

To contact the Care Transitions Programs

French Hospital
Medical Center:
805.786.6139

Arroyo Grande
Community Hospital:
805.489.4261
extension 4890

Marian Regional
Medical Center
805.739.3946



Dignity Mission and Values

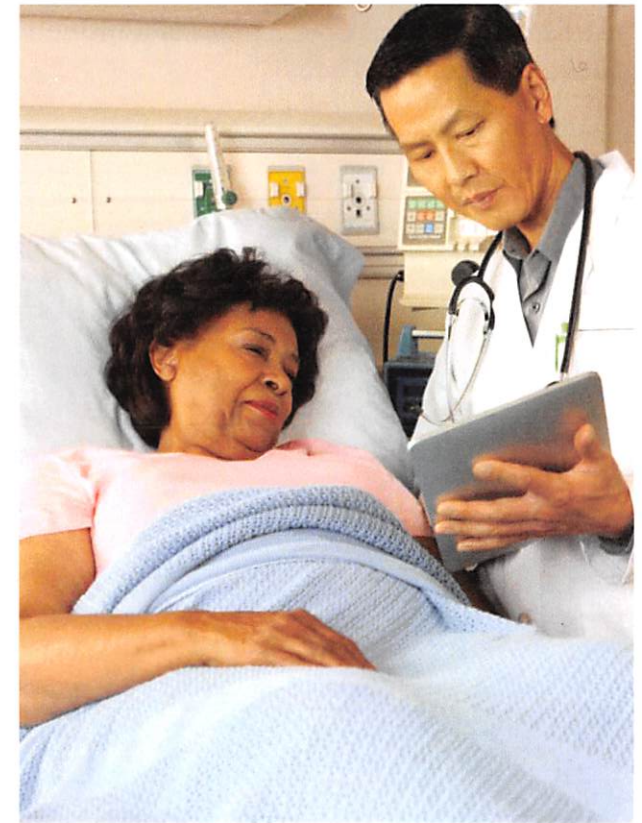
- Stewardship
- Collaboration
- Dignity
- Excellence
- Justice

Arroyo Grande | French Hospital | Marian Regional
Community Hospital | Medical Center | Medical Center

8790-91 (9/18)

Arroyo Grande | French Hospital | Marian Regional
Community Hospital | Medical Center | Medical Center

Care Transitions Program



Care Transitions Program

When being discharged from the hospital, people with new diagnoses or a flare-up of an existing condition, may have changes in their health care needs. These may include medications, treatments, and follow-up care from medical practitioners in multiple settings. These changes can often be confusing and challenging to understand without assistance. Our goal is to support you during your continued recovery. The Care Transitions Program (CTP) was created to assist people during these times of transition between hospital and home.



Our Team

The Care Transitions Program is a medically supervised program, which is staffed by licensed registered nurses employed by Dignity Health Services of the Central Coast and directed by a Medical Director. The Care Transitions Program coaching is based on voluntary participation and is provided free of cost to all participants. Our Medical Director is available for selective home visits for those patients who are without a primary care provider or who are not able to get into their care provider for a two week or greater time period of time and symptoms are getting worse. We also have a Licensed Clinical Medical Social Worker who can help with many practical needs and resource access to help meet your needs.

What We Do

The Care Transitions Program ensures that health management is a collaborative effort between the participant, family and healthcare providers. Our ongoing contacts with you allows for discussion to help identify any potential problems during the transition from hospital to home.

- Initial contact will be attempted within the first day or so of discharge by hospital nursing staff.
- Care Transitions nurses will then provide consistent follow-up phone calls while enrolled in the program.
- Provide assistance with medication management, medication access, compliance and information about medication assistance if needed.
- Provide reminders and assistance with follow-up visits to health care providers. Ensuring transportation in place and if needed, working with the social worker and other care providers to improve access to follow up appointments.
- Provide disease process education including symptom identification and intervention strategies.
- Provide linkage to resources, classes through our Community Benefits department with a wide variety of classes to help manage chronic diseases.
- Foster patient self-management.
- Provide Telehealth support, including monitoring of weight, blood pressure, heart rate and oxygen saturation.
- Provide dietary and lifestyle coaching through general counseling as well as access to Registered Dietitian when ordered by a physician. In addition, we have a comprehensive Diabetic and Wellness Program, accredited by the ADA.

Patients Who May Benefit from Care Transitions Program

- Those with a new diagnosis impacting health care needs.
- Patients with chronic diseases such as Heart Failure, Diabetes, COPD, Pneumonia.
- Those with multiple medications, new medications and/or changes to existing medication regimen.
- Patients with recent hospitalization or multiple readmissions.
- Patients with multiple Emergency Department visits.
- Those with multiple clinical specialists or without a primary care provider prior to discharge.

