San Francisco Palliative & Supportive Care Resource Directory

San Francisco Palliative Care Task Force

October 2014
San Francisco Palliative & Supportive Care Resource Directory

This resource directory is a project of the San Francisco Palliative Care Task Force—a diverse group of representatives from San Francisco’s leading health care and community organizations, advocacy and professional associations, and consumers—committed to meeting San Francisco’s current and future palliative care needs. The directory was created to offer health and social service providers with a summary of currently available dedicated palliative care services and supports in San Francisco.

The organizations listed in this directory are primarily public and non-profit, and many, although not all, were represented on the San Francisco Palliative Care Task Force. This directory should not be considered an exhaustive list of all palliative and supportive care resources in San Francisco.

Resources are first presented in an at-a-glance matrix; individual organizational profiles follow. In both, resources are grouped into the following categories: Hospital and Outpatient Services; Skilled Nursing Facilities; Hospice Services; Community Medical Services; Community Services; Community Services—Caregiver Support; and Community Services—In-Home Support.

Two service directories providing additional resource information that may be needed by palliative care patients and families are listed below:

2-1-1 is an easy-to-remember toll-free number that connects callers with local community services, such as food, shelter, counseling, employment assistance, transportation, quality childcare, etc. 211 is confidential and available 24 hours a day in more than 150 languages. Phone 2-1-1 or go to http://211bayarea.org/san-francisco/.

2014 Guide to Services for Seniors and Adults with Disabilities (prepared by the City and County of San Francisco Department of Aging and Adult Services Intake Program) provides a cross-section of resources for older adults and adults with disabilities, from assistive devices to housing related services, legal services to counseling, and immigration to Lesbian, Gay, Bisexual, Transgender (LGBT) services. The guide can be accessed at http://www.sfdaas.org/135.htm.

Note: the San Francisco Department of Public Health, which publishes this directory, does not recommend or endorse any of the agencies or service providers listed. Please contact Sneha Patil (sneha.patil@sfdph.org) with any complaints or changes related to any agency or service provider listed. Comments and suggestions are welcome.

We thank the following organizations for funding the San Francisco Palliative Care Task Force: the California HealthCare Foundation; the University of California, San Francisco; the San Francisco Department of Aging and Adult Services; California Pacific Medical Center; and, Saint Francis Memorial Hospital. We additionally extend our appreciation to the San Francisco Department of Public Health, the San Francisco Department of Aging and Adult Services, and Ground Floor Public Affairs for generously providing Task Force staff support and resources.
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<td><strong>HOSPITAL AND OUTPATIENT SERVICES</strong></td>
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| California Pacific Medical Center     | 3700 California St., SF 94118 | Dr. Catherine Seeley, Medical Director, SeeleyCA@sutterhealth.org; Department Offices and Administrative Secretary, 415-600-3190. | Monday-Friday 8:30AM – 5:00PM. | Professional interpreter services available, in person for most common languages and/or remotely for less common languages or after business hours. | • Hospital Medical Services  
• Long-term care  
• Skilled nursing care  
• Rehabilitation services  
• In-Home Medical Services through Seniors at Home and AIM (Advanced Illness Management-a care management and palliative care model)  
• Residential Care through Coming Home Hospice and Irene Swindells Alzheimer’s Residential Program w/acceptance of hospice care as resident’s age in place  
• Social Work Support  
• Chaplain/Spiritual Support  
• Pharmacy Support  
• Psychologist/Psychiatrist  
• Bereavement Services  
• Advance Care Planning  
• Financial Coverage for Palliative Care (Insurance) | CPMC’s Institute for Health and Healing (IHH) clinic offers specialty and preventive integrated medicine, combining contemporary biotechnical approaches and personalized holistic health. Services include:  
• Chinese Medicine  
• Guided Imagery  
• Nutrition consultations and Health Information on topics as requested | Frail, elderly, and memory-impaired patients and their families; organ transplant and end stage organ failure patients, as well as those with complex gastrointestinal disorders; and patients with serious life-threatening illnesses or conditions in their last year or two of life. |
| **Chinese Hospital**                  | 845 Jackson Street, San Francisco, 94133 | Peggy Cmiel, CNO, 415-677-2478, peggyc@chasf.org. | Monday-Saturday, 8:30AM-5PM. | English, Cantonese, Mandarin, Toisanese. Interpreter phone services available. | • Health and disease education and management  
• Facilitating communication among patient, families, and providers  
• Pain and symptoms management  
• Thorough psychosocial assessment to identify patient needs  
• Disposition planning including appropriate referrals to home care, hospice care, and convalescent homes, arrangement of durable medical equipment  
• Spiritual care and emotional support for patients and families  
• Discussion of Advance Directive  
• Culturally-sensitive discussion | • Discussion and practice of relaxation/mind-fullness skills such as deep breathing exercises  
• Massage therapy at hospital  
• Referrals to Chinese Hospital East West Health Services for acupuncture and traditional Chinese Medicine  
• Psychotherapy referrals  
• Referrals to caregiver support groups or cancer support groups | Elderly Chinese immigrants  
Malignancies (all forms of cancer, leukemia)  
Congestive Heart Failure/cardiovascular disease  
Chronic Obstructive Pulmonary Disease  
Alzheimer’s disease/dementia  
Neurological disease (e.g. stroke, Lou Gehrig’s disease), and Parkinson’s }
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| **Kaiser Permanente San Francisco** | 2425 Geary Blvd., SF 94115. | Leslie McGee, Continuum of Care Services Director, 415-833-3317, Leslie.J.McGee@kp.org; Pamela JD Johnson, Continuum of Care Administration, Pamela.jd.johnson@kp.org. | Most services available seven days a week. | Most languages through personnel on staff or use of language line. | • Hospital Medical Services <br> • Outpatient Medical Services <br> • Hospice Care <br> • Social Work Support <br> • Chaplain/Spiritual Support <br> • Pharmacy Support <br> • Bereavement Services <br> • Advance Care Planning <br> • Volunteer Caregiver Support <br> • Financial Coverage for Palliative Care (Insurance) <br> • Health Care Interpreter <br> • Caregiver/Family Support <br> • Therapy/Counseling/Support Groups <br> • Community Medical Providers <br> • In-Home Medical Services | • Acupuncture <br> • Massage therapy <br> • Medical Qi Gong <br> • Music therapy <br> • Art therapy <br> • Hypnotherapy | Patients with serious, life-threatening illnesses or conditions in their last year or two of life.  
**Hospice Services:** Kaiser Hospice is a service provided in the home with special arrangements made for inpatient care as needed. Patients are admitted to hospice upon order of a Kaiser physician. Contact for Services Indicated: Windi Heaton, 415-833-3655. |
<p>| <strong>Laguna Honda Hospital</strong>       | 375 Laguna Honda Blvd., SF 94116. | Phone: 415-682-1230; Rowena Patel, Nurse Manager, <a href="mailto:rowena.patel@sfdph.org">rowena.patel@sfdph.org</a>; Anne Hughes, Adv. Practice Nurse, <a href="mailto:Anne.hughes@sfdph.org">Anne.hughes@sfdph.org</a>, 415-759-4569. | 24 hour care provided for inpatients. Weekday consultation for new referrals 8AM–5PM. | Mandarin, Spanish, Cantonese, Vietnamese, Punjabi, Tagalog. Audio telephone interpreter 24 hours a day. | • Long-term Care &lt;br&gt; • Skilled Nursing Care &lt;br&gt; • Rehabilitation Services &lt;br&gt; • Outpatient Medical Services &lt;br&gt; • Residential Care &lt;br&gt; • Hospice Care &lt;br&gt; • Social Work Support &lt;br&gt; • Chaplain/Spiritual Support &lt;br&gt; • Pharmacy Support &lt;br&gt; • Psychologist/Psychiatrist &lt;br&gt; • Caregiver/Family Support &lt;br&gt; • Bereavement Services &lt;br&gt; • Therapy/Counseling/Support Groups &lt;br&gt; • Direct Care Worker Support &lt;br&gt; • Volunteer Caregiver Support &lt;br&gt; • Artist Support (see complementary therapies) &lt;br&gt; • Health Care Interpreter &lt;br&gt; • Special Population Support | • Urban poor &lt;br&gt; • Substance abusers &lt;br&gt; • Mentally ill &lt;br&gt; • Non-English speaking patients, in particular Chinese-speaking |</p>
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| San Francisco General Hospital       | 1001 Potrero Avenue, SF 94110.            | Supportive & Palliative Care Service Pager, 415-443-5063; Director, Supportive & Palliative Care Service, 415-206-3303. | On-site: Monday-Friday, 8AM-5PM. Off-site phone consultation with physician available nights, weekends, and holidays. | Professional interpreter services available. | • Hospital Medical Services  
• Social Work Support  
• Chaplain/Spiritual Support  
• Advance Care Planning  
• Health Care Interpreter/Language Capabilities  
• Special Population Support | Assistance with returning patients to country of origin for end-of-life care. | • Trauma victims  
• Immigrants (documented and undocumented)  
• Limited English proficient  
• Homeless  
• LGBT  
• Substance dependent  
• Severe and persistent mental illness  
• Incarcerated  
• Unbefriended persons (without any surrogates)  
• Conserved persons (i.e. have court-appointed decision maker) |
| San Francisco Veterans Affairs (VA) Medical Center | 4150 Clement St., SF 94121.              | Sharon Ezekiel, LCSW, Palliative Care Coordinator, 415-221-4810 x3224, Sharon.Ezekiel@va.gov; Anne Kelly, LCSW, CLC Hospice Unit Social Worker, 415-221-4810 x4979. Website: www.sanfranciscova.gov/services/Geriatric_Services.asp. | Monday-Friday, 8AM-4:30 PM.                                                        | English.         | • Hospital Medical Services  
• Hospice Care  
• Skilled Nursing Care (in-contracted)  
• Outpatient Medical Services  
• Hospice Care  
• Social Work Support  
• Chaplain/Spiritual Support  
• Psychologist/Psychiatrist  
• Caregiver/Family Support  
• Bereavement Services  
• Therapy/Counseling/Support Groups  
• Advance Care Planning  
• Direct Care Worker support through referral of the VA’s Homemaker/Home  
• Health Aide program  
• Volunteer Caregiver Support  
• Transportation if the veteran is eligible for VA transportation services  
• Financial Coverage provided by the VA  
• Health Care Interpreter  
• Special Population Support | In the Community Living Center (CLC) hospice unit, services provided through Recreational Therapy are available such as music, art, pet therapy, etc. | Veterans. |
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<tr>
<td>St. Francis Memorial Hospital</td>
<td>900 Hyde St., SF 94109.</td>
<td>W. Donnie Nelson, Palliative Care Coordinator, 415-353-6859, <a href="mailto:william.nelson@dignityhealth.org">william.nelson@dignityhealth.org</a>; Dr. Patricia Galamba, Medical Director, 415-928-4920.</td>
<td>Monday-Friday, 8AM-4PM.</td>
<td>• Face-to-face interpreters available in Chinese, Spanish, French, Japanese, Russian. Telephone and video interpreters available in numerous languages.</td>
<td>• Hospital Medical Services • Social Work Support • Chaplain/Spiritual Support • Caregiver/Family Support • Advance Care Planning • Health Care Interpreter/Language Capabilities</td>
<td>• Music therapy • Pet support therapy</td>
<td>Chinese, Russian, and LGBT communities, as well as homeless, marginally housed, or underrepresented individuals.</td>
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<tr>
<td>St. Mary's Medical Center</td>
<td>450 Stanyan St., SF 94117.</td>
<td>Constance L. Borden, RN, MSN, AN, 415-750-5907, <a href="mailto:connie.borden@dignityhealth.org">connie.borden@dignityhealth.org</a>.</td>
<td>Monday-Friday, 8AM-5PM. Pager coverage weeknights/weekends.</td>
<td>English, Cantonese, Mandarin.</td>
<td>Inpatient palliative consultations.</td>
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<td>Frail elderly • Asian</td>
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<td>University of California, San Francisco (UCSF) Moffitt/Long</td>
<td>505 Parnassus Ave. SF 94143</td>
<td>415-476-4838</td>
<td>24/7.</td>
<td>English.</td>
<td>• Hospital Medical Services • Outpatient Medical Services (Affiliated with Symptom Management Service, Memory and Aging Center, Neurology Outpatient Clinic) • Home Medical Services (See House Calls, Bridges) • Social Work Support • Chaplain/Spiritual Support • Pharmacy Support • Advance Care Planning • Health Care Interpreter</td>
<td>Legacy Project: a free video-recording service for people facing life-threatening illness. We help people record their stories, favorite memories, and messages for loved ones to inherit.</td>
<td>Patients with serious life threatening illnesses or conditions in their last year or two of life.</td>
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<td>UCSF Helen Diller Family Comprehensive Cancer Center</td>
<td>1600 Divisadero St., SF, 94115.</td>
<td>415-885-7671.</td>
<td>Monday-Friday, 8AM-5PM.</td>
<td>English.</td>
<td>• Outpatient Medical Services • Social Work Support • Limited Chaplain/Spiritual • Advance Care Planning • Health Care Interpreter</td>
<td>Legacy Project: a free video-recording service for people facing life-threatening illness. We help people record their stories, favorite memories, and messages for loved ones to inherit.</td>
<td>Cancer Patients with localized or metastatic disease.</td>
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<td>UCSF Memory and Aging Center</td>
<td>1500 Owens St., Suite 320, SF 94158.</td>
<td>Phone, 415-353-2057; Fax, 415-353-8292.</td>
<td>Monday-Friday, 9AM-5PM.</td>
<td>English, Spanish, French, Cantonese, Mandarin, Arabic, and Tagalog. Translator also available.</td>
<td>• Multidisciplinary evaluations provided by Neurologist, Neuropsychologist, Nurse, Social Worker, Physical Therapist, Genetic Counselor and Pharmacist. • Symptom management to maximize patient comfort • Clear communication about goals of care and treatment decisions • Advanced long term care planning • Referrals as needed to community resources • Support and education to family caregivers • Grief counseling</td>
<td>Support groups and supportive counseling for patients and family caregivers; Care Consult Clinic.</td>
<td>Individuals with Alzheimer’s Disease, Vascular Dementia, Frontotemporal Dementia, Lewy Body Disease, Progressive Supranuclear Palsy, Corticobasal Degeneration, Huntington’s Disease, Creutzfeldt-Jakob Disease.</td>
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<td>UCSF Mount Zion</td>
<td>1600 Divisadero St., SF 94115.</td>
<td>415-885-7671.</td>
<td>Monday-Friday, 8AM-5PM.</td>
<td>English.</td>
<td>• Hospital Medical Services • Outpatient Medical Services (Affiliated with Symptom Management Services) • Home Medical Services (Affiliated with UCSF Bridges) • Social Work Support • Chaplain/Spiritual: Limited, as needed • Advance Care Planning Health Care Interpreter</td>
<td>Legacy Project: a free video-recording service for people facing life-threatening illness. We help people record their stories, favorite memories, and messages for loved ones to inherit.</td>
<td>Patients with serious life threatening illnesses or conditions in their last year or two of life.</td>
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<tr>
<td>UCSF Outpatient Movement Disorder Supportive Care Clinic</td>
<td>1635 Divisadero St., Ste., 520, SF 94115.</td>
<td>Patients need a referral from a physician. Call 415-353-2311 to schedule an appointment.</td>
<td>Fourth Thursday morning of every month, 9AM-12PM.</td>
<td>English, Russian (conversational). Each patient is evaluated by a multidisciplinary team that includes a nurse practitioner specializing in the management of advanced movement disorders, a neurologist who is fellowship trained in movement disorders, and a social worker with experience working with individuals with advanced movement disorders.</td>
<td>We currently work closely with several physical therapists and speech therapists at UCSF who are specialists in treating patients with advanced movement disorders. We also work closely with the UCSF pain management service, given the prevalence of pain in Parkinson’s disease and atypical parkinsonian syndromes.</td>
<td>Advanced movement disorders include patients with Parkinson’s disease, atypical Parkinsonian syndromes, Huntington’s disease, as well as progressive ataxia, choreiform and dystonia syndromes.</td>
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**SKILLED NURSING FACILITIES**

