

Hospice

of Southern Maine

WHEN EACH MOMENT COUNTS



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207.289.3640

HOSPICEOFSOUTHERNMAINE.ORG

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At Hospice of Southern Maine (HSM), our mission is simple – providing compassion, care, and comfort at end of life. Since 2004, thousands of families across Maine have trusted us during their greatest time of need. We provide high-quality, expert care by our team of doctors, nurse practitioners, nurses, social workers, chaplains, hospice aides, grief counselors, and volunteers. Rest assured, we are here to help now or whenever you are ready.

You and your family will be supported medically, emotionally and spiritually every step of the way. Whether you're interested in hospice care where you reside, or your needs are better met at Gosnell Memorial Hospice House, we are here for you, even if it's simply to answer your questions.

A handwritten signature in black ink that reads "Daryl J. Cady".

Daryl J. Cady
Chief Executive Officer
Hospice of Southern Maine



Hospice of Southern Maine is here to listen and address what is most important to you. We are experts in managing pain and symptoms, helping with daily personal care, and supporting you and your family with all your medical, emotional, and spiritual needs.

We are here to help make each day the best it can be in the weeks, months, or even years to come.

A handwritten signature in black ink that reads "Fernando Moreno, MD".

Fernando Moreno, MD
Medical Director
Hospice of Southern Maine

Hospice

Eligibility & Services

At Hospice of Southern Maine, we believe in doing everything we can to provide the highest quality of care for our patients. Striving to help each patient reach their goals at end of life, we work together to create an individualized plan of care with each of our patients. That includes support from family caregivers, loved ones, and our interdisciplinary team of clinicians.

Hospice provides individualized care and support for people with a life expectancy of 6 months or less (if the illness runs its natural course). The dynamic team of professionals educates and supports caregivers to fulfill the role they want to have during this process.

Here are some important facts about hospice:

- Eligibility is determined by two physicians, your primary physician and the hospice physician.
- If you live longer than 6 months, you can still receive hospice care, as long as the hospice medical director determines you remain eligible.
- The focus is on comfort, not on curing an illness.
- A specially trained team of professionals provides care for the “whole person,” including physical, emotional, social, and spiritual needs.
- Hospice services are 100% covered by Medicare and most private insurances.
- Services include nurse visits, prescription drugs, equipment (like hospital beds), supplies (like bandages), grief counseling, and more.
- Care is generally provided in the home, but Gosnell Memorial Hospice House is also available for patients with acute pain and symptoms.
- Family caregivers can receive counseling and support.
- Respite care is available for home hospice patients. If the caregiver needs rest, home hospice patients can stay at our inpatient facility, Gosnell Memorial Hospice House, for up to 5 days.
- If your health improves or your illness goes into remission, you may no longer need hospice care. You have the right to stop hospice care at any time, and should it be necessary, you may return to hospice care any time as well.



Our Expanded Philosophy of Care

Factors that may have once been considered barriers to hospice may now be within the scope of hospice care, especially when there is early intervention. Hospice of Southern Maine is committed to collaborating with you and your care provider to ensure that you receive beneficial hospice services whenever possible.

We work with you and your physician to ensure that additional treatments are beneficial and aligned with hospice goals of care.

This means that people with the following circumstances may be able to receive hospice:

- No advanced directive
- Currently being treated with antibiotics
- Using a ventilator
- Currently on dialysis or IV fluids
- Currently being treated with blood transfusions
- Currently being treated with IV cardiac medications
- Currently being treated with palliative radiation and/or chemotherapy
- Living alone
- Receiving Total Parenteral Nutrition (TPN or Feeding Tube)

Research and our own personal experience tell us that people admitted to hospice earlier experience reduced hospital readmissions and improved quality of life for themselves and their families, giving people more time for what is important.



The Care Team

Physicians:

Our Medical Director and your primary physician review your case for appropriate admission to hospice and assist the hospice care team with a personalized care plan. Your primary physician remains involved in your care after admission.

