



Your Life. Our Passion.®



About Trustbridge

Since 1978, Hospice of Palm Beach County, Hospice of Broward County and Hospice by the Sea have cared for 200,000 families in South Florida. These three hospices are now one branch of Trustbridge, a community nonprofit that provides unparalleled support for families facing serious illness.

Trustbridge services include hospice care, palliative medicine, caregiver support, and grief support for children and adults.

National Recognition



Trustbridge's unmatched levels of hospice care have been nationally recognized for excellence, earning the Joint Commission National Quality Seal of Approval for both Palm Beach and Broward Counties. We are the only hospice with this distinction in both counties. We are licensed by the Agency for Healthcare Administration for Medicare and Medicaid Benefits for Floridians, and accredited by the Palm Beach County Board of Rabbis. We are members of the National Hospice and Palliative Care Organization, Florida Hospices and Palliative Care, Inc., the National Hospice Workgroup and the National Association for Home Care.

Why Trustbridge?

Trustbridge endeavors to create an unmatched healthcare experience for patients and families in their time of need and provide them with access to compassionate, expert and professional healthcare services. Moreover, Trustbridge is one of only 4 percent of hospices nationwide that can provide extraordinary treatments for comfort, including radiation, chemotherapy, intravenous medications or blood transfusions.

Our services include:

- ♥ Physical, emotional and spiritual care for families facing a life-limiting illness
- ♥ Skilled treatment and care for the medically homebound
- ♥ Counseling for children and adults to find healing after the loss of a loved one
- ♥ Compassionate, fun programs for teens and children who have lost a loved one

A background image showing several hands of different skin tones interlaced and holding each other in a supportive grip.

Your Life. Our Passion.®

A Letter from the President



Thank you for taking this time to familiarize yourself with Trustbridge and the services we offer to the community. Facing a serious illness is a journey unlike any other in life, and yes, it is incredibly challenging and difficult at times. If you are reading this booklet because you are considering Trustbridge, please know that you are not alone. We are here for you. As our name suggests, you can trust us to do what is necessary to guide you and your family through this difficult time and provide the compassionate care you need.

At Trustbridge, we are passionate about helping families navigate the very personal journey of hospice care, palliative care, and bereavement. Over the course of four decades, we have been helping families in Palm Beach County and Broward County through serious illness. Our caring, skilled professionals, whose services you will learn about in this booklet, are ready to provide those in need with emotional and practical support to help ease pain and offer comfort and hope.

At Trustbridge, we honor dignity and humanity above all. We take to heart whatever is important to our patients and their families. If you or someone you love is considering hospice care, you can trust us to guide you and your family across this bridge of transition with understanding and compassion. If you or a loved one is in need of our other services, we are here for you as well.

We know that decisions regarding one's healthcare cannot be made lightly. If you have questions about how we can help you or someone you know, please contact us. Our knowledgeable team members will address any concerns or questions you may have. Your life is our passion.

A handwritten signature in dark ink, appearing to read "Dave Fielding", written in a cursive style.

Dave C. Fielding, President and CEO

“ When Trustbridge came into our lives, we began to breathe again. Before, we had been overwhelmed trying to handle medical, emotional and spiritual issues we weren’t prepared for. They gave us enormous comfort and relief and helped us more than I could ever have imagined. ”

– Madolyn G.



Life.

Your Life. Our Passion®.

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Your Life

Hope, Support and Comfort

Love and loss. Celebration and struggle. Joy and challenge. All of these threads are woven into the complex fabric of life. Your life.

When you or someone you love is facing a life-limiting illness, life can seem even more complex. You may feel frightened and alone, as if the very ground beneath you has suddenly been transformed into a strange, unfamiliar landscape. You might be trying to understand a difficult diagnosis, you might be bewildered about what your next steps should be, or you might even be wondering how you will face the day ahead. This can also be true for anyone who suddenly finds himself or herself medically homebound. No matter your state of mind or need, Trustbridge is here to help you and your family find clarity, comfort and direction.

Charting Your Course

Every family is unique. Trustbridge will help you chart the course that is right for you and your family. We can help you understand what is happening now and help you plan for the future. We will move forward together.

