



Technical and service concept

of the Johanniter-Hospice Bonn

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JOHANNITER
Aus Liebe zum Leben

Content

Technical and service concept of the Johanniter-Hospice Bonn.....	3
The hospice movement.....	4
Being accompanied	5
Our Staff	7
Our management.....	9
Our voluntary company	10
Pastoral care.....	11
Social care.....	12
Our care concept.....	13
Our housekeeping	16
Our building services	18
Administration services.....	19
Economics.....	20
Hospice advocate.....	21
We are living the mission statement of the Order of St. John	22
Application for full-stationary hospice and nursing services according to Paragraph 39 SGBV and Paragraph 43 SGBXI	23
Medical certificate for the necessity of full stationary hospice care.....	25
What is needed for moving in the Johanniter-Hospice Bonn?	27

Technical and service concept of the Johanniter-Hospice Bonn

The Johanniter GmbH with its hospitals, geriatric care facilities, hospices and service companies is a work of the Order of St. John. The high-quality, people-facing medicine and care in all Johanniter facilities is rooted in the 900-year tradition of the order¹.

If it is no longer possible to care for and accompany people with a limited life expectancy at home, they can be admitted to the inpatient Johanniter-Hospice.

Our goal is to restore and maintain the best possible quality of life in the remaining lifetime and to accompany our guests and those close to them in this special life situation.

You will find our facility in Bad Godesberg, which has existed since 2005, on the grounds of the Johanniter Forest Hospital. Our ten comfortably furnished single rooms each have a barrier-free bathroom and a balcony with a view of the hospice garden.

Criteria for admission to the Johanniter-Hospice are an incurable illness, a life expectancy limited to weeks to a few months, a high need for palliative medicine and nursing assistance, and the personal consent of the sick person or the authorized representative. The recording takes place after medical confirmation of the need in consultation with the hospice management.

The Johanniter-Hospice is open to people from all cultures, religions and with different worldviews.

In accordance with the Housing and Care Contract Act, we inform interested parties about our services before they opt for our hospice and point out possible changes in pay.



¹ Compare mission statement of the Johanniter association.

The hospice movement

“We will do all we can not only to help you die peacefully, but also to live until the end.”

Cicely Saunders

The hospice idea has its roots in the Middle Ages, at the time of the Crusades from the 11th to the 13th centuries. Hospice (Latin: hospitium) was the name of hostels for pilgrims, needy people, strangers or the sick in the Middle Ages. Back then, the destitute, the suffering and the dying could find shelter, food, and support in hospices.

The English doctor, nurse and social worker Cicely Saunders is considered the founder of the new hospice movement, who revived the medieval term hospice and founded St. Christopher's Hospice in a suburb of London in 1967. The term “guest” for people who live in a hospice is derived from this understanding. The St. Christopher's Hospice became the model for all other modern hospices. The guest in the hospice should receive equal mental, nursing, psychosocial and medical care. Due to the literal origin and meaning of the word “hospice”, the facilities see themselves as a “hostel” and “rest stop” for those on the way. Thus, death is understood as a transition that belongs to the process of life.

The company in the process from life to death does not only refer to the hospice guest, but also to those close to them who are also confronted with the topic of saying goodbye.

The St. Christopher's Hospice developed into the starting point for palliative medicine, which is an essential part of the modern hospice idea. Those interested and committed in other countries soon followed the example of Cicely Saunders.

In all areas of the Johanniter-Hospice, the concept of “Palliative Care” is the basis of our actions. “Palliative Care” is made up of the Latin word “palliare” = to envelop, “pallium” = coat and the English word “care”, describing an enveloping care for people in the last lifetime as an overall concept.

Palliative care understands dying as a natural part of life and tries neither to delay death at all costs nor to bring it about willingly. Definition of palliative care according to the World Health Organization, 2002: “An approach that improves the quality of life of patients and their families facing the problems associated with life-threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems, physical, psychological and spiritual.”

Being accompanied



Our hospice guest experiences care that is tailored to his individual situation for his mental, physical, social, cultural, and spiritual needs, a supply of the nursing requirements and fulfilment of his wishes.

The person entrusted to us, whom we meet with our practiced values and attitudes, is always pointing the way in professional support.

The distinction to palliative care wards in hospitals is that their aim is to alleviate illness and therapy-related symptoms and, if possible, to stabilize the illness and care situation so that the patients can be discharged again. Doctors are always available on the palliative care unit.

The focus of the services in the inpatient hospice is the palliative care and palliative medical care and company, which is limited to the last phase of life, and which may include returning home or moving to a long-term care facility. The comprehensive "care" is shown by a continuous dialogue and exchange with the hospice guests and those close to them. The hospice guest decides on the interpretation and design of "good" care.

The shaping of the end of life is a highly individual process, therefore a general "concept" for a "good" death is impossible.

However, the focus is on striving for the greatest possible freedom from the symptoms that burden the guest, and the greatest possible implementation of the needs and wishes of the people entrusted to us.

