



Your Community:  
Connect. Learn. Share.

# New Hospice Bereavement Professionals

## MyNHPCO Bereavement Community Chat January 2020

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## 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
- stay connected at the Bereavement Professional MyNHPCO Community

# Please Know...

- We call this hour a 'chat' for a reason
- Feel free to type in your questions in the chat feature on the left hand side of your screen
- We want everyone to share their experiences
- We will offer suggestions but welcome everyone's participation and input

# Good Resources to Have on Hand

- NHPCO's *Guidelines for Bereavement Care in Hospice* and can be found on the NHPCO's website in their online store that is called Marketplace
- *Grief Counseling and Grief Therapy* by J. William Worden, 4<sup>th</sup> edition
- *Medicare Hospice Conditions of Participation Tip Sheet* from NHPCO (also in the bereavement library at MyNHPCO)
- Medicare CoP's and NHPCO Standards (found in the *Guidelines for Bereavement Care in Hospice*)

# Federal and State Regulations

- Standard: 418.54 (c) (7) Bereavement
  - Bereavement service x 1 year
  - Identify caregivers at risk for complicated grief
  - Develop POC with Outcomes, Interventions, Frequency of visits
- Standard: 418.64 (d) (1) 1. Bereavement counseling
  - Qualification of Bereavement Manager
- Standard: 418.112 (c) (9) Bereavement services to SNF/NF or ICF/MR staff
  - Must offer
- Missouri and Wisconsin

# Bereavement Survey Readiness

## *Interpretive Guidelines*

- Bereavement assessment part of initial comprehensive assessment?
- Are cgv social, spiritual and cultural factors that may impact grief taken into consideration?
- Does bereavement POC reflect the scope and frequency of assessed family/cgv bereavement symptoms/needs?
- Is bereavement counseling provided before death (if needed)?
- Bereavement issues continue to be part of the ongoing assessments, and the bereavement POC after death is based on all assessments



# Bereavement Survey Readiness

- What qualifications does manager have that supervises bereavement services?
- What bereavement QAPI processes are in place?
- Scope of bereavement services and how long provided.
- How do you make bereavement counseling/support available to family, staff and/or residents of a SNF/NF or ICF/MR?

# Assessment and Plan of Care

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## Bereavement Assessment

Who is assessed?

How often?

Risk Assessment for complicated grief

Coping strengths

Social & faith support

Concurrent life stressors

*LOTS of other factors.....*

- Nature of relationship
- Personality makeup
- Nature of death

## Bereavement Plan of Care

Outcomes- realistic, measureable

Interventions- specific, evidence based

Frequency of visits

Continuously revised

# Bereavement Service Programming

- Support letters and newsletters
- Grief educational materials
  - Particularly at grief holidays
- Support groups
- Memorial Services
- On-line/digital support
- Bereavement Camps
- Community Resources Referral
- Visits, sessions and calls based on plan of care
- Community bereavement services?

# QAPI

- Evaluation of Grief Support Services (EGSS)
- Bereavement documentation audits
- Evaluation of Bereavement events

# Questions from members:

- Risk Assessment - low, med, high risk for complicated grief.
- Does risk change after death? How to document changes in risk status
- What does Joint Commission look for?
- Samples of Bereavement Care Plans- Goals and Interventions
- How to provide supervision in bereavement

# You also may be asking.....

- How can I get certified in this field?
- How do bereavement programs use volunteers?
- How often should I be calling bereaved clients?
- How can I increase the attendance at support groups?
- What is the bereavement counselor's role with the interdisciplinary team?
- Do you support community bereaved?

## Additional Questions?

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