

The Importance of Hospice Bereavement Programs in Family Satisfaction

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Counties

Agency Setting

- Not-for-Profit
- Governed by local Board of Directors
- Medicare and Medicaid Certified
- Joint Commission Accredited
- Established 60 years ago
- Established Hospice in 1990

BEREAVEMENT CLIENTS

- SPOUSES
- SIGNIFICANT OTHERS
- CHILDREN
- PARENTS
- SIBLINGS
- FRIENDS
- PROFESSIONAL CAREGIVERS

Components of Bereavement Program

- Hospice Patients' Families
- Hospice Patients' Families and
Community
- Collaborative Community Programs

BEREAVEMENT PROGRAM Hospice

- Sympathy card
- Phone contact
- Bereavement Visit prn
- At Home Bereavement Education Program
- Annual Service of Remembrance

Sympathy Letter

- To primary caregiver and bereaved family within a week of the death
- Includes
 - Condolence message from the Hospice Team
 - Information about upcoming Phone Contact
 - Contact Information for Bereavement Coordinator
 - Phone Number
 - Email Address
 - Invitation to contact Bereavement Coordinator if necessary

Telephone Contact

- Within a month or two following the death (sooner if necessary)
- To the caregiver identified by the Nurse Case Manager
- If no contact after 3 or 4 attempts
 - Message on answer machine or
 - Note from Bereavement Coordinator inviting caregivers to contact the Bereavement Coordinator if they have questions

In-home Bereavement Visit

- Suggested by Case Manager
- Follow up to Phone Contact
 - Bereavement Coordinator visit
 - Bereavement Volunteer visit

Bereavement Correspondence Program

- Beginning in the second month following the death
- Ends in thirteenth month following the death
- Mailing includes
 - Information related to progression of grief
 - Inspirational, non-denominational readings
 - Worksheets
 - Activity suggestions
 - Contact information for Bereavement Coordinator

Annual Service of Remembrance

- Sunday afternoon in November
- Remembering patients who have died between October 1 and September 30
- Family and friends invited to create a memory page for our Book of Remembrance
- Service includes musical selections, readings, and reflections
- Family and friends invited to carry a candle to the altar as their loved one's name is read aloud
- Reception follows the service

Annual Service of Remembrance November 2009



- Case Study

Evaluation: At Home Bereavement Correspondence Program

- Areas targeted for evaluation
- Comments

Community-Focused Component Memorial Tree Lighting

- Late afternoon in late November
- Remembering loved ones who have died
- Open to all members of the community
- Service includes musical selections and readings
- Lighting Tree of Remembrance on the front lawn of the agency
- Refreshment are served

Bereavement Program Collaborative Community-Focused

In collaboration with Memorial Funeral Home

- General Bereavement Education Groups
- “Graduate” Group
- Hope for the Holiday Workshop

General Bereavement Education Groups

- 6-week series “Building Bridges”
- Offered 3 to 4 times a year
- Open to the general public
- Content developed by both agencies
- Meetings facilitated by Hospice MSW and Bereavement Coordinator
- Funeral Home staff secures facility and provides notebook and printed materials for each meeting topic

“Graduate” Group

- Monthly discussion group
- Offered 10 months a year
- Open to individuals who have completed the General Bereavement Education Group and/or one of the Loss-specific groups offered by the funeral home
- Facilitated by Hospice MSW and Bereavement Coordinator

Hope for the Holiday Workshop

- Evening workshop
- Offered several weeks before Thanksgiving
- Open to the general public
- Information and discussions related to managing grief during the holidays
- Facilitated by Hospice MSW and Bereavement Coordinator, and Funeral Home After-Care Coordinator

Roles of Volunteers

- Hospice Program
- Bereavement Correspondence Program
- Bereaved Phone Contact Program
- Bereaved Visitor Program

Hospice Volunteers

- Responsibilities
 - Assists assigned family as needed around the time of death
 - Administrative
 - Service of Remembrance
 - Memorial Tree Lighting Service
- Requirements
 - Basic Hospice Volunteer Training

Bereavement Correspondence Program Volunteer

- Responsibilities
 - Maintain supplies of materials for each month's mailings
 - Prepare mailings for each recipient
 - Record mailings sent to each recipient
- Requirements
 - Hospice volunteer for 1 year
 - No additional bereavement training

Bereavement Program Phone Volunteer

- Responsibilities
 - Meet with Bereavement Coordinator to discuss assignment
 - Call assigned bereaved caregivers
 - Complete report for each call
- Requirements
 - Desire to communicate with the bereaved via phone
 - Hospice Volunteer for 1 year
 - Recommendation of Volunteer Coordinator
 - Participate in additional Bereavement education

Bereaved Visitor Program

- Responsibilities
 - Meet with Volunteer and Bereavement Coordinators to discuss assignment
 - Visit assigned bereaved caregiver
 - Complete report for each visit
- Requirements
 - Desire to visit with bereaved
 - Hospice Volunteer for 1 year
 - Recommendation of Volunteer Coordinator
 - Participate in Additional Bereavement Education

Support for Volunteers

- Personal Thank you notes to volunteers
- One-to-one discussion with Bereavement Coordinator prn
- Monthly Volunteer Support Meetings
- Yearly Volunteer Recognition Luncheon

Building our Collaborative Community Relationship

- Community need
- Meeting at request of local funeral home
- Planning
- Growth of the Collaboration
- Current Status

Outreach into Community

- Individual Members of the Community
- Local Group Homes
- Assisted Living Communities
- Additional Service Areas
 - Elderly Housing
 - Funeral Homes

Feedback from
Participants in our program

Questions?