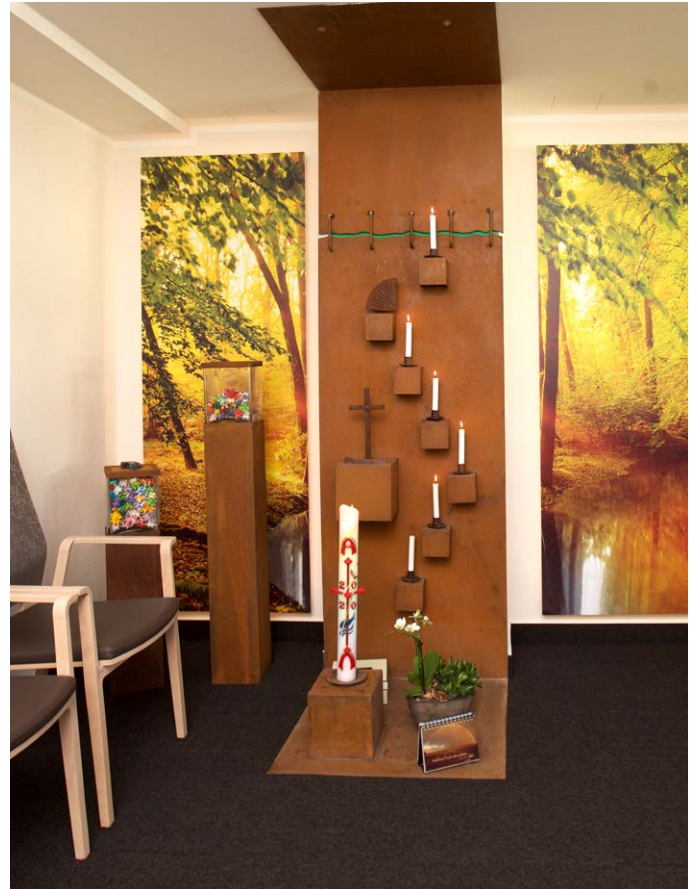
Different traditions in dealing with seriously ill people and the dying have developed in cultures and religions. Being open to other cultures and religions means getting involved in an intercultural, spiritual and / or interreligious dialogue with all its possibilities and limits based on one's own Christian identity and the culture of the hospice movement. We are happy to contribute contact with representatives of all faiths.

Psychosocial support includes emotional support for the dying person and their relatives and helps them deal with the impending death. It supports all those affected in dealing with unfinished business. Spiritual company is open to questions about the meaning of life, death and dying and what comes after. Nobody should have to be alone in dealing with these last questions. The company sees itself as an offer beyond death.

A living culture of farewell is a central component of the work in the Johanniter-Hospice. Even before death, the grief of the dying person and their loved ones is present, because with the imminent farewell the feeling of grief occurs. Death and dying have become more difficult to grasp in today's everyday life, and a lived farewell culture has largely been lost. The use of rituals, symbols and customs can help to cope with the crisis of loss and to give people security, strength and dignity in serious illness and death. Care at the death bed is also done in a dignified manner, in the necessary silence and calm. The deceased will be cared for, if possible, with relatives, after the medical determination of death and dressed as desired. The collection of the deceased from the hospice should only take place in a dignified form in the coffin in consultation with the relatives. The offer of a joint farewell ceremony in the deceased's room enables everyone involved in the company to pause and say goodbye. A lit candle and flowers in front of the door of the room and the entry in memorial books are symbols for the message that a person has died in the house. Relatives receive support in completing formalities.

The time of grief is a painful time. And there is no way around grief: as painful as grief is, it is inevitable, and it is important that we have enough time and space for our grief. The Johanniter-Hospice therefore continues to support those who remain behind and their grief is noticed and taken seriously. Those close to you are cordially invited to commemorations and events.

Another concern is to address parting, death and mourning in society. These issues often create fears and are therefore more likely to be avoided. There is a risk here that the people who are directly affected by the topic are also avoided, or that last matters can no longer be regulated in the interests of the person concerned.



The employees of the Johanniter-Hospice Bonn strive to establish the topics of farewell, death and mourning as socially acceptable, to take away fears and to enable a more relaxed, more natural approach to this phase of life and at the same time to sharpen the view for the chances of a consciously designed life.

Our Staff



The quality of life is improved through the multidisciplinary cooperation of nurses, doctors, pastors, social services, and volunteer hospice helpers in dialogue with our hospice guests and their loved ones. Care and support always require a holistic perception of the hospice guest as a unity of body, mind, and soul. The focus is not on the illness or a medical diagnosis, but on the person as a unique, unmistakable individual with his or her own emotional, physical, social, cultural, and spiritual needs. These needs and wishes of our hospice guests always have the highest priority in the organization of everyday life in the hospice. Everyday life in the hospice therefore runs individually according to the needs of our hospice guests, there is no prescribed rhythm for them. Your wishes and needs, but also your daily well-being, determine the daily routine, to which we adjust as much as possible with our actions.

We respect the personal rights of the people entrusted to us. The protection of privacy and the confidential handling of information are inextricably linked with this.

We do not perform active medicine in the Johanniter-Hospice. For us, this means respecting the limit of the right of self-determination for sick and dying people.

In conflict and decision-making situations, ethical reflection based on the charter for the care of critically ill and dying people is important to us.

