



Program Overview

Location/Telephone: 214 Reidhurst Avenue
Nashville, TN 37203
615.329.0477

Staff:
Executive Director: Nancy Denning Martin Evening Program Coordinator: Beverly Thomas
House Manager: Mimi Fondren Weekend Program Coordinator: Melissa Buckner
Office Manager: Markeita Robertson

Hours for Referral: **Monday – Friday, 8:00 a.m.—3:30 p.m.**
 Saturday, 9:00 a.m. – Noon, Sunday, 1:00 – 2:30 p.m.

Basic Criteria for Admission:

Potential guests must reside at least 50 miles outside of Davidson County, have no immediate family living in Nashville or Davidson County, and be willing to abide by the “rules of the House,” such as assisting with basic upkeep of the kitchen (placing dishes in the dishwasher, etc.), respectful use of common areas, cleaning of their assigned guest room and – if assigned a room off-site – abiding by the rules of the off-site facility. **No children under the age of twelve (12) may be accommodated overnight at the HHH I location. However, children under the age of twelve (12) may be accommodated at the HHH II site. Due to the overwhelming need for medical housing, we provide only one room per family.**

Additionally, guests must agree to participate in an assessment process after staying two weeks at HHH. If a family lives outside Davidson County but within 50 miles and has a compelling need to stay at HHH, those situations will be considered on a case by case basis. Guests placed in HHH III must agree to an initial assessment at the time of check-in.

Referral Process:

First-time guests must be referred by a social worker, patient affairs representative or nurse case manager between the hours noted above on the day that the guest needs the room. Families who have been guests of HHH within the previous six (6) months do not need a referral. They may call the house directly. For outpatients not being followed by social work, referrals can be made by a nurse case manager working with the local physician’s office or a patient affairs representative.

If HHH has no availability, HHH staff will take the name and contact information for social workers, patient affairs reps or nurse case managers who call to make referrals. We will accept up to six families on the list. If a room becomes available, staff will call the first name on the wait list. This social worker, nurse case manager or patient affair rep is given 15 minutes to respond to the call. If there is no response in the allotted time, HHH staff will call the next name on the list. This procedure will be followed until the room is filled. This waiting list is kept for one day only. Social workers, nurse case managers and patient affair reps must make new referrals for their families each day. We recommend calling between 8:00 a.m. and 9:00 a.m. to be placed on this list.

When making referrals please inform all potential guests that HHH will determine the final accommodation assignments based primarily on availability and that ALL check-ins take place at the HHH I location. Please also collect any information that would be relevant to lodging assignment, such as age of children in the family. Guests placed at HHH II must come to HHH I first. The hotel will not admit them without paperwork provided at HHH I. Neither guests nor hospital personnel should contact the hotel directly. Referrals are accepted only through HHH I.

Check in Time: **Monday – Saturday, 9:00 a.m. – 1:00 p.m., Sunday, 1:00 – 3:00 p.m.** (If a room becomes available after 1:00 p.m. Monday through Saturday, we will determine a check in time with the family.)
ALL CHECK-INS TAKE PLACE AT HHH I LOCATION.

Cost: \$20 per night per room. Fee includes meals, phones, internet and laundry. Fee may be reduced or waived based on need. **No one will be turned away due to an inability to pay.**

Description: **HHH I (on-site) – 10 rooms**
Spacious living room features large screen television, piano and computer gaming area. Family-style kitchen and eating area features well-stocked pantry and all necessary food preparation and serving wares. Guest rooms have two (2) twin beds, a lounge chair, phone/private voice mail and a private, handicap-accessible bath. Secure patio area. Free parking, laundry facilities and wireless internet are available and HHH I is handicap accessible. Only three (3) people are allowed to per room at HHH I.

HHH Off-Site Location - 10 rooms
Hotel suite-style accommodations including one queen bed, private bath, television, wireless internet, workspace with dataport, phone/private voice mail and kitchenettes. A coin laundry facility is located at HHH II, but HHH II guests may use the free laundry facilities at HHH I during office hours. HHH II rooms comfortably accommodate two (2) adults.

