

A Guide to Home Care Services Provided by Central New Hampshire VNA & Hospice

If you have been referred to the *Homecare Program* of Central New Hampshire VNA & Hospice, it will be helpful for you to know the principles under which we deliver our care. The following concepts will help you to decide if these program services will meet your needs:

- **Under the care of a physician:** Our homecare program offers the professional service of licensed nurses, nursing assistants, therapists and social workers. The nature of this care demands that we work in cooperation with your physician. We will be in communication with your physician about the types of care he/she recommends for you, and we will keep your physician informed of your response to care.
- **Goals of Care:** On admission and throughout your episode of care, we work with you to identify the goals of homecare service, and we deliver our services to meet those goals.
 - Goals are designed to make you as independent as possible in your care.
 - Goals may be modified periodically based on your response to care.
 - When goals are met, we will discuss discharge from services.
- **Intermittent Service for those who are generally confined to the home:** Our home care services are designed for those for whom it is difficult or unsafe to leave the home. Our professional staff is there to monitor your health and to teach & guide you and your supportive caregivers intermittently. Therefore, our visits are scheduled at intervals to allow this type of activity.
 - Because of the geography we cover and the healthcare demands of our clients, we cannot guarantee specific personnel at specific times. We will work with you to schedule your visits to meet your healthcare needs, and you have our assurance that the staff assigned to your care will be competent professionals.
- **Teaching Caregivers:** The staff of Central New Hampshire VNA & Hospice work with you and your caregivers to teach you and them how to provide your care. The more serious your situation, the more important it is that you have reliable caregivers available to you at home.
 - Much of the work we do is directed toward helping your caregivers help you so that you can function well at home.
- **Preparation for Discharge:** From the very first visit, we prepare you for the time when we will no longer be visiting. Discharge from our services may mean that you are independent in care, that your caregivers are capable of assisting with your care, that you are able to transition to outpatient services, or that a long-term care service or other organization will be providing your care.
 - There may be instances where Central New Hampshire VNA & Hospice is no longer the best agency to provide your care. In this case, we will assist you in transitioning care.
- **Emergency Back Up/Safety Plan:** We will work with you and your caregivers to develop an emergency plan in the event that we are not there to assist you. In a northern state like New Hampshire, it is very important that you have alternatives for care under extreme weather or other emergency circumstances.