



Continuous Care (Crisis Care)

What is Crisis Care?

Crisis Care, also called Continuous Care, is nursing care needed to control pain and other symptoms, as well as provide skilled observation and monitoring to a patient during a “period of crisis,” so that the patient can remain at home or wherever their place of residence may be – private home, skilled nursing or assisted living facility. A “period of crisis” is defined as a period of time during which a patient’s needs require nursing care to manage acute medical symptoms. Examples include: pain management, nausea/vomiting, agitation, etc.

If a patient’s caregiver has been providing care and the patient’s condition changes, this may lead to a period of crisis which would require the skills of a nurse to manage the symptoms.

How is Crisis Care provided?

Hospice must provide a minimum of eight hours in a 24-hour day, however more hours may be provided as needed. Crisis Care need not be provided in a consecutive eight-hour period. For example, a patient may receive four hours of care in the morning and four hours of care in the evening. Skilled nursing care must be provided for at least half of the period of care by either a registered nurse or licensed practical nurse. A certified nurse assistant may attend to the patient’s needs for a portion of the time as the patient’s condition allows.

HPBC Crisis Care FACTS:

- 24/7 access to Crisis Care schedulers to meet patient’s changing needs
- Crisis Care staff education program
- Utilized for limited periods of time or until symptom/condition can be controlled
- Coordinated plan of care working closely with facility staff and physician to meet patient needs
- Allows the patient to remain in an Assisted Living Facility or Skilled Nursing Facility
- Utilized for hospital discharge patients that may require additional assistance to go home
- Abides by Medicare guidelines and regulations including proper documentation
- Crisis Care is a Medicare benefit – no additional out-of-pocket expenses