



Our Lady  
of Peace

HOSPICE & HOME HEALTH CARE



## YOUR HOSPICE CARE TEAM MATTERS

### OUR LADY OF PEACE GOES BEYOND MEDICARE REQUIREMENTS

*Our Lady of Peace Education Series*

Families are often referred to Our Lady of Peace because hospice failed them in other places, as their loved one's care escalated. They are tired and stressed. When we open the door to families, an entire staff of caring people run out to greet them with open arms and a sincere welcome to our hospice home. And when families leave at night, they rest easy, free of worry, filled with peace.

#### *Going above and beyond what is required*

Medicare requirements dictate the care that patients receive in hospice, from medical to spiritual, bereavement, and social work. Coverage also provides for ancillary services such as massage, aroma therapy, and music therapy. However, the collaborative, interdisciplinary team at Our Lady of Peace goes beyond what is required by Medicare and other insurance coverage, to do what is needed and valued by patients and their families. In our hospice residence, everyone plays a vital role in a patient's care, and we all respect, interact, and provide support and encouragement to patients.

Our director of nursing once put clean sheets on a patient's bed, then took the patient to be bathed. When they returned from the bath, the sheets had been

changed again. Someone came in and changed them because the sheets the director of nursing put on the bed didn't match the patient's pajamas. We believe we can't train people for this level of care, so we seek it within the hiring process.

Every member of the team is important because of their individual skills. Everyone looks at patients through a different lens, bringing multiple perspectives to our care. When we all work together and play to our strengths.

#### *Here are five stand-out attributes of Our Lady of Peace:*

- 1. Weekly patient care plan meetings with the medical team and family members**  
Most hospice organizations hold care plan meetings every 14 days.
- 2. Physician on staff Monday-Friday, interacting with staff** This allows for ample time to share concerns, get input, and direction.
- 3. Weekly physician visits, with family members present; twice weekly, when needed.** In other facilities, physicians typically visit every 14 days.

**4. Pharmacist on staff** A lot of people don't realize that at end of life, the medications you have taken forever can no longer be tolerated by your body. A pharmacist who knows you and your medications is a critical member of your care team.

**5. Everyone is respected for their expertise, whatever their rank.** We believe that if you aren't willing to set your ego aside and seek input from all colleagues, you miss out and patients miss out.

People leave OLP after the passing of their loved one, saying, "I'm so glad they were here." We are a faith-based organization, and we believe our culture is unique. We are steeped in values, respect the values of our patients and families, and we put our hearts into everything we do.



***We're here for you.***

We are passionate about community outreach.  
We would love to meet you and discuss how  
Our Lady of Peace can be a resource for you.

**651-789-5030**



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