

# New Hospice Bereavement Professionals

**MyNHPCO Bereavement Community Chat**  
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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

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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

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*Grief Counseling and Grief Therapy* by J. William Worden, 4<sup>th</sup> edition

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*Medicare Hospice Conditions of Participation Tip Sheet* from NHPCO (also in the bereavement library at MyNHPCO)

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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

# 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 the bereavement professional or manager have that provides or supervises bereavement services?



What bereavement QAPI processes are in place?



Clinical scope of services



How long provided



How do you make services available to family, staff and/or residents of nursing facilities?

# Assessment

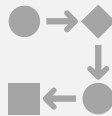
- Who is assessed?
- How often? (“When does bereavement start?”)
- Risk of complicated (or prolonged) grief
- Coping style
- Strengths
- Social support
- Faith/spirituality/meaning
- Concurrent life stressors
- Nature of relationship
- Personality
- Nature of death



# Grief Risk Assessment



Low, medium and high risk?



Does it change?

## Plan of Care



### Goals

SMART

Expected outcome stated



### Interventions

Specific, evidence based

Frequency of visits/contacts



### Continuously revised/updated

What is resolved and when

Does the risk/service level change?

# Bereavement Service Programming

- Support letters and/or newsletters
- Grief educational materials
  - Particularly at grief holidays
- Visits, sessions and calls based on plan of care (how often?)
- Groups (closed, open; in-person, virtual)
- Memorial Services
- On-line/digital support (social media)
- Schools or Camps
- Community Resources Referral
- Community bereavement services?

# For consideration

- *As you build your program it may be helpful to:*
- Do a community needs