

# PALLIATIVZENTRUM HILDEGARD



THE PALLIATIVZENTRUM HILDEGARD  
SPECIALIZED IN COMPLEX DISEASES.



# CONTENTS

THE PALLIATIVZENTRUM HILDEGARD	2
PALLIATIVE CARE	3
OUR SERVICES	4
PHILOSOPHY	6
TREATMENT APPROACH	7
NURSING SERVICES	8
OUR TEAM	9

## THE PALLIATIVZENTRUM HILDEGARD SPECIALIZED IN COMPLEX DISEASES.



As a recognized clinic for specialized palliative care we provide treatment, nursing care and support for people with complex, chronic or incurable diseases.

Working closely with patients and their relatives, our team uses modern medical, nursing and therapeutic methods. We also offer psychosocial and spiritual support.

Our work is based on respect for people and for their individual needs and wishes. A fundamental priority is to work together with our patients to help them experience the best possible quality of life during each phase of their illness.

Our primary concern is not what is medically feasible, but rather making choices that focus on a patient's well-being. This means that patients require support in defining new goals in life and in treatment, assuming that complete recovery is unlikely. Our flexible ambulatory services ensure that patients staying at home can also receive personal support. In such cases we liaise closely with hospitals and other institutions involved with the patient's care.

## PALLIATIVE CARE GIVING PRIORITY TO QUALITY OF LIFE.



Palliative care aims at maintaining or restoring the best possible quality of life in cases where it has been adversely affected by illness.

Our main goal is therefore to alleviate symptoms. Care always starts with the careful management of symptoms such as pain, fear, shortness of breath, nausea and vomiting, and itching. Improving quality of life, however, involves much more symptom relief. The holistic approach of our clinic provides patients with the individual care and attention they need.

Advanced medical know-how, human contact and our staff's readiness to respond to individual needs all contribute to creating an environment in which the patient can think about and plan his or her future without fear.

Palliative medicine offers supportive care for patients with a broad range of illnesses. If previous treatment has failed to cure the patient, palliative therapy can still offer symptom alleviation and support in coping with advanced disease. Thus an increasing number of patients with non-oncologic diseases – such as heart, kidney or respiratory failure – are referred to palliative care specialists in parallel to their usual treatment. For example, palliative care can be highly beneficial to patients awaiting heart transplantation.

## OUR SERVICES FOCUSING ON NEEDS.



Various options are available to patients at the Palliativzentrum Hildegard, depending on their needs and mobility. Besides the treatment and care on offer at the clinic, we provide special ambulatory services in order to accommodate patients' individual needs.

Our primary concern is to offer the afflicted person the best possible palliative care, regardless of where he or she is located. For that reason, we cooperate closely with general practitioners, hospitals, Spitex, care homes and the Department of Health.

This collaboration with a network of specialized health care professionals ensures that the patient and his or her relatives are the focus of our care.

## CLINIC

A professional and interdisciplinary team cares for the patients at our homely clinic, twenty-four hours a day, and seven days a week. The team comprises specialized doctors, healthcare professionals, social workers, therapists (e.g. physiotherapy, music therapy, aroma therapy), volunteers, guides with therapy/social dogs, specially trained kitchen staff and – if required – spiritual counsellors (all religions are respected).

## AMBULATORY CARE SERVICES

Patients who would like to stay at home and who are mobile can take advantage of our ambulatory care services for professional medical help as well as nursing and psychosocial counselling and support.

## MOBILE PALLIATIVE CARE TEAM

Our specialized mobile palliative care team provides assistance (together with the patient's GP and Onko-Spitex, i.e. cancer outpatient services) for people who are able to stay at home but who lack sufficient mobility to manage on their own.

## CONSULTATION SERVICE

Our specialized, multi-professional teams offer consultation and support to medical and nursing staff from other clinics and institutions.

## BASIC AND ADVANCED TRAINING

We are continually developing individual training programmes to meet our own needs and for other facilities. Our advanced programme in palliative care is being developed together with recognized training institutions and offers palliative courses at A1, A2 and B1 levels (in line with palliative.ch educational accreditation levels). On request we can also organize in-house courses for other care facilities and hospitals. Course development is modelled on international curricula in palliative care.

## PHILOSOPHY RESPECT FOR EVERYONE.



At the Palliativzentrum Hildegard everyone is treated with respect, irrespective of age, gender, background, religion or the extent of his or her insurance coverage. Patients' needs and individual wishes will be taken into account as far as possible.

We are committed to clear ethical principles. Furthermore, we actively promote palliative care at all levels, and aim to contribute to a better understanding of this kind of care and the people involved.

The Palliativzentrum Hildegard is a non-profit organization and receives financial support from the Hildegard Spital-Stiftung. The clinic is operated in a thoroughly professional manner in order to guarantee an optimal provision of services, and is committed to the well-being of patients, their families and our staff, while remaining true to the basic principles of palliative care.

## TREATMENT APPROACH RECOGNIZED AND INDIVIDUAL.



Approaches to medicine and nursing care and procedures at the Palliativzentrum Hildegard are state of the art. Staff training is a continuous process aimed at better understanding not only the nature and course of illnesses but also the people afflicted. This enables us to ensure that treatment and care are optimized as much as possible.

We follow conventional medical guidelines on treatment and nursing care. However, we are open to alternative methods, as long as these do not conflict with our fundamental policies. Interdisciplinary consensus on any such treatment must be agreed upon before it is commenced.

Research and teaching as well as practical experience drawn from all areas of palliative care exert a constant influence on treatment choices. The Palliativzentrum Hildegard therefore fosters innovative developments that positively impact the well-being of patients.

## NURSING SERVICES

### COMMITMENT THAT EXCEEDS THE NORM.



Nursing is an especially important aspect of palliative care. Dedication, professionalism, a caring attitude and a high degree of social competence are the qualifications needed in order to provide optimal support for severely and incurably ill people.

In the provision of nursing care, humanity is just as crucial as professionalism. For this reason, we attach great importance at the Palliativzentrum Hildegard to giving patients the individual attention they need and to supporting and including family and close friends in the care process. Care is provided within a care framework: a caregiver serves as the point of contact from time of entry to discharge.

Generous staffing levels mean that caregivers at our institution have more time for patients than their counterparts have in institutions aiming at curative medicine. Our care team is further distinguished by its multi-professional approach, interdisciplinary orientation and understanding of people and their environment.

A particular speciality of Palliativzentrum Hildegard is aroma therapy, which was developed in-house.

## OUR TEAM INTERDISCIPLINARY AND MULTI-PROFESSIONAL.



Comprehensive care for critically ill patients can only be guaranteed if professionals from all the relevant disciplines work together. Our interdisciplinary, multi-professional team meets regularly in order to ensure that medical, nursing and therapeutic care is continuously optimized, with adjustments made if or when necessary.

We greatly value well-educated and highly motivated personnel and therefore support further and vocational training programmes. Strong motivation is a prerequisite for working in palliative care and our clinic works actively to foster this quality.

Well-educated professionals incorporate a high degree of compassion and empathy into their daily work. The Palliativzentrum Hildegard is therefore dedicated to professional development and specialist further vocational training.