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<tr>
<td>Jewish Home</td>
<td>302 Silver St., SF 94112.</td>
<td>Edwin Cabigao, Head of Nursing Department, 415-334-2500, <a href="mailto:ecabigao@jhsf.org">ecabigao@jhsf.org</a></td>
<td>Monday-Friday.</td>
<td>English, Russian, Tagalog, Spanish,</td>
<td>• Long-term Care • Skilled Nursing Care • Rehabilitation Services • Comfort Care/End-of-Life Care</td>
<td>The Jewish Home offers two supportive programs: <em>No One Dies Alone</em> aims to ensure that residents and patients have</td>
<td>The Jewish Home is a geriatric facility, serving people over the age of 65. In some</td>
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<td>Palliative Care Services</td>
<td>Hebrew, Yiddish. The Jewish Home also has access to translation services via CyraCom.</td>
<td>with opportunities to collaborate with outside hospice services care</td>
<td>someone at their side during their final hours, and Kol Haneshamah, which offers volunteer Spiritual Care Partners to those in their final weeks, months, or even years of life. Both programs are grounded in Jewish spiritual values.</td>
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<td>Complementary Therapies Provided</td>
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<td>Coming Home Hospice (Sutter Health, California Pacific Medical Center)</td>
<td>115 Diamond St., SF 94114.</td>
<td>Richard Nasca, Director, 415-861-1110, <a href="mailto:nasca@sutterhealth.org">nasca@sutterhealth.org</a>; Fax, 415-861-5763.</td>
<td>Staff is available 24 hours a day.</td>
<td>Cantonese, Tagalog, Spanish, plus hospital-based interpretive services.</td>
<td>Residential Hospice Care</td>
<td>Massage</td>
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<tr>
<td>Hospice by the Bay</td>
<td>1902 Van Ness Ave., #2, SF 94109.</td>
<td>415-626-5900.</td>
<td>24/7, year round.</td>
<td>Chinese and Spanish speaking staff, interpreters for other languages available via language line.</td>
<td>Hospice Care</td>
<td>Underserved</td>
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<tr>
<td>Maitri AIDS Hospice</td>
<td>401 Duboce Ave., SF 94117.</td>
<td>Mary Schroeder, Program Director/Intake, 415-558-3006, <a href="mailto:mschroeder@maitrisf.org">mschroeder@maitrisf.org</a>.</td>
<td>24/7.</td>
<td>Tagalog, Spanish.</td>
<td>Residential Care</td>
<td>LGBT</td>
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*Also see Laguna Honda Hospital - p. 5.*
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<tr>
<td><em>Pathways Home Health and Hospice</em></td>
<td>395 Oyster Point Blvd. Ste. 128, South SF, 94080</td>
<td>For all services call 888.755.7855; Visit pathwayshealth.org; Email <a href="mailto:info@pathwayshealth.org">info@pathwayshealth.org</a></td>
<td>8:30AM - 5PM, 7 days a week, including holidays. After-hours telephone assistance is available 24 hours a day, as are urgent nursing visits.</td>
<td>American Sign Language, Arabic, Cantonese, Chinese, Creole, Farsi, Fijian, French, German, Hebrew, Hindi, Ilocano, Italian, Japanese, Korean, Mandarin, Punjabi, Russian, Spanish, Tagalog, Vietnamese.</td>
<td>• Palliative care-certified physician on staff. • Nursing visits. • Volunteer, social work, and spiritual care visits. • Pharmacist • Respiratory Therapist • Dietician • Telemonitoring for remote daily monitoring of vital signs • Nurse on-call 24 hours a day for telephone consultation</td>
<td>• Aromatherapy • Comfort touch • Music sessions • Pet therapy (as available)</td>
<td>Pathways sees all populations and does not discriminate based on race, religion, sex, sexual orientation, or any other culture with which our patients may identify.</td>
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<tr>
<td><em>Sutter Care at Home</em></td>
<td>1625 Van Ness Ave, #4, SF 94109</td>
<td>Home Health Agency, 415-600-0410; AIM/Hospice, 415-749-4201.</td>
<td>Office 8AM-5:30PM (Clinical Services provided 24/7).</td>
<td>Tagalog, Spanish, Indonesian, Malay, Cantonese, Mandarin, Russian. Select patient engagement materials also translated into 15-20 languages. Interpreters for other languages available via language line.</td>
<td>• AIM (Advanced Illness Management) is a care management and palliative care model serving persons with advancing illness in the last 12-18 months of life. • AIM Home Health (home based skilled clinical services, patient must meet skilled criteria per Medicare Guidelines. Care provided by nurses, physical therapist, occupational therapists, social workers, speech therapist, home health aide, and other ancillary services e.g. Dietician) • AIM Transitions Care (home based skilled care provided by nurses (RN, LVN) &amp; Social Workers (MSW))</td>
<td>• Private home • Residential Care Facilities for the Elderly (RCFE) • Skilled nursing • Single Room Occupancy (SROs) • Acute care Hospital • Hospice facility • All diseases, though most commonly are chronic illnesses • All payers</td>
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| Zen Hospice Project| 273 Page St., SF 94102 | General: 415-913-7682; Nurse Director Mary Knopf, mary@zenhospice.org; Education Director Shelley Adler, shelley@zenhospice.org; Volunteer Director Roy Remer, roy@zenhospice.org. | We staff the Guest House twenty-four hours a day, seven days a week. | Spanish and Korean spoken by staff. For all other languages, we employ a telephone-based interpreter service. | • AIM Telesupport (telephonic support provided by nurses (RN))  
• Hospice Care (patient must meet hospice eligibility criteria to qualify)  
• Residential Care  
• Hospice Care  
• Social Work Support  
• Chaplain/Spiritual Support  
• Psychologist/Psychiatrist  
• Caregiver/Family Support  
• Direct Care Worker Support  
• Volunteer Caregiver Support  
• Housing Support  
• Artist Support  
• Health Care Interpreter  
• Special Population Support | • Psychotherapy  
• Massage  
• Music thanatology  
• Reiki  
• Acupuncture, etc. | • Homeless and underserved  
• Complex illness  
• LGBT  
• Families  
• Caregivers |
| On Lok Lifeways    | 1333 Bush St., SF 94109 | Grace Li, 415-292-888, graceli@onlok.org.          | Mon.-Fri. 8AM-4:30PM for PACE Centers, Clinic on Saturdays, and after-hours on-call medical provider. | English, Spanish, Mandarin, Cantonese, Toishanese, Tagalog, and Korean. | • Long-term care  
• Skilled nursing care  
• Rehabilitation services  
• Outpatient Medical Service  
• Community Medical Providers  
• In-Home Medical Services  
• Social Work Support  
• Chaplain/Spiritual Support  
• Pharmacy Support  
• Psychologist/Psychiatrist  
• Caregiver/Family Support  
• Bereavement Services  
• Therapy/Counseling/Support Group  
• Advance Care Planning  
• Direct Care Worker Support  
• Transportation  
• Home/Building Modifications-Architecture  
• Health Care Interpreter  
• Special Population Support | • Nutrition services & home delivered meals  
• Home care  
• Adult day health services (nursing, recreation and rehabilitation therapies, social work, personal care)  
• Primary medical care  
• Prescription medications  
• Transportation  
• Diagnostics  
• Dental  
• Optical  
• Hearing  
• Podiatry care  
• Acute hospital care  
• Nursing home care | Patients with serious, life-threatening illnesses or conditions in their last year or two of life, and frail elders who require a nursing facility level of care. |
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<td>COMMUNITY MEDICAL SERVICES</td>
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| UCSF Bridges Program             | 3333 California St., #380, SF    | 415-514-3577.               | Mon.–Fri. 8AM-5PM.            | In-person translation offered for all languages. | • MD assessment, counseling and treatment for the physical and emotional effects of serious illness  
  • Assistance with medical decision-making and advance care planning  
  • Linkage to community resources  
  • Close collaboration with the patients’ primary care physician, specialists, family members, caregivers, etc. |                                  | Must have UCSF primary care physician or UCSF specialist patient sees regularly. |
| Bay Area Jewish Healing Center   | 2530 Taraval St., Ste. 202, SF   | Gail Kolthoff, Executive Assistant, 415-750-4197, jewishhealing@bajhc.org. | Weekdays. Other hours by pre-arrangement. | English, Hebrew. | • Chaplain/Spiritual Support  
  • Caregiver/Family Support  
  • Bereavement Services  
  • Counseling/Support Groups  
  • Advance Care Planning  
  • Direct Care Worker Support  
  • Volunteer Caregiver Support  
  • Special Population Support |                                  | Primarily Jewish and Jewishly connected patients who are ill, at end of life, or living with grief. |
| CARE                             | 1001 Potrero Ave., SF            | Sylvia Romero-Pagan, 415-206-5912, romero-pagans@hemeonc.ucsf.edu. | English group: Tues., 5:30 - 7:30PM;  
  Spanish group: Thurs., 5:30 - 7:30PM;  
  Chinese group: Mon., 1:30 – 3:30PM. | English, Spanish, Cantonese. | We periodically offer sessions on advance care planning. |                                  | Medically underserved cancer patients who receive their care and treatment at San Francisco General Hospital. |
| San Francisco Bay Area Network for End-of-Life Care | 50 Cole St, SF 94117 | Nate Hinerman, Ph.D., Dean, Undergraduate Programs, Golden Gate University 415 422-2314 http://www.sfeol.org/ | Weekdays | | • Offer free Physician Orders for Life Sustaining Treatment Support  
  • Community-building and networking for hospice workers, healthcare professionals, grief counselors, clergy, volunteers and others who provide end-of-life care in the Bay Area.  
  • Continuing education to ensure excellence and cultural competence in end-of-life services.  
  • Educational programs and |                                  |                             |
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<tr>
<td>Shanti Project – HIV Services Programs</td>
<td>730 Polk St., #3, SF 94109.</td>
<td>For information on how to enroll in general HIV Services, please contact Eric Sutter, 415-674-4754. For information on Shanti LIFE Program® activities, please contact Jackson Bowman, 415-674-4755.</td>
<td>Various services hold different hours. See organization profile for detail.</td>
<td>English, Spanish.</td>
<td>Shanti’s HIV Services Programs include Care Navigation, Peer Advocacy, Integrated Case Management (in collaboration with Westside Community Services), Educational Workshops and other HIV Self-Management Programming (Shanti LIFE Program®), and Volunteer Peer Support. All HIV Services staff and volunteers provide palliative care for people confronting end-of-life issues through on-going practical and emotional support that helps to reduce pain and social isolation, and assist clients in securing end-of-life resources from community partners.</td>
<td>Free canine-therapy, weekly yoga, weekend retreats for long-term survivors, and free tickets to local social and cultural events (theatre, sports and music events, etc…)</td>
<td>Clients in Shanti’s HIV Services Program come from San Francisco’s most disenfranchised and at-risk populations. See organization profile for more information.</td>
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<tr>
<td>Shanti Project – Margot Murphy Breast Cancer Program</td>
<td>730 Polk St., #3, SF 94109.</td>
<td>Please contact 415-674-4780 for more information on how to enroll or refer in our program.</td>
<td>Mon.-Fri., 9AM-5PM – by appointment only.</td>
<td>Cantonese, English, Mandarin, Spanish.</td>
<td>Shanti’s Margot Murphy Breast Cancer Program serves clients from initial diagnosis of breast cancer through active treatment, and for a period following the end of active treatment. In Care Navigation, we provide intensive case management services and emotional support, including assistance for women and men who are receiving palliative care and confronting end-of-life issues.</td>
<td>We offer free massage, yoga, Qi Gong, and Reiki sessions at our office for all breast cancer clients.</td>
<td>Low-income women of color comprise a majority of Shanti’s breast cancer client population: 72% are Asian (primarily Cantonese speakers), Latina, or African American. The majority of our clients are over the age of 55 and face significant medical and day-to-day challenges.</td>
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**COMMUNITY SERVICES – CAREGIVER**