Palliative and ethical case discussions with those involved have proven to be helpful tools.

The hospice guests are looked after around the clock by experienced palliative care specialists according to the palliative care concept. Together with the voluntary employees, pastoral care, social and medical-therapeutic services, as well as housekeeping, we enable a caring environment.

Our accompanying offers by our music therapist, our dog visiting service, the volunteer staff, as well as the aroma care and the individual meals adapted to needs can promote the well-being of our guests. Conversations, humour, affection and attentions complement the individual care and support.

Relatives and loved ones can be included in the accompaniment and care to the extent desired by the guest.

The meeting point of the house is the kitchen with the winter garden as a common room. Events for our guests and their loved ones take place here on a regular basis.

People close to our guests can come to visit at any time and spend the night in the hospice by arrangement. This is possible both in the hospice guest's room and in a separate room for loved ones.

No doctors are employed in the hospice. Medical care is provided by general practitioners and specialists as well as by qualified palliative care practitioners.

The professional behaviour of all employees in the Johanniter-Hospice can be described as a dialogical and constantly observing company, leading, and following.

In an observational dialogue with the hospice guest, the current requirements and needs are asked about and felt. Thus, burdens, needs and sympathies are part and a matter of course in the selection of supporters.

In addition, the question is also always directed to the employees: How do I take care of my own physical and mental health so that I can take good care of others? This requires a high degree of self-care based on professional self-observation.

Employee pastoral care and regular offers of collegial advice as supportive company offers are part of the professional self-image.

We use and master successfully proven and scientifically recognized procedures in the performance of our tasks. That is why we offer training and further education to staff at all levels which they are both entitled and obliged to undertake. Fairness in dealing with internal and external partners as well as compliance with agreements made with are the basic prerequisites for our actions. We look for and use opportunities for new developments and are open to meaningful changes while respecting proven traditions.



Our management

The hospice's management is responsible for the organization of all internal service areas (nursing, housekeeping, social care, administration) and the cooperation with the central administration of Johanniter GmbH. In accordance with the concept of the stationary Johanniter network, cooperative leadership has priority.

The overall responsibility for the Johanniter-Hospice Bonn lies directly with the management of the Johanniter Hospitals Bonn. This clearly shows the special importance of the hospice for Johanniter GmbH, which is practically recognizable in the close cooperation with the hospice association, the connection to the local parishes and the integration into the structures of the hospice movement. The staff units in the areas of "Quality Management", "Hygiene", "Public Relations" and "Coordination of Housekeeping Services", "Building Services" and "Administration" cooperate closely with the hospice management.

The hospice idea lives from the guiding principle of networking. It is not the hospice alone that can meet the demand for a dignified farewell. This requires bringing together different people in the specific support situation of the dying (family, relatives, friends, pastors, doctors, therapists) and a structural and permanent cooperation between the institutions (hospice, hospitals, nursing services, outpatient hospice services, doctors, parishes).

Hospices were founded by appropriate development associations and are therefore "movements" from society and are based on the commitment of the people in the social area.

The Johanniter-Hospice Bonn is characterized by a high level of spatial social work. Mutual identification



Marita Haupt, Director of the Johanniter-Hospice Bonn

and acceptance generate a correspondingly high level of motivation and "good motives" both among the people in the facilities and among the fellow citizens of the social area. The local conditions are included in the daily concerns of the organization of the hospices, which does not mean that the guests and patients of the hospices must be bound to the regional social area. Existing networks can be used, and a high level of participation in the networks enables high synergy.

The Johanniter-Hospice Bonn supports the implementation of the "Charter for the Care of Severely Ill and Dying People in Germany", which was published in 2010 by the German Hospice and Palliative Association, the German Medical Association, and the Society for Palliative Medicine.

Our voluntary company



Mareike Hartig, Volunteer Coordinator
(Bonn Hospice Association)

The commitment of volunteers is indispensable for comprehensive care of the hospice guests in the Johanniter-Hospice. Volunteers in the hospice show our society how important every single person is until the last moment of their life.

What is special about the service of volunteers is that it happens completely voluntarily without external pressure or material coercion. Volunteers represent the element of normality in the hospice. The deployment of volunteers is based on personal skills, experience and needs. The activities range from practical help, such as in the kitchen or garden, to psychosocial and / or spiritual company and support for the hospice guest and those close to them. The Johanniter-Hospice cooperates with the Bonn Hospice Association in the training and support of volunteer employees.



Herr Stadtfeld, Volunteer Coordinator
(Bonn Hospice Association)

Pastoral care



The pastoral care in the Johanniter-Hospice Bonn is the responsibility of the employees of the Protestant and Catholic pastors of the hospital. The pastors are usually present in the hospice several times a week and visit the guests of the respective denomination on request and by arrangement. Guests without a denomination or guests from other religions are also visited at their request. We are happy to support the guest in contacting the desired representative of a particular faith.

Pastoral availability is organized and guaranteed.

In addition to pastoral visits, the pastors offer services in the hospital chapel and devotions in the rooms of the hospice guests. It is possible to receive the Lord's Supper or Communion in the rooms. The reception of the Catholic sacraments of confession or the anointing of the sick is made possible.

