

## **New Hospice Bereavement Professionals**

### **July 3<sup>rd</sup> Bereavement Professional Chat Box Transcript**

- 14:22:33 From John Edwards: Where can we find the state regulations?
- 14:22:56 From Nathan Johnson: Your state's department of health should have them online.
- 14:25:00 From Anne Carlson: What discipline do you see typically completing the initial and then the post-death bereavement assessment? SW would be my opinion of best practice of who should do it, but RNs are doing it almost all of the time and I was told that is happening because some patients decline SW.
- 14:37:51 From Leigh Ann Pratt: Should plan of care be written on admission vs post death?
- 14:43:25 From Anne Carlson: Is there guidance somewhere about frequency of calls that is best practice?
- 14:44:26 From Betsy Kelly: Will you speak to how you address the call for bereavement to provide emotional support to IDG team members, as stated in the NHPCO guidelines?
- 14:44:38 From Ashley Howell: Does anyone have an EMR that really does bereavement well?
- 14:44:53 From Anonymous member: I am so glad to see the importance of groups our organization was considering cutting back or cutting out group support... love this info...
- 14:48:17 From Debbie Brown: The computer programs our agency uses is not very "bereavement friendly". When the patient dies, the chart closes and the BRV assessment does not flow over to the bereaved chart. Any suggestions on how to keep the bereavement assessment flowing after death without bereavement staff having to go back and search for information?
- 14:48:20 From Nathan Johnson: I would not recommend HomeCare HomeBase for anything other than Home Health.
- 14:48:50 From Michelle Shaheen: In referring to EMR's...we will begin using OPTIMA soon. If anyone uses this EMR I would appreciate visiting with you.
- 14:50:14 From Anne Carlson: We are currently shopping for a new EMR and OPTIMA presented yesterday. It looked good, but it was a very brief meeting I had with them.
- 14:52:21 From Phyllis Stokes: I use Optima. I like it.
- 14:52:52 From Joelle K. Osterhaus: We use Epic.

- 14:54:06 From Terry Beck: We use Brightree. The only problem I have come up against was that I cannot search to find a bereaved client name as all records are tied to the person who died.
- 14:55:43 From Michelle Shaheen: How do others supervise their bvt workers? Visits? Common elements that you look for? How does this fit in with COP's?
- 14:56:53 From Anne Carlson: Does anyone use an email newsletter to reach their bereaved population that may prefer online communication?
- 14:58:15 From Danielle Huff: I really like the idea of an email newsletter. I have been trying to find ways to support our families without calling them and mailing them letters. I would like to start working toward using social media more but there are always constraints with that.
- 15:01:16 From Terry Beck: Please discuss the certification.