

# Santa Rosa Memorial Hospice House

## Project Description – Operational Information

November 16, 2020

### **Overview:**

The Santa Rosa Memorial Hospital Hospice House will serve the terminally ill and will make the end-of-life experience less stressful for those who need it most. A welcoming environment and dedicated staff that can take charge of caregiving - sharing their expertise, compassion, and guidance - is what many families and patients deserve.

We will accept patients based on their health needs, not on their ability to pay. We are grounded in the Catholic tradition and promise that all are welcome here. Our philosophy of care focuses on the relief of suffering in patients who are terminally ill. Our care focuses on the whole person. We not only manage physical pain and symptoms, we tend to each patient's and family's unique emotional and spiritual needs.

The services of the Hospice House will most benefit individuals who:

- Live alone with no support system in place to complement Hospice's home-based program of care.
- Live with an elderly or infirm partner whose own condition prevents them from being able to provide adequate care or support.
- Come from institutional settings such as hospitals or skilled nursing facilities or who have no place to call home.
- Have families who are unable to or overly fearful of caring for their loved ones at home.

### **Hours of operations & peak visitor activity:**

The Hospice House will operate 24 hours a day, 365 days a year. Peak activity is expected during the evenings and weekends. If we have a full census of 12 patients then it is expected that one quarter (3 patients) of our patients will rarely have visitors. Several our patients will have no family in the area, have lost contact with family and friends or have outlived their support system. Half of our patients will have family present for an hour or a few hours a day. These visits tend to be for 60 minutes or less. Elderly patient spouses tend to come most often between 10 and 1 PM or between 5-6:30, depending on when they can get a ride to the Hospice House. Some of our modern families will have large extended families and with a full census we could have 2 large families at a time. Given the experience of other facilities throughout the country we expect to have more visitors on evenings and weekends.

Operational arrival, departure, and deliveries will take place from the arrival drive area at the West (Doyle Park Drive) side of the building. Deliveries will be accepted and maintenance performed only during hours as prescribed by the City of Santa Rosa. Scheduled maintenance, landscaping, equipment service, including generator testing and oxygen tank replacement will occur per City of Santa Rosa hours of requirements. Oxygen tanks will be replaced by service professionals via the main arrival area on Doyle Park Drive, or from the neighboring property driveway and parking area to the North at 510 Doyle Park Drive.

### **Staffing:**

The house will be staffed by RNs, MDs, LVNs and a Cook/Homemaker. During daytime operation there would be up to 6 staff members on site. This number will reduce to 3 at night. These staffing numbers assume a full

census (12 beds). This number would reduce if the census drops. That is, if census drops to between 6-9 patients then staff number would drop to 5 during daytime operations. Most staff will operate on an 8-hour shift pattern but some staff such as the LVN's may be on a 12 hour shift pattern.

**How does the Hospice House differ from a typical health care facility?:**

The Hospice House provides residential care and palliative care and nursing care to patients who are in the last weeks and days of their life. Dying patients needs and affect vary greatly. Some patients will be in a coma and others may be very animated and verbal. Each has different needs.

- Comfort and relief from pain are to be maximized to provide a best possible outcome. There will be a much higher technological and focused medical care at the bedside for much shorter stays including more high touch and constant bedside care than a typical medical facility.
- We are committed to creating a homelike environment, as opposed to a residential institutional environment. Each guest will be warmly welcomed and invited to stay throughout the day. Some family members may elect to sleep over in the patient's room and we have fold out beds to accommodate family needs.
- Relationships are key. Each staff member is responsible for knowing each visitor and making sure that their emotional needs are met. Each visitor is treated more like a guest in your own home rather than a typical visitor in a board and care or skilled nursing facility.
- Visitors are allowed 24 hours per day and are carefully screened to be sure that they are closely connected to the resident they are visiting with. There is an added layer of security for the facility as the patients are very vulnerable and we will have a locked medication room.
- We provide meals on demand as opposed to insisting that every resident eat on a set schedule and we do our best to provide fresh foods and a lovely selection of menu choices. There will be a visitor dining area and visitors will be able to bring food in and heat it in the kitchen, or nourishment room.
- Unlike many medical centers our patients do not come and go throughout the day.
- The average length of stay for a patient will be 3.5 days.
- We do not anticipate any routine large group gatherings. However, it is important to note that some people have large families, and they may be present at any time. Most of our staff training and gatherings are held at a different location.

**Proposed Tree Mitigation Summary:**

The project applicant understands and values the existing trees on the property. Where trees cannot be preserved due to the proposed Hospice project, mitigation efforts are proposed, including the placement of 5 specimen oak trees. Please see landscape plans for proposed locations. The goal of replacement oaks is to acknowledge the loss of some valued oaks due to project impacts, and to ensure that the long-term feel of the Doyle Park Drive landscape frontage and rear garden/yard areas are reflective of the existing qualities of the place and neighborhood. Tree mitigation proposed includes 5- 36"-box specimen trees (valued at 25 replacement trees) + \$11,700 in in-lieu fees (valued at 117- 15 gallon trees), for a total of 142 mitigation trees equivalent. Please refer to Arborist report for required mitigation determination.

Please note: The above operational project description has been provided by Hospice Staff and the applicant in response to Planning department request of additional information.

Thank You, Nate Bisbee, AIA

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