



### Joint Commission Accreditation

UC Davis Health System's hospice program is accredited by the Joint Commission, a not-for-profit organization dedicated to raising the level of safety and quality of care in all health-care settings, and its accreditation is recognized within the health care industry as a symbol of quality.

UC Davis Health System's hospice demonstrates an extraordinary commitment to provide safe, high-quality care and a willingness to be measured against the highest standards of performance. If you have any concerns about your care or safety in UC Davis Health System's hospice program that have not been addressed to your satisfaction, you are encouraged to contact management via patient relations at 916-734-5527.

### California Department of Health Services

You may also contact the California Department of Health Care Services with questions or complaints about local hospice agencies Monday through Friday between 8 a.m. and 5 p.m. Department offices are located at 3901 Lennane Drive, Suite 210, Sacramento, CA 95834 or call its 24 hour hotline at 800-554-0354. The hotline may also be used to lodge complaints about the implementation of advance directive requirements.

### Memorial funds

To continue our mission to provide hospice care to all who are eligible, regardless of ability to pay, the hospice program relies upon charitable contributions. If you would like more information, or to make a donation, please call 916-734-2458 or visit [www.ucdmc.ucdavis.edu/homecare/hospice/donations.html](http://www.ucdmc.ucdavis.edu/homecare/hospice/donations.html)

**HOSPICE PROGRAM**  
3630 Business Drive  
Sacramento, CA 95820  
916-734-2458

[healthsystem.ucdavis.edu/homecare/hospice](http://healthsystem.ucdavis.edu/homecare/hospice)

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**HEALTH SYSTEM**

## Hospice Program

Caring for our community

**UC DAVIS**  
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## About hospice care

Hospice provides palliative (comfort) care for terminally ill patients through an interdisciplinary team of compassionate providers who focus on the patient, their family and loved ones. It is not so much a place, but a philosophy of health care emphasizing symptom management – such as pain control – while helping patients and families cope with psychosocial and spiritual issues. Success is determined by defining goals of care to support each patient's quality of life.

## Patient services

Available to anyone in the terminal phase of an illness or condition, hospice care is provided by physician-directed teams of nurses, social workers, home health aides, chaplains, dietitians, therapists, volunteers and bereavement specialists sensitive to the unique needs and diversity of our region.

Care may be provided in anyone's residence, whether a private home, nursing or assisted living facility. Our goal is to maximize quality of life by providing:

- Comfort care that focuses on pain and symptom management
- Case management that ensures continuity of care in and out of the home
- Age-appropriate psychological and spiritual support
- Assistance in obtaining community resources
- Assistance with personal care needs
- Legacy building
- Access to an on-call registered nurse 24 hours a day, seven days a week
- Individual and group bereavement support during the grieving process

## Veterans care

UC Davis' hospice is proud to be a part of We Honor Veterans – a program of the National Hospice and Palliative Care Organization in collaboration with the Department of Veterans Affairs – and recognizes the unique needs of veterans and their families.

## Patient eligibility

While a six-month prognosis is a criterion for admission, predicting duration of life is often difficult. Hospice works with patients, families and physicians to reduce physical and emotional suffering or transition to palliative care, regardless of predicted lifespan.

*For admission to the hospice program you must:*

- Live in Sacramento County, West Sacramento, Davis or Roseville – please call 916-734-2458 for all other areas
- Have a physician who agrees to order and supervise the hospice plan of care
- Agree that care will be focused on palliation, with no extraordinary or curative measures

## Referrals

Our referral staff is available to take patient referrals. For more information or to make a referral, please call 916-734-2458 or fax 916-454-1903.

## Reimbursement

UC Davis Health System's hospice program is a certified hospice program and accepts assignment for approved hospice benefits from Medicare, Medi-Cal and most private insurance plans. No eligible patient will be denied care based on ability to pay.

## Learn more about hospice

Our team is available to speak to public and private groups and organizations about the benefits of hospice care. To arrange a speaker, please call 916-734-2458.

