

Best Practices in Culturally Sensitive End-of-Life Care

Program Profile: Hospice of the Cherokee

Administration, Staffing & Facility

- Hospice of the Cherokee has 15 staff members, a medical doctor, an assistant medical director, 2 chaplains, 2 aides, 3 RNS, 2 LPNS, a volunteer coordinator, and a host of volunteers who provide services to the community.
- The hospice facility can assist 25 persons at one time and generally operates at full capacity.
- Staff training includes webinars, conferences, and written materials developed to meet identified needs.
- As the only hospice in the area, they serve people from all of the surrounding communities, 50% of whom are Native American.

“Assuring the patient’s freedom from discomfort or pain is a priority which requires teamwork among referring physicians, family members and the hospice staff. “

-Hospice of the Cherokee Commitment

Funding

CNHHS is a tribally incorporated, non-profit home health care agency that:

- Is a certified Medicare hospice program,
- Does not limit service eligibility to tribal members, and
- Is a self-sufficient agency that has not received supplemental support from the Cherokee Nation since 1999.

Lessons Learned

- Integrated care has been an important aspect of what CNHHS has been able to provide to the surrounding community.
- CNHHS has three levels of care it provides: Advantage, Home Health, and Hospice.
 - Advantage provides case management and light, in-home support to patients.
 - Home Health provides in-home nursing care to patients recovering from procedures.
 - Hospice care provides end-of-life support for patients and their families.

Future Directions

CNHHS is looking to possibly expand, but wants to ensure that they maintain the tight-knit relationships they are currently able to forge with their patients and families.