

TRELLIS
Supportive Care

Palliative • Hospice • Family Support

TrellisSupport.org (888) 876-3663

Fax: (336)-201-5213





TRELLIS
Supportive Care

Palliative • Hospice • Family Support



The Right Care at the Right Time

Choosing Between Hospice and Palliative Care



What is Palliative Care?

In medical terms, **palliative care** is a form of treatment that works by easing pain and symptoms.

In addition to easing pain and symptoms often associated with an advanced illness, a highly trained palliative care specialist can also provide a wealth of knowledge about treatment choices, likely outcomes, and peace of mind as medical decisions are considered.



Palliative Care is a medical specialty that works alongside patients' physicians and specialists to co-manage their serious illness care. Our Palliative Care team specializes in expert symptom management to help patients achieve the best possible quality of life. Patients with Cancer, Congestive Heart Failure (CHF), Chronic Obstructive Pulmonary Disease (COPD), and Dementia – just to name a few – can experience an improved quality of life with palliative care.

Palliative Care At A Glance:

- Care is co-managed with patients' existing medical team and can be provided along with curative therapies
- Relieves pain, nausea, fatigue, weight loss, breathlessness, depression, and anxiety
- Provides emotional support and helps with making medical decisions
- Ensures as much comfort and physical activity as possible
- Evaluates medical progress and empowers patients and families
- A care team to attend to physical care as well as emotional support

What is Hospice Care?

Historically, the word **hospice** refers to hospitality or a place of rest and protection for those that were ill. Those sentiments apply today, yet there is so much more to hospice care.



When a patient is seeking comfort, tailored care at home, and quality of life, choosing hospice care can make a world of difference. Embracing hospice care allows patients and their families to live with peace of mind knowing they have a team by their side every step of the way.

While easing pain and symptoms, a team of compassionate experts treat the whole person; physically, emotionally, and spiritually. Patients receive greatly needed relief and encouragement when trusted guidance and care can help regain a sense of hope, control - and comfort.

Hospice Care At A Glance:

- Provided when life expectancy is 6 months or less
- For any life-limiting illness, including Cancer, Congestive Heart Failure (CHF), Chronic Obstructive Pulmonary Disease (COPD), and Alzheimer's/Dementia – just to name a few
- Care provided wherever a patient lives, including assisted living and long-term care facilities; and when medically necessary – our Kate B. Reynolds Hospice Home
- A team making scheduled visits, and when needed for special attention
- Many layers of support beyond medical care – including music, massage, and aromatherapy
- A care team to attend to physical care as well as spiritual and emotional support
- Providing supportive care every step of the way

Palliative Care

FOCUS: The focus is on symptom management to improve quality of life.

WHEN:

- May begin at any stage of serious illness.
- Can be delivered in conjunction with curative medical interventions.
- Referrals can come from providers, specialists, family, or community.

WHERE:

- Care can be provided in any setting the patient calls home, including assisted living and skilled nursing facilities.
- Care can be provided at our Palliative Care clinic located in Winston-Salem.

CARE:

- Provides symptom management, offering comfort and quality of life improvement.
- Assists in making difficult medical decisions by providing disease-specific education and advanced care planning.
- Is co-managed with patients' doctors.

TEAM:

- Includes: Physicians, Nurse Practitioners, and Nurses working in coordination with other care providers or specialists involved in care of the patient.
- Staff are available for visits Monday through Friday 8am – 5pm.

VISITS:

- Length of care and frequency of visits will depend on the patient's needs and disease progression.
- Visit structure is based on the patient's needs and disease progression.
- Visit frequency is typically every 4-12 weeks, based on need.

PAYMENT:

- Covered By:
 - Medicare Part B
 - Private Insurance
 - State Medicaid



Hospice Care

FOCUS: The focus is on comfort, quality of life, and emotional and spiritual support for the patients and families for the remainder of the patient's life.

WHEN:

- Begins when patients choose to focus on their comfort and quality of life.
- Begins when a physician deems the patient has a limited life expectancy of 6 months or less.
- Referrals can come from doctors, hospitals, specialists, family, or community.