The pastors take part in the psychosocial transfer.

The pastors also companion relatives, employees, and volunteers in the hospice. Pastoral care in the hospice includes:

- Being there, perceiving, succouring
- Focusing on the person being accompanied
- Biography work
- Appreciating life with its limits and breaks
- Taking up and addressing existential and spiritual issues
- Expressing the incomprehensible space in appropriate and diverse ways
- Discovering sources of strength together
- Encouraging and guiding to endure difficult situations together
- Keeping an eye on, accompanying, and involving people close by
- Pastoral care for the team
- Design of memorial services
- Design of farewells and blessings
- Training opportunities

Social care



The guest and those close to him receive support on request:

- in the perception and implementation of needs
- for biography and life balance work
- in mental crises and processing
- for successful communication
- to promote the individual's own resources
- when asserting legal claims according to §39a SGB V as well as based on other social codes
- when preparing living wills and health care proxy
- for questions about custody, inheritance law, etc.
- in structuring the day and organizing everyday life
- when moving out of the hospice

If the guest has died, the bereaved will be informed about further offers in the hospice and, if necessary, can take advantage of one-on-one meetings and mourning meetings.

In our hospice, the offers are based on the individual needs of the hospice guests, which must be recorded anew every day. These are considered as far as possible by full-time and voluntary employees.

The "North Rhine-Westphalian quality concept: standards for social work in the hospice and palliative care sector" is decisive for social work in the Johanniter-Hospice Bonn.



Our care concept



The care concept of the Johanniter-Hospice is based on the care model of activities, relationships, and existential experiences of life, as it was further developed and described by Monika Krohwinkel in 1999. This model is primarily a person-related, skills and support-oriented system that supports activating care.

This model was adapted for the support and care in a hospice, since in the hospice the palliative objective is given the highest priority. In contrast to curative care, palliative care and support does not aim at healing, nor always on combating the causes of the complaint, nor on comprehensive activation, but on the highest possible quality of life depending on the situation. Here the relief of pain and other stressful symptoms and thus the planning and implementation of symptom-avoiding, alleviating, or correcting measures is the focus of palliative care. Palliative care aims to enable hospice guests to lead a self-determined life for as long as possible. For this reason, the competence mentioned by Krohwinkel to cope with everyday life from an activating point of view, depending on the wishes of the hospice guest, can take second place to the wish for situational well-being. Since this situational well-being will always depend on personal preferences and experiences, the biographical work, and the involvement of loved ones of the hospice guest are of great importance.

The care process describes the systematic, logical, and professional approach. In this system, the hospice guest is the focal point of our actions. To be able to look after and care for him appropriately, a lot of information must be considered. Therefore, the professional staff at the Johanniter-Hospice use the instrument of care planning.

The anamnesis, i.e., the assessment of the need for care and support, is recorded in the Johanniter-Hospice based on M. Krohwinkel's care model, which describes **"Activities, Relationships and existential Experiences in Life"** (ABEDL). This care model provides in its basic form 13 ABEDL. We summarize this ABEDL in the assessment of the need for care and the care planning in "5 areas of life" since some of the ABEDL are in a mutual interrelation and can be meaningfully linked in palliative care. The topic of the ABEDL "Dealing with existential experiences in life" affects all 5 areas of life when accompanying people living with us.

1. Area of life: "Providing vital functions and security": Maintaining vital functions, providing a safe and supportive environment

2. Area of life: "physical needs": taking care of oneself, excrete, rest, and sleep

3. Area of life: "Nutrition": eat and drink

4. Area of life: "Mobility": move around, dress.

5. Area of life: "Psycho-social needs": communicating, being busy, being able to live one's own sexuality, securing and shaping social contacts, relationships, and areas.

To offer excellent quality of care in the hospice, in addition to in-house care standards, evidence-based quality instruments that are adapted to the living situation of the people living here are used in care practice, which have been developed by care experts and are consensus in the professional group. These instruments are known as expert standards in nursing.

So far, nine expert standards have been developed by the German Network for Quality Assurance in Nursing (DNQP) in cooperation with the German Nursing Council and with financial support from the Federal Ministry of Health. The standards are continuously updated and published by the DNQP. We apply the following expert standards adapted to the respective life situation:

In area of life 1: pain management in nursing care for acute and chronic pain.

In area of life 2: promoting urinary continence in care

In area of life 3: Nutritional management to secure and promote oral nutrition in care.

In area of life 4: fall prophylaxis, decubitus prophylaxis in nursing and the care of people with chronic wounds.

In area of life 5: "Relationship creation in the care of people with dementia" and discharge management in care.

We take a variety of measures to avoid restrictions of freedom. We offer a wide range of individually tailored exercise and support options, for example personal attention, lying in so-called low-floor beds, excellent symptom control, subdivided bed roll protection devices, etc.

In the context of nursing care, measures restricting freedom according to Section 1906 (4) BGB for the benefit and quality of life of people in need of care may become necessary as a last resort, despite all accompanying measures. If our guest is unable to give his own consent, the legal guardian or authorized representative will be asked together with the attending physician to bring about a judicial decision in this regard.