| Family Caregiver Alliance | 785 Market St., #750, SF 94103. | 415-434-3388 or 800-445-8106, www.caregiver.org. | Mon.–Fri., 9AM-5PM. | English, Spanish. FCA subcontracts with other organizations to facilitate our services in other languages. | • Caregiver/Family Support  
• Therapy/Counseling/Support Groups  
• Social Work Support  
• Advance Care Planning  
• Special Population Support  
• Legal/Advocacy Support | Activities at respite retreats for family caregivers may include art therapy, drumming circles, and other holistic activities to help caregivers with stress management and self-care. | FCA serves family and unpaid caregivers of older adults and those with cognitive or neurological impairments. Support group offered specifically for Spanish-speaking caregivers and an
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<td>In-Home Supportive Services Consortium</td>
<td>1035 Market St, Ste. L-1, SF 94103.</td>
<td>Margaret Baran, Executive Director In-Home Supportive Services Consortium, 415-255-2079, <a href="mailto:mbaran@ihssco.org">mbaran@ihssco.org</a>; In-Home Supportive Services Consortium: <a href="http://www.ihssco.org">www.ihssco.org</a> Training Academy for Personal Care Assistants (TAPCA): <a href="http://www.tapca.org">www.tapca.org</a> TAPcare online registry: <a href="http://www.tap-care.org">www.tap-care.org</a>.</td>
<td>6AM–9PM.</td>
<td>Cantonese, English, French, German, Mandarin, Russian, Samoan, Spanish, Swedish, Tagalog, Taishanese, Tigrinya, Tongan, Ukrainian, Vietnamese.</td>
<td>IHSS assists consumers who have chronic and acute behavioral health and medical health issues to live safely and independently in their homes. Provide assistance with domestic and personal care services, accompaniment to medical appointments, assistance with medication, etc., based on the consumer's specialized care plans and delivered by compassionate, well-trained personal care assistants (home care workers).</td>
<td>Elderly and people with disabilities.</td>
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<td>Jewish Family and Children’s Services</td>
<td>2150 Post St, SF 94115.</td>
<td>Seniors at Home/JFCS Intake line: 415-449-3700; Redwing Keyssar, 415-449-3749, <a href="mailto:redwing@jfcs.org">redwing@jfcs.org</a>; <a href="http://www.seniorsathome.org">www.seniorsathome.org</a> <a href="http://www.jfcs.org">www.jfcs.org</a>.</td>
<td>Mon.-Fri. 8:30AM-5PM. Intake open on Saturdays.</td>
<td>English, Hebrew, Russian, Spanish.</td>
<td>• Patient Consultation/support • Social Work Support • Chaplain/Spiritual Support • Caregiver/Family Support • Bereavement Services • Therapy/Counseling/Support Groups • Advance Care Planning • Direct Care Worker Support • Volunteer Caregiver Training/Support • Limited Transportation Services • Legal/Advocacy Support • Special Population Support</td>
<td>Homecare and care management services, as well as subsidies for consultations and homecare services.</td>
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<td>San Francisco In-Home Supportive Services Public Authority</td>
<td>832 Folsom St., 9th Fl., SF 94107.</td>
<td>415-243-4477.</td>
<td>Weekdays.</td>
<td>English, Russian, Spanish, Mandarin, Cantonese.</td>
<td>• In-Home Care • Caregiver/Family Support</td>
<td>In-home support, including meal preparation, cleaning, and personal needs care.</td>
<td>Low-income adults with disabilities and seniors who would prefer staying home compared to an institutionalized care.</td>
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<td>Self-Help for the Elderly</td>
<td>731 Sansome St., Ste. 100, SF 94111.</td>
<td>Phone: 415-677-7628; Fax: 415-398-5903; Email: <a href="mailto:info@selfhelpelderly.org">info@selfhelpelderly.org</a>; Website: <a href="http://www.selfhelpelderly.org">www.selfhelpelderly.org</a>.</td>
<td>24/7.</td>
<td>English, Cantonese, Mandarin, Toishanese.</td>
<td>• Home Medical Services • Hospice Care • Chaplain/Spiritual Support • Caregiver/Family Support • Bereavement Services • Therapy/Counseling/Support Groups</td>
<td>Monolingual Chinese patients who speak only Cantonese or Mandarin.</td>
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HOSPITAL AND OUTPATIENT SERVICES

CALIFORNIA PACIFIC MEDICAL CENTER
(St Luke’s, Pacific, Davies, and California campuses)

Program Overview: With generous support from our philanthropic partners, the palliative care team at California Pacific Medical Center (CPMC) started in 2004. Since that time, our Palliative Care Service has been considered integral to the fabric of patient care and physician education at CPMC. On average the palliative care team works with upwards of 1,100 new patients each year. Roughly a third of the consults are from the Intensive Care Unit (ICU), and a third from oncology teams. Geriatric frailty and end-stage organ disease account for many of the consultations. The team includes fellowship trained and boarded (hospice and palliative medicine) physicians and nurse practitioners.

In addition to inpatient clinical services, the team provides:

- Resident education during a two-week core elective, and weekly psycho-oncology support group
- Assistance with complex care planning and coordinated efforts with Case Management, Social Work, and Spiritual Care staff
- Integrated services with a dedicated supportive volunteer team, bereavement services, Institute for Health and Healing (IHH), and AIM (Advanced Illness Management) and Hospice liaison via weekly meetings, in addition to daily coordination—as needed
- A continuum of care from the Emergency Department, through the ICU and medical-surgical specialties to post acute Skilled Nursing Facility (SNF) care, residential hospice and dementia care, as well as continuing care through Sutter Care at Home
- Staff education via Noon Conferences, Grand Rounds, End-of-Life Nursing Education Consortium (ELNEC) conferences, and didactics to departments such as social work, case management, rehabilitation and the community
- Participation in philanthropy, research, and quality improvement projects

Palliative Care Services Provided:

- Hospital Medical Services
- Long-term Care
- Skilled Nursing Care
- Rehabilitation Services
- In-Home Medical Services through Seniors at Home and AIM
- Residential Care through Coming Home Hospice and Irene Swindells Alzheimer’s Residential Program w/acceptance of hospice care at resident’s age in place.
- Social Work Support
- Chaplain/Spiritual Support
- Pharmacy Support
- Psychologist/Psychiatrist
- Bereavement Services
- Advance Care Planning
- Financial Coverage for Palliative Care (Insurance)

Palliative Care Services Planned:

- Outpatient Medical Services
- Increased integration with Home care Services Sutter Care at Home (SCAH) and AIM
- On call system for 24/7 coverage
Complementary Therapies Provided: CPMC’s IHH clinic offers specialty and preventive integrated medicine, combining contemporary biotechnical approaches and personalized holistic health. A few of the services include: Chinese medicine; guided imagery; nutrition consultations and health information on topics as requested.