WHERE:

- Is provided in any setting the patient calls home, including assisted living and skilled nursing facilities.
- Care can be provided at our inpatient hospice facility when medically necessary or for respite.
- Care may occur at the hospital if the patient is not stable enough for transfer.

CARE:

- Is provided by an interdisciplinary team who develop a comprehensive plan for the medical, emotional, spiritual, and social support of patients and families.
- Is administered by a team of medical professionals experienced in providing the personal and medical care needs in keeping with the goals of the patient and family.
- Treats the whole person through a holistic approach to care.
- Includes medications and supplies which are related to the patient's diagnosis.

TEAM:

- Includes: Physicians, Nurse Practitioners, Nurses, Certified Nursing Assistants, Social Workers, Chaplains, Complementary Therapists, Volunteers, and Bereavement Coordinators.
- Staff are on call 24 hours a day, seven days a week to make in-home visits or provide support via phone.

VISITS:

- Care will be provided for as long as the patient continues to meet hospice criteria.
 - Visit Frequency is based on the patient's individual plan of care.
 - Patients receive regular visits from their team.
 - Various members of the team visit weekly or more often as needed.

PAYMENT:

- Covered By:
 - Medicare Part A
 - Private Insurance
 - State Medicaid
 - VA Insurance



Choosing Palliative Care

People may be receiving palliative care to manage pain and symptoms, while at the same time receiving treatment and seeking cure from their illness. Palliative care is generally provided on an as-needed basis, so a person may pursue palliative care at the time of a diagnosis or when their symptoms warrant more support.

Choosing Hospice Care

Hospice care is exclusively for people who have an advanced illness and are approaching the end of their life. In most cases, a person is eligible for hospice care when their estimated life expectancy is 6 months or less. Hospice care is for people who are no longer seeking treatment or whose illness has stopped responding to treatment, and they have opted for care that will improve quality of life. Hospice care generally continues until a person dies, at which point their caregivers are offered grief support.

Choosing the Right Care at the Right Time

If you or a loved one are facing the fears and challenges of a serious illness, you don't have to go it alone. Likewise, you don't have to be an expert in palliative care or hospice care to know what's right for you. We will listen, offer guidance, and support you in whatever way is best for you.


Both palliative care and hospice care aim to reduce discomfort and pain by managing unwanted symptoms. Both help patients and families understand disease progression, honor a person's values and goals for care, support the family, involve the family to the extent that the person wishes, and offer individualized care. Both are available in a variety of settings, including a home or long-term care facility.



Added Layers of Support

In addition to our tailored approach to care for our patients and their families, we offer additional layers of support. These programs are available to anyone in the community, regardless of their connection to Trellis Supportive Care.

- **Advance Care Planning** – Workshops provided, free of charge, to help people complete their advanced care directives: a living will and a healthcare power of attorney.
- **Grief Counseling** – Anticipating the loss of a loved one and grieving their death can be emotionally overwhelming. Our counselors can be with you every step of the way - with individual counseling or support groups, free of charge, as well as our annual Camp Carousel experiential grief retreat.
- **Caregiver Confidence Workshops** – Because we understand the stress and anxiety often associated with the demands of caregiving, our workshops provide tips and tools to help and boost caregiver confidence. Sessions are held the 3rd and 4th Wednesdays of the month from 9am – 12pm at Trellis Supportive Care in Winston Salem.
- **Specialized Veteran Program** – Our trained staff understand the impact military service may have at end of life, providing tailored care to each veteran patient. We connect veterans to community resources, as well as one another through monthly coffees and recognition events such as Veteran pinning ceremonies.



Trellis Supportive Care is North Carolina's original hospice and palliative care provider. The organization was founded by volunteers and remains a leading non-profit provider in the state. Today, we serve 13 counties from offices in Winston-Salem, Mocksville, Walnut Cove, Salisbury, and our beautiful Kate B. Reynolds Hospice Home.