All care services are provided in the Johanniter-Hospice in accordance with the provisions of SGB XI. A written medical order for the measures is a prerequisite for carrying out treatment care.

The care services are planned based on the individual care needs, according to the care level. Nursing is always carried out under the supervision of a nurse.

Based on the care model of “**Activities, Relationships and Existential Experiences of Life**” (ABEDL) and the standards of the German Society for Palliative Medicine, according to the specification of the Palliative Cares concept we provide, for example, the following services according to the recognized state of nursing knowledge:

- Help with personal hygiene (e.g., washing, bathing, showering, combing, shaving)
- Help with nutrition (e.g., handing over drinks, help with eating)
- Help with mobility (e.g., help with walking, transferring, positioning)

The planning and implementation of the maintenance is documented by us in writing. Our guest has the right to inspect these records at any time.

Changes in the need for nursing assistance bring forth a necessary adjustment of the level of nursing care. For this purpose, we will, if needed, inform the care insurance funds and / or the social authorities and apply for an adjustment after consultation with our guest.

Supply of medication and aids

Medicines and individual aids and remedies are prescribed by the attending physicians. Our guests enjoy the right to choose a doctor freely. Before you move into our hospice, it will be agreed whether your general practitioner will continue to treat you here and is willing to make house calls. If this is not the case, the facility management will be happy to name various doctors who can ensure medical care through regular visits to the house. Insofar as you entrust us with the administration of your medication, in accordance with the provisions of the Pharmacy Act, the delivery and stocking take place only in cooperation with a pharmacy with which we have concluded a cooperation agreement approved by the health department. This pharmacy will also charge you for all fees. Aids can be obtained from

medical supply stores. We will forward the prescription to the medical supply store of your choice, or commission a local medical supply store to process it if you do not express a specific request.

In the Johanniter-Hospice, incontinence aids must be prescribed individually by the doctor and delivered via the contractual partners of the health insurance companies or, in individual cases, via the pharmacy. If necessary, they will charge you directly for any costs accrued. Measures and services of physiotherapy, occupational therapy and speech therapy can be prescribed by your doctor and provided in your room by approved external therapists who we will be happy to arrange for you.

Personal care items

In principle, you must procure personal care items yourself. Every house has a basic selection of hygiene items ready for free, as required, to always ensure supply.

These are: washing lotion, shower gel and shampoo, body lotion and toothpaste.

Additional or individual articles are to be procured. If necessary, we can help you with the procurement.

Hygiene items such as razors, nail scissors or toothbrushes are also to be procured yourself as items for personal use.

Our housekeeping

A hospice as a hostel for people at the end of their lives should offer rooms in which one can be comfortable, which, with the medical and nursing mandate, provide the spatial framework conditions for good care, but at the same time have a homely and domestic effect and not functional and institutional. That is why the Johanniter-Hospice is a small and manageable house with a homely design that also has all the technical and functional facilities and equipment that are required for professional inpatient care. The public rooms of the entrance area and the semi-public rooms (corridors, the winter garden, the room of silence, lounges, meeting, and conference rooms) are subject to the design specifications of the provider and are designed under the responsibility of the hospice management. There is a winter garden and a meeting room in the hospice. These rooms can also be made available to our guests free of charge for holding a private celebration.