Registered Nurse:

A Nurse will visit, help manage your medications, and offer care to relieve any symptoms that arise such as pain, shortness of breath, nausea/vomiting, agitation, constipation and anxiety. They will also provide education to your family and caregivers. In addition to regular visits, a nurse is available by phone 24/7.



Nurse Practitioner:

Our NPs are highly-trained medical experts who diagnose, prescribe medications, and manage many conditions. They work closely with the hospice team to provide holistic end-of-life care for patients at home or Gosnell Memorial Hospice House.

Hospice Aide:

Aides are the care provider you will likely see the most often. They help with personal hygiene care and other needs. Duties might include help with bathing, dressing, feeding and oral care, changing linens, and light meal preparation.

Patient & Family

Chaplain:

Our Interfaith Chaplains are specially trained in end-of-life care. They are available to offer you and your caregivers emotional and nondenominational spiritual support. Available in addition to a patient's current pastor, priest or spiritual advisor, they offer 'whole-person' care and comfort.

Volunteer:

Our Volunteers go through an in-depth training. They can help you with transportation, light household chores & errands and can provide companionship.

Social Worker

Chaplain

Grief Support

Volunteer

Social Worker:

Our masters-level Social Workers provide emotional support and education on the end-of-life process, facilitate life review, goal setting and planning, connect you with community resources including additional in-home support.

Grief Support:

Grief support is provided throughout the continuum of hospice care and up to a year after death. Counselors offer individual grief counseling, grief support groups, and grief education.

Hospice Care at Home

Eighty percent of Americans say they wish to die at home. Hospice helps make that possible. While many people associate our care with Gosnell Memorial Hospice House, the majority (92%) of HSM's patients receive care where they reside. We care for nearly 200 patients every day at home.

Home hospice care is a unique model of care where nurses, aides, social workers, chaplains, grief counselors, and volunteers come to you, and supplies, medications, and other support services are delivered directly to your door.

Hospice at home includes nurse visits, and these other available services:

- Care coordination with your current physician
- Help with managing medications
- Equipment & supplies delivered to your home
- Hospice aide visits to assist with personal care needs
- Social Worker assistance with resources & counseling about what to expect
- Pastoral or spiritual care
- Volunteer assistance & companionship
- Grief support before, during, and after death



Gosnell Memorial Hospice House

When pain and symptoms can no longer be easily managed at home, Gosnell Memorial Hospice House is available for general inpatient care. Gosnell offers 18 private, spacious suites with modern amenities in a home-like setting in Scarborough. Built specifically to provide high-quality medical care for people near the end of life, Gosnell is a home away from home for patients and their families. Its doors are open to anyone needing acute hospice care, regardless of insurance coverage or ability to pay. Inside, a team of trained professionals — physicians, nurse practitioners, nurses, aides, chaplains, social workers, and volunteers — provide around-the-clock care so no one dies alone or in pain.

Gosnell is also available for respite stays for people receiving home hospice care. Respite care provides short-term relief for caregivers.

Gosnell House Amenities:

- Patient suites include a kitchenette, dining table, sofa bed, & sleeper chairs for visitors day & night
- Public living room, dining room, & kitchen
- Sanctuary & other quiet spaces for reflection
- Patio & landscaped gardens & trails
- Social worker & interfaith chaplain on site
- Live music from our HeartStrings Volunteers
- Therapy dog visits from our PawPrints volunteers
- Resource library with books & games
- Wireless internet
- Spa tub
- Reiki energy work



All hospices are the same... or **are** they?

Complimentary Services

Additional services available at Gosnell include PawPrints dog therapy visits, HeartStrings musicians, Reiki practitioners, and more.

Gosnell Memorial Hospice House

HSM operates the only hospice house in Southern Maine, a home-like setting with 24/7 care for patients with symptoms that cannot be managed at home. 18 private suites wrap patients and families in comfort and care.