Dignity Health Community Based Palliative Care affiliate of Marian Regional Medical Center

We dedicate our resources to:

- Delivering compassionate, high quality, affordable health services.
- Serving and advocating for our sisters and brothers who are poor and disenfranchised.
- Partnering with others in the community to improve the quality of life.
- Respecting the inherent value and worth of each person.



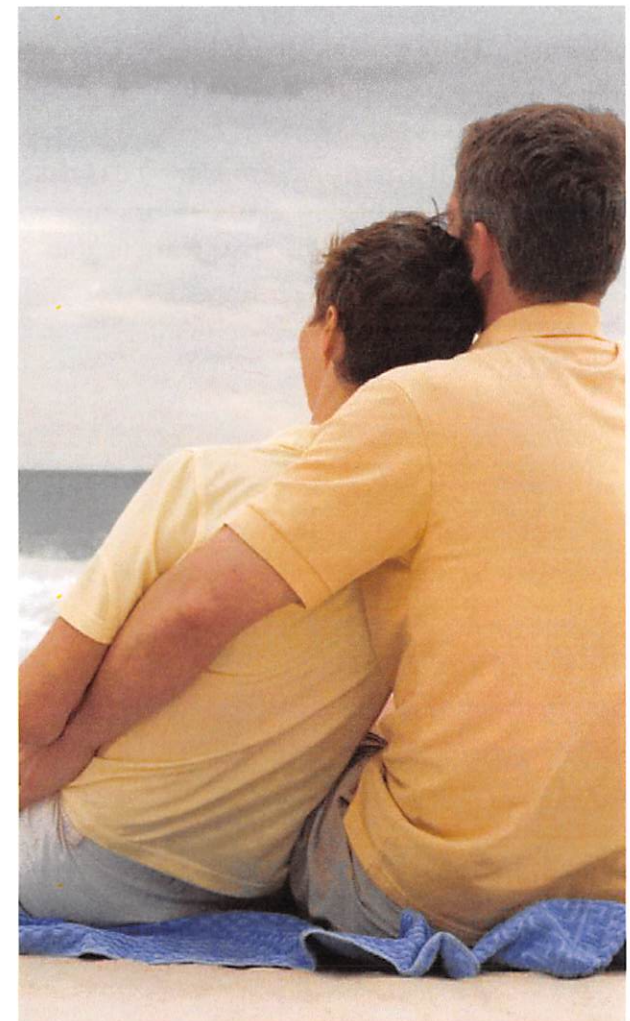
Joint Commission Certification
for Community-Based
Palliative Care

Dignity Health
Community Based Palliative Care
124 South College Avenue
Santa Maria, California 93454
Phone 805.739.3950
Fax 805.739.3939



Community Based Palliative Care

Providing compassionate quality care
to patients, families and community.



The Palliative Care Team Supports You Through Your Journey

Frequently Asked Questions

What is Palliative Care?

Palliative medicine is person centered care that works to enhance quality of life for those facing serious illness. The care team emphasizes symptom management, such as pain control and helps patients and families understand their illness and treatment options. Special attention is given to care planning and the goals, culture, choices and values of patients and their families.

How does Palliative Care differ from Hospice?

The biggest distinction from Hospice is that Palliative Care is provided in conjunction with curative treatments. Palliative Care is also

appropriate at any time during a serious illness whereas Hospice is generally only for those in the last months of life. Hospice is most helpful for those who no longer benefit from more aggressive curative therapies. Palliative Care aims to optimize medical treatments and helps patients adapt and better tolerate potentially difficult therapies and illness.

Do I keep my current doctor?

Yes, a person enrolled in a Palliative Care program will continue to be supported by their primary care physician. The Palliative Care team will work alongside your primary doctor to provide quality care and symptom management.

What can I expect from Palliative Care?

The Palliative Care team is a group of dedicated professionals who will oversee your symptom management and assist with

care planning. The team consists of:

- Palliative Care Physician
- Palliative Care Nurses
- Social Worker
- Chaplain
- Bereavement Services

Important goals are:

- Educate patients and families regarding disease processes, care planning and treatment choices.
- Optimize pain and symptom control.
- Optimize functional status.
- Promote the highest quality of life for patient and family.
- Serve as an educator and mentor for patients, families, peers and other healthcare personnel.
- Educate patients and family regarding disease processes and expected course of the illness.
- Facilitate timely access to Palliative Care services and establish a comforting and healing environment.