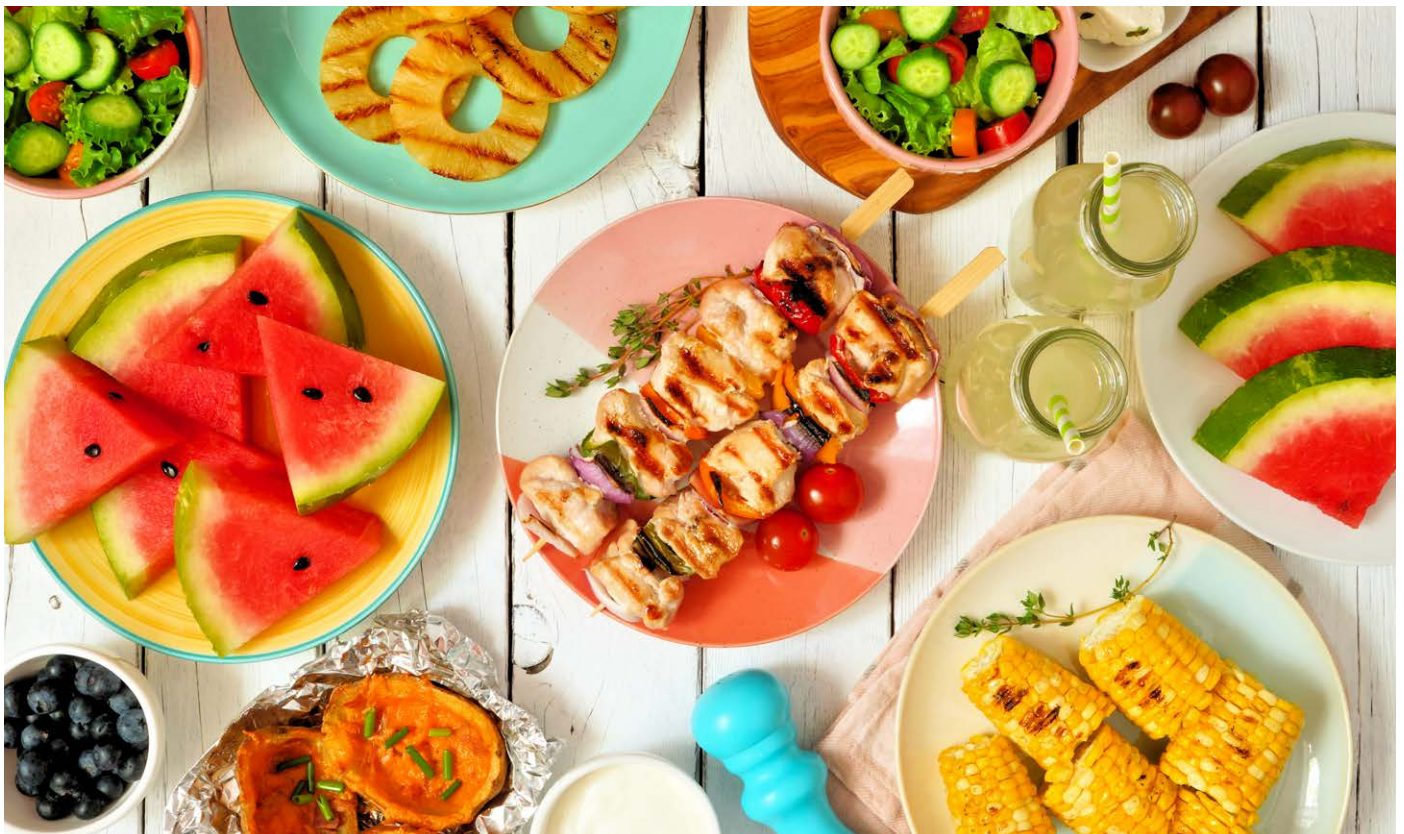
In addition, the hospice garden, which can be reached by elevator at ground level for hospice guests, and the balcony with a view of the adjacent forest and the surrounding green areas can be used.

The guest's private rooms in the Johanniter-Hospice Bonn have sizes between 18 and 24 square meters,

depending on the individual architecture of the specific room. We only offer single rooms. All rooms are furnished with a wardrobe, a table and at least one armchair or chair. A nursing care bed and a nursing bedside table are standard in each room. An individual addition to the furniture and design of all private rooms is possible. Separate shower rooms are available for each room. Each room has a telephone connection, an emergency call system and a TV connection with TV and a radio / CD player, as well as a mini fridge. Our technical service is happy to help with the design of the room.

Those close to the guests can stay overnight in the house by arrangement.

With the support of external service providers for laundry supply and maintenance cleaning, we offer professional housekeeping with our own employee, whose core task is the care and maintenance of the homely environment and the supply of food and drinks. It is our aim and our task to offer a balanced, varied range of dishes, considering nutritional knowledge and individual wishes. Cultural and religious particularities are respected. Our employees have the task of offering these meals in a cultivated atmosphere. Food is delivered as



components and can be put together individually on request. Small dishes can be freshly prepared every day on request. This means that individual wishes of individual guests can also be considered, and special forms of food can be offered.

The meal offer consists of breakfast, lunch, an afternoon coffee, dinner and, if desired or required, a small late meal. Further snacks are of course possible on request. The Johanniter-Hospice offers three basic menus or a combination of the individual components and additional daily requested food. Necessary diets and special diets are ensured. We advise you in the event of food intolerance. A list of the allergens contained in the dishes can be made available on request at any time.

In addition to meals, drinks are always provided. These are mineral water and a selection of juices. Other individual drinks of your choice (such as lemonades, beer, etc.) can be made available in consultation or purchased in various selections in the cafeteria of the Waldkrankenhaus.

Those close to you are welcome at all meals in the Johanniter-Hospice. The prices for this will be announced to you in-house. The participation of visitors at meals in the Johanniter-Hospice requires prior agreement.

The housekeeping staff is responsible, together with the guests and the care and maintenance staff, to ensure a homely atmosphere. These include the following services:

- design of the public and semi-public areas of the house
- support of the hospice guests in the design of their personal living space
- seasonal design and decoration

The cleaning of the personal living space takes place 4 times a week, on 3 days of the week there is also a visual cleaning to remove coarse soiling. The cleaning will be discussed individually. All rooms in the Johanniter-Hospice are cleaned at least once a week.



Laundry supply

We provide bed linen and towels free of charge and take care of changing and cleaning them regularly. Personal laundry must be washed privately or can be washed by an external laundry for a fee, provided it is machine-washable and easy-care textiles. Labelling of the laundry is required for this. If the textiles must be chemically cleaned, the resulting additional costs must be borne privately.

Parking

A person close to the guest receives a parking ticket (a season ticket) that allows free use of the parking lot at the forest hospital.

