

Key Hawai'i Community Resources for Those with Serious Illness



What is Palliative Care? *Palliative Care* is sometimes referred to as **Supportive** or **Concurrent Care**, and provides strong support for individuals and their loved ones with a serious illness or condition, or have complex health issues. It is not the same as hospice care, and individuals using this benefit can continue to receive curative treatments as desired. Comfort-directed services are focused to help people manage the symptoms and stresses of serious illness. Contact your health plan for further details on this beneficial service. (Please turn over for in-home palliative care programs.)

Hospital-based (Inpatient) Palliative Care Programs

- Castle Medical Center: 808-263-5253
- Kaiser Permanente: 808-432-7100
- Kapi'olani Medical Center for Women & Children: 808-983-6000
- Maui Memorial Medical Center, Palliative Care Coordinator: 808-442-5801
- North Hawai'i Community Hospital: 808-885-4444
- Pali Momi Medical Center (ask for palliative care consult): 808-486-6000
- Straub Medical Center (ask for palliative care consult): 808-522-4000
- The Queen's Health System: 808-691-4726
- Wilcox Medical Center (ask for palliative care consult): 808-245-1100

Community-Based (Outpatient) Palliative Care Programs

- Franciscan Care Plus (St. Francis): 808-595-7566
- HMSA Case Management Program: toll free 1-844-378-9997 or 808-948-5377
- Humana and UnitedHealthcare: toll free 1-800-851-7110 or 808-532-6989
- Kaiser Permanente: 808-432-8046
- Kōkua Kalihi Valley Home-based Palliative Care Services: 808-791-9410
- Kupu Care (Hawai'i Care Choices, Hilo): 808-934-2913
- Palliative Medicine Partners (Kaua'i): 808-245-7277
- UHA Comfort Care: toll free 1-800-458-4600 #300 or 808-532-4006

What is Hospice Care? Hospice is a special kind of care helping those with a life-limiting illness, with a prognosis of six months or less, live with dignity and comfort, either at home or in an inpatient care setting. It is a philosophy of care that goes beyond cure, offering the services of an Interdisciplinary Team consisting of a physician, nurses, nurse-aides, social workers, spiritual counselors, nutritional and other therapists, and specially trained patient-care volunteers, focusing on the whole person; mind, body and spirit. Most hospice programs are funded through reimbursements from patients' health insurance plans (e.g. Medicare, Medicaid and private insurance) and is provided on all islands. In cases where there is no insurance coverage, most hospice programs will provide core services at no cost. All hospice providers offer *Community-Based Palliative Care*. Contact your preferred hospice directly.

O'ahu:

- Bristol Hospice 808-536-8012
- Navian Hawaii 808-924-9255
- Islands Hospice: 808-550-2552
- Mālama Ola Health Services 808-543-1188
- St. Francis Hospice: 808-595-7566
- Veterans Administration 808-433-7676

Kaua'i

- Kaua'i Hospice: 808-245-7277

Island of Hawai'i:

- Hawai'i Care Choices: 808-969-1733
- Hospice of Kona: 808-324-7700
- North Hawai'i Hospice: 808-885-7547

Maui:

- Hospice Maui: 808-244-5555
- Islands Hospice Home, Kahului 808-856-8989

Lana'i:

- Navian Hawaii 808-565-6777

Moloka'i:

- Navian Hawaii 808-553-4310

UHA and HMSA offer in-home palliative care programs. UHA's program is '**Comfort Care**' and '**Supportive Care**' is an HMSA benefit. The goal is to improve quality of life for patients who have a serious or life-threatening disease. Typical goals of care would be to prevent or treat symptoms of a disease, side effects caused by treatment, and psychological, social, and spiritual problems. The person receives comprehensive clinical and psycho-social support while maintaining their usual care and, typically, supportive care includes skilled nursing, case management, psycho-social support, personal care aid and spiritual support. Most durable medical equipment and comfort medications related to the supportive care diagnosis are covered. Supportive care is provided by hospice teams, who are available by phone or in-person 24 hours a day, 7 days a week. (As of January 2019)

ADVANCE CARE PLANNING – MAKING LIFE DECISIONS

Everyone needs an Advance Directive – Not Everyone needs a POLST

A) The Advance Health Care Directive, commonly known as an Advance Directive, allows you to appoint your Health Care Power of Attorney, the person who can speak for you if you cannot speak for yourself in a medical situation. It allows you to specify your wishes for care at the end of life. There are many versions of the Advance Directive. You can download a free version at kokuamau.org/resources/advance-directives. **Everyone 18 years and older needs an Advance Directive.**

B) What is POLST? POLST (Provider Orders for Life-Sustaining Treatment) is a portable medical order meant for **seriously ill or medically frail individuals** and takes effect as soon as it is signed. It can follow you from home into a medical setting, and after discharge to your home or other setting such as a nursing or care home. POLST is a form that contains medical orders that specify the type of care you would like in the event of a medical emergency. This form can be quickly understood by all healthcare professionals, including first responders and ambulance personnel. Transferable to all healthcare settings, POLST must be signed by a physician or APRN to be valid and can only be completed after having in-depth conversations with your provider. Completing a POLST form encourages communication between healthcare providers and patients and loved ones, enabling patients to make more informed decisions. More at kokuamau.org/polst

C) Free Speakers Bureau: Kōkua Mau wants to get our community talking about wishes for care at the end of life. Our **Let's Talk Story Program** will go to where people work, live and pray for interactive sessions facilitated by our trained experts. To arrange a free workshop on this important topic, contact us at speaker@kokuamau.org or call us.

OTHER WEB RESOURCES:

Grief and Bereavement Support (pdf 11 pages): The Bereavement Network of Hawai'i maintains a comprehensive, constantly updated list of support groups and services in Hawai'i. Visit the Kōkua Mau website for the Bereavement Support List as a PDF file. Or go to: www.kokuamau.org/services/caregiving

Aging and Disability Resource Center (ADRC), State of Hawai'i

If you have questions about aging and disability ADRC is your source in Hawai'i for answers, with information about the home and community services you may need. ADRC is a one-stop resource for long-term care, information and services. Call statewide at 808-643-2372 or visit www.HawaiiADRC.org. The service is free.

Kōkua Mau - A Movement to Improve Care

Visit www.kokuamau.org for further information and to download resources available for professionals and the general public, including Advance Directives, POLST, palliative care, hospice and other local resources.

Kōkua Mau	www.kokuamau.org
PO Box 62155	Phone: 808-585-9977
Honolulu HI 96839	info@kokuamau.org

Please note: The list was compiled and updated by Kōkua Mau as a community service December 2020. Please call the number listed to find out details about the specific group or program. We need your help to maintain this list: Please send any additions or edits to: info@kokuamau.org. For additional resources, visit: www.kokuamau.org/services/caregiving