Special Populations Served: Frail, elderly, and memory-impaired patients and their families; organ transplant and end stage organ failure patients, as well as those with complex Gastrointestinal Disorders; and, patients with serious life-threatening illnesses or conditions in their last year or two of life.

Language(s) Spoken: Professional interpreter services available, in person for most common languages and/or remotely for less common languages or after business hours.

Organizational Liaisons:
- Sutter Care at Home and AIM
- Swindell’s Residential and Day Treatment Services
- Family Health Center (CPMC/ Sutter Pacific Medical Foundation-SPMF)
- Institute for Health and Healing (CPMC)
- Brian Hemming Cancer Center (CPMC)
- Brown & Toland Medical Group
- Sutter Pacific Medical Foundation (SPMF)
- Hospice by the Bay
- Maitri
- Zen Hospice

Hours: Monday-Friday, 8:30AM – 5:00PM on site. All other hours - emergency phone consultations only.

Contact for Services Indicated: Medical Director Palliative Care Services: Dr. Catherine Seeley (SeeleyCA@sutterhealth.org); Department Offices and Administrative Secretary: 415-600-3190.
CHINESE HOSPITAL

Program Overview: The main focus of our Palliative Care Services program is improving patient quality of life: we help patients and their families better understand serious illness, experience less physical and emotional discomfort, and adjust their expectations and decision-making—within the framework of their disease. The Palliative Care Team is chaired by the Chief Nursing Officer, along with a physician champion, and three core providers: a clinical nurse specialist, social worker, and chaplain, all of whom work with the patient’s primary care physician, consultants, pharmacist, dietitian, and floor nurses.

Palliative Care Services Provided:
- Health and disease education and management
- Facilitating communication among patient, families, and providers
- Pain and symptoms management
- Thorough psychosocial assessment to identify patient needs
- Disposition planning including appropriate referrals to home care, hospice care, and convalescent homes, arrangement of durable medical equipment
- Spiritual care and emotional support for patients and families
- Discussion of Advance Directive
- Culturally-sensitive discussion about end-of-life care

Palliative Care Services Planned:
- Individualized plan of care according to patient and family needs
- Referrals from physicians, palliative care team members, patients and families, or any hospital staff members
- Ongoing follow up for patients with multiple needs and concerns to ensure smooth transitions to home with arranged services or to nursing home facilities

Complementary Therapies Provided:
- Discussion and practice of relaxation/mindfulness skills such as deep breathing exercises
- Massage therapy at hospital
- Referrals to Chinese Hospital East West Health Services for acupuncture and traditional Chinese Medicine
- Psychotherapy referrals
- Referrals to caregiver support groups or cancer support groups

Special Populations Served: The majority of patients at Chinese Hospital are first generation, elderly Chinese immigrants. Many are on Medicare and Medi-Cal. The Palliative Care Team primarily focuses on patients with the following serious illnesses:
- Malignancies (all forms of cancer, leukemia)
- Congestive Heart Failure/ cardiovascular disease
- Chronic Obstructive Pulmonary Disease
- Alzheimer’s disease/dementia
- Neurological disease (e.g. stroke, Lou Gehrig’s disease), and Parkinson’s disease
- Chronic debilitating infections
- Multisystem failure / Malnutrition/ Failure to thrive

Language(s) Spoken: The Palliative Care Clinical Nursing Specialist, social workers, and chaplain speak other languages including Cantonese, Mandarin, and Toisanese (a common Chinese dialect in San
Francisco). Interpreter phone services are used for patients and family speaking other languages other than Chinese and English.

**Organizational Liaisons:**
- Local Hospice and Home Health agencies
- Nursing home facilities and convalescent homes
- Adult Day Care Centers
- Chinese Community Health Resources Center (CCHRC)
- Outpatient Specialty Clinics
- San Francisco Transitional Care Program (SFTCP)

**Hours:** Monday- Saturday, 8:30AM – 5PM, for hospital patients only.

**Contact for Services Indicated:** Peggy Cmiel, CNO, 415-677-2478, peggyc@chasf.org.
KAISER

Program Overview: Kaiser Permanente is recognized as one of America’s leading health care providers and not-for-profit health plans. Kaiser currently serves approximately 9.3 million members in eight states and the District of Columbia. Founded in 1945, Kaiser’s mission is to provide high-quality, affordable health care services and to improve the health of Kaiser members and the communities we serve. Care for members and patients is focused on member total health and is guided by members’ personal physicians, specialists, and teams of caregivers. Industry-leading technology advances and tools for health promotion, disease prevention, care delivery, and chronic disease management, support Kaiser’s expert medical teams. Kaiser’s vision is to be the leader in Total Health by making lives better.

Palliative Care Services Provided:
- Hospital Medical Service
- Outpatient Medical Services
- Social Work Support
- Chaplain/Spiritual Support
- Pharmacy Support
- Bereavement Services
- Advance Care Planning
- Volunteer Caregiver Support
- Financial Coverage (Insurance)
- Health Care Interpreter: Current
- Caregiver/Family Support: Current
- Therapy/Counseling/Support Groups
- Community Medical Providers
- Home-Based Services
- Hospice Care*

Palliative Care Services Planned:
- Long-Term care
- Rehabilitation care
- Skilled nursing care
- Direct Care Workers

Special Populations Served: Patients with serious life threatening illnesses or conditions in their last year or two of life.

Language(s) Spoken: Most languages through personnel on staff or use of language line.

Hours: Most services are available seven days per week.

Contact for Services Indicated: Pamela JD Johnson, Continuum of Care Administration, pamela.jd.johnson@kp.org.

*Hospice Services: Kaiser Hospice is a service provided in the home with special arrangements made for inpatient care as needed. Patients are admitted to hospice upon order of a Kaiser physician.

Contact for Services Indicated: Windi Heaton, 415-833-3655.
LAGUNA HONDA HOSPITAL

Program Overview: Laguna Honda operates a sixty-bed inpatient Palliative Care Program that cares for adults with progressive and terminal illnesses in a large publicly owned and operated long-term care facility. The Palliative Care Program has been in existence for twenty-five years and has transitioned from a pure hospice identity to a palliative program. Admission criteria include the following: the patient must be a San Francisco resident, need for skilled nursing care, and accept a palliative plan of care. In addition, palliative care consultation is available in outpatient clinic and on inpatient units.

Palliative Care Services Provided:
- Long-term Care
- Skilled Nursing Care
- Rehabilitation Services
- Outpatient Medical Services
- Residential Care
- Hospice Care
- Social Work Support
- Chaplain/Spiritual Support
- Pharmacy Support
- Psychologist/Psychiatrist
- Caregiver/Family Support
- Bereavement Services
- Therapy/Counseling/Support Groups
- Direct Care Worker Support
- Volunteer Caregiver Support
- Artist Support (see below for complementary therapies)
- Health Care Interpreter
- Special Population Support

Complementary Therapies Provided: Acupuncture, massage therapy, medical Qi Gong, music therapy, art therapy, and hypnotherapy available.

Special Populations Served: Urban poor, substance abusers, mentally ill, and non-English speaking patients, in particular Chinese-speaking.

Language(s) Spoken: Bilingual staff and volunteers speak Mandarin, Spanish, Cantonese, Vietnamese, Punjabi, and Tagalog. Audio telephone interpreter is available twenty-four hours a day.

Organizational Liaisons:
- Part of San Francisco Health Network
- Zen Hospice Project partner
- Chinese American Coalition for Compassionate Care partner

Hours: Twenty-four hour care provided for inpatients on sixty-bed unit. Weekday consultation for new referrals is available Monday-Friday, 8AM-5PM.

Contact for Services Indicated: South 3 tel. 415-682-1230; Nurse Manager: Rowena.patel@sfdph.org; Advanced Practice Nurse: Anne.hughes@sfdph.org, 415-759-4569; http://lagunahonda.org/Palliative%20and%20Hospice%20Care.
SAN FRANCISCO GENERAL HOSPITAL

Program Overview: The Supportive & Palliative Care Service at San Francisco General Hospital provides interdisciplinary palliative care services for hospitalized patients and their families. Services are obtained through physician-ordered consultation, although non-physician staff, patients, and family members are encouraged to advocate for consultation when palliative care services are desired. The interdisciplinary team provides expert symptom management, values/goals clarification, education regarding hospice and community support services, advance care planning, and staff support.

Palliative Care Services Provided:
• Hospital Medical Services
• Social Work Support
• Chaplain/Spiritual Support
• Advance Care Planning
• Health Care Interpreter/Language Capabilities
• Special Population Support

Palliative Care Services Planned: Outpatient Medical Services.

Complementary Therapies Provided: Assistance with returning patients to country of origin for end-of-life care.

Special Populations Served: Trauma victims, immigrants (documented and undocumented), limited English proficient, homeless, LGBT, substance dependent, severe and persistent mental illness, incarcerated, unbefriended persons (without any surrogates), and conserved persons (i.e. have court-appointed decision maker).

Language(s) Spoken: Professional interpreter services available, in-person (for most common languages, during business hours), and/or remotely (for less common languages, or after business hours).

Organizational Liaisons:
• Part of San Francisco Health Network
• Laguna Honda Hospital (Hospice/Palliative Care Unit)
• Department of Public Health “Health at Home” Program
• Medical Respite & Sobering Center
• Palliative Care Quality Network
• UCSF School of Medicine

Hours: Services provided on-site Monday-Friday, 8AM-5PM (excluding holidays). Off-site phone consultation with physician available nights, weekends, and holidays.

Contact for Services Indicated: Supportive & Palliative Care Service Pager 415-443-5063; Director, Supportive & Palliative Care Service 415-206-3303; http://hospital-sfgh.medicine.ucsf.edu/services/palliative.html.
SAN FRANCISCO VETERANS AFFAIRS (VA) MEDICAL CENTER

Program Overview: The San Francisco Veterans Affairs Medical Center’s (SFVAMC) Palliative Care Program consists of a Palliative Care clinic where visits occur in-person, by telephone, or via video teleconferencing with our Community Based Outpatient Clinics. The clinic is held on Tuesdays, Wednesdays, and Thursdays. The program also has an inpatient Hospice and Palliative Care Consult Team that serves the SFVAMC’s acute care hospital and onsite Community Living Center (CLC), and a 10-bed hospice unit within the CLC. The Hospice and Palliative Care team is interdisciplinary and consists of physicians, nurse practitioners, nurses, social workers, chaplains, psychologists, other disciplines most of whom have certification and/or advanced training in Palliative Care and end-of-life care. All veterans are eligible for hospice care services, at home or in an inpatient setting.

Palliative Care Services Provided:
- Hospital Medical Services
- Hospice Care
- Skilled Nursing Care (in-contracted)
- Outpatient Medical Services
- Hospice Care
- Social Work Support
- Chaplain/Spiritual Support
- Psychologist/Psychiatrist
- Caregiver/Family Support
- Bereavement Services
- Therapy/Counseling/Support Groups
- Advance Care Planning
- Direct Care Worker support through referral of the VA’s Homemaker/Home Health Aide program
- Volunteer Caregiver Support
- Transportation if the veteran is eligible for VA transportation services
- Financial Coverage provided by the VA
- Health Care Interpreter
- Special Population Support

Complementary Therapies Provided: In the CLC hospice unit, services provided through Recreational Therapy are available such as music, art, pet therapy, etc.

Special Populations Served: Veterans.

Language(s) Spoken: English.

Organizational Liaisons: We work with community agencies for contracted support, such as community/home hospice agencies, home health agencies, etc.

Hours: Monday-Friday, 8:00AM – 4:30PM.

