



Services

Plan

Coach

Monitor

TENA® SERVICES: Supporting Quality Hospice Care

How TENA® Supports Quality End of Life Care for Incontinence

Hospice care focuses on improving the quality of life for individuals and their families faced with a life-limiting illness. The primary goals of hospice care are to provide comfort, relieve physical, emotional, and spiritual suffering, while promoting the dignity of terminally ill persons. The selection of high quality absorbent products to help manage incontinence is an important decision that ripples into many areas of the terminally ill person's overall care.

With quality absorbent products such as TENA®, the individual's comfort is enhanced due to the quality design and the effective absorbent capacity. This reduces the need to constantly move and disturb the individual for changes, helping to minimize their pain and discomfort.

Helpful Tools to Support the Delivery of Quality Hospice Care

TENA® Assessment Education Tools:

The tools can help staff perform comprehensive assessments for incontinence as needed to support the overall plan of care. Coauthored with industry experts, these tools provide ongoing reference materials for staff.

Product Selection and Sizing Programs:

These full service TENA® kits are designed to quickly address product selection issues for staff and offer our Best Practices tools that support quality care outcomes and cost efficiencies.

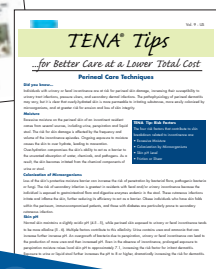
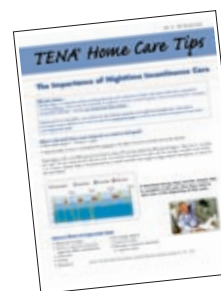
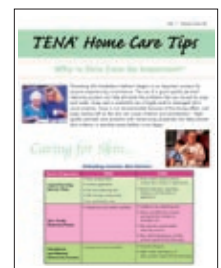
Staff Education Support Modules

Our continuing education programs address critical industry issues faced by care center staff. Current programs include:

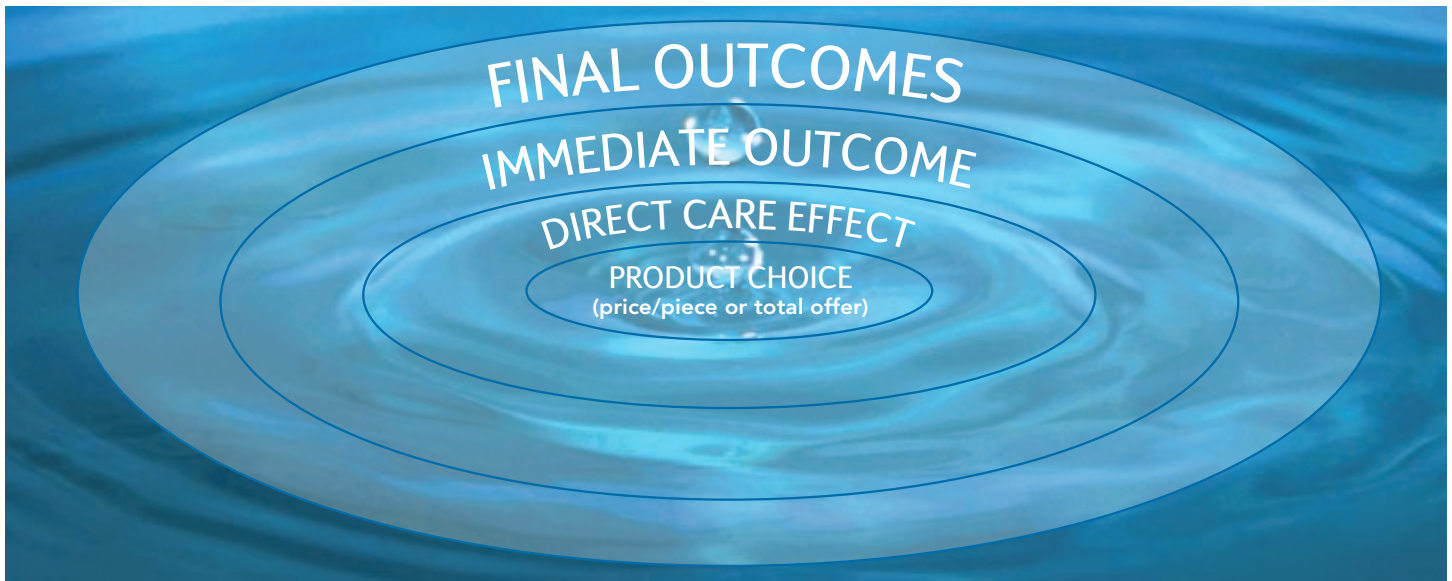
- Skin Care Programs
- MasterCare: The Nurse's Role in Bladder & Bowel Retraining
- MasterCare: Skin Assessment and Management
- MasterCare: The CNA's Role in Bladder & Bowel Retraining
- MasterCare: The Nighttime Management of Urinary Incontinence

