

Best Practice- Bereavement Survey Readiness

Purpose: Describe what an external surveyor will generally request; discuss what steps to take during external survey

What:

Standard: 418.3 Definitions: Bereavement Counseling

Standard: 418.54 (c) (7) Bereavement

Standard: 418.64 (d) (1) 1. Bereavement counseling

Standard: 418.112 (c) (9) Bereavement services to SNF/NF or ICF/MR staff

(All accompanying Interpretive Guidelines: Probes and Procedures)

Considerations:

- Do not give anything to the surveyor without the GM or PCA knowledge/having reviewed it
- When speaking to the surveyor answer only the question asked. Do not divulge more information even if you want to advocate for your program/ highlight accomplishments.
- Review *Bereavement and Revised Medicare Conditions of Participation- Dec 2008*

General Instructions:

What the surveyor will *generally* ask for: (answers to surveyor in Red)

A list of patients that died in the last 12 months. Two-three charts from patients who died in the last 12 months. You may be able to choose or not. If you do, choose charts with these standards in mind. The surveyor will be looking for:

- How we incorporate the bereavement assessment into the initial comprehensive assessment?
- How are the patient's family/other individual's social, spiritual and cultural factors that may impact their ability to cope with the patient's death, taken into consideration?
 - The Bereavement assessment includes/considers psychological, social, spiritual and cultural factors
- Is there a bereavement plan of care that reflects the scope and frequency of any assessed family/caregiver bereavement symptoms/needs? Do we provide bereavement counseling before the death (if needed)?
 - We individualize each bereavement care plan to the assessed needs/symptoms of each identified bereaved.
 - The team (generally the social worker and chaplain) provide bereavement counseling prior to the death (if needed).
- Bereavement issues continue to be part of the ongoing assessments, and the

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bereavement plan of care after death is based on all these assessments.

- After the death, the team reviews prior assessments and the bereavement plan of care and revises the bereavement plan of care if necessary, based on current team assessment.
- To speak to the Bereavement Services Manager:
 - What qualifications they have to supervise bereavement services?
 - Educational Degree, and/or
 - Years and type of bereavement experience
 - What bereavement quality assurance/performance improvement processes we have in place?
 - May ask about the scope of VITAS bereavement services we provide and how long we provide them.
 - Support letters, newsletters and educational materials; phone visits and face to face visits based on plan of care; support group, memorial service and other bereavement events; resource referral.
 - We provide bereavement services per the plan of care for one year after the death, and beyond if necessary.
 - How do we make bereavement counseling/support available to family, staff and/or residents of a SNF/NF or ICF/MR?
 - The team before and after the death offers and provides bereavement support events (memorial services, support groups) to facility staff, residents and families.