When you or your loved one was in the hospital, you may have felt as if medical decisions were mostly out of your hands. With Trustbridge, it is different. A member of the Trustbridge staff will ask important questions to determine what is needed and how best to provide care, such as:

- ♥ What is important and meaningful to you right now?
- ♥ What are your biggest concerns?
- ♥ How would you or your loved one like to be cared for?
- ♥ How can we be most helpful to you in accomplishing your personal and family goals?
- ♥ Which medical and financial matters do you need help with?

We offer care, guidance and support so that you can focus on your relationships with your loved ones.

We Are There for You

Wherever hospice care is provided, Trustbridge professionals are experienced in alleviating distress, relieving pain and suffering, and helping you and your family discover your inner source of strength, support and hope.

Many people do not realize that hospice care can also be provided at home. In fact, that is where most people receive hospice care.

In some cases, depending on the patient's needs, hospice care may be provided at a Trustbridge care center, at a skilled nursing facility, at an assisted-living or other caregiving facility, or in the hospital.

No matter the location, the Trustbridge hallmarks of compassionate care and comprehensive services are the same.

Care Centered on Life

Not life centered on care. But care centered on life. That is the Trustbridge way.

We are passionate about supporting the wishes of every person and family in our care. Your goals are the focus of the Trustbridge team, and together we will design a plan of care that will be right for you and your family.

Whichever Trustbridge service is needed—hospice care, caregiver support or grief support—our focus is on helping you live life to the fullest extent possible. Even when life seems hardest, it is possible to experience the mystery and wonder of every day. Our limitations don't define us. Our possibilities do.

Trustbridge can help you figure out what is possible for you and your family. Trustbridge caregivers and spiritual counselors can help families find meaning and hope by embracing and savoring each precious moment. We can help you focus on being truly present in every moment, where you can fully appreciate the love, faith, joy, and shared memories.

A photograph showing a female caregiver in a white uniform and apron, smiling as she supports an elderly man and a young boy. The man is leaning on a walker, and the boy is hugging him from the side. They are in a bright room with large windows in the background.

Offering comfort and compassion.
Creating positive experiences. Across every stage of life.

Caregiving at Home

Although it is often difficult, caring for a loved one at home can also be incredibly meaningful and personally rewarding. At Trustbridge, we understand the importance of “caring for the caregiver,” ensuring that if the caregiver feels sad, tired, or overwhelmed with caregiving responsibilities, he or she can count on the Trustbridge staff for counseling, training, respite support or advice when needed.

At Trustbridge, we believe that the connection between the patient and his or her family, combined with our passion to provide comfort and support, is a powerful combination.

We deeply respect the relationship between caregiver and patient. We encourage caregivers to share with us their personal understanding of their loved ones. Are they particularly moved by a certain kind of music? Are there spiritual or religious traditions that are especially meaningful or comforting? Do they have favorite works of literature? Favorite foods? What brings them joy, hope and laughter? We want to know.

We also understand that relationships between caregivers and their loved ones can become strained or difficult, as a result of the stress of dealing with the illness. The Trustbridge staff is experienced at smoothing out the rough edges of relationships so that the love and caring between everyone can return to the forefront.



“ Not only did Trustbridge take care of my mother’s physical needs, but you also provided psychological support for me, teaching and guiding me on how to better care for her and enabling me to become more confident in my abilities as a caregiver. ”

– Linda S.

Emotional and Spiritual Support

When a loved one is very ill, many families want to express meaningful feelings but may not know how. Our clinical social workers, spiritual care chaplains and bereavement counselors are here to help our families create a legacy of lasting, comforting memories. Trustbridge spiritual care chaplains represent many religious traditions to help people find meaning as they review their lives. Whether the need is for someone to listen without judgment, someone with whom to explore spirituality, or someone who can provide the comfort of religious rituals, prayers and music, the Trustbridge team can help.

Sometimes, family members begin to worry about losing their loved one before it actually happens, as they think about the limitations of life. This normal reaction is called “anticipatory grief.” Our counselors and chaplains can help each family member move toward emotional and spiritual healing by encouraging him or her to share expressions of love, joyful memories, and forgiveness.

Trustbridge offers ongoing grief support programs for adults, teens and children, helping each family member discover his or her personal source of strength, hope and comfort.

When Conversations Are Difficult

It is not uncommon for some families to have difficulty talking about life-limiting illness. In our experience, families who have these conversations, as difficult as they are, have better experiences over the course of the end-of-life journey. Trustbridge professionals can facilitate these important conversations if needed. When everyone has a clear understanding of what to expect and how they can participate, more focus can be placed on planning and spending meaningful time together.

