

# Complete Care

## A Comprehensive Hospice Solution

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### Profile

Service: Hospice  
Diagnosis: Lung Cancer  
& COVID-19

This individual is 74 years old with a life-limiting illness of lung cancer and is O2 dependent. The hospice team was notified that the patient did not feel well and was experiencing fatigue, weakness, and nausea. The RN visited the home to assess the patient and found that the patient was experiencing increased fever, vomiting, confusion, shortness of breath, and unable to stand independently.

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### Complete Care Approach

The RN made an in-person visit to check for symptoms of the coronavirus, notified the medical provider, and set up a virtual visit from the patient's home. The social worker contacted the Power of Attorney (POA) and established a private pay agency for around-the-clock support. As the agency couldn't start for 24 hours, Constellation initiated crisis care under Hospice benefit and, in proper PPE, remained with the individual through the night.



#### Virtual Visits

RN set up a virtual visit with the individual's medical provider



#### Diagnostic Services

Medical provider ordered mobile chest X-ray and labs so patient could remain comfortably at home



#### Diagnostic Testing

A rapid COVID-19 screen was completed and the results were positive



#### Delivery Service

New medication delivery and food delivery was established to accommodate her diet

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### Key Outcomes

- Coordinated multiple services to accommodate patient needs
- Symptoms were diagnosed and managed immediately
- Patient remained in her home with support
- Patient regained independence in a remarkably short time frame