, our lives are redefined.

Whether you are newly diagnosed or have been living with a new “reality” for a while, you are not alone. *Hospice & Palliative Care of Northeastern Illinois* has helped thousands of patients and family members on this journey since 1982.

We understand the struggles, uncertainty, and fear you are experiencing. We know these feelings surface at all hours of the day.

That's why we are here to be a source of strength for you 24 hours a day. You will be surrounded by people whose life's work is to provide dignified, compassionate, quality care and support to those coping with serious illness, end of life and loss.

Together, we will navigate the physical, spiritual and emotional aspects of your "new" reality. But don't just take our word. Visit us at [HospiceAnswers.org](https://www.HospiceAnswers.org) for the stories of lives touched by our dedicated care team. We are confident you will see why *Hospice & Palliative Care of Northeastern Illinois* is known as the leader in high quality end-of-life care. >

our mission

RE
CAPTURED

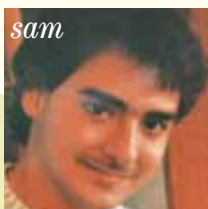
- > We enhance the lives of those coping with serious illness, end of life and loss by providing dignified, compassionate, quality care. *Hospice & Palliative Care of Northeastern Illinois* helps patients and their families navigate physical, spiritual and emotional issues surrounding serious or life-limiting illnesses and loss. Be assured that you and your loved ones will receive care and support from a staff committed to alleviating pain and fostering peace.



our values

RE
ENFORCED

We care about the individuals we serve. The people we hire demonstrate their commitment each day in the decisions they make based on these principles: **RESPECT** the dignity and worth of every human life and honor the rights of each individual. Challenge established views. Inspire **INNOVATION**. Promote excellence and enhance the lives of those we serve. Believe an enriched life is a life spent in the **SERVICE** of others. Meet the unique needs of all we serve. Adhere to strict **ETHICS** striving to do the right thing for our patients, families, and communities. >



Life

REDEFINED

When life is redefined by serious or advanced illness, *Hospice & Palliative Care of Northeastern Illinois* is here to help you address the physical, emotional, social, spiritual, and practical aspects of life.

HOSPICE CARE

What is Hospice Care?

Specialized care for a person with a life-limiting illness or condition.

When is care appropriate?

Usually during the latest stages of life when there is a life expectancy of six months or less.

Who is eligible for treatment?

A person who has an illness or condition that is no longer responding to medical treatment, or whose treatment is negatively impacting quality of life.

Who is on your personalized care team?

Registered **nurse case managers** coordinate care.

Medical directors specialize in end-of-life pain and symptom management.

Licensed **social workers** provide referrals, counseling, financial resources, and emotional support.

Chaplains provide spiritual support and compassion.

Integrative therapists specialize in art, music, and massage therapies.

Bereavement counselors offer grief and loss support.

Certified nursing aides provide hands-on, personal care and attend to other personal needs.

Trained volunteers serve patients, assist with fundraising, and perform administrative duties.

Hospice Care **vs** Palliative Care

What's the Difference?

PALLIATIVE CARE

What is Palliative Care?

A medical specialty focused on pain and symptom management associated with serious illness.

When is care appropriate?

At any point in a serious illness. Care can be delivered along with curative treatments.

Who is eligible for treatment?

A person who has been diagnosed with a serious illness such as:

- MS
- Cancer
- Surgery
- Stroke
- ALS
- COPD
- Congestive heart failure
- Kidney disease
- Alzheimer's/dementia
- Diabetes
- Fibromyalgia
- Parkinson's disease

Who is on your personalized care team?

Board certified Palliative Care physicians oversee medical care to determine how to best meet your goals.

Advance practice nurses assist with pain and symptom management.

Licensed **social workers** offer referrals, counseling, and emotional support.

PERSONALIZED CARE

Call us anytime, 24 hours a day, seven days a week, 365 days a year. A nurse or care coordinator answers the phone. No tape recordings. No call forwarding.

REPLACE UNCERTAINTY WITH CALM. When you decide on hospice or palliative care, you'll be assigned a registered nurse who understands your comprehensive medical history and care plan.

EDUCATION FOR THE FAMILY. We know family members want to be confident contributors to the health care process. Our team will provide education and training in the use of equipment and medications, patient safety, and how to detect important changes in symptoms.

YOU WILL BE HEARD. You will receive guidance and support from a staff that listens. We will help you identify and manage your needs. Our mission is to empower you at a vulnerable time. Having worked with thousands of patients and their families, we understand your concerns.

CARE AT YOUR HOME. We make house calls. Whether at a residence, retirement community or nursing home we come to you. We believe it is best for people with a serious or life-limiting illness to be cared for and supported in their home, whenever possible.