Creating trust and bridging the gap between just living and truly being alive.



Our Passion

Easing Pain and Suffering

Trustbridge professionals are passionate about easing pain, suffering and distress. We work with patients and their families to achieve what is most important to them. Our hospice team cares for those with life-limiting illnesses for the remainder of their lives, wherever they live—at home, at a Trustbridge care center, at a skilled nursing facility, at an assisted-living or other caregiving facility, or in the hospital. At our family-friendly inpatient care centers, we care for patients 24 hours a day, as needed, to stabilize pain or other symptoms. We are also passionate about caring and supporting the patient's family and friends throughout this journey.

What Makes Trustbridge Special?

At Trustbridge we are committed to helping people live each day to the fullest. Our expertly trained professionals provide physical and emotional comfort and support. We treat all of our patients and their family members with compassion and dignity, creating a sheltering, safe space for all.

Trustbridge is one of only 4 percent of hospices nationwide that can provide extraordinary comfort measures to our patients, including radiation, chemotherapy, intravenous medications, or blood transfusions.

Because we are a nonprofit organization, we provide care to all who are in need, regardless of insurance coverage or ability to pay. Many patients and families are not aware that hospice care is available for a full six months. **When care begins early in the life-limiting illness, patients and families can benefit much longer from our personalized care.**



“ We felt such a sense of ease as soon as we were in Trustbridge’s care. The medical experts who came to our mother’s home assessed any changes in her health and responded right away to meet her needs. We felt totally confident that she was receiving the best possible care. I cannot express the relief that brought to all of us.

– Steve M. ”

Hospice Services

At Trustbridge, we listen to the needs and wants of our patients and their families. We believe that anyone with a life-limiting illness should be as comfortable as possible and receive exactly the type of care he or she needs, while being able to spend meaningful time with the people who are most important to him or her.

Trustbridge professionals are skilled in pain and symptom management, providing comfort and care to the patient and the entire family. Our services include:

- ♥ 24-hour support for patients and their family caregivers
- ♥ Expert clinical care and symptom management
- ♥ Medications, equipment, and supplies delivered to the patient's bedside
- ♥ Emotional and spiritual support for the whole family
- ♥ Guidance in making complex care decisions and locating essential community resources
- ♥ Music therapy to reduce pain, anxiety and other symptoms
- ♥ Extensive grief support programs for children, teens and adults
- ♥ Volunteer support to provide additional help for families



The Trustbridge Team

Our expert staff of skilled, compassionate caregivers is varied, covering an array of needs and services. Not every patient will need every service, but it is comforting to know that an individual plan of care may include a few or several of the following professionals:

Nurses: A registered nurse (RN) manages the patient's care, including visits to the home if necessary, and is responsible for coordinating all patient services. These licensed nurses are available for consultation 24 hours a day. They lovingly provide medical care, evaluate the medical situation, administer medications, assess changing needs, educate caregivers, provide emotional support to the patient and family, and serve as a direct line of communication between the family and the hospice team.

Certified Nursing Assistants: Our compassionate and skilled nursing assistants visit the patient regularly, providing assistance with personal care, such as bathing, skin care, dressing and feeding. They can also assist in other activities of daily living.

Clinical Social Workers: Hospice social workers provide emotional support to patients and families, helping them navigate the challenges of serious illness. They explore and connect patients and families with essential community resources; provide counseling services for individuals, families and friends; and conduct caregiver support groups. They can also help patients communicate their feelings and concerns to family members, wherever they may live. Social workers may also offer assistance with advance directives, living wills, health care surrogate information and complicated billing systems.

Physicians: The Trustbridge chief medical officer and our physicians work in close consultation with the hospice team to oversee medical and clinical decisions. When it's medically necessary, the physician team member may also evaluate the patient.

Pharmacists: Expertise with medications is vital to hospice care and patient comfort. Trustbridge pharmacists review the patient's medications and discuss them with the physician and nurse. They are available to answer questions and discuss medication concerns with the patient and family.



Dietitians: Trained nutritionists work in consultation with your hospice team to ensure that the patient receives a diet appropriate to the medical need, modifying nutrition as necessary.

