

## When you need care at home...

Kaiser Permanente has specialized, expert teams to serve you. Our staff work in partnership with you, your family, and your primary or specialty care physician to develop tailored care plans and provide your care.

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*"The care team was gentle, patient, and loving. They gave me the strength I needed to carry on."*

*"My husband and I could never have done this or gotten through this without the help of this wonderful angelic team from Kaiser Permanente."*

*"Kaiser Permanente care team members were always soft spoken, gentle, and well-informed. They answered all questions for me and my family honestly and with kindness."*

**Who do we serve?** Home health, palliative care, and hospice services are provided to eligible Kaiser Permanente enrollees in King, Pierce, Snohomish, and Kitsap counties. Kaiser Permanente members living in other areas are served through partnerships with local home-care agencies.

### Questions?

Please call Home Health and Hospice at **206-326-2316** or **1-800-332-5735**. Our referral office is open 7 days a week from 8 a.m. to 4:30 p.m.

[kp.org/wa](http://kp.org/wa)

# Patient care at home

Home health, palliative care, and hospice



**Who are we?** Our staff includes nurses, physical and occupational therapists, social workers, home-health aides, and other health professionals. Our hospice staff also includes spiritual counselors.

### **What services do we offer?**

We provide a wide variety of care and support services in the patient's home. Home may be a private residence, an assisted living facility, or some other facility.

We develop care plans in partnership with patients and families, so you know the goals for your care, what to expect from us, and how often we will visit.

We also teach family and caregivers to provide care with confidence.



### **Home health**

The goal of home health is to speed the recovery of homebound patients with acute and chronic illness who need skilled services. Often these are patients who have been recently discharged from the hospital and need medication management, catheter or wound care, or physical or occupational therapy to help them get back on their feet and become mobile again.

Your care plan through home health will outline the specific care that you will need, how often our care team will visit, and a description of next steps that will follow when care plan goals are met.

### **Palliative care**

Kaiser Permanente's palliative care program is designed for patients with advanced, progressive illnesses such as cancer, heart disease, or lung disease who need skilled services and want to be cared for at home.

The palliative care team develops plans for care that focus on the patient's well-being and quality of life, and the need for symptom control and pain management. Members of the

care team, including palliative care physicians, visit regularly and work closely with the patient, family, and other caregivers.

### **Hospice**

The goal of hospice is to help patients with advanced illness live with as much physical, emotional, and spiritual comfort as possible until the end of their lives. All Kaiser Permanente members who have a life-limiting diagnosis and life expectancy of six months or less are eligible for hospice services.

Hospice provides coping strategies, symptom control, pain management, and caregiving instruction. Members of the care team visit regularly and work closely with the patient, family, and other caregivers.

Bereavement services are provided to caregivers and family members for 13 months following the patient's death.

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**Support is available 24 hours a day, seven days a week, for patients in our care.**

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