A HOME AWAY FROM HOME

When care cannot be provided in your home for the following reasons, we invite you to come to ours:

- ▶ If you are unable to control pain or symptoms in your current setting
- ▶ If your caregiver or home-care setting requires change and new care arrangements need to be made
- ▶ If your condition changes due to the disease process and education is needed

Our private suites located in Barrington and Woodstock provide an acute level of care in home-like settings. The goal of this short-term care is to manage symptoms needing 24-hour intervention and stabilize the situation allowing you to return to wherever you call home.

Services include:

- ▶ Medical and nursing care
- ▶ Counseling and assistance
- ▶ Spiritual counseling and religious services of your choice
- ▶ Complementary therapies including art, music, massage and Reiki
- ▶ Medication monitoring and assistance
- ▶ Personal care assistance
- ▶ Grief and loss support

While the primary focus is on crisis management, these facilities also serve as a place of transition to help you reach your health care goals.

*“At first, you think of
hospice last. But for us*

THE PEPPER FAMILY HOSPICE



it was a beginning...”

—Christine, sister of hospice patient

HOME AND CENTER FOR CARE



Life

R E D E F I N E D

IN BARRINGTON

The Pepper Family Hospice Home is one of only a few “green” free-standing hospice homes in the country, and the first in Illinois. The hospice home includes:

- ▶ 16 private patient suites with patios
- ▶ Dedicated pediatric patient suite
- ▶ Family room with children’s play area
- ▶ Kitchen and family dining area
- ▶ Meditation room
- ▶ Healing gardens and walking paths
- ▶ Operational headquarters

IN WOODSTOCK

The *Woodstock Hospice Center for Care* features 7 patient rooms, home-like amenities such as a family room, children’s play area, meditation room, and kitchen. Family members are invited to visit and stay with their loved ones as long as they wish.

CENTER FOR CARE

The *Center for Care* is an environmentally friendly, progressive health center offering four distinct service areas:

- ▶ The **Palliative Care Clinic** is staffed by Board-certified physicians specializing in palliative care, advance practice nurses, and social workers who work alongside your primary care physician to manage pain and symptoms, and help advocate for your quality of life.
- ▶ **Complementary and creative therapies** including massage, tai chi, yoga, guided visualization and imagery, art and music focus on using a person's body and senses to promote healing and well-being.
- ▶ **Grief support** sessions offer one-on-one and group assistance at whatever level is needed.
- ▶ The **Education Center** offers a collection of programs designed to educate and inspire patients and families, the health care community, and the public about issues relating to serious and advanced illness, end of life, and loss.

PEDIATRICS CARE

We are the pediatric hospice and palliative care program of choice for many regional hospitals and pediatricians. Our program focuses on providing hope, support, and quality of life.

We help young patients live every day as fully as possible while remaining in their home environment.

What can we do for your child?

- ▶ Alleviate pain and other symptoms of illness that cause discomfort or distress
- ▶ Offer teaching tips and support for families to facilitate the provision of care at home
- ▶ Assist with financial resources
- ▶ Deliver medical equipment, supplies and medications
- ▶ Offer integrative therapies (art, massage, music, therapy dogs, and Reiki)
- ▶ Provide nutritional counseling and management of tube feedings



HELP US HELP OUR COMMUNITIES

The *Hospice Foundation of Northeastern Illinois* provides financial funding to cover uncompensated costs related to uninsured or underinsured patients, programming and services that are not reimbursed by insurance or Medicare, drug costs, and special acute care for patients living at home.

Additional programs supported by the Foundation include:

- ▶ Supplemental care
- ▶ Grief support
- ▶ Camp Courage
- ▶ Pediatric care
- ▶ Integrative therapies
- ▶ Continuing and community education
- ▶ Hospice home/centers for care
- ▶ Care for veterans
- ▶ Latino outreach
- ▶ Wish list

Contributions are accepted in the form of cash, check, credit card, in-kind donation, gifts of stock or personal property, planned gifts, endowments, grants, company matching gifts, and special event sponsorship and/or attendance. Gifts of time and talent are always appreciated.

Please visit the Hospice Foundation at:

www.HospiceAnswers.org

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OF NORTHEASTERN ILLINOIS

Just call.

> 1-800-425-4444

For more information, please visit our website at:

www.HospiceAnswers.org



Pepper Family Hospice Home and Center for Care

Hospice & Palliative Care of Northeastern Illinois
located at:

Pepper Family Hospice Home and Center for Care
405 Lake Zurich Road
Barrington, IL 60010
847-381-5599

Woodstock Hospice Center for Care
at Centegra Specialty Hospital
527 W. South Street
Woodstock, IL 60098
815-337-0196

Our community-based, non-profit agency has served families throughout McHenry, Lake, DuPage, Northern Cook, Kane, and Boone counties since 1982.