

About Us

Hospice of the Western Reserve is a community-based, non-profit agency dedicated to the belief that no one who has a serious illness should die alone, afraid or in pain, and that dying people of all ages have a right to hospice care.

Hospice and palliative care is a philosophy that includes pain management and symptom control for the patient, and emotional and spiritual support for patient and family.

Since 1978, Hospice of the Western Reserve has been providing care to patients and families wherever they live—at home, hospital, assisted living or long-term care facility. Patients with no caregiver or whose family cannot care for them at home, may stay in one of our care settings (see reverse).

It is *Our Care Promise* to provide comfort care to seriously ill people regardless of their ability to pay, and a Financial Resource Advocate can help patients and families discuss financial options. Hospice of the Western Reserve is a Medicare/Medicaid-certified hospice program, offering a comprehensive hospice benefit.

**Patients cared for
in 2010: 6,825**
Number of staff: 895
**Number of
volunteers: 1,350**

MISSION

Hospice of the Western Reserve provides palliative end-of-life care, caregiver support, and bereavement services throughout Northern Ohio. In celebration of the individual worth of each life, we strive to relieve suffering, enhance comfort, promote quality of life, foster choice in end-of-life care, and support effective grieving.

Services include

- 24-hour telephone access to services and support
- Pain management and symptom control
- Medical equipment, tests, procedures, medications and treatments necessary to make our patients comfortable
- Nursing care and instruction for caregivers
- Counseling and social work services
- Expressive therapies, including art and music therapy for patients and family members
- Massage therapy for patients and family
- State-tested nursing assistants to help with personal care
- Volunteer supportive visits
- Spiritual care
- Palliative care for those not ready for hospice
- Bereavement services for more than a year following the loss of a loved one



**HOSPICE
OF THE
WESTERN
RESERVE**

HOSPICE HOUSE is a 42-bed, 33,000 square-foot facility providing a home-like environment for patients who have no caregiver or whose family is unable to care for them at home. For patients not residing at Hospice House, 28 beds are reserved for symptom control and one bed for respite care.

HOSPICE CARE CENTER is an inpatient hospice unit at The Renaissance, a senior community member of the Eliza Jennings Senior Care Network in Olmsted Township. The 13-bed Care Center provides pain and symptom management.

Plans to build the Ames Family Hospice House in western Cuyahoga County are in development.

THE BEREAVEMENT CENTER is a community-based grief support program for anyone who has experienced a loss due to death. Services include counseling for children, adolescents and adults, education and support groups, and crisis response, as well as children's camps, adult retreats, family nights and holiday programs. The Bereavement Center also offers community education, responds when there has been a death that impacts a community, and assists those who provide support to the bereaved (health care professionals, employers, school personnel, funeral home staff and emergency/safety forces) through training and resources. Special initiatives address grief in the workplace and school interventions. For more information, call 216.486.6838.

THE HOSPICE INSTITUTE, established in 1997, provides education about hospice and palliative care to health care professionals and students. The Institute collaborates with universities to incorporate research and end-of-life topics into curricula. Education is offered through workshops and conferences, which cover informative subject matters about end-of-life care, such as pain and symptom control, the grieving process, ethical/legal matters and more. The Institute provides CEUs for nurses, social workers, counselors, and CMEs for physicians. In addition, the Institute manages the End of Life Library, a specialized library that provides healthcare professionals both within and outside of our organization with the tools necessary to give quality palliative and end-of-life care and to support ongoing research into related topics.

Hospice of the Western Reserve is a community-based, non-profit organization. Funding is received through private donations, memorial gifts, grants, fundraising events, United Way and the Hospice Resale Shop (5139 Mayfield Road | Lyndhurst), which sells gently-used furniture, clothing, household items and more.

*Hospice is a special kind of care designed to provide sensitivity and support for people in the final phase of a serious illness. Hospice care seeks to enable patients to carry on an alert, pain-free life and to manage other symptoms so that their last days may be spent with dignity and quality at home or in a homelike setting. Hospice neither hastens nor postpones death; it affirms life and regards dying as a normal process. Hospice care and palliative care share the same core values and philosophies. However, palliative care extends the principles of hospice to a broader population that could benefit from this type of care. (From the National Hospice & Palliative Care Organization - nhpco.org)

