

The National Hospice and Palliative Care Organization has developed questions to help patients, families and providers identify factors that might be important when selecting a hospice agency.

COMPLIANCE & ACCREDITATION

- Is the hospice Medicare Certified?
- Has the hospice been surveyed by a state or federal oversight agency in the last five years?
- Is the organization a NHPCO member?
- Is the hospice accredited by a national organization?
- Does the hospice conduct a family evaluation survey?
- Roze Room Hospice is Medicare Certified and surveyed regularly. Performance ratings are available at www.calqualitycare.org or www.medicare.gov. We are an active NHPCO member and Joint Commission accredited. Our patient families receive a survey to evaluate our care. Request our Perception of Care results to see what our families have said.

HOSPICE SERVICES

- Will staff come to the home if there is a crisis at any time of the day or night and on weekends?
- Who is available to make the home visit (nurses, doctors, social workers, chaplains)?
- Who is on the hospice team and how often do they visit?
- What "extra" services does the hospice offer? What services do volunteers offer?
- Roze Room Hospice is available 24 hours a day, 7 days a week. We can respond to a crisis at any time. All team members, including physicians, are available to make home visits. Each patient is assigned to a hospice team (MD, nurse, SW, spiritual counselor, aide, etc.) and seen several times a week. The frequency of each discipline will vary depending on patient needs and their changing condition. Continuous Care is a level of hospice care that can be offered to manage symptoms during a crisis. As an "extra service", Roze Room's continuous care team consists of Roze Room nurses, versus a traditional combination of nurses and aides, or outside agency staff. We also offer music therapy as a comfort measure to promote relaxation and total well-being. Our volunteers offer a variety of services (companionship, going out for a walk, reading to patients, etc.).

AGENCY SPECIFIC INFORMATION

- How long has the hospice been operating in the community?
- What is the organization's governance structure?
- How quickly can the intake/admissions staff come to begin the admissions process?
- With five locations, Roze Room Hospice has been serving the Greater LA, Ventura and Northern OC communities for over 20 years. We are contracted with all major insurance networks and have palliative care partnerships with Blue Shield, Cedars Sinai, Health Care Partners, UCLA, VA and more. As an independently owned and operated organization, we are willing and able to accommodate many non-traditional wishes of our patients (ex. hydration, artificial nutrition, paracentesis, high flow oxygen, etc.). Our admissions team is available 24/7 and we can meet patients within the hour.

For more information about selecting an agency, visit www.nhpc.org

Available to process referrals and admit patients 24/7

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