Unparalleled care and support

Our quality scores on Medicare's Care Compare website consistently out-rank other area hospices and meet or exceed national averages in all categories. When surveyed, 92% of caregivers rate HSM a 9 or 10 and 98.5% said they would recommend us to family or friends.

Unrivaled Responsiveness

We are here when you need us, 24/7, even if you just have questions. We can admit the same day or as soon as you're ready. As the local hospice leader, we work closely with the area's largest hospitals, physician practices, and specialists to transition your care smoothly.

Local. Independent. Nonprofit.

For nearly two decades HSM has provided compassionate hospice care throughout York & Cumberland Counties. We are an independent, Medicare certified, 501(c)3 nonprofit, and the largest provider of hospice services in Maine.

Experts in our field

At HSM, our only focus is hospice. Many of our clinicians have specialized certifications in hospice care. We know how to provide the right care at the right time.

What People

"Whether in your home or at Gosnell Memorial Hospice House, when you need us, we'll be here for you."

- Daryl Cady, CEO

"Your nurses are wonderful. My calls were always answered and I was never nervous. You are unsung heroes in my eyes."

- SM

"Every staff member and volunteer treated my brother with compassion and love. As a family member, I also was treated with great kindness. I cannot thank you enough. Being at Gosnell House is like being surrounded by angels."

*- Sister
New York 2021*

"Your expertise guided all of us and touched us in a way that will remain in our hearts forever." - Daughter

Are Saying

"Hospice helps make the final days of loved ones a feeling I know I'll never forget. It all seemed so much more personal."

- Family Member

"You did everything in your power to keep my husband comfortable, clean and happy. We shall be forever grateful."

