



MyNHPCO

Your Community:
Connect. Learn. Share.

New Normal of In-Person and Virtual Services and Programming: Hybrid Model of the Future

MyNHPCO Bereavement Community Chat

December 2021

Panelists:

NHPCO Bereavement Steering Committee

Moderated by: Karen Monts, kmonts@hom.org

Director of Grief Support Services, Practice Manager of Counseling Services

Northstar Care Community (Hospice of Michigan/Arbor Hospice)

MyNHPCO: Where do I find it, and what is it?

- Visit: <http://my.nhpc.org/home> and use your NHPCO email and password.
- A collaboration of 15 discipline-specific professional communities and issue-based communities.
- Interdisciplinary-focused
- MyNHPCO contains on-line resources, forums and networking will help you grow professionally, find new solutions, contribute to the field, and elevate the national profile of your program.

MyNHPCO



PROFESSIONAL
COMMUNITIES



DISCUSSION
POSTS



MONTHLY
CHATS



LIBRARY
ENTRIES



BLOG

Please contact us...



...if you have questions about membership,



...if you have topics you would like us to discuss,



...if you would like to become a community committee member, and



...stay connected at the Bereavement Professional MyNHPCO Community!

Housekeeping

- We call this hour a 'chat' for a reason
- Feel free to type in your questions in the chat feature on the side of your screen
- We want everyone to share their experiences
- We will offer suggestions but welcome everyone's participation and input
- You may introduce your self in the CHAT.
- Let's get started!

Pandemic Grief - Data & Research

Our work will continue....

- **Over 5 million deaths – Worldwide**
- **775,000 in United States (11/24/2021)**
 - *For every COVID-19 death, there is approximately nine survivors impacted – a grandparent, parent, sibling, spouse, and/or child.*
- **Older Adults- double burden of COVID 19**
 - **Vulnerable**
 - **Kin loss**
- **Scale and complexity creates potential grief/mental health burden for years**
- **Bereaved of patients who die in hospital intensive care units are seven times more likely to develop post-traumatic stress disorder (Priegeron)**

Pandemic Grief

- Multiple family members
- Cumulative Losses – Multiple
 - Long haulers
- Rapid deaths ↑ – anticipatory grief ↓
- Grief- Health Care Professionals
 - Moral Distress
- Disenfranchised Grief
 - “more than a statistic”
- Mourning Rituals impacted
- Potential for Complicated/Prolonged Grief
 - *Recent Research China - 29 - 38 % of participants were experiencing symptoms of PGD.*

Grief Amplified



Chat- What would you add?

- What else are you seeing related to pandemic related death, loss and grief?

- **Hospice Grief Support has always evolved...**
 - **Volunteers to Degreed Professionals**
 - **Hospice to Community bereaved**
 - **Offices to Community Structures**
 - **Mail to electronic**
 - **Adapting to census changes**
 - **Meeting needs of diverse generations/communities**
 - **Meeting needs of specific populations or loss types**
 - **Groups for those impacted by 9/11, LGBTQIA+, Suicide, COVID loss, Loss type**

A wise man adapts himself to circumstances, as water shapes itself to the vessel that contains it. - Chinese Proverb



What evolutions have you witnessed?

- How many years have you been working in the grief/loss hospice field and how have you/your work had to evolve?

Benefits in person – What did we miss?

Observation of nonverbal clues

*Hear verbal reflections

Physical Connection/ Relationships formed

Ability to be in environment of caregiver or bereaved

Office visits

Better communication/interaction

Benefits Virtual

Rural/distant bereaved could attend

Allowed connection during physical disconnection

No drive time

Ability to multi-task (pro & con)

Join from any location (work, parking lot, library)

Infection Control

Cost effective

Challenges - Virtual



Technology glitches



Multi- tasking



Distractions



Self-view



Can't physically
connect

**Share coffee together*

**Parking lot conversations*

Chat- What other benefits or challenges?

How did you meet or address the challenges?

e.g. – tough conversations

Hybrid Groups

- Allow for in-person as well as online connection simultaneously or...
- Continuing online groups while returning to in-person as well
- Definition varies from organization to organization



Hybrid Benefits

- Long distance attendees, increased reach
 - The physically distant family member can attend
- Allows continued connection
- Minimize group absence, flexibility for attendees
- Allows ability to shift quickly
 - With COVID ↑ or ↓
- Safety for vulnerable
 - Or anxious to return to in-person
- Continued accessibility for all (disability, unable to drive, caregivers)

Hybrid Group Guidelines

- Large Screen
- Ensure handouts provided before hand
- Test out the technology
 - Have a tech savvy volunteer if possible
- Everyone visible and able to be heard
 - Technology needed

Hybrid Guidelines cont.

- Guidelines/Introduction at beginning of each session
- Make sure to keep virtual attendees engaged
- Encourage videos to be on if possible
- Be aware of side conversations and time lags
- Limit attendees to how many can be on screen, or safely in room
- Be innovative
 - Breakout as group grows

Have you started a hybrid model of care and what is your experience so far?

What does it look like?

- Challenges
- Benefits
- Gains

Hybrid
model-
does it still
meet the
need of the
bereaved
client?

Shared experience

A safe, non-judgmental environment

A learning forum

Validation and normalization

An ability to share and glean

Provide a sense of hope

Hybrid Ethics

Justice

Autonomy

Beneficence

Fidelity

Final Panel Share