Contact for Services Indicated: Sharon Ezekiel, LCSW, Palliative Care Coordinator: 415-221-4810 x3224, Sharon.Ezekiel@va.gov; for Referral to the CLC hospice unit: Anne Kelly, LCSW, CLC Hospice Unit Social Worker, 415-221-4810 x4979; www.sanfrancisco.va.gov/services/Geriatric_Services.asp.
ST. FRANCIS MEMORIAL HOSPITAL

Program Overview: Saint Francis Memorial Hospital has developed a Palliative Care Program to address the needs of patients suffering from chronic or terminal illness when control of symptoms interferes with the achievement of the best quality of life for patients and their families. The Palliative Care team strives to address symptom management problems including pain and other stressful physical symptoms as well as any psychological, social, or spiritual needs.

The interdisciplinary Palliative Care team consists of a medical director, a nurse practitioner, staff nurses, physicians, chaplains, social workers, and case managers. From diagnosis to discharge, or end of life, the team works with patients and their loved ones to help them understand their prognoses and options. Through advanced care planning—including completion of Advance Directives—the patient and family are assisted in determining which interventions and medical care they desire. The patient and family are also educated about the disease process and options for care after hospitalization.

In collaboration with the attending physician, the Palliative Care team focuses on developing a trusting relationship with the patient and family, providing information to both throughout the course of treatment and the dying process.

Palliative Care Services Provided:
• Hospital Medical Services
• Social Work Support
• Chaplain/Spiritual Support
• Caregiver/Family Support
• Advance Care Planning
• Health Care Interpreter/Language Capabilities

Palliative Care Services Planned:
• Early intervention through emergency room evaluation
• Enhancement of interventional palliative care in critical care units

Complementary Therapies Provided: Music therapy and pet support therapy.

Special Populations Served: Chinese, Russian, and LGBT communities, as well as homeless, marginally housed, or underrepresented individuals.

Language(s) Spoken: Face to Face interpreters available in Chinese, Spanish, French, Japanese, and Russian. Telephone and video interpreters available in numerous languages.

Organizational Liaisons:
• San Francisco Bay Area Jewish Healing Center: 415-750-4197
• Catholic Charities/ Grief Care: 415-564-7882
• Coming Home Hospice: 415-861-1110
• Family Caregiver Alliance: 415-434-3388
• Hospice by the Bay: 415-626-5900
• Jewish Family & Children's Services: 415-449-1200
• Laguna Honda Hospice: 415-759-3375
• Latina Breast Cancer Agency Support Services: 415-584-3444
• Pastoral Care Department Institute for Health and Healing: 414-600-3939
• Pathways Hospice: 415- 567-3973
• HAND-Support after Neonatal Death: 415-282-7330
• Self Help for the Elderly: 415-982-9171
• Visiting Nurses and Hospice of San Francisco: 415-600-0400
• Zen Hospice Project: 415-863-2910
• Asian Network Hospice 415-345-9797
• Sutter VNA & Hospice 415-600-0444

**Hours:** Monday-Friday, 8AM-4PM.

**Contact for Services Indicated:** W. Donnie Nelson – Palliative Care Coordinator, 415-353-6859, william.nelson@dignityhealth.org; Dr. Patricia Galamba – Medical Director, 415-928-4920.
**ST. MARY’S MEDICAL CENTER**

**Program Overview:** St. Mary’s Palliative Care Consult Service is in its eleventh year of operation. We provide consultations to persons with serious illnesses and their families and loved ones. We work in partnership with the primary physician and team.

**Palliative Care Services Provided:**
- Inpatient palliative consultations
- Reducing or controlling pain or debilitating symptoms
- Counseling patients and families/loved ones when making difficult decisions
- Listening and providing support through all stages of illness
- Discussion of treatment choices, including hospice referrals and coordination of in-patient comfort care

**Special Populations Served:**
- Frail elderly
- Asian

**Language(s) Spoken:** Hospital provides a translator for Cantonese and Mandarin.

**Hours:** Monday-Friday, 8AM-5PM. Pager coverage weeknights and weekends.

**Contact for Services Indicated:** Constance L. Borden, RN, MSN, ANP; 415-750-5907; Connie.borden@dignityhealth.org.
**UNIVERSITY OF CALIFORNIA, SAN FRANCISCO (UCSF)—MOFFIT/LONG**

**Program Overview:** The Palliative Care Service at UCSF Medical Center (Moffit/Long Hospital) is dedicated to the care and comfort of seriously ill patients and their families. The goal of the service is to maximize a patient's comfort, while providing appropriate medical treatment in the advanced stage of illness. In addition, the Palliative Care Service includes a two-bed hospital unit, the Comfort Care Suites that provides a more home-like setting for patients and their families.

**Palliative Care Services Provided:**
- Hospital Medical Services
- Outpatient Medical Services (Affiliated with Symptom Management Service, Memory and Aging Center, Neurology Outpatient Clinic)
- Home Medical Services (See House Calls, Bridges)
- Social Work Support
- Chaplain/Spiritual Support
- Pharmacy Support
- Advance Care Planning
- Health Care Interpreter

**Palliative Care Services Planned:**
- Outpatient non-cancer palliative care services.
- Expansion of the Palliative Care Service (inpatient)

**Complementary Therapies Provided:** Legacy Project: a free video-recording service for people facing life-threatening illness. We help people record their stories, favorite memories, and messages for loved ones to inherit.

**Special Populations Served:** Patients with serious life threatening illnesses or conditions in their last year or two of life.

**Language(s) Spoken:** English only by palliative care team members.

**Hours:** 24 hours a day/7 days a week.

**Contact for Services Indicated:** 415-476-4838.
UCSF HELEN DILLER FAMILY COMPREHENSIVE CANCER CENTER—
SYMPTOM MANAGEMENT SERVICE

Program Overview: The Symptom Management Service offers outpatient Palliative Care Co-
Management Service consultations to improve the quality of life and care for patients at UCSF’s Helen
Diller Family Comprehensive Cancer Center. The Service works collaboratively with Mt. Zion’s
Symptom Management and Palliative Care Consultation Service and the outpatient Bridges Program.

Palliative Care Services Provided:
- Outpatient Medical Services
- Social Work Support
- Limited Chaplain/Spiritual Support
- Advance Care Planning
- Health Care Interpreter

Palliative Care Services Planned:
- “Pre-Habilitation Program” (preparing frail elderly for high-risk surgery
- Home-based PC service as a collaboration with palliative care services at Jewish Family and
  Children’s Services and UCSF Bridges (Community Bridges)

Complementary Therapies Provided: The Symptom Management Service Notes Project which aims to
help people with serious illness to record their thoughts, to share their stories, and to reflect on their
memories and relationships, and the Legacy Project, a free video-recording service for people facing life-
threatening illness. We help people record their stories, favorite memories, and messages for loved ones
to inherit.

Special Populations Served: Cancer patients with localized or metastatic disease.

Language(s) Spoken: English.

Organizational Liaisons: Helen Diller Family Comprehensive Cancer Center.

Hours: Monday-Friday, 8AM-5PM.

Contact for Services Indicated: 415-885-7671.
UCSF MEMORY & AGING CENTER

Program Overview: UCSF Memory & Aging Center (MAC) provides diagnosis and care for people with neurodegenerative illnesses in clinic and research settings.

Palliative Care Services Provided:
• Multidisciplinary evaluations provided by Neurologist, Neuropsychologist, Nurse, Social Worker, Physical Therapist, Genetic Counselor and Pharmacist
• Symptom management to maximize patient comfort
• Clear communication about goals of care and treatment decisions
• Advanced long term care planning
• Referrals as needed to community resources
• Support and education to family caregivers
• Grief counseling

Palliative Care Services Planned: Care Ecosystem- http://www.ucsf.edu/news/2014/06/115476/dementia-care-%E2%80%9Cecosystem%E2%80%9D-bring-online-respite-caregivers.

Complementary Therapies Provided: Support groups and supportive counseling for patients and family caregivers; Care Consult Clinic.

Special Populations Served: Individuals with Alzheimer’s Disease, Vascular Dementia, Frontotemporal Dementia, Lewy Body Disease, Progressive Supranuclear Palsy, Corticobasal Degeneration, Huntington’s Disease, Creutzfeldt-Jakob Disease.

Language(s) Spoken: All languages available with UCSF translator services. In-house languages include English, Spanish, French, Cantonese, Mandarin, Arabic, and Tagalog.

Organizational Liaisons: UCSF Palliative Care Program.

Hours: Monday-Friday, 9AM-5PM.

Contact for Services Indicated:
UCSF Memory and Aging Center
1500 Owens Street, Suite 320
San Francisco, CA 94158
Phone: 415-353-2057
Fax: 415-353-8292.
**UCSF/MOUNT ZION—SYMPTOM MANAGEMENT AND PALLIATIVE CARE CONSULTATION SERVICE**

**Program Overview**: The Symptom Management and Palliative Care Consultation Service at Mount Zion provides comprehensive palliative care team support for patients with advanced illness.

**Palliative Care Services Provided:**
- Hospital Medical Services
- Outpatient Medical Services (Affiliated with Symptom Management Services)
- Home Medical Services (Affiliated with UCSF Bridges)
- Social Work Support
- Limited Chaplain/Spiritual Support
- Advance Care Planning
- Health Care Interpreter

**Palliative Care Services Planned**: “Pre-Habilitation Program” (preparing frail elderly for high-risk surgery).

**Complementary Therapies Provided**: Legacy Project: a free video-recording service for people facing life-threatening illness. We help people record their stories, favorite memories, and messages for loved ones to inherit.

**Special Populations Served**: Patients with serious life threatening illnesses or conditions in their last year or two of life.

**Language(s) Spoken**: English.

**Organizational Liaisons**: Helen Diller Family Comprehensive Cancer Center.

**Hours**: Monday-Friday, 8AM-5PM.

**Contact for Services Indicated**: 415-885-7671.
UCSF OUTPATIENT MOVEMENT DISORDERS SUPPORTIVE CARE CLINIC

Program Overview: The Outpatient Movement Disorders Clinic is for patients with advanced movement disorders—with significant motor or non-motor symptoms, as well as psychosocial issues. Patient quality of life concerns, caregiver stress, and establishing/understanding goals of care are primary focal areas for the Clinic team.

Palliative Care Services Provided: Each patient is evaluated by a multidisciplinary team that includes a nurse practitioner specializing in the management of advanced movement disorders, a neurologist who is fellowship-trained in movement disorders, and a social worker with experience working with individuals with advanced movement disorders.

Palliative Care Services Planned: A physical therapist from the Clinic is planning to see all patients in the palliative care clinic in the next few months to evaluate mobility and reduce falls. In addition, the Clinic is applying for a large grant to further fund and study the role of palliative care in advanced movement disorder patients compared with standard care. This grant would allow for a dedicated occupational therapist, speech therapist, nutritionist, and psychiatrist in the clinic. This project is planned for 7/1/2015, pending grant approval.

Complementary Therapies Provided: The Clinic currently works closely with several physical therapists and speech therapists at UCSF who are specialists in treating patients with advanced movement disorders, and with the UCSF pain management service, given the prevalence of pain in Parkinson’s disease and atypical Parkinsonian syndromes.

Special Populations Served: Advanced movement disorders include patients with Parkinson’s disease, atypical Parkinsonian syndromes, Huntington’s disease, as well as progressive ataxia, choreiform, and dystonia syndromes.

Language(s) Spoken: English, Russian (conversational).

Organizational Liaisons: UCSF Memory and Aging Center.

Hours: Fourth Thursday morning of every month, 9AM-12PM.