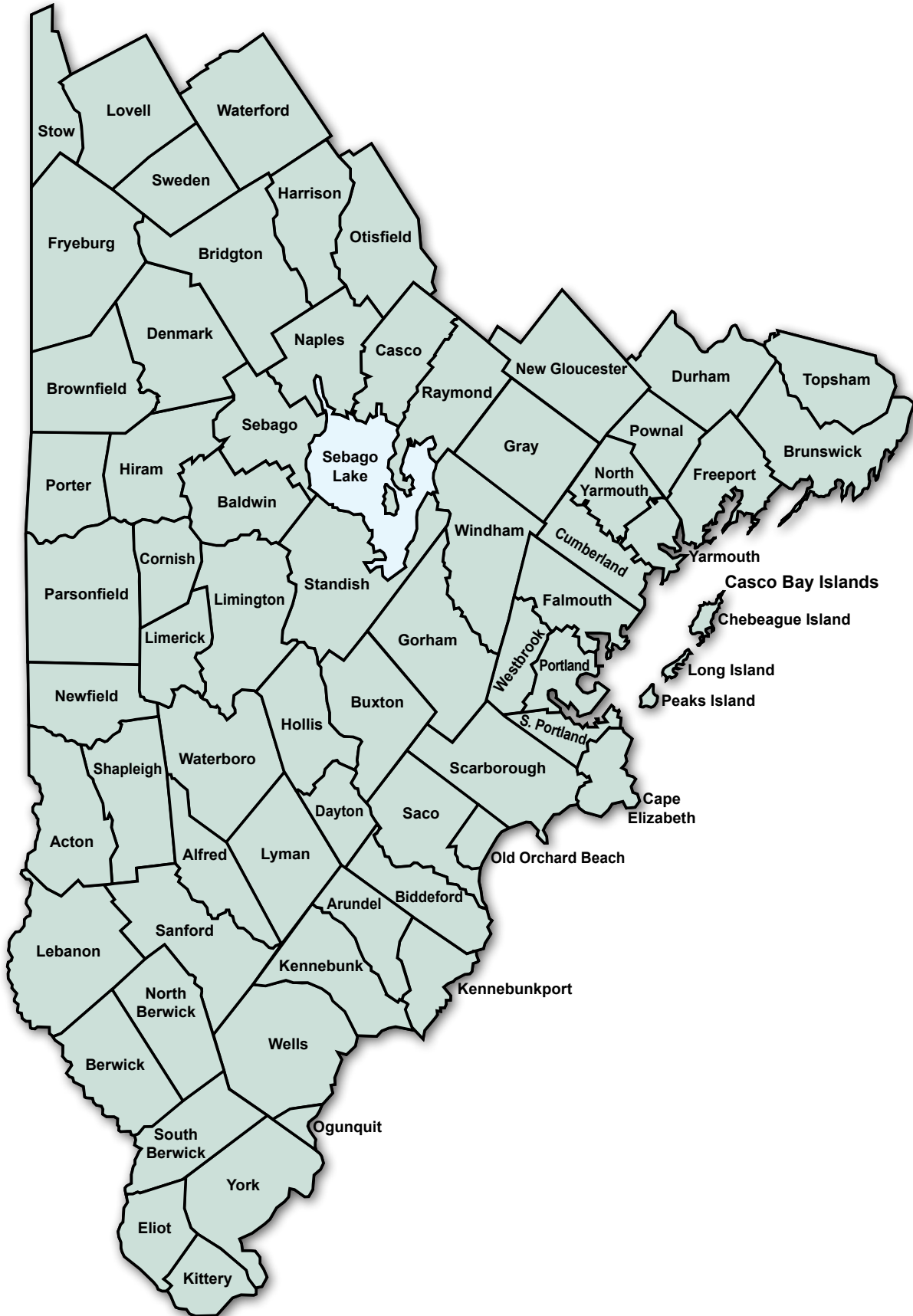
*- F.D.
Maine 2018*

"Hospice of Southern Maine gave our parents physical, spiritual, and emotional support when they needed it most. This allowed us to spend special time with them, which we will always remember and cherish."

*- Roland and Joy Eon
Saco, Maine*

"We are forever grateful to everyone that makes the love, caring, and kindness at HSM so amazing. In such a sad time in our life, you made it easier. Thank you!" - K.R. Maine 2018

SERVICE AREA AND CONTACT



The logo for Hospice of Southern Maine features the word "Hospice" in a large, green, serif font. A stylized green leaf with a yellow-orange center is positioned above the letter 'i'. Below "Hospice", the words "of Southern Maine" are written in a smaller, orange, sans-serif font.

Hospice of Southern Maine

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Questions?
Please call or visit us online.
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Acton
Alfred
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Buxton
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Casco
Chebeague Island
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Cumberland
Dayton
Denmark
Durham
Eliot
Falmouth
Freeport
Fryeburg
Gorham

Gray
Harrison
Hiram
Hollis
Kennebunk
Kennebunkport
Kittery
Lebanon
Limerick
Limington
Long Island
Lovell
Lyman
Naples
New Gloucester
Newfield
North Berwick
North Yarmouth
Ogunquit
Old Orchard Beach
Otisfield
Parsonfield
Peaks Island

Porter
Portland
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Sanford
Scarborough
Sebago
Shapleigh
South Berwick
South Portland
Standish
Stow
Sweden
Topsham
Waterboro
Waterford
Wells
Westbrook
Windham
Yarmouth
York

"Hospice of Southern Maine provided us with the most supportive help that we didn't even know we needed during the last six weeks with my husband, my daughter's father. The home nurse was a perfect match for my husband, and my daughter and I as well. The final few days at Gosnell House were the biggest blessing. Finally pain-free and a peaceful goodbye."

- Wife & Mother

QUESTIONS? PLEASE CALL US!

207.289.3640

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Hospice of Southern Maine ("HSM") complies with applicable Federal civil rights laws and does not discriminate against, or treat differently, any person on the basis of race, color, national origin, religion, citizenship status, disability, sexual orientation, gender identity, age, or source of payment.

HSM provides free aids and services to individuals with disabilities and/or whose primary language is not English to communicate effectively with us. If you need these services, call HSM's Section 1557 Coordinator at 1-207-289-3640. ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-207-289-3640. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-207-289-3640.