Why Heartland? We Honor Our Patients’ Wishes.

Why choose Heartland? What difference can that make? Aren’t all hospice services alike? Bridget Card, administrator at Heartland Hospice in Wentzville, Missouri, describes how her staff was able to fulfill a patient’s wishes while providing the care that he needed. AND, there was a wedding!

“We received a call from a woman inquiring about I.V. hydration for her 44 year-old boyfriend. He had recently begun receiving services from a different hospice provider. When the couple inquired about getting him fluids, they were told that option was not available. I explained to her Heartland has a different philosophy and that I.V. fluids were something we could absolutely do and would support, if that was what they wanted. After a lengthy discussion, she gave me permission to contact her physician. The physician was reluctant to change services, thinking it was best to stay with the current hospice provider. In the meantime, the woman had taken the patient to the hospital for I.V. fluids, and as a result, the other hospice discharged him from their service. We immediately called the physician and our nurse was able to admit the patient the next day. I had already called Heartland Pharmacy so that we could be proactive and make sure I.V. fluids would be on hand at their home and ready for the next time. This would prevent them from having to go to the hospital again.

“The patient’s wish was to not die at home; he did not want his family to have that memory. To honor his wish, we helped coordinate his admission to a local nursing facility. Although he was declining rapidly, he also had one last wish to marry his girlfriend before he passed away. We rushed to plan a wedding in less than 24 hours. Our Volunteer Coordinator was the photographer, our Bereavement Coordinator was present at the ceremony, and our nurse helped coordinate the flowers, while the facility helped find a dress for the bride. They were married the next day.

“This story truly shows how much Heartland’s philosophy makes a difference. I am so thankful that we had the opportunity to be a part of this beautiful story.”