Spiritual Care Chaplains: Trustbridge chaplains come from many religious traditions and help people of all beliefs find meaning as they review their lives. Our chaplains respect all traditions and beliefs, and are integral members of the hospice team. If the patient wishes, the spiritual care chaplain can facilitate visits from family clergy or provide emotional and spiritual support for patient and family. They can also help families with the process of grieving and healing.

Music Therapists: Music therapy is an established health profession that has been shown to relieve pain, depression and anxiety. Music also brings renewed energy and awakens feelings of hope, love and family unity. When working with one of our board-certified music therapists, patients and families often discover a familiar, comforting setting for reflection and renewal. A keepsake audio recording or original song may be created during a music therapy session, capturing private thoughts or moments of deep, personal meaning.

Volunteers: Many dedicated men and women graciously volunteer their time to assist the patients and families in Trustbridge's care. These caring volunteers are on hand to help the patient and family in myriad ways, such as visiting with the patient so a family member can take a break, running an errand and even helping to care for the family pet.

Grief Counselors: Trustbridge provides grief support to anyone in the community who has lost a loved one. Trustbridge bereavement counselors and programs create an atmosphere of safety where those who have experienced a loss start to heal and grow. Our experienced bereavement counselors provide individual and group counseling for children, teens and adults.

Our hospice families represent a wide variety of cultures and spiritual beliefs. We serve families of any faith, regardless of personal beliefs or religion. Trustbridge is not affiliated with a religious organization. Everyone is welcome.

**We bring a commitment to doing whatever it takes,
no matter where you are in health or in life.**

Your Life. Our Passion®.

Trustbridge Grief Support Programs

When the death of a loved one occurs, even if it is expected and peaceful, it is not uncommon for family and friends to experience a dizzying range of emotions. In addition to feelings of loss, grief and despair, they might also be feeling anger, guilt or relief. All of these feelings and more are completely normal and expected reactions.

Trustbridge Bereavement Centers offer safe environments where those who mourn can build new life skills, talk to others who are grieving and find hope and strength to go on.

Trustbridge Bereavement Programs for Children and Teens

Many children express the fear that, following the loss of a loved one, they will never be able to smile again. Trustbridge provides grief counseling to children and teens tailored to how younger individuals experience loss and healing. These services include:

- ♥ Individual counseling for children and teens
- ♥ School-based support groups for children and teens
- ♥ Specialized grief workshops for teens
- ♥ Family social events
- ♥ Grief camps for children and teens

Grief Support for Adults

- ♥ Open support groups for anyone who has experienced a loss
- ♥ Individual and family grief-counseling sessions
- ♥ Grief education workshop for adults
- ♥ Group counseling focused on the loss of:
 - Spouse/partner
 - Parent
 - Child
 - Adult child

Additional Bereavement Services

- ♥ Telephone grief support
- ♥ Expressive therapies
- ♥ Celebration of Life programs
- ♥ Family outings and workshops



All of our groups, workshops and family activities are open to everyone in the community who has lost a loved one. We are here to support you. You are not alone.

Frequently Asked Questions About Hospice

What is hospice care?

Hospice care provides comfort and support to people with advanced illness and their families. The goal of hospice care is to improve the quality of life by addressing each patient's physical, emotional, psychological and spiritual needs. Considered to be the model for quality, compassionate care for people facing a life-limiting illness, hospice care involves a team-oriented approach to deliver expert medical care, pain management and emotional and spiritual support expressly tailored to the patient's needs and wishes.

Where is hospice care provided?

Most people receive hospice care in their homes. Hospice care may also be provided at a dedicated care center, a skilled nursing facility, an assisted-living or other caregiving facility, or in the hospital.

Who qualifies for hospice care?

Hospice is a unique type of supportive care devoted to people who have been certified by a physician and a hospice medical director to have a life-limiting illness with a life expectancy of six months or less if their disease follows its expected course. Compliance with Medicare, Medicaid or private-pay insurance eligibility guidelines is also necessary for qualification.

How is hospice care paid for?

Hospice care is a benefit that patients are entitled to under Medicare, Medicaid and private insurance. Most insurance plans, HMOs and managed care plans include hospice coverage.

When should a decision be made to enter hospice and who makes it?

At any time during a life-limiting illness when a cure is unlikely, it is appropriate to discuss hospice. The decision belongs to the patient, family and physician. Hospice care is most beneficial when elected early to allow sufficient time to manage symptoms and improve the quality of life over a period of several months.

How does a person get admitted to hospice?