Contact for Services Indicated: Patients need a referral from a physician. Please call 415-353-2311 to schedule an appointment.
SKILLED NURSING FACILITIES

IRENE SWINDELLS ALZHEIMER’S RESIDENTIAL CARE PROGRAM

Program Overview: The Irene Swindells Alzheimer’s Residential Care Program is licensed by the Department of Social Services as a Residential Care Facility for the Elderly (RCFE). It is a medical center-based assisted living program specializing in expert dementia care. The program provides long-term residential care for elderly individuals with Alzheimer’s disease or other related types of dementia who do not require skilled nursing, and who would benefit from a communal living environment. The focus of the program is to enhance quality of life through an integrative, psychosocial approach to care. The program team features a manager who is a licensed family therapist, a registered expressive arts therapist, a medical director who is a board certified geriatrician, a licensed vocational nurse program coordinator, and a nursing supervisor available 24/7. To gain entrance into the program, residents must not be bed-bound. The facility has 25 beds available on a first come first serve basis. Financial assistance may be available to qualified residents through the CPMC Foundation. A waiting list is maintained when all beds are full. The facility has a hospice waiver and every effort is made to maintain residents in the facility through end-of-life.

Palliative Care Services Provided: Hospice care for up to five residents.

Palliative Care Services Planned: Provide hospice care-plan through a licensed hospice provider, such as Sutter Visiting Nurses Association (VNA), Pathways, Hospice by the Bay.

Complementary Therapies Provided: Creative arts therapy-based activity therapy program.

Special Populations Served: Dementia.

Language(s) Spoken: English, Tagalog, Spanish, Chinese.

Hours: 24 hours a day/7 days a week.

Contact for Services Indicated: Rob Sarison, LMFT, 415 600-6392.
**Program Overview:** As a U.S. Centers for Medicare & Medicaid Services five-star rated facility and with a complement of more than 650 compassionate, experienced clinical and allied health personnel, the Jewish Home provides seniors with a variety of life-enriching healthcare programs and services in a welcoming, stimulating environment. Operated by a 501(c)(3) nonprofit corporation, the Jewish Home serves approximately 1,200 patients and residents each year on its nine-acre campus. Non-residential care is offered through the Home’s short-term and rehabilitation services unit for patients who require geriatric-specialized, interdisciplinary rehabilitation to recover from surgery or an acute illness, and through its acute geriatric psychiatry hospital. The Home is affiliated with the University of California, San Francisco for teaching and research. Admission to the Jewish Home is not limited by religious or cultural affiliation.

**Palliative Care Services Provided:**
- Long-term Care
- Skilled Nursing Care
- Rehabilitation Services
- Comfort Care/End-of-Life Care includes collaboration with outside hospice services
- Social Work Support
- Chaplain/Spiritual Support
- Pharmacy Support
- Psychologist/Psychiatrist
- Caregiver/Family Support
- Direct Care Worker Support
- Volunteer Caregiver Support
- Transportation
- Recreation/Activities Support (i.e., arts/crafts, music, poetry, literature, movement/exercise, pets)
- Special Population Support

**Palliative Care Services Planned:** The Jewish Home’s Palliative Care Committee plans to continue meeting to promote the highest quality of care for residents. In addition, the Jewish Home plans to continue collaborating with outside Hospice providers to ensure residents, and their families, choice and options for end-of-life support.

**Complementary Therapies Provided:** The Jewish Home offers two supportive programs: *No One Dies Alone* aims to ensure that residents and patients have someone at their side during their final hours, and *Kol Haneshamah*, which offers volunteer Spiritual Care Partners to those in their final weeks, months, or even years of life. Both programs are grounded in Jewish spiritual values.

1. **The Jewish Home’s No One Dies Alone Program** provides trained companions to be at the bedside during the time that residents and patients are actively dying.

2. **Kol Haneshamah** (the name is based on the verse “Let every breath sing praise to God” – Psalm 150) is a collaboration of the Jewish Home and the Bay Area Jewish Healing Center. The program matches volunteer Spiritual Care Partners with long-term care residents in order to create new friendships at the end of life—friendships that are unique because of their spiritual nature, and because they are an opportunity to start fresh in a relationship.
Special Populations Served: The Jewish Home is a geriatric facility, serving people over the age of 65. In some special cases, the Home serves younger adults with cognitive illness, physical illness, and/or emotional/mental health illness that require a skilled level of care to promote their highest well-being and greatest level of functioning.

Language(s) Spoken: English, Russian, Tagalog, Spanish, Hebrew, Yiddish. The Jewish Home also has access to translation services via CyraCom.

Hours: Weekdays.

Contact for Services Indicated: Edwin Cabigao, Head of Nursing Department, 415-334-2500, ecabigao@jhsf.org.
HOSPICE SERVICES

COMING HOME HOSPICE

Program Overview: Coming Home Hospice has operated in San Francisco’s Castro neighborhood for the past 27 years, licensed as a Residential Care Facility for the Chronically Ill (RCFCI). Coming Home is a 15-bed residence providing 24-hour skilled nursing care and Certified Aide care with an exceptionally rich staffing ratio in order to provide excellence in patient care. All patients admitted to Coming Home are also under the care and medical supervision of one of the Medicare Certified Hospice Agencies in San Francisco. Marsha Nunley, MD, an Internist and Palliative Care Specialist with many years of hospice experience, is our Medical Director.

Coming Home Hospice provides a warm, welcoming, home-like atmosphere, where family members, friends, children, and animal companions are welcome to visit daily. The facility offers well-appointed comfortable private rooms with telephones and televisions in each room.

Palliative Care Services Provided:
- Residential Hospice Care
- 24-hour Skilled Nursing Care
- 24-hour Certified Aide Care
- On-going Family Education and Support
- Social Work Support and Counseling
- Spiritual Support and Counseling
- Volunteer Services
- Dietary Service
- Personal Care Needs

Complementary Therapies Provided: The following services are offered through our community partners:
- Massage
- Personal grooming care
- Chorale Signing groups
- Ancillary services as requested

Special Populations Served: Underserved, complex medical management, LGBT, and frail patients.

Languages Spoken: Cantonese, Tagalog, Spanish, plus hospital based interpretive services.

Hours: Staff is available 24 hours/day.

Contact for Services: Rich Nasca, Director, 415-861-1110, nascar@sutterhealth.org; Fax, 415-861-5763. Coming Home Hospice is affiliated with Sutter Health, California Pacific Medical Center.
HOSPICE BY THE BAY

Program Overview: Hospice by the Bay is a 501(c)3 non-profit organization licensed by the State of California as both a home health and a hospice provider. We are also a designated Pediatric Waiver provider for the State of California, a licensed Medicare and Medi-Cal provider, and we are accredited by the Community Health Accreditation Program (CHAP).

The mission of Hospice by the Bay is to alleviate a patient’s pain, to prevent and treat conditions that might otherwise threaten the quality of life, and to provide support to the patient’s family and loved ones through the provision of hospice and palliative care services.

Palliative Care Services Provided:
- Hospice Care
- Therapy/Counseling/Support Groups
- Advance Care Planning
- Hospital Medical Services
- Long-term Care
- Skilled Nursing Care
- Rehabilitation Services
- Caregiver/Family Support
- Bereavement Services
- Volunteer Caregiver Support

Complementary Therapies Provided: As needed.

Special Populations Served: Patients with serious, life-threatening illnesses or conditions in their last year or two of life.

Language(s) Spoken: Chinese and Spanish speaking staff, interpreters for other languages available via language line.

Hours: Twenty-four hours a day, seven days a week, year round.

Contact for Services Indicated: 415-626-5900.
**MAITRI AIDS HOSPICE**

**Program Overview:** Since 1987, Maitri has served over 1,100 San Franciscans with advanced AIDS and in need of 24-hour nursing care, in our 15-bed residential care facility located in the Castro/Duboce area. Originally opened as a hospice, Maitri still serves residents who are at the end of life (a core part of Maitri’s charitable mission). Increasingly, Maitri is helping very medically fragile individuals—those with advanced AIDS who are low income—stabilize and discharge back to independent living.

**Palliative Care Services Provided:**
- Residential Care
- Hospice Care
- Social Work Support
- Chaplain/Spiritual Support
- Pharmacy Support
- Psychologist/Psychiatrist
- Caregiver/Family Support
- Bereavement Services
- Advance Care Planning
- Direct Care Worker Support
- Volunteer Caregiver Support
- Transportation
- Housing Support
- Special Population Support

**Complementary Therapies Provided:** Reiki, massage therapy, and music therapy provided.

**Special Populations Served:** LGBT, People Living with HIV/AIDS.

**Language(s) Spoken:** Tagalog, Spanish.

**Organizational Liaisons:** Alliance Health Project (AHP), Hospice agencies including Hospice by the Bay, Pathways Hospice, and Sutter Hospice.

**Hours:** 24 hours a day/7 days a week.

**Contact for Services Indicated:** Mary Schroeder, Program Director/Intake: 415-558-3006, mschroeder@maitrisf.org.
PATHWAYS HOME HEALTH AND HOSPICE

Program Overview: Pathways is a non-profit home health and hospice serving the Bay Area since 1977. Our hospice improves quality of life for patients with life-limiting illness by addressing distressing physical, spiritual, and emotional issues, allowing patients and their families to make the most of their time together. Services provided include:

- Personal care
- Care in assisted living and nursing homes
- Dementia program
- Grief support groups
- Volunteers
- Counseling
- Information visits by nurse liaisons
- Spiritual support

Palliative Care Services Provided: In addition to our hospice that serves San Francisco and four other counties, Pathways has a full-fledged Palliative Care program under Home Health serving patients in San Mateo, Santa Clara, and parts of Alameda Counties. Our Palliative Care provides management of troubling symptoms to make patients with serious illness more comfortable.

Patients on Palliative Care generally have advanced illness with diagnoses such as cancer, chronic lung disease, heart failure or a neurologic disease. People with life-threatening illness may be getting curative treatments like chemotherapy or radiation.

- A palliative care-certified physician oversees pathways Palliative Care.
- In addition to nursing visits, Palliative Care patients may have volunteer, social work, and spiritual care visits for holistic physical, emotional and spiritual support.
- Complex patients may also receive visits from a pharmacist, respiratory therapist, and/or dietitian as needed for optimal care.
- Patients may also have telemonitoring for remote daily monitoring of vital signs.
- A nurse is on-call 24 hours a day for telephone consultation or visits if needed.

Complementary Therapies Provided: Aromatherapy, comfort touch, music sessions, pet therapy (as available).

Special Populations Served: We see all populations and do not discriminate based on race, religion, sex, sexual orientation, or any other culture with which our patients may identify.


Organizational Liaisons: Pathways has community liaisons and nurse liaisons that make informational visits to patients in the hospital, in a skilled nursing or assisted living facility, and at home.

Hours: 8:30AM-5PM, 7 days a week, including holidays. Afterhours telephone assistance is available 24 hours a day, as are urgent nursing visits.

Contact for Services Indicated: For all services call 888.755.7855, visit us pathwayshealth.org, email info@pathwayshealth.org.
SUTTER CARE AT HOME

Program Overview: AIM (Advanced Illness Management) is a care management and palliative care model serving persons with advancing illness in the last 12-18 months of life. It offers best practices in care coordination, care management, and palliative care focused around patient’s personal goals. AIM supports and strengthens ongoing patient/physician relationship to improve care plans aligned with each person’s preferences, values, and goals. Patients frequently receive curative treatment in addition to palliative care services. AIM is supported in the community by home health, home infusion care, and hospice care.