Palliative care exists in the belief that through appropriate care and promotion of caring community, patients and family/caregivers experience an improved quality of life.

For more information please contact us at 805.739.3950.

The Hospice Philosophy

Hospice means comfort, support and dignity.

Hospice focuses on caring, not curing. Our staff works to enable our patients to live as fully and comfortably as possible. Sometimes a patient may improve or stabilize to a point where Hospice care is no longer needed, but should a patient's condition change, he or she may be eligible to resume Hospice services at a later time.

Proudly serving the communities throughout San Luis Obispo and northern Santa Barbara County.



Offices in Multiple Locations

Dignity Health Central Coast has Home Health, Hospice & Home Infusion conveniently located throughout San Luis Obispo County and Northern Santa Barbara County.

For more information, please call toll-free 24/7: 800.549.9609
fax: 805.739.3839

Home Health, Hospice & Infusion
124 South College Drive
Santa Maria, CA 93454

Home Health — Atascadero
4555 El Camino Real, Unit A
Atascadero, CA 93422

Home Health — Lompoc
425 West Central, Suite 101
Lompoc, CA 93436



Hospice



Hospice Care

We believe that life is sacred and the dignity of each person deserves our respect and care throughout life including a natural death.

We realize that coping with end-of-life issues can be difficult for everyone involved. That's why Dignity Health Hospice is committed to providing compassionate and supportive care to our patients and their loved ones. We strive to create an environment of calm and professionalism in a stressful and difficult situation.

What is Hospice Care?

Dignity Health Hospice is a team of health care professionals and trained volunteers working to care for and support patients and families who face a life-limiting illness. Hospice brings health professionals to your home, wherever that may be.

The Hospice team provides expert medical end-of-life care, pain and symptom management and emotional and spiritual support. This care is expressly tailored to the patient's needs.

Our primary goal is to help patients maintain the highest quality of life possible throughout their end-of-life journey. Hospice also helps to support the families and caregivers along this journey. We strive to care for the whole person, not just the disease.

Dignity Health Hospice provides bereavement services for a full year after the death of the patient. Our trained bereavement team offers support to help families and caregivers cope with the loss of a loved one.



Patient and Family Directed Care

A family member typically serves as a patient's primary caregiver, but members of Dignity Health Hospice staff make regular visits to assess the patient's needs and provide additional care. Hospice nursing staff is available 24-hours a day, seven days a week to help with emergencies that may arise between visits.

The Dignity Health Hospice Team

Our interdisciplinary team of health care professionals, under the direction of the patient's attending physician and the Hospice Medical Director, follows a treatment plan that meets the physical and psychosocial needs of the patient and their family or caregivers.

Hospice Nurses assist with physical care, medication management and symptom management.

Pediatric Hospice Nurses are specialized certified nurses for pediatric patients ages 0-18.

Home Health Aides can help with bathing and personal care.

Chaplains are available for spiritual and emotional support.

The Bereavement Program provides compassionate and supportive care to families and caregivers both before and after the death of a loved one. There are a variety of support groups available as well as individual counseling.

Medical Social Workers provide emotional, psychological support and counseling for patient and family members. They also assist with funeral arrangements and access to necessary community services.

Homemakers can offer light housekeeping services and occasional respite for primary caregivers.

Dieticians can assist the patient and family with concerns related to end-of-life eating and nutrition.

Trained Volunteers provide respite or companionship so caregivers can get rest, run errands, etc. Volunteers also provide emotional support, perform light chores, run errands, provide massage and music for relaxation.

Requests for Hospice care may originate from patients, families, friends, physicians, hospital case managers or community agencies.

Dignity Health Hospice services are covered by most private insurance, Medi-Cal and Medicare. We know how to help.



Our Family Caregiver Support Program



This innovative program is accepting participants who are caregivers for an elderly and medically fragile adult in Northern Santa Barbara County. Our unique focus is about engaging the caregivers of the families we serve through new programs and services designed to empower and support caregivers as part of our healthcare team.

Our Family Care Navigator will work with the family caregivers to assess, support, guide and teach. Services are **FREE** and include:

- In-depth support and case management for the caregiver including an initial face to face assessment and ongoing support.
- “Powerful Tools for Caregivers”, a six week class that helps caregivers develop tools to reduce stress, communicate effectively, manage emotions and make tough caregiving decisions.
- Linkage to our collaborative partners for services such as counseling, respite, caregiver support groups, transportation and other community resources.
- Access to our Promotores Network for our Spanish speaking families.