HHH II is a new lodging option for us as we are attempting to serve more families in need. Families placed at HHH II will not share a communal living experience, so these families should be independent and with as few complicated needs as possible. They must also have their own transportation.

Transportation: Vanderbilt dispatches its shuttle to HHH I and HHH II each weekday. Please note this service is not available on weekends or holidays. Guests must make their own transportation arrangements to other local hospitals.

Meals: Food is provided at HHH I for all three meals. Bagged snacks are available for all guests. Guests at the HHH Offsite Location are invited to enjoy meals at the HHH I location Monday through Thursday from 7:30 a.m. to 8:00 p.m. and until 5:00 p.m. on Fridays. Weekend hours are the same as the referral hours above.

Additional Services:

Day Services

Family members who are not staying overnight at HHH may shower and use laundry facilities between 9:00 a.m. and 3:00 p.m. Monday through Friday, from 9:30 a.m. to 1:00 p.m. on Saturdays and from 1:00 p.m. to 3:00 p.m. on Sundays. Guests must arrive in time to finish laundry by the end of these hours. We also offer a lounge where families can get a little rest away from the hospital. These services are free and available to ALL families, including Davidson County residents. Referral process is the same as that for overnight stays.

Waiting Room Outreach

HHH now stocks baskets in hospital critical care waiting rooms with items patient families might need such as toiletries, snacks, notepads and phone cards. Activity bags for children are also available to area hospitals to distribute to patient families with small children.

Community Workshops

HHH offers six workshops a year which focus on topics relevant to our guests and their patients. These workshops cover issues related to caregiving, stress management, health insurance issues and patient advocacy.

HHH Eligibility Requirements

To be eligible to stay at HHH caregivers must meet the following criteria:

- Reside 50 miles or more outside of Davidson County. **They may not be homeless or relocating to Nashville.**
- **Have no immediate family living in Nashville or Davidson County.**
- Be the caregiver or family member of a patient in a local hospital, acute care unit or rehabilitation facility (i.e. Stallworth, Select Specialties or Nashville Rehabilitation Center) where the patient is receiving skilled care such as PT, OT and ST.

Outpatients must meet the following criteria:

- Reside 50 miles or more from the Metropolitan Nashville area.
- **Have no immediate family living in Nashville or Davidson County.**
- Be receiving active medical treatment. *Active medical treatment* is defined here as: a treatment plan that has quantifiable goals (i.e. chemotherapy will be administered for three weeks, transplant department is monitoring care until it is determined safe for the px to travel home.)
- Cannot require ivs, catheters or regular PT/OT/ST or home health on-site.
- Cannot require a hospital bed or extensive medical equipment.
- Ostomies are permitted, but guest must confirm that they have the ability to care for them independently.
- Supplemental oxygen is permitted, but it is strongly recommended that a caregiver accompany the guest at all times.
- The medical care the outpatient is receiving can only occur in Nashville and other care options are not available. This does not include issues with care related to lack of insurance. This will be confirmed by the social worker or other hospital personnel making the initial referral to HHH.
- *All guests must be able to care for themselves independently and, in the case of emergency, evacuate the building with no assistance. All guests requiring aid for basic ADLs or additional assistance must be accompanied by a caregiver at all times.*

Guests may stay at HHH after discharge from the hospital if a follow-up appointment with a physician is scheduled within 72 hours of the discharge and he/she lives more than 80 miles outside Davidson County.

Please note:

End of stay is determined by HHH staff but is typically when the patient's physician has determined active medical treatment is no longer required, or the patient has access to the care they need at home. Guests will be asked to release their rooms immediately. HHH reserves the right to refuse service to any person at any time.

Other Important Guest Policies:

New HHH guests MUST check in by 1:00 p.m. if at all possible.

If a guest fails to do so or to notify HHH staff of a delay, the guest may lose his/her accommodation at HHH.

Guests who do not follow the defined cleaning procedure for HHH I before releasing their room may be assessed a \$50 upkeep fee and may lose the privilege to receive future accommodation at Hospital Hospitality House.