The CMS Hospice journey represents emotions patients, families, and caregivers experience from the moment before a patient chooses hospice care until after they die. It also highlights the dominant sentiment along the way.

**Curative Care**
- Declining health: Help from my family and caregiver(s), Recognizing my decline, Less independent, Family stress
- Pursuing curative care: Feeling hopeful, Extending life, Expensive procedures, Exhaustion from treatment
- Discussing options: Difficult conversations, Not ready to let go, Differing family opinions

**Enter Hospice**
- Seeking comfort: Relieved to talk openly, Resigned to next phase, Fear of the unknown, Feeling anxious, Tough decisions, Differing family opinions
- Starting hospice: Feeling hopeful, Exploring options, Feeling vulnerable, Feeling overwhelmed, Differing family opinions, Too much information, Lengthy initial admission visit
- Feeling better: Less pain, Less medication, Feeling supported, Facing death, Care plan misalignment, Changing family dynamics

**Meet Care Team**
- Meeting my care team: Meeting people who can help me, Having a say in my care, Making me feel better, Feeling heard and listened to, Too many provider visits, Not enough rest, Feeling rushed, Differing family goals, Facing the truth

**Hospice Care**
- Having regular visits: Getting to know my team, Talking about my spirituality, Accepting final phase, Help with financial obligations, Planning my legacy, Connecting with my loved ones, Reducing strain on my family, Learning to trust my care team, Care plan misalignment, Resolving family relationships, Struggling to get closure
- My final days: Having closure, Feeling loved, Connecting with my loved ones, Connecting with my care team, Feeling uncomfortable, Not able to speak, Worrying about those I leave behind, Sensing lots of family commotion

**Grieving**
- Dying and remembering: Being honored, Dying where I wanted, Leaving people behind, Unfinished business
- Knowing my family has support: Helping them move on, Checking in on them, Holding their hand, Accepting that I am gone
- My final days: Having closure, Feeling loved, Connecting with my loved ones, Connecting with my care team, Feeling uncomfortable, Not able to speak, Worrying about those I leave behind, Sensing lots of family commotion

*Some patients do not elect hospice and choose other paths
**Families are the people the patient includes in their personal definition of close loved ones. They are most impacted by the patient's death and may or may not be a relative.