

New to Bereavement Coordination

Bereavement Professional Chat Box Transcript

October 4, 2017

NHPCO Staff: Hello Everyone! Here is the link to the slides located at MyNHPCO:
<http://my.nhpc.org/viewdocument/new-to-bereavement-coordination-chat?CommunityKey=191c46b6-05de-4f1d-8e1e-dca744cc7879>

Ashley Wissinger: How can I get certified in this field and How do bereavement programs use volunteers?

Diane Snyder Cowan: I will have Robin answer your questions Ashley.

Ashley Wissinger: Do the volunteers call out of office/call center or virtual (at home)?

Diane Snyder Cowan: In our agency, volunteers do both. Some come into the office and some call from home.

Lori Dillon: Do you get Informed Consent for the bereaved who need Bereavement Support or only if bereaved need Bereavement Counseling or do you refer out to a licensed Bereavement Therapist?

Lori Dillon: Do you document a Bereavement Plan of Care for Every bereaved person or only those that need Bereavement Support (the 30%) you mentioned earlier, being that 70% do okay with letters and phone calls.

Hannah Roche: I'm a graduate of Mount Ida. I was the last to graduate with a BS in bereavement studies. Highly recommend their cert program.

Michelle Schmidt: I heard, everyone has an open plan of care. What if they decline all bereavement services?

Michelle Schmidt: Thank you.

Karen McNally: I would love more information about how to increase attendance to support groups. Thank you!

Jennifer Reeves: How often do you offer support groups?

Nikki Dautat: Do you have any ideas on how to increase the amount of caregivers that accept bereavement services?

Kevin Boles: This is all the ideal set up. I have multiple responsibilities, Chaplain, Volunteer Coordination, and Bereavement! Any advice on managing the work given those parameters?

Ashley Wissinger: Great question! I'm volunteer, bereavement, wellness coordinator.

Alex Brooks: How does everyone document for bereavement services? Mailings, phone calls and/or home visits.

Diane Snyder Cowan: We document mailings, phone calls and visits in the bereavement plan of care. We do an assessment on each visit and document that as well.

Michelle Schmidt: How is the informed consent discussed in the COP? How is this handled by surveyors?

Diane Snyder Cowan: We were recently surveyed and the surveyors did not ask about informed consent for the bereaved.

Deborah Pausig: What 6-8 week support groups do you find better attended, day time or evening. There are so many factors; elderly do not like to travel at dark, other CG work different shifts, etc.

Lori Dillon: Do you have a guideline for what you do after Risk Assessment is done -

Lori Dillon: Example: If Risk is low - we do, this.

Diane Snyder Cowan: We find for working adults 6:30 -8 pm Tuesday, Wed, Thurs. and during the day for seniors is best.

Lori Dillon: If Risk is moderate, we do this, and if Risk is high, we do this. Any guideline or policy?

Deborah Pausig: Thank you Diane.

Lori Dillon: Yes, very helpful!

Jared Hancock: Thank you, very informative!

Deborah Pausig: Thank you both.

Ashley Wissinger: This was my first call; it was fantastic and super helpful. Thank you!

Diane Snyder Cowan: Carla Smith - csmith@nhpco.org