For a referral and information call our Family Care Navigator:

Tracey Little, MSW, 805.614.2085 or Tracey.Little@DignityHealth.org

Molly Kehoe, MSW, 805.332.8590, fax 805.346.3562 or Molly.Kehoe@DignityHealth.org

Español 805.332.8591

Nuestro programa de apoyo a familiares cuidadores



Este programa nuevo e innovador está aceptando participantes que sean cuidadores de un ser querido de la tercera edad y con un estado de salud delicado en el norte del condado de Santa Barbara. Nuestro enfoque único trata de involucrar a los cuidadores de las familias que atendemos a través de programas y servicios nuevos diseñados para empoderar y apoyar a los cuidadores como parte de nuestro equipo de atención médica.

Nuestro asesor de cuidado familiar trabajará con los familiares cuidadores para evaluar, apoyar, guiar y enseñar. Los servicios son **GRATUITOS** e incluyen:

- Apoyo y administración de casos para los cuidadores inclusive una evaluación cara a cara inicial y un apoyo continuo.
- “Herramientas poderosas para cuidadores”, un curso de seis semanas que ayuda a los cuidadores a desarrollar herramientas para reducir el estrés, comunicarse eficazmente, manejar las emociones y tomar decisiones difíciles con respecto a los cuidados. En Inglés solamente.
- Vinculación con nuestros socios colaboradores para servicios tales como asesoramiento, atención de relevo, grupos de apoyo a cuidadores, transporte y otros recursos de la comunidad.
- Acceso a nuestra Red Promotores para nuestras familias hispanohablantes.

Para una derivación y para obtener información llame a nuestra asesora de cuidado familiar:

Tracey Little, MSW, 805.614.2085 or Tracey.Little@DignityHealth.org

Molly Kehoe, MSW, 805.332.8590, fax 805.346.3562 or Molly.Kehoe@DignityHealth.org

Español 805.332.8591

Welcome to the Diabetes Education* Center

***An ADA Recognized Program**

Diabetes Education is crucial to your well-being and continuing support. Evidence shows that individuals with diabetes do best with a comprehensive approach that includes both patient centered Medical Nutrition Therapy and Diabetes Self-Management Training. This results in both improved outcomes and overall cost savings.

Medical Nutrition Therapy (MNT)

Provided by a Registered Dietitian, and includes one on one assessment and consultations for your individual dietary needs.

Diabetes Self-Management Training (DSMT)

Provided by a Registered Nurse with one on one assessment and group education on multiple self-management topics, including medication use, problem solving, coping skills and risk factors reduction. Individual education can be provided for those with documented special needs.

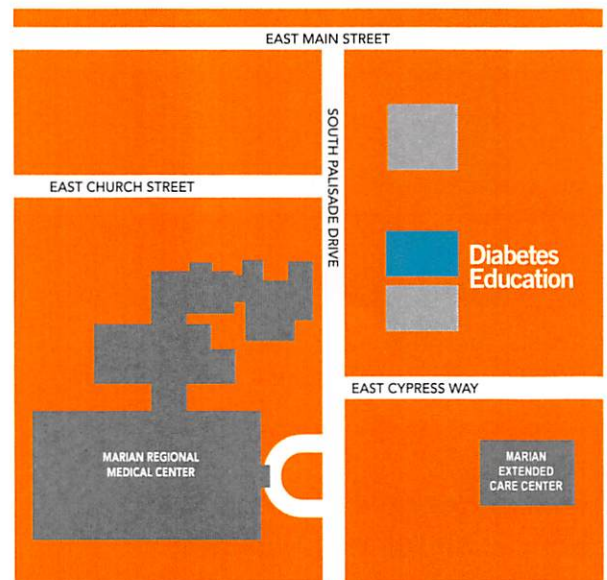
Diabetes Education also offered in Spanish. Educación sobre la diabetes se ofrece en español.



Sheri Etheredge, RD, CDE,
Dietitian / Co-Coordinator



Kelli Cox, RN, BSN, CDE,
Nurse Educator /
Co-Coordinator



**Marian Regional Medical Center
Diabetes Education**
210 S. Palisade Drive, Suite 200,
Santa Maria
Dietitian 805.739.3791
Nurse 805.739.3944
Receptionist 805.739.3900



*The American Diabetes Association Recognizes this education service as meeting the National Standards for Diabetes Self-Management Education.

Bienvenido al Centro de Educación sobre la Diabetes* (Diabetes Education Center)

***Un programa reconocido por la American Diabetes Association (ADA)**

La educación sobre la diabetes es esencial para su bienestar y apoyo continuo. La evidencia muestra que las personas con diabetes están mejor con un enfoque integral que incluye la Terapia Nutricional Médica centrada en el paciente y Capacitación para el Automanejo de la Diabetes. Esto permite mejores resultados y ahorros de costos generales.