When a physician has certified that a patient has a life-limiting illness, the physician may make a referral to Trustbridge directly or the patient or patient's family member may contact Trustbridge at 844.422.3648 or visit www.trustbridge.com to request hospice care. After initial contact, a member of the Trustbridge staff will make an appointment to visit the patient and family to do an assessment and discuss a plan of care.

Will entering hospice hasten the patient's death?

Entering hospice care will not hasten death. The goal of hospice care is to provide comfort. It will ensure that the patient is comfortable, safe, and surrounded by the people who are important to him or her. Patients will also receive the best professional care to manage pain and any uncomfortable symptoms of their illness, and they will receive whatever emotional and spiritual support they desire.

How long can a person receive hospice care?

Patients can benefit from our support as long as they continue to meet the medical criteria. They can choose to leave hospice care at any time, for any reason, and return later if they are medically eligible.

Can a hospice patient choose to discontinue hospice care?

A hospice patient can choose to discontinue hospice care and return to regular treatment in the healthcare system at any time, which would be warranted in the case of remission or improvement. A patient who wishes to discontinue care will be required to sign a form indicating the date on which the service is to end. The patient may resume hospice care at a later time if he or she meets the eligibility requirements.

Can patients continue seeing their own doctor if they are in hospice care?

Yes. Many patients continue to see his or her own primary care physicians when they enter hospice care. Our team works closely with the patient's doctor to coordinate care and monitor their condition.

What services does hospice care cover?

The Trustbridge team works with the patient and family to determine a personal plan of care. Medications related to the life-limiting diagnosis are covered, along with medical supplies, equipment and certain personal-care items. Nutritional supplements as directed by the dietitian or physician are also covered.

How does palliative care differ from hospice care?

Palliative medicine is a specialty focused on relieving the symptoms that often accompany a serious illness or condition, providing the patient with the best possible quality of life. Palliative care can bring comfort at any stage of illness—offering symptom relief, both while curative measures are being pursued, and later on if the disease progresses and curative measures are no longer effective. In the hospice setting, palliative medicine helps individuals with limited life expectancy, who no longer benefit from curative measures.

Does Trustbridge have an emergency line?

Trustbridge staff is available 24 hours a day to answer questions and assist in case of an emergency. The Patient Care line is 888.441.4040.



**Not life centered on care.
But care centered on life.**

How to Contact Trustbridge

We're here to help. Contact us anytime.