Our building services



The building technology ensures the functionality of all building and operating systems. It supports all necessary operational transports. The furnishings we keep, also in the living space, are maintained by us. However, the owner must maintain his own furniture and furnishings. All electrical devices must be checked regularly in accordance with legal requirements. The guest must pay for the test of their own devices. For this, our building services service can be used, which bills for these services, or an external specialist company is commissioned. Devices that are owned by the house are serviced by us without incurring any additional costs. If something does not work, our employees can be contacted at any time to inform the technical service. Our facilities have security systems, such as fire alarm systems or call systems, which are regularly serviced by specialist companies. For this we must enter the living space with the technicians with prior announcement.

Fire protection

A facility that provides care for people in need of care or disabled people must offer increased fire protection. Our facilities have a fire alarm system. This alarms via acoustic and / or optical signals in the event of a fire or excessive smoke development. Escape routes through the corridors are well marked. For reasons of fire protection, we do not use any easily inflammable furniture and textiles. Lounges and corridors are only equipped with suitable materials. The contractually agreed e-check of the electrical devices also serves this fire protection. In the event of a fire, keep calm and follow the instructions of our trained employees.

Smoking

The NRW Non-Smoking Protection Act prohibits smoking in community facilities. Therefore, smoking is only allowed on the balcony or in the garden.

Administration services

The employees of the administration and the hospice management are obliged to advise on all questions of cost accounting and in dealing with authorities and social security. The administration's tasks include receiving and forwarding mail, as well as approving the telephone connection. For external calls, a call credit must be paid first, there is no daily basic fee. The registration of the landline connection takes place via the patient registration of the Waldkrankenhaus.



Cash management

As a basic principle, you should only bring as much cash as necessary. We would be happy to advise you on the possibility of cash management. There is a safe in your room where you can store small amounts of cash.

Internet

We offer free use of open Wi-Fi access. The PIN can be obtained from the patient admission department at the Waldkrankenhaus. For security reasons, the PIN can only be used for a limited period.

Economics

Economic stability creates room for development. We have a special responsibility to use the resources entrusted to us for the needs of our guests. We find an appropriate balance between the ethical demands of the professions we practice, resulting from our concept of humanity, and the general economic conditions. In this way, we preserve the property and assets we have created for a sustainable future.

Financing the hospice requires co-financing through donations and subsidies. The Social Security Code regulates: "A maximum of 95% of the daily care rate is eligible for a subsidy within the meaning of Section 39a SGB V and remunerative within the meaning of SGB XI. At least 5 percent are to be raised by the hospice in the form of donations, membership fees or other allowances".

That is why we are existentially dependent on donations.

This financing situation requires conscious management and obliges us to be particularly transparent: Donors must be able to understand the use of funds and be sure that the funds allocated to the hospice are being used with care.

Donation account:

Johanniter GmbH (stationary hospice Bonn)
IBAN: DE19 3705 0198 0020 0097 18
BIC: COLSDE33XXX
Bank: Sparkasse Cologne / Bonn

To issue a donation receipt, we need the full address of the donor.

Prices and service charges

The fees for care and social care services, meals and accommodation are determined in negotiations between the public service providers (long-term care funds, social welfare providers) and the Johanniter GmbH. These services and their bases for calculation are defined by law.

The result of these negotiations, the remuneration agreement, can be viewed at any time by the facility management. The costs for capital expenditures are not negotiated but determined based on state regulations. If the costs are borne by yourself, we will invoice monthly. The facility management and the administration employee named on the invoice are available to answer any questions. If the Office for Social Affairs and Housing bears the costs, we settle the monthly costs directly with the authority. You can obtain information about the current performance fee from the hospice management. 5% of this amount must be financed by the organization, i.e., from donations.

All prices, including the additional services (telephone charges, etc.), are posted or communicated in writing.

Fee increases

Fee increases can take place after a new setting of the service fees between the home provider, the care and health insurance companies and the regional association, usually after the remuneration negotiations that take place at certain intervals. The pay increase must be announced four weeks in advance and is associated with a special right of termination.

Hospice advocate

In addition to the facility management, a person of trust is available for all questions, suggestions, and complaints. This person has various options for participation, e.g., in the context of remuneration negotiations, the organization of the day or by submitting information to the facility management. The advisory and auditing authority according to the WVG NRW appoints a person of trust with corresponding tasks. Mr. Lubig is currently entrusted with this task.

Mr. Armin Lubig
-attorney at law-
Fasanenstraße 34
53179 Bonn, Germany
Phone: +49 (0) 228 330077

In case of further questions, please contact the management of our hospice or any of our employees. Hospice work - the accompaniment of the dying person, the mediation of consolation, attention and hope, to alleviate suffering and to be able to accept death - stands in the center of the Christian idea of charity. Therefore, the work in the Johanniter-Hospice is an important and central part of the Johanniter GmbH's services.



Armin Lubig, Attorney at law

We are living the mission statement of the Order of St. John

We all are committed to these guiding norms and values and put them into daily practice. By accomplishing our tasks, we assume personal and common responsibility for our guest's welfare, their relatives and for the employees of our company. Appreciation, mutual respect and tolerance shape our dealings with each other: turned towards and purposeful in constructive cooperation. We understand the concept as a "process" which we review and adapt regularly for applicability and correctness.

