

Question Checklist

To ensure your end-of-life needs are met and tailored to your unique wishes the list below offers questions you can use to interview hospice programs. Getting the answers to these questions will assist you to make an educated decision on which hospice is best for you.

Interview Questions

1. What specialty or expanded programs does hospice offer?
2. What professional standards/licensure does the hospice require of its staff?
3. How quickly does the hospice respond to after-hour emergencies?
4. Does the hospice provide continuous care in crisis situations?
5. What measures does the hospice use to ensure quality?
6. Does the hospice staff respond immediately to pain & symptom management needs?
7. What services does the hospice offer to help the patient and loved ones deal with grief and loss?
8. What is the role of the patient's physician once hospice care begins? And how involved is the hospice physician?

XL Hospice Answers

- ☺ In addition to core hospice services, XL Hospice also provides visits to the home as needed by our hospice physician; Countryside Manor hospice house in Payette, ID, palliative care consultations to patients with a serious illness.
- ☺ Licensed Clinical Social Workers (or MSWs), Certified Nursing Assistants, Registered Nurses, Licensed Practical Nurses, and Medical Director Certified in Palliative & Hospice Medicine
- ☺ The goal of the on-call system is for a nurse to respond at least by phone within 10 minutes; home visits at any hour are provided when needed.
- ☺ Yes. Our goal is to assist caregivers to keep the patient at home in a crisis.
- ☺ Daily calls to patients, quarterly face-to-face surveys with patients, family evaluation surveys after hospice experience & quarterly quality assurance committee meetings.
- ☺ Yes. Comfort care is our specialty!
- ☺ Regular contact by Social Workers & Chaplains; bereavement care as needed for 13 months after the patient's death.
- ☺ In Oregon/Idaho, XL Hospice medical director is available to make home visits as needed and can achieve better pain/symptom management through coordination with patient's physician. Level of involvement by the patient's physician is determined by the physician and patient's wishes.