

# Responding to Loss Beyond Your Census

*Exploring ways that hospice programs can respond to community, state, national or international loss, tragedies, or natural disasters.*

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# NHPCO & NCHPP

National Hospice and Palliative Care  
Organization



- National Council of Hospice and Palliative Care Professionals (NCHPP)
- Multiple committees, including the Bereavement Steering Committee
- Online discussion groups, chats & education webinars including a quarterly “Newbie” chat, mentorship, and more!
- If interested in joining the committee, contact Chair: Diane Snyder-Cowan at [DSCowan@HospiceWR.org](mailto:DSCowan@HospiceWR.org)

# OBJECTIVES



- Identify the need for community grief support
- Explore the unique role hospices can play in community grief support
- Discuss internal and external approaches to providing community grief support

# Polling Question:

When you heard the title of this chat “loss beyond your census”, what kinds of loss did you envision this chat including?

# Loss Beyond Your Census

- Staff or volunteer (present or former)
- Family member of a patient
- Significant public figure
- Sudden or traumatic death of one or more individuals
- Child or teen loss, particularly accidents and suicides
- Natural disasters (local or abroad)

# A Different Age

- Different age of news and social medias



- Results in access to information about loss with intense frequency and duration (24 hr coverage)

# An Opportunity



- Hospices are uniquely, naturally suited as experts on loss and grief
- Hospice staff are skilled at and providing education and support for grief
- NHPCO Standards for Bereavement Care include providing community support

# Approaches

- Unique to each hospice
- Assess program capacity
  - Include considerations for history, volunteer resources, leadership investment, and potential for community partnership
- Assess community strengths and needs
- Internal approach
- External approach





# Internal Response

- Who
- How
- When
- Where



# Polling Question:

What are some of the ways  
your hospice has provided  
internal support?

# Internal Response

- Who
  - Staff and volunteers of accumulated loss environment
- How
  - Acknowledgement (print and verbal)
  - Identify or note potential of staff impacted
- When/Where
  - Before, during or after regulatory IDG meetings
  - Staff meeting areas, or counseling spaces
  - Group process such as like critical incident stress debriefing or individual crisis counseling

# External Response

- Who
- How
- When
- Where



# Polling Question:

What are some of the ways  
your hospice has provided  
external support?

# External Response

- Who
  - Response Team
  - Larger non-hospice community
- How
  - News media, education component
  - Newsletter
  - Vigil
  - Child Resources for schools or parents
- When
- Where

# Benefits

- Supporting the maintenance of a healthy workforce
- Serving as a community leader in grief and loss
- Fostering relationships or strengthening partnerships with other community persons and/or agencies
- Investing in preventative mental health care of your community
- Potential increase in hospice census

# Polling Questions

- What if my hospice leadership is skeptical?
- What is my hospice colleagues are skeptical?
- How do we make time for this when we are already busy?



Other Questions?

Thank you for  
listening and  
participating in  
today's chat!

With Gratitude,

NHPCO Bereavement Steering Committee