Contact:

Johanniter-Hospice Bonn
Waldstraße 73
53177 Bonn, Germany
Phone: +49 (0) 228 383-130 (24 hours)
Fax: +49 (0) 228 383-140
E-Mail: hospiz@bn.johanniter-kliniken.de



JOHANNITER
Aus Liebe zum Leben

Antrag auf vollstationäre Hospiz- und Pflegeleistungen nach § 39 SGBV und § 43 SGBXI

Name der Kranken-/Pflegekasse

Name, Vorname des Versicherten

Geb.- Datum

Straße, Hausnummer

Krankenversicherten-Nr.

Postleitzahl/Wohnort

Telefon

Johanniter-Hospiz Bonn (IK-Nr. 510 53 76 78)

Name des Hospizes

(Voraussichtliches) Aufnahmedatum

Waldstraße 73, 53177 Bonn

Anschrift des Hospizes

Ansprechpartner für Rückfragen:

Name

Telefon

Eine ärztliche Verordnung ist beigelegt? Ja Nein

Ist eine ambulante oder teilstationäre Versorgung alternativ möglich? Ja Nein

Wurde bereits Pflegebedürftigkeit i. S. der Pflegeversicherung festgestellt? Ja Nein

Wenn ja, welcher Pflegegrad? _____

Ich erhalte/habe einen Anspruch auf Pflegeleistungen (z.B. Pflegegeld) Ja Nein

Wenn ja von:

- der Pflegekasse der Beihilfestelle dem Sozialamt der Unfallversicherung dem Versorgungsamt
 sonstigen Stellen

Name und Anschrift (z.B. Pflegekasse, Beihilfestelle, Versorgungsamt, Berufsgenossenschaft, Sozialamt)

Betrag pro Monat

ggf. Aktenzeichen

Etwaige spätere Änderungen werde ich umgehend der Kranken-/Pflegekasse mitteilen.

Einwilligungserklärung:

Ich bin damit einverstanden, dass meine Kranken-/Pflegekasse von dem mich behandelnden Arzt, Krankenhäusern und den mich betreuten Pflegepersonen ärztliche Unterlagen, Auskünfte, sowie in deren Besitz befindliche Fremdbefunde anfordern kann, soweit diese für Begutachtung und Entscheidung über meinen Antrag auf Leistungen erforderlich sind. Insoweit entbinde ich die vorgenannten Institutionen bzw. Stellen von ihrer Schweigepflicht. Unterlagen, die ich der Kranken-/Pflegekasse zu Verfügung gestellt habe, können an den zuständigen Medizinischen Dienst der Krankenversicherung (MDK) weitergegeben werden.

Datenschutzhinweis (§67a Abs3 SGBX): Damit wir unsere Aufgabe rechtmäßig erfüllen können, ist ihr Mitwirken nach §57,28 SGBXI, §60 SGB I erforderlich. Ihre Daten sind im vorliegenden Falle aufgrund §94 SGBXI zu erheben. Fehlt ihre Mitwirkung, kann dies zu Nachteilen (z.B. bei den Leistungsansprüchen) führen.

Datum, Unterschrift des Versicherten/Bevollmächtigten

Ärztliche Bescheinigung zur Notwendigkeit vollstationärer Hospizversorgung

Name, Vorname

Geburtsdatum

Krankenkasse u. Krankenversicherten-Nr.

Straße, Hausnr.

Wohnort

Diagnose

Prognose

Die stationäre Hospizpflege ist notwendig, weil:

Ambulante und teilstationäre Versorgung nicht ausreichend ist und eine Krankenhausbehandlung nicht (mehr) erforderlich ist.

Voraussichtliche Verweildauer:

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Verlängerung der Verweildauer notwendig: Ja Nein

Verlängerung der Verweildauer notwendig bis:

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Bemerkungen

Datum, Unterschrift des Arztes, Stempel

Johanniter-Hospiz Bonn
(IK-Nr. 510 53 76 78)
Waldstraße 73, 53177 Bonn
Tel: 0228 383-339, Fax: 0228 383-140

What is needed for moving in the Johanniter-Hospice?

Bring along the following at admission day:

- Application for full-stationary hospice and nursing services according to Paragraph 39 SGBV and Paragraph 43 SGBXI (visit our homepage in case you did not acquire it during application)
- Eventually care transition sheet (in case you did not acquire it during application)
- Name and telephone number of a reference person
- Name and telephone number of your doctor
- Health insurance card, eventually exemption card for prescription charges
- Identity card
- Doctor's letter with a prescription for the current medication
- All medicines that are currently prescribed for at least 48 hours
- Doctor's referral to palliative care
- Patient decree (if available)
- Power of attorney (if available)
- Personal clothing
- Toiletries, hygiene products
- Eventually aids such as oxygen concentrators, rollator, walking stick etc.
- Personal items, please consult us for large items
- If private transport is not possible, have a transport certificate issued by your doctor

Thank you very much for your effort!

If you have any questions, please do not hesitate to contact us!

Your Johanniter Hospice Team

Management Hospice

Marita Haupt
Waldstraße 73
53177 Bonn, Germany
Phone: +49 (0) 228 383-339
Fax: +49 (0) 228 383-140

Aus Liebe zum Leben

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Many thanks to Finn Strätz for the translation.