Admissions and Referrals: 844.422.3648

Patient Care Questions: 888.441.4040

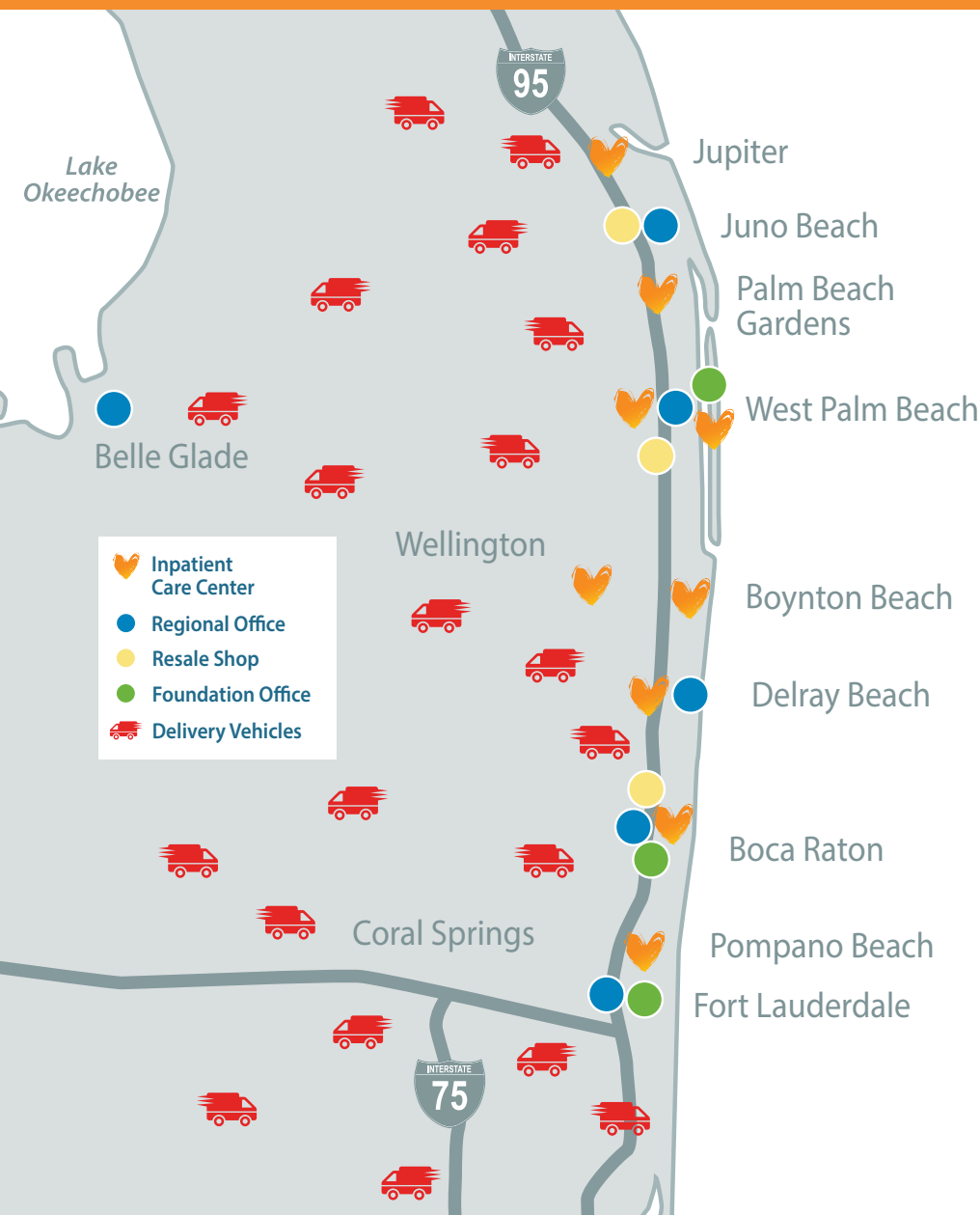
General Information and Business Inquiries: 888.848.5200

Donations: 877.494.6890

www.trustbridge.com



Trustbridge Locations



**We care for you,
wherever you reside**

Covering the **3,600 square miles** of Palm Beach and Broward counties, we care for **1,950 patients per day** in their family homes, caregiving facilities and our 9 Trustbridge inpatient care centers.

Care Center at Jupiter Medical Center Pavilion

1230 South Old Dixie Highway
Jupiter, FL 33458
561.227.5207

Care Center at Palm Beach Gardens Medical Center

3360 Burns Road
Palm Beach Gardens, FL 33410
561.494.6840

Charles W. Gerstenberg Care Center

5300 East Avenue
West Palm Beach, FL 33407
561.227.5130

Care Center at Good Samaritan Medical Center

1309 North Flagler Drive
West Palm Beach, FL 33401
561.494.6821

Care Center at Bethesda Hospital East

2815 South Seacrest Boulevard
Boynton Beach, FL 33435
561.227.5271

Care Center at Delray Medical Center

5360 Linton Boulevard
Delray Beach, FL 33484
561.637.5180

Care Center in Boca Raton

1531 W. Palmetto Park Road
Boca Raton, FL 33486
561.395.5031

The Suites at Trustbridge (Care Center in Boca Raton)

1531 W. Palmetto Park Road
Boca Raton, FL 33486
561.416.5096

Care Center at John Knox Village

830 Lakeside Circle
Pompano Beach, FL 33060
954.788.2226



hospice | palliative care | home care

Vision

To provide an unmatched healthcare experience for families in their time of need.

Mission

To provide families with access to compassionate, expert and professional healthcare services in their time of need, throughout their lifespan.

Values

- Excellence
- Integrity
- Teamwork
- Compassion
- Accountability
- Pride



Your Life. Our Passion.[®]

Your Life. Our Passion[®].

Comfort | Commitment | Compassion | Dignity | Excellence
Empowerment | Humanity | Integrity | Support
Teamwork | Understanding



24/7 Information & Admissions: 844.422.3648 | trustbridge.com

Licensed since 1981. Accredited by the Joint Commission in Palm Beach and Broward counties.
501(c)(3) not-for-profit organization.

Jewish Accreditation by the Palm Beach County Board of Rabbis, Inc.

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Direct inquiries to Senior Director of Marketing at 561.848.5200