



GOODWIN HOUSE

# Palliative Care and Hospice

Delivering Skilled Compassionate Care

Goodwin House Palliative Care and Hospice provides family-centered, compassionate care for individuals facing terminal illnesses throughout Northern Virginia. Our team members are clinically trained in end-of-life care and focus on the importance of dignity as well as quality of life. They work to meet the needs and wishes of patients and families. Our skilled team of professionals include:

- Physicians
- Nurse Practitioners
- Registered Nurses
- Licensed Clinical Social Workers
- Spiritual Counselors
- Bereavement Counselors
- Hospice Aides
- Volunteers



## *A Record of Excellence*

### **Our hospice team exceeds national average in Customer Survey Results**

The Goodwin House Hospice team ranked above the national average in all categories of performance in CMS Consumer Survey<sup>1</sup> results as reported on the Hospice Compare website for the first quarter of 2018.

- |                                 |                                     |
|---------------------------------|-------------------------------------|
| Communication with family       | Help for pain and symptoms          |
| Getting timely help             | Training family to care for patient |
| Treating patient with respect   | Overall rating of this hospice      |
| Emotional and spiritual support |                                     |

<sup>1</sup> The Centers for Medicare & Medicaid Services (CMS) has implemented the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Hospice Survey to measure the experiences that patients and their caregivers have with hospice care. Participation in the CAHPS® Hospice Survey is a requirement for hospices accepting Medicare payments. For more information, see <http://www.hospicecahpsurvey.org/>.

**Contact us**  
**703.578.7108**  
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## Palliative Care and Hospice

Dignity, Compassion and Caring Communications

There is comfort in knowing that during this difficult time, compassionate care and helpful communications with families and loved ones are available. Goodwin House Palliative Care and Hospice (GHPC & Hospice) serves individuals with life-limiting illnesses in their homes in the Northern Virginia area and in our two continuing care retirement communities, Goodwin House Alexandria and Goodwin House Bailey's Crossroads. We are honored to have been alongside hundreds of patients and families in their most vulnerable moments.

### *Words from families we've served*

"Thank you for the *loving care* you provided for my dad. It was difficult to be 3,000 miles away but it was made easier because I knew that you were with him. I so appreciated the information you relayed and the ways you *looked out for his best interests*. Your *gentle caring and calm presences* must have been a relief to him. It certainly was for me knowing that you were there to bear witness. Most of all, I am moved to hear how everyone gathered around my mom and my sister the night my dad died, and surrounded them in *loving concern*. He was a lucky man to have you there in his last months. Thank you for being there for all of us."

– Daughter of a GHPC & Hospice Patient

"I want you to know how much we appreciated the attention and *compassionate home hospice care* that you provided during our mother's final days. It has been truly inspiring to observe and work with such a dedicated and effective team in action."

– Daughter of a GHPC & Hospice Patient

"Thank you so much for your care of (my spouse) during his two months at Goodwin House. It meant so much to me to have you with him and to *explain to me what he was going through*."

– Spouse of a GHPC & Hospice Patient

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