

A DAY IN THE LIFE OF AN EAST END HOSPICE NURSE

Kay, RN, an 18-year EEH veteran, is one of more than 200 nurses, aides, social workers, volunteers and staff caring for EEH patients and their families. Kay and her colleagues improve lives across Eastern Long Island.

8:30 AM

Kay reviews the previous night's report from EEH's on-call nurse. It includes a call from one of her patient's daughters requesting information about respite care. Kay calls the daughter to discuss the respite benefit. Respite would allow her mother – who has Alzheimer's disease – to be cared for at EEH's Kanas Center for Hospice Care for five days. During the patient's stay, her daughter will receive her COVID-19 vaccine and take care of appointments and personal obligations. Kay contacts the Kanas Center Nurse Manager, Caitlin, who prepares for the respite stay by ordering the patient's medications and making sure the kitchen is stocked with her favorite foods.

9:30 AM

Kay travels to Shelter Island to admit a patient. She meets EEH social worker Melissa, LCSW, at the patient's home. They review the patient's referral information via tablet and don PPE, including gown, mask, goggles and gloves before entering the house. The patient was recently discharged from the hospital with COVID-19. Melissa helps the patient's wife complete admission paperwork and answers questions, including important contact information, the frequency of hospice aide visits and medication delivery. Meanwhile, Kay assesses the patient and notes additional equipment needed in the home. Outside Kay adds notes to the patient's electronic medical record and calls the clinical office to request a transport chair.

12:30 PM

Kay returns a call to EEH hospice aide Tanisha regarding a patient with end-stage COPD whose breathing has become more labored since her visit yesterday. The patient lives in Sag Harbor. Kay meets Tanisha to assess the patient. She speaks with the patient's nephew and discusses symptom management options. Oxygen is ordered and delivered later that day.

2:30 PM

Kay stops to visit a cancer patient in Hampton Bays. She and her husband are celebrating their 45th wedding anniversary. Staff and volunteers signed a card of well wishes. The patient's children and granddaughter will celebrate in the backyard later that afternoon.

3:00 PM

Kay receives a call from a patient's caregiver. The patient is declining. Kay makes a call to Melissa to ask for assistance reaching out to the patient's minister. Kay then travels to the patient's home in Water Mill to assess the patient, make them comfortable and support the patient's family.

5:00 PM

Kay syncs her tablet to ensure that all of her clinical notes from the day are available on patients' medical records. She sends out a report to night nurse Laura to update her on the patient she just left and also let her know about others who may need assistance overnight.