

**EVALUATION OF HOSPICE CARE SERVICES AMONG TERMINALLY
ILL PATIENTS AT MADRE DE AMOR HOSPICE FOUNDATION
INC., LOS BAÑOS, LAGUNA**

THESIS

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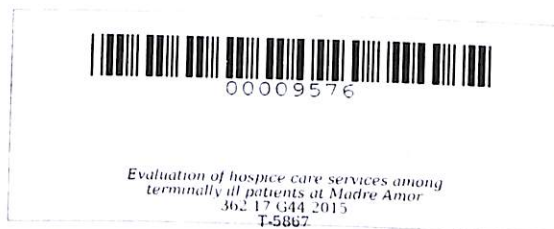
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**EVALUATION OF HOSPICE CARE SERVICES AMONG TERMINALLY ILL
PATIENTS AT MADRE DE AMOR HOSPICE FOUNDATION
INC., LOS BAÑOS, LAGUNA**

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ABSTRACT

GIRON, JEFFREY R., PURIFICACION, ROLIVER JOHN A., UNICO, DAN LEO L., “Evaluation of Hospice Care Services Among Terminally Ill Patients At *Madre De Amor* Hospice Foundation Inc., Los Baños Laguna”. Undergraduate Thesis, Bachelor of Science in Nursing, Cavite State University, Indang, Cavite, April 2015. Adviser: Prof. Nenita B. Panaligan, RN, MAN.

The study generally evaluated hospice care services among terminally ill patients at *Madre De Amor* Hospice Foundation Inc., Los Baños, Laguna. Specifically, it aimed to: (1) determine the existing services provided by the *Madre de Amor* Hospice Foundation (MDAHF) Inc., Los Baños, Laguna, (2) identify the demographic profile of the health care provider in the MDAHf in terms of age, gender, religion, professional affiliation, number of years in the institution and type of work status; (3) identify the demographic profile of the patient/clientele in the MDAHf in terms of age, gender, educational attainment, religion, causes of admission, and number of years as patient in the institution; (4) identify the facilities/equipment available in MDAHf; (5) identify the funding sources of the institution; (6) determine the level of satisfaction of the patient/clientele in terms of home care service, spiritual service, family conference and bereavement care; (7) determine the extent of service of the personnel employed by MDAHf in terms of home care service, spiritual service, family conference and bereavement care; and (8) determine the significant relationship between the level of satisfaction of the patient/clientele to the services of MDAHf and the extent of service of the personnel employed of MDAHf.

The descriptive and correlation research design was used to analyze the information gathered from the participants. The correlation method was also used to

determine the extent to which different variables such as demographic profile of the health personnel and patients, evaluation of facilities, funding sources, level of satisfaction and the extent of services among terminally ill patient employed by personnel of *Madre de Amor Hospice Foundation Inc.*, Los Baños, Laguna were related to each other.

The institution provides home care services, spiritual services, family conferences and bereavement care services. Most of the health personnel were in age ranged from 30-39 and more than 70 years old, whereas the patient's age ranged most in 50-59 years old. Participants including health personnel and patients were female. Majority of the participants (patient) graduated from high school. Almost 35 percent of the patients were having breast cancer and had almost 1 to 3 years of confinement. Most of the participants (health care provider) were volunteers. In terms of funding sources of the institution, majority of the funds were from donation.

The study was able to evaluate the facilities in the institution. The patients' level of satisfaction on the services offered by MDAHf was very satisfied to aspects, such as home care services and spiritual services. Other services like family conference was found moderately satisfactory to some patients, for the bereavement care as claimed by some patients they were very dissatisfied on the said services. The extent of service of the personnel employed at MDAHf revealed that home care services obtained the highest extent followed by spiritual services with great extent were offered always. Other services like family conference and bereavement care were offered sometimes and rarely provided according to the participants.

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INTRODUCTION

Hospice is a philosophy of care. It treats the person rather than the disease and focuses on quality of life. It surrounds the patient and family with a team consisting of professionals who not only address physical distress, but emotional and spiritual issues as well. Hospice care is patient-centered because the needs of the patient and family drive the activities of the hospice team (Crossroadhospice, 2014)

The World Health Organization (WHO, 2014) defines hospice care as a program that supports the client and family through the dying process and the surviving family members through the process of bereavement. The essential philosophy of hospice care is the focus on comfort, dignity and personal growth at life's end. This encompasses biomedical, psychosocial, and spiritual aspects of the dying experience, emphasizing