AIM Population: Clinical Eligibility - **Patient should have a high burden of disease and at least one statement in the list below:**

- Patient may be hospice appropriate and seeking active medical interventions
- Patient has had rapid/significant clinical, functional, or nutritional decline
- Patient has had recurrent, unplanned hospitalizations or ER visits.
- Provider would not be surprised if the patient died in the next 12-18 months

Palliative Care Services Provided:

- AIM Home Health (home-based skilled clinical services - patient must meet skilled criteria per Medicare Guidelines)
- Care provided by nurses, physical therapist, occupational therapists, social workers, speech therapist, home health aide, and other ancillary services (e.g. Dietician)
- AIM Transitions Care (home-based skilled care provided by nurses (RN, LVN) & Social Workers (MSW))
- AIM Telesupport (telephonic support provided by nurses (RN))
- Hospice Care (patient must meet hospice eligibility criteria to qualify)

Palliative Care Services Planned: Continued expansion of the AIM Program and collaborating on development of outpatient palliative care physician consultation services within San Francisco area.

Special Populations Served: Private home, RCFE, skilled nursing, SRO, acute care hospital, hospice facility, all diseases, though most common are chronic illnesses, and all payers.

Language(s) Spoken:

- Tagalog, Spanish, Indonesian, Malay, Cantonese, Mandarin, and Russian. Select patient engagement materials also translated into 15-20 languages.

Organizational Liaisons:

- Elaina Gunn, Home Health Administrator
- Nerice Kaufman, AIM and Hospice Administrator
- Bahar Monem, Regional Sales Manager

Hours: Office 8 AM-5:30 PM (Clinical Services provided 24 hours a day/7 days a week).

ZEN HOSPICE PROJECT

Program Overview: Zen Hospice Project (ZHP) operates across systems. Our primary service is residential hospice, which takes place at our principal organizational location—the Guest House—in the Hayes Valley neighborhood of San Francisco (license: Residential Care Facility for the Chronically Ill). Our longest continuously running program is the training and support of hospice volunteers. With over 100 active community members, our volunteers staff our Guest House as well as the hospice and palliative care unit of Laguna Honda Hospital through a long-standing partnership with the Department of Public Health. Increasingly, we are involved in inter-professional caregiver training in contemplative palliative care, with courses offered at UCSF and workshops at our Guest House. We also host myriad community engagement events, centered on the creative notion of living fully until death. Executive Director Dr. BJ Miller represents ZHP as an attending physician at the UCSF Cancer Center in the Symptom Management Service (outpatient palliative care).

Our model is broad-based and collaborative in nature. For instance, since we are not a licensed hospice agency per se, we work with agencies to deliver the medical care plan in the Guest House. Similarly, we partner with practitioners of integrative and ancillary care (e.g. psychotherapy, massage, music thanatology, Reiki, acupuncture, etc.) to deliver their services at our House. Because of our innovative collaborations, we are often the host rather than the direct service provider. ZHP nurses and certified nursing assistants staff the Guest House around the clock.

Palliative Care Services Provided:
- Residential Care
- Hospice Care
- Social Work Support
- Chaplain/Spiritual Support
- Psychologist/Psychiatrist
- Caregiver/Family Support
- Direct Care Worker Support
- Volunteer Caregiver Support
- Housing Support
- Artist Support
- Health Care Interpreter
- Special Population Support

Palliative Care Services Planned:
- Therapy/Counseling/Support Groups
- Bereavement Services
- Advance Care Planning

Complementary Therapies Provided: See program overview.

Special Populations Served: Homeless and underserved, complex illness, LGBT, families, and caregivers.

Language(s) Spoken: Spanish and Korean spoken by staff. For all other languages, we employ a telephone-based interpreter service.
**Hours:** We staff the Guest House 24 hours a day, seven days a week. Our volunteers staff the Guest House and Laguna Honda seven days per week. Other programs are generally offered during normal business hours, with some weekend workshops throughout the year.

**Contact for Services Indicated:** General Line, 415-913-7682; Nurse Director Mary Knopf, mary@zenhospice.org; Education Director Shelley Adler, shelley@zenhospice.org; Volunteer Director Roy Remer, roy@zenhospice.org.
COMMUNITY MEDICAL SERVICES

ON LOK LIFEWAYS

Program Overview: On Lok Lifeways is a certified Program of All-inclusive Care for the Elderly (PACE). The PACE model is centered on the belief that it is better for the well-being of seniors with chronic care needs and their families to be served in their community whenever possible.

The PACE model serves individuals who are 55 years of age or older, certified by the State of California to need nursing home care, able to live safely in the community at the time of enrollment, and live in a PACE service area.

Delivering all needed medical and supportive services, a PACE program is able to provide the entire continuum of care and services to seniors with chronic care needs while maintaining their independence in their home for as long as possible. Services include the following:

• Adult day care that offers nursing; physical, occupational and recreational therapies; meals; nutritional counseling; social work and personal care
• Medical care provided by a PACE physician familiar with the history, needs and preferences of each participant
• Home health care and personal care
• All necessary prescription drugs
• Social services
• Medical specialties, such as audiology, dentistry, optometry, podiatry and speech therapy
• Respite care
• Hospital and nursing home care when necessary

Palliative Care Services Provided:

• Long-term care
• Skilled nursing care
• Rehabilitation services
• Outpatient Medical Services
• Community Medical Providers
• In-Home Medical Services
• Social Work Support
• Chaplain/Spiritual Support
• Pharmacy Support
• Psychologist/Psychiatrist
• Caregiver/Family Support
• Bereavement Services
• Therapy/Counseling/Support Groups
• Advance Care Planning
• Direct Care Worker Support
• Transportation
• Home/Building Modifications-Architecture
• Health Care Interpreter
• Special Population Support
Complementary Therapies Provided: Nutrition services & home delivered meals, home care, adult day health services (nursing, recreation and rehabilitation therapies, social work, personal care), primary medical care, prescription medications, transportation, diagnostics, dental, optical, hearing, podiatry care, acute hospital care, and nursing home care.

Special Populations Served: Patients with serious, life-threatening illnesses or conditions in their last year or two of life, and frail elders who require a nursing facility level of care.

Language(s) Spoken: English, Spanish, Mandarin, Cantonese, Toishanese, Tagalog, and Korean.

Organizational Liaisons: Institute on Aging.

Hours: Monday-Friday, 8 AM-4:30PM for PACE Centers. Clinic on Saturdays and after-hours on-call medical provider.

Contact for Services Indicated: Grace Li, 415-292-888, graceli@onlok.org.
UCSF BRIDGES PROGRAM

Program Overview: UCSF Bridges aims to improve quality of life through home visits by physicians who specialize in symptom management, communication, and safe transitions from hospital to home.

Palliative Care Services Provided:
• MD assessment, counseling and treatment for the physical and emotional effects of serious illness
• Assistance with medical decision-making and advance care planning
• Linkage to community resources
• Close collaboration with the patients’ primary care physician, specialists, family members, caregivers, etc.

Special Populations Served: Must have UCSF primary care physician or UCSF specialist patient sees regularly.

Language(s) Spoken: In-person translation offered for all languages.

Hours: Monday-Friday, 8AM-5PM.

Contact for Services Indicated: 415-514-3577.
COMMUNITY SERVICES

BAY AREA JEWISH HEALING CENTER

Program Overview: Bay Area Jewish Healing Center is dedicated to providing Jewish spiritual care to those living with illness, to those caring for the ill, and to the bereaved through direct service, education and training, and information and referral.

Established in 1991 as the nation’s first Jewish healing center, Bay Area Jewish Healing Center provides chaplaincy and support services to anyone who wants to see a rabbi, regardless of affiliation or financial resources.

Palliative Care Services Provided:
• Chaplain/Spiritual Support
• Caregiver/Family Support
• Bereavement Services
• Counseling/Support Groups
• Advance Care Planning
• Direct Care Worker Support
• Volunteer Caregiver Support
• Special Population Support

Special Populations Served: Primarily Jewish and Jewishly connected patients who are ill, at end of life, or living with grief.

Language(s) Spoken: English, Hebrew.

Hours: Weekdays. Other hours by pre-arrangement.

Contact for Services Indicated: Gail Kolthoff, Executive Assistant, 415-750-4197, jewishhealing@bajhc.org.
CARE (CANCER, AWARENESS, RESOURCES, AND EDUCATION)

Program Overview: The CARE program is designed for people with cancer who receive their care and treatment at San Francisco General Hospital. Through the CARE program, people diagnosed with cancer receive education and support, as well as a free, healthy, and delicious meal every week.

Palliative Care Services Provided: We periodically offer sessions on advance care planning.

Complementary Therapies Provided: We consider the program itself a form of complementary medicine. We regularly offer sessions on topics such as acupuncture, massage, qi gong, etc.

Special Populations Served: Medically underserved cancer patients who receive their care and treatment at San Francisco General Hospital.

Language(s) Spoken: English, Spanish, and Cantonese spoken.

Hours:  
English group – Tues., 5:30 - 7:30PM  
Spanish group – Thurs., 5:30 - 7:30PM  
Chinese group – Mon., 1:30 – 3:30PM

Groups meet for 32 weeks annually. Participants are referred through their provider or social worker. Please see website for more info www.caresfgh.org.

Contact for Services Indicated: Sylvia Romero-Pagan, 415-206-5912, romero-pagans@hemeonc.ucsf.edu.
SAN FRANCISCO BAY AREA NETWORK FOR END-OF-LIFE CARE

Program Overview: San Francisco Bay Area Network for End-of-Life Care (SFEOL) is a membership and networking group open to organizations, individuals, and students involved in end-of-life care in the San Francisco Bay Area. SFEOL has been meeting the first Wednesday of every month (11:30 AM – 1:30 PM), without interruption, for nearly 16 years. The goal for each meeting is to work toward the improvement of all facets of hospice and palliative care by increasing public awareness of key issues through education, by identifying and filling end-of-life needs in diverse communities, and by strengthening local resources in all the inter-disciplinary dimensions required to provide good care for those with a serious or incurable illness.

SFEOL…
• Offers support and community for hospice workers, healthcare professionals, grief counselors, clergy, volunteers and others who provide end-of-life care in the Bay Area
• Promotes excellence and cultural competence in end of life services through continuing professional education
• Raises community awareness of end-of-life planning and choices
• Provides education and facilitation on advance care planning for healthcare providers and the public

Palliative Care Services Provided:
• Physician Orders for Life Sustaining Treatment (POLST)* support
• Community-building and networking for hospice workers, healthcare professionals, grief counselors, clergy, volunteers and others who provide end-of-life care in the Bay Area
• Continuing education to ensure excellence and cultural competence in end-of-life services
• Educational programs and assistance with advance care planning end-of-life care and decisions for individuals, families, groups, and healthcare facility staff

Hours: Weekdays.

Contact for Services Indicated: Nate Hinerman, PhD, Dean, Undergraduate Programs, Golden Gate University, 415-422-2314; SFEOL, http://www.sfeol.org/.

* For information about the San Francisco POLST Coalition, please contact Steve Heilig, San Francisco Medical Society, heilig@sfms.org, (415) 561-0850.
Program Overview: Shanti provides a suite of support services to approximately 2,000 individuals with breast cancer, HIV, or other life-threatening illnesses, with 1,641 from the San Francisco area and 358 from our national work presenting the L.I.F.E. Program workshops to people living with HIV.

Palliative Care Services Provided:

Shanti’s Margot Murphy Breast Cancer Program serves clients from initial diagnosis of breast cancer through active treatment, and for a period following the end of active treatment. In Care Navigation, we provide intensive case management services and emotional support, including assistance for women and men who are receiving palliative care and confronting end-of-life issues.