TENA® Family Program to Support Family Understanding of Quality Care

- Saves care center time and money in developing materials/programs for educating families about incontinence and absorbent products
- Families feel more included and involved in the care of their loved ones
- Educated families become less fearful and more understanding of care practices
- Satisfied families help to elevate the care center's reputation in the community through word of mouth, attracting new referrals



Choose TENA®...Choose Solutions for Positive Outcomes!



Choose a Partner for Hospice...Choose an Outcome

| EXAMPLE: | A POSITIVE RIPPLE EFFECT | A NEGATIVE RIPPLE EFFECT |
|--------------------------------|--|---|
| The Decision Criteria | Based upon Patient-focused, dignified end of life care – with the best overall product performance, optimizing comfort and dignity | Based on “Price per piece” – independent of other factors. |
| The Direct Care Effects | <ul style="list-style-type: none"> • TENA® education support to ensure proper utilization and application for best care practices for the overall management of incontinence • Decreased risk for skin breakdown • Patients have greater comfort and dignity as their specific needs are met | <ul style="list-style-type: none"> • Care is routine focused – NOT Patient focused • Patients’ dignity and comfort are at risk for decline, since product absorbency may be inadequate to meet individual needs • Patient experiences breakthrough pain related to more disturbance and changing • Higher risk for skin breakdown |
| Immediate Outcome | <p>Patient-centered, improved care supports</p> <ul style="list-style-type: none"> • Less disturbance of Patients • More quality sleep, promoting more restful states • Less agitation due to longer rest periods • More comfort related to TENA® products’ quality absorbency and fit design • More time for caregiving staff to perform other care duties • Improved laundry and disposable product utilization • Improved pain management | <p>Routine-based care practices can lead to:</p> <ul style="list-style-type: none"> • More unnecessary disturbance of Patients due to more frequent changing • Skin breakdown from excess moisture exposure • Frequency and severity of pain increases leading to agitation and exhaustion • Increased need for pain medication • Increased caregiver workload managing agitated Patients • Increased incontinence product and glove usage • Increased incontinence-related laundry consumption |
| Final Outcome | <ul style="list-style-type: none"> • Overall improved cost management of incontinence-related supply costs (skincare, laundry) • Improved care practices achieved for incontinence • Improved staff effectiveness/satisfaction • Improved Patient comfort and wellbeing • Improved family satisfaction/peace of mind • Improved hospice center reputation and overall environment • Effective cost containment | <ul style="list-style-type: none"> • Patients are not reaching maximum comfort and dignity potential • Overburdened caregiving staff become dissatisfied with the care they are able to deliver • Families dissatisfied by Patient’s agitation / increased disturbance • More family exhaustion • Impacts hospice center’s reputation and environment • Increased overall costs for hospice center |

DECISIONS TODAY...LEAD TO THE RIPPLE EFFECTS OF TOMORROW

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