Terapia Nutricional Médica (Medical Nutrition Therapy, MNT)

A cargo de una dietista registrada, incluye una evaluación y consulta personal para sus necesidades nutricionales.

Capacitación para el Automanejo de la Diabetes (Diabetes Self-Management Training, DSMT)

A cargo de una enfermera registrada, con evaluación individual y educación grupal sobre diversos temas de autogestión, incluido el uso de medicamentos, la resolución de problemas, las habilidades para sobrellevar situaciones y la reducción de los factores de riesgo. Se puede proporcionar educación individual para aquellas personas documentadas con necesidades especiales.

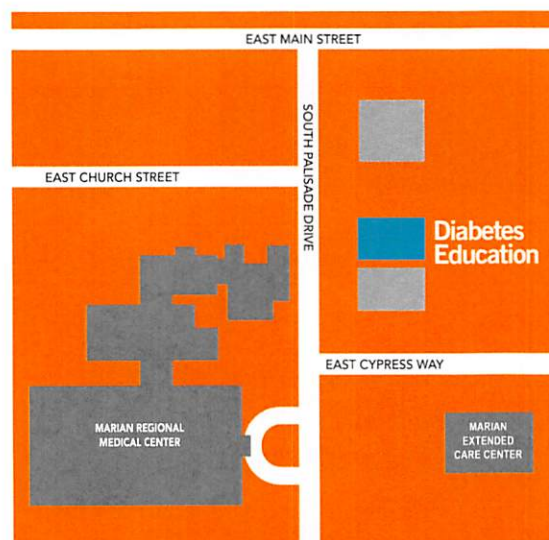
También se ofrece educación sobre la diabetes en español. Educación sobre la diabetes se ofrece en español.



Sheri Etheredge, RD, CDE,
Dietista / Co-Coordinadora



Kelli Cox, RN, BSN, CDE,
Enfermera Docente /
Co-Coordinadora



Marian Regional Medical Center
Educación sobre la Diabetes
210 S. Palisade Drive, Suite 200,
Santa Maria
Dietista 805.739.3791
Enfermera 805.739.3944
Recepcionista 805.739.3900



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Dignity Health.

Marian Regional Medical Center

Heart Failure Self-Management Plan

EVERY DAY:

- Weigh yourself in the morning
- Eat low salt food
- Take your medications
- Balance activity with rest periods

Green Flags — All Clear

What this means ...



If you have:

- No shortness of breath
- Weight gain less than 2 pounds (although a 1–2 pound gain may occur some days)
- No swelling of your feet, ankles, legs or stomach
- No chest pain
- Ability to do usual activities

Your symptoms are under control. Continue to take your medications as ordered. Follow health eating habits. Keep all physician appointments.

Keep up the great work!

Yellow Flags — Caution

What this means ...



If you have any of the following:

- A weight gain of 2–3 pounds in 2–3 days **or** 4–5 pounds in a week
- Shortness of breath
- Swelling of your feet, ankles, legs or stomach
- Fatigue or lack of energy
- Dry hacking cough
- Dizziness
- An uneasy feeling—you know something is not right
- Difficulty breathing when lying down or you sleep sitting up with extra pillows
- Chest pain or heaviness

Your symptoms may indicate that you need an adjustment of our medications.

Call your Home Care Nurse at _____
or ...

If you do not have Home Care:
Call your Primary Care Doctor at _____ when you have:

Call your Cardiologist at _____ when you have:

If you notice a Yellow Flag, work closely with your health care team.

Red Flags — Stop and Think

What this means ...



If you:

- Are struggling to breathe or have unrelieved shortness of breath while sitting still
- Have chest pain not relieved or reoccurs after taking 3 nitro tablets
- Have confusion or can't think clearly

You need to be evaluated by a health care professional immediately.

Follow these instructions:

CALL 9-1-1

If possible, notify your health care provider's office:

Physician:

Number:

If you notice a Red Flag, CALL 911. Emergency!

What You Should Know About Care Transitions Coaching

Your care transitions coach can help you learn new skills and gain confidence so that you can manage your health and your health care more effectively.

There is no cost to patients for coaching.

Your coach is a professional who can support you in following your health care providers' instructions.

Your coach does not provide direct care. Your coach can help you review medications, warning signs, and follow-up instructions; set achievable goals; and communicate effectively with your health care provider.

Care Transitions Program
805-739-3946



Dignity Health
Marian Regional Medical Center