Shanti’s HIV Services Programs include Care Navigation, Peer Advocacy, Integrated Case Management (in collaboration with Westside Community Services), Educational Workshops and other HIV Self-Management Programming (Shanti LIFE Program®), and Volunteer Peer Support. All HIV Services staff and volunteers provide palliative care for people confronting end-of-life issues through on-going practical and emotional support that helps to reduce pain and social isolation, and assist clients in securing end-of-life resources from community partners.

Complementary Therapies Provided:

Shanti’s Margot Murphy Breast Cancer Program offers free massage, yoga, Qi Gong, and Reiki sessions at our office for all breast cancer clients.

Shanti’s HIV Services Programs offers free canine-therapy, weekly yoga, weekend retreats for long-term survivors, and free tickets to local social and cultural events (theatre, sports and music events, etc).

Special Populations Served:

Shanti’s Margot Murphy Breast Cancer Program: Low-income women of color comprise a majority of Shanti's breast cancer client population: 72% are Asian (primarily Cantonese speakers), Latina, or African American. The majority of our clients are over the age of 55 and face significant medical and day-to-day challenges.

Shanti’s HIV Services Programs: People Living with HIV (PLWH) clients in our HIV Services Program come from San Francisco’s most disenfranchised and at-risk populations. These are people who are dually and triply diagnosed (with mental health and/or substance use issues), homeless or marginally housed, very low-income, homebound and aged, from communities of color, women (including transgender women), and individuals co-infected with hepatitis C virus (HCV) and HIV. Other subpopulations include gay, bisexual, heterosexual, transgender individuals, men, women, newly diagnosed PLWH, seniors, undocumented persons; bi/monolingual (Spanish-speaking) persons, injection drug users and other substance users, and persons recently released from prison or with a history of incarceration. A vast majority of our clients are long-term survivors of HIV (over the age of 50).

Language(s) Spoken:

Shanti’s Margot Murphy Breast Cancer Program: Staff is fluent in Cantonese, English, Mandarin and Spanish.
Shanti’s HIV Services Programs: Staff is fluent in English and Spanish.

**Organizational Liaisons:**

**Shanti’s Margot Murphy Breast Cancer Program:** The program has maintained a contract with the San Francisco Department of Public Health for 14 consecutive years that links Shanti to all local hospitals and clinics. In addition, Shanti holds collaborative agreements with many community partners including Project Open Hand and Breast Cancer Emergency Fund.

Shanti’s HIV Services Programs is funded by the San Francisco AIDS Office and works in partnership with staff from Ward 86, 360 Clinic, Project Open Hand, SROs, and other AIDS Service Organizations and community partners to provide wrap-around care for PLWH, including those with co-morbidities (HCV, Diabetes, Cancer, etc.).

**Hours:** Shanti’s Margot Murphy Breast Cancer Program: Monday-Friday, 9AM-5PM – by appointment only.

Shanti’s HIV Services Programs:
Drop-In Services: Tues.-Thurs., 9:30AM-12:30PM  
Activities Program (free tickets to local events): Mon-Fri, 10PM-12PM  
Support Group for women with HIV: Fri, 9:30AM-11:30AM  
Movie Night: Last 2 Thursdays of the month, 5PM-7:30PM  
Volunteer Peer Support – by appointment only  
Shanti LIFE Program ® (Educational Workshops, HIV Self-Management Programming, Weekend Retreats, HIV/HCV support group, weekly yoga) – by appointment only

**Contact for Services Indicated:**

Shanti’s Margot Murphy Breast Cancer Program: All of our services are free of charge and confidential. We can meet clients at their home, our office, or wherever they feel most comfortable; to make sure that they get the services they need in a timely manner. Please contact 415-674-4780 for more information on how to enroll or refer in our program.

Shanti’s HIV Services Programs: All of our services are free of charge and confidential. We can meet a client at their home, our office, or wherever they feel most comfortable to make sure that they get the services they need in a timely manner. For information on how to enroll in our general HIV Services, please contact Eric Sutter, 415-674-4754. For information on Shanti LIFE Program® activities, please contact Jackson Bowman, 415-674-4755.
COMMUNITY SERVICES – CAREGIVER SUPPORT

FAMILY CAREGIVER ALLIANCE

Program Overview: Family Caregiver Alliance (FCA) is a non-profit organization that provides a wide range of services to families caring for a loved one with chronic or disabling health conditions. We assist caregivers with services such as information and referral, family consultation, legal/financial consultations, education, support, and counseling. Family consultants provide an in-home assessment of the individual care situation and develop a care plan addressing all the services and resources needed. Families are also offered information about our education, legal counseling, respite services and retreats; all free of charge.

Family Caregiver Alliance also provides workshops and classes throughout the Bay Area on diverse topics such as understanding dementia behaviors, stress management, care planning, and practical daily skills for caregivers. Our language capabilities are in English and Spanish, but we contract with other organizations to facilitate our services in other languages.

Palliative Care Services Provided:
• Caregiver/Family Support
• Therapy/Counseling/Support Groups
• Social Work Support
• Advance Care Planning
• Special Population Support
• Legal/Advocacy Support

Palliative Care Services Planned: FCA offers a workshop called Difficult Conversations about Difficult Decisions. No current dates scheduled but may be offered when next round of classes/workshops are scheduled.

Complementary Therapies Provided: Activities at respite retreats for family caregivers may include art therapy, drumming circles, and other holistic activities to help caregivers with stress management and self-care.

Special Populations Served: FCA serves family and unpaid caregivers of older adults and those with cognitive or neurological impairments. Support group offered specifically for Spanish-speaking caregivers and an online support group for LGBT caregivers. FCA subcontracts with Kimochi, Self-Help for the Elderly, and Openhouse to provide culturally and linguistically appropriate services to family caregivers in the Japanese, Chinese, and LGBT populations respectively.

Language(s) Spoken: English and Spanish. FCA subcontracts with other organizations to facilitate our services in other languages.

Hours: Monday-Friday, 9AM-5PM.

COMMUNITY SERVICES – IN-HOME SUPPORT

IN-HOME SUPPORTIVE SERVICES (IHSS) CONSORTIUM

Program Overview: Provide personal care assistance (home care) for seniors and people with disabilities. Operates a Training Academy for Personal Care Assistants (TAPCA) and a private-pay registry for consumers (TAPcare) looking for personal attendants.

Palliative Care Services Provided: IHSS assists consumers who have chronic and acute behavioral health and medical health issues to live safely and independently in their homes. IHSS provides assistance with domestic and personal care services, accompaniment to medical appointments, and assistance with medication, etc., based on the consumer’s specialized care plans. Services are delivered by compassionate, well-trained personal care assistants (home care workers).

Special Populations Served: Elderly and people with disabilities.

Language(s) Spoken: Cantonese, English, French, German, Mandarin, Russian, Samoan, Spanish, Swedish, Tagalog, Taishanese, Tigrinya, Tongan, Ukrainian, Vietnamese.

Organizational Liaisons: Extensive.

Hours: 6AM–9PM.

Contact for Services Indicated:
Margaret Baran, Executive Director
In-Home Supportive Services Consortium
1035 Market, L-1
San Francisco, CA 94103
Main: 415-255-2079
Direct: 415-659-5303
Fax: 415-255-0679
mbaran@ihssco.org

In-Home Supportive Services Consortium: www.ihssco.org;
Training Academy for Personal Care Assistants (TAPCA): www.tapca.org;
TAPcare online registry: www.tap-care.org.
JEWISH FAMILY AND CHILDREN’S SERVICES OF SAN FRANCISCO BAY AREA

Program Overview: The Palliative Care program at Seniors at Home/Jewish Family and Children’s Services (SAH/JFCS) was created to address the needs of clients of SAH/JFCS who have serious or chronic illness and their families. Our interdisciplinary team provides information, homecare, palliative care consultations and support, advocacy and case management to assist people in achieving the best possible quality of life, whether it is at the end of life or at any stage of a challenging illness. We also offer fee for service Palliative Care Consultations to anyone in the community.

Palliative Care Services Provided:
- Patient Consultation/support
- Social Work Support
- Chaplain/Spiritual Support
- Caregiver/Family Support
- Bereavement Services
- Therapy/Counseling/Support Groups
- Advance Care Planning
- Direct Care Worker Support
- Volunteer Caregiver Training/ Support
- Limited Transportation Services
- Legal/Advocacy Support
- Special Population Support

Palliative Care Services Planned: In 2014/2015 JFCS plans to collaborate with the UCSF Symptom Management Service on a pilot program called Community Bridges, offering palliative care support to advanced cancer patients in Mt. Zion Hospital area who are not enrolled in Hospice.

Complementary Therapies Provided: Homecare and care management services, as well as subsidies for consultations and homecare services.

Special Populations Served: Elders, Jewish Community, Russian Community, Holocaust Survivors.

Language(s) Spoken: English, Hebrew, Russian, Spanish.

Organizational Liaisons:
- UCSF Symptom Management Service
- CSU Institute for Palliative Care
- Coalition for Compassionate Care of California CCCC
- We work with all local Hospice Teams and Inpatient Palliative Care teams

Hours: Monday-Friday, 8:30AM-5PM. Intake open on Saturdays.

Contact for Services Indicated: Seniors at Home/JFCS Intake line, 415-449-3700; Redwing Keyssar, redwing@jfcs.org, 415-449-3749; www.seniorsathome.org; www.jfcs.org.
Program Overview: The San Francisco In-Home Supportive Services (IHSS) Public Authority connects low-income seniors and people with disabilities with qualified IHSS providers so they can live healthier, happier and safer lives at home and remain engaged in the community.

Palliative Care Services Provided:
- In-Home Care
- Caregiver/Family Support

Complementary Therapies Provided: In-home support, including meal preparation, cleaning, and personal needs care.

Special Populations Served: Low-income adults with disabilities and seniors who would prefer staying home compared to an institutionalized care.

Language(s) Spoken: English, Russian, Spanish, Mandarin, and Cantonese.

Hours: Weekdays.

Contact for Services Indicated: 415-243-4477.
SELF-HELP FOR THE ELDERLY

Program Overview: The mission of Self-Help for the Elderly (hereafter referred to as Self-Help) is to promote the independence, dignity, and self-esteem of older adults by providing a comprehensive range of multicultural and multilingual programs. Self-Help serves over 35,000 individuals annually in the San Francisco, San Mateo, Santa Clara, and Alameda counties. More than 90% of the agency’s clients are members of ethnic communities, and over 90% of Self-Help’s staff is bilingual and bicultural in various Chinese dialects (Cantonese, Mandarin and/or Toishanese,) Russian, Spanish, Tagalog, or Vietnamese.

Our current programs and services include licensed home health care and hospice, case management, information and assistance, emergency in-home support services, family caregiver support program, housing services, naturalization program, congregate and home delivered meals, activities at senior centers, transportation, Health Insurance Counseling and Advocacy Program (HICAP), senior housing, assisted living, adult day services and Alzheimer’s Day Care Resource Center, employment training and economic development, and the SF-Connected Program. Although the agency ensures services are available to all eligible individuals, the agency’s target clientele are limited-English-speaking, low-income and/or very low-income, and socially isolated seniors.

Palliative Care Services Provided:
- Home Medical Services
- Hospice Care
- Chaplain/Spiritual Support
- Caregiver/Family Support
- Bereavement Services
- Therapy/Counseling/Support Groups
- Advance Care Planning
- Transportation
- Health Care Interpreter
- Special Population Support

Special Populations Served: Monolingual Chinese patients who speak only Cantonese or Mandarin.

Language(s) Spoken: English, Cantonese, Mandarin, Toishanese.

Hours: 24 hours a day/7 days a week.

Contact for Services Indicated: Phone, 415-677-7628; Fax, 415-398-5903; Email, info@selfhelpelderly.org; Website, www.selfhelpelderly.org.