

Patient benefits of the SSM Health at Home hospice program

1. **Rapid response:** A hospice representative will contact your patient or their family within 60 minutes of your referral.
2. **Supportive decision making:** If patient/family or physician prefers, SSM Health at Home can provide consultation visits before enrollment, helping patients and families clarify their goals and make informed choices.
3. **Proactive medication planning:** SSM Health at Home uses standardized protocols to recommend medications in advance, so patients have what they need — when they need it.
4. **Primary physician still involved:** The hospice team will regularly communicate with patient's primary physician to ensure physician continues to direct patient's care plan.
5. **Personal navigator** – Hospice will guide patient and family on a personal level through the complexities associated with end of life such as medication administration, education, expectations, spiritual needs, emotional support for patients and families, and more.

About SSM Health at Home

As a not-for-profit organization, our hospice care is mission-driven, grounded in the values of compassion, respect, excellence, and community. SSM Health at Home Hospice is Joint Commission accredited, reflecting our commitment to the highest standards of care.

Medical leadership and support

We have a robust team of board-certified hospice and palliative care physicians available to:

- Serve as a clinical resource for attending physicians.
- Assume primary management of hospice care if the referring physician prefers to transfer care to the attending hospice physician.

Care delivery excellence

Our EVIE (Every Visit Is Exceptional) program ensures consistent, high-quality care:

- Standardized visit planning to ensure patients have all necessary support before the nurse leaves.
- Structured communication protocols to enhance coordination.
- Care plans are customized to each patient and care setting, while maintaining reliability across visits.

Quality outcomes

- CMS Quality Rating: 87.6% (vs. 84% average among competitors, May 2024).
- Likelihood to recommend: 87% of families would recommend our hospice care to their friends and family.
- Symptom management: 82.1% (vs. 75% competitor average) patient and caregiver satisfaction reflecting a high level of contentment with pain management and symptom control.

- Communication with hospice team: 85.1% (vs. 81% competitor average) indicating patient and caregiver satisfaction with hospice communication.
- Our clinical quality scores consistently exceed national benchmarks.

Operational efficiency and communication

- 24/7 nurse triage center ensures timely response to patient needs.
- Streamlined referral process:
 - Accepting referrals via phone or Epic.
 - Referrals submitted through Epic are acknowledged via in-basket message.

Consistent communication with referring physicians

- Biweekly care plan summaries delivered through Epic.
- Ongoing updates to support continuity and transparency in care.

Two ways to refer patients:

1. **New!** Call **800-924-2273** to speak with an RN to take your referral.
 2. **Existing!** Use the current **REF 35 process** within Epic.
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