

New to Bereavement Coordination Chat

Bereavement Professional Chat Box Transcript

January 4, 2017

NHPCO Staff: Here is the link to access the slides at MyNHPCO:

<http://my.nhpc.org/viewdocument/new-to-bereavement-coordination-cha?CommunityKey=191c46b6-05de-4f1d-8e1e-dca744cc7879&tab=librarydocuments?tab=librarydocuments&CommunityKey=191c46b6-05de-4f1d-8e1e-dca744cc7879>

NHPCO Staff: If you are getting your audio through the computer and would like to ask a question by phone, dial 323-920-0091, Access code 862 3670#, then press *6 to unmute when you are placed in the conference.

Belinda Brauer from Tucson AZ: How do you document 1:1 with people who are in the community that were NOT on hospice service?

Katie McLaughlin from Knoxville, TN: We are struggling with the right amount of contact and when we should contact the bereaved parties. Any suggestions?

Anonymous: Are any of your services beyond the CoP that you bill for as Master's Level Clinicians?

Teresa Loudenslager from Melbourne Florida: How do you handle groups? Do you have a mixture of closed and open? End dates?

Amy Emmett-Rardin: Do other hospice IDG members reach out to the bereaved before 5-6 weeks, to express condolences, attend funeral, etc.?

Christy Taylor from Melbourne, Florida: We struggle with having deceased patient's family or friends addresses. Do you have any suggestions or can you share how your staff obtains this information?

Robyn McCarty from West Monroe, La: How do you perform bereavement assessments?

Jenna Watkins from Bluffton: Do you find, with no end date on the group that you have some members who are worried they will never "graduate"?

Bethany Condit from Gloversville, NY: Is anyone here utilizing the EMDR technique of the ADIC by Dr. Botkin?

Jenna Watkins from Bluffton: Yes, thank you!

Kari wright from Troy, MI: When I was in the field, I would obtain information at time of death. As a Director, I encourage the team members to obtain addresses right away and ongoing throughout care

Stephanie Page from Swanton: Time of death visits? By nursing staff? Or does a social service staff go as well?

Stephanie Page from Swanton: Does anyone ask for donations directly from bereaved in counseling? Groups?

John Edwards from Myrtle Beach, SC: Do you collect e-mail addresses from the caregivers and family members, and if so, how do you use it to reach out to families

Bethany Condit from Gloversville, NY: Thank you!

Lonnie Dirks from Watseka, IL: Obtaining addresses is part of our referral and intake process

Megan Kale-Cheever from Columbus, OH: Same sort of question as Jennifer - sometimes I worry that having long-standing group members, who continue to attend after 2 years, will prevent newer members from continuing to come. Do other hospices have policies on grief groups?

Vicki Merrill from KY: Can you attach the link to your colleague's site

Natasha Steele: Do you have any recommendations on how a MSW is to maintain a full caseload in addition to maintaining the bereavement responsibilities?

Christy Taylor from Melbourne, Florida: I'm sorry. What was the YouTube author's name again?

Bethany Condit from Gloversville, NY: in NY it has to be an RN

Belinda Brauer from Tucson AZ: Patti - can you say more about your Growing through Grief and the ladies lunch and men's breakfast. What is the goal? How often?

Diane Snyder Cowan from Cleveland: You can also check the my.nhpco for discussions and library entries on bereavement assessments.

Diane Snyder Cowan from Cleveland: Bill Hoy is the name Patti was referring to.

Patti Anewalt from Lancaster, PA: www.griefconnect.com Bill Hoy

Natasha Steele: We make the initial bereavement call within 5-7 days of death. Our assessment is scheduled within the first 30 days. Our next follow up is not scheduled until 6 months later. Is that too late? Any suggestions?

Anne Janssen from Optimal Hospice Long Beach CA: Info on recruiting and training bereavement volunteers suggestions.

Jessica Gheen from Modesto: I am having difficulties trying to juggle Bereavement Coordinator and Volunteer Coordinator

Jessica Gheen from Modesto: Do you have any suggestions or tips for me

Robyn McCarty from West Monroe, La: How do you create buy in with in your staff

Christy Taylor from Melbourne, Florida: You recommended a YouTube author. What was his name?

Susan Goodin: Are there other web conferencing we can participate in?

Daniel Speis: dspeis@hospiceotp.org

John Edwards from Myrtle Beach, SC: Thank you!