

## Supporting Our Community

Home-based Transitional and Palliative Care Services can help community members and their families navigate serious illness. Transitional Care provides emotional care and practical support to empower patients who live with serious illness. Palliative Care is specialized medical care that focuses on providing patients with relief from the symptoms and stress of serious illness. Both services are designed to help improve your quality of life.

Transitional and Palliative Care Services are programs of Hospice of Santa Cruz County. For over 42 years, we have provided expert care, guidance, and support when comfort and quality of life matter most.

For a referral to Transitional or Palliative Care Services, talk to your primary doctor, call us directly at (831) 430-3000, or find our referral forms online.



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## Serving our community from two locations:

**The Mary & Richard Solari Center  
for Compassionate Care**  
940 Disc Drive  
Scotts Valley CA 95066

**The Borina Family Center  
for Compassionate Care**  
65 Nielson Street, Suite 121  
Watsonville CA 95076

**(831) 430-3000**

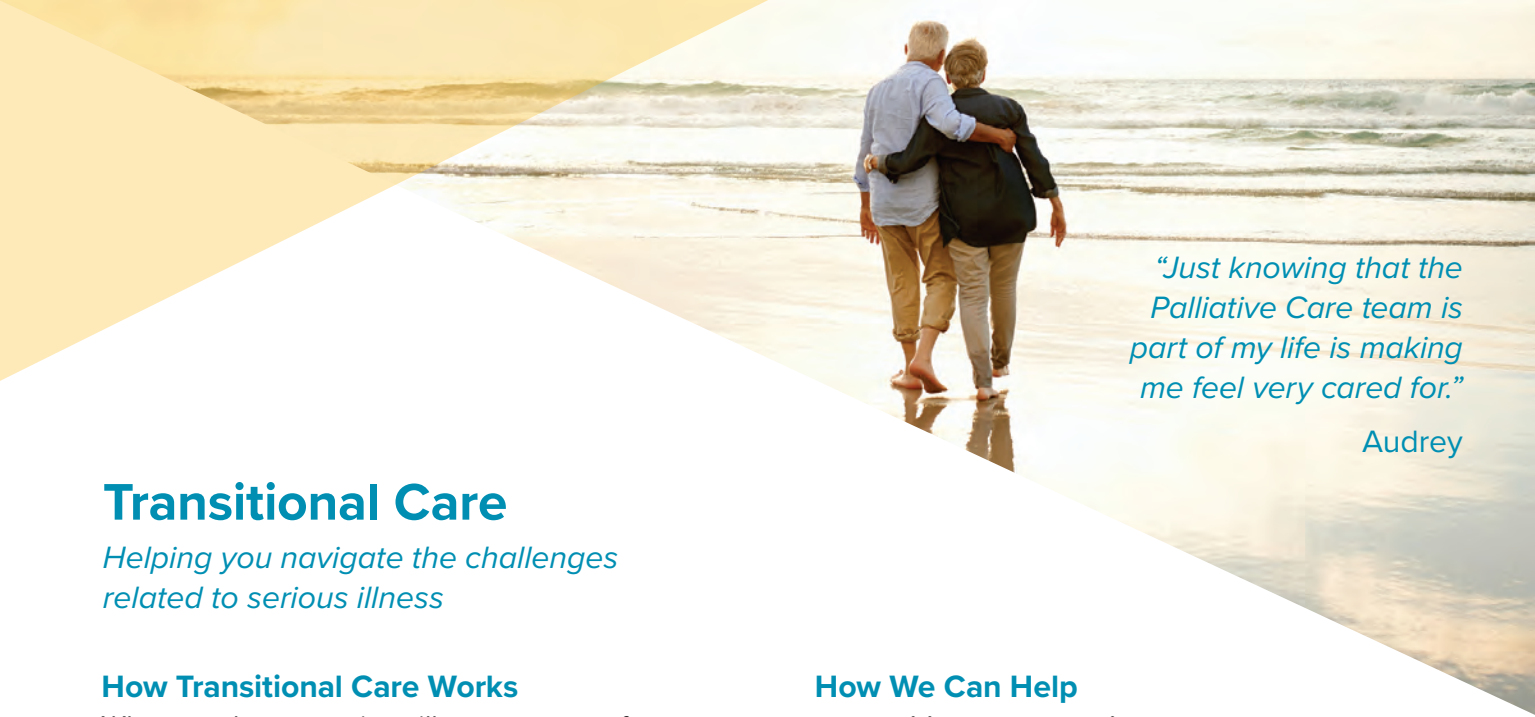
**[www.hospicesantacruz.org](http://www.hospicesantacruz.org)**



## Transitional & Palliative Care Services



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*“Just knowing that the Palliative Care team is part of my life is making me feel very cared for.”*

Audrey

## Transitional Care

*Helping you navigate the challenges related to serious illness*

### How Transitional Care Works

When you have a serious illness, you may face an unfamiliar world of treatment options, doctor’s visits and difficult conversations. We partner with you to evaluate your needs, offer assistance and can link you to valuable community resources.

### How We Can Help

A **Transitional Care Social Worker** will partner with you to help you:

- Make empowered healthcare decisions regarding your care and treatments.
- Provide compassionate, emotional support to assist you in navigating serious illness.
- Connect with resources that fit your needs and help with practical support, financial concerns, and other areas you may be worried about.
- Plan with clarity and make your wishes known by helping you complete your Advance Healthcare Directive or POLST\* forms.

\*POLST: Physician’s Orders for Life-Sustaining Treatment





# Palliative Care

*Helping ease distress for you and your family*

## How Palliative Care Works

Understanding your illness can help you make decisions that are right for you and your family. Palliative Care provides compassionate support focused on preventing, relieving, and treating your pain and other symptoms. Palliative Care is specialized medical care that treats the symptoms and stress of a serious illness. The goal is to improve your quality of life.

We provide an added layer of support alongside your current care team, and help you navigate the complexities of serious illness. We are committed to helping you understand your treatment choices. Palliative Care ensures that you, your family, and your caregivers are supported and are working with your goals and wishes in mind.

## Improving Your Quality of Life

Palliative Care improves quality of life by:

- Respecting your wishes and goals for care and working with you to navigate your options.
- Providing education and recommendations about symptom management.
- Helping you plan for your future healthcare needs.
- Coordinating your care with your health care providers and acting as a connective thread to ensure important details are communicated across your care teams.
- Providing important information about medications and their potential side effects.
- Preventing unscheduled/unplanned trips to the hospital and other services you may not want.
- Identifying when further treatment may be helpful such as skilled nursing care, home health care, or hospice support.

## How We Can Help

Our patient-centered Palliative Care team works together with you, your family, and your other doctors to support and empower you. Close communication is key. This coordinated care and support is provided in the comfort of your home or care facility.

**Palliative Care Doctor/Nurse Practitioners:** will work closely with you and your primary care doctor to coordinate your care, treat your symptoms and help you maximize your wellbeing and independence. The Palliative Care Doctor or Nurse Practitioner will make home visits and/or video visits as needed.

**Palliative Care Nurse:** provides education regarding medications, disease processes and symptoms, and care coordination with the rest of your team.

**Palliative Care Social Worker:** provides emotional and practical support to you and your family. In addition to connecting you to available community resources, the Social Worker can help you complete Advance Directive Paperwork and POLST\* forms to ensure your wishes are documented and shared with those involved in your care.

\*POLST: Physician's Orders for Life-Sustaining Treatment



## Frequently Asked Questions

### Q: Is Transitional Care right for me?

A: If you or your loved one is undergoing treatment for a serious illness, feel over-whelmed, and could benefit from community resources and support, our Transitional Care Social Worker can help.

### Q: What will Transitional Care Services do for me?

A: Your support plan is tailored to match your needs. We are committed to improving your understanding of your treatment options and are here to partner with you to support and empower you.

### Q: Can you help my family as well?

A: Yes, we include your family and caregivers to help you navigate your options and next steps.

### Q: What is the cost of Transitional Care Services?

A: There is no cost for Transitional Care Services; this program is funded by generous donations from our community.

### Q: What is the difference between Transitional and Palliative Care?

A: Transitional Care is provided by our social workers and does not include medical team members (physician, nurse practitioner, or nurse).

### Q: Why should I choose Palliative Care over Transitional Care?

A: Palliative Care is designed to support adults who have a very serious illness and can benefit from home-based medical and non-medical support. Our Palliative Care team provides an added layer of support that works in partnership with you and in addition to your primary care provider to support you.

### Q: Is Palliative Care the same as Hospice Care?

A: No. While Palliative Care and Hospice Care are part of the care continuum for seriously ill patients, Palliative Care helps patients and families that have a chronic condition with a longer prognosis and who may still be actively treating their disease. Hospice adds additional layers of support when the patient's goals of care shift from active treatment to comfort care during the last six months of life.

### Q: What is the Cost of Palliative Care?

A: Palliative Care is covered by some insurance plans and is based on your diagnosis and needs. We partner with Blue Shield and The Central California Alliance for Health and Medicare. Our Palliative Care team will work with you to evaluate your coverage options and payment plans.

### Q: How is technology integrated into your services?

A: We utilize in-person and telehealth visits via Zoom to provide you with the care you need, when you need it.



Transitional &  
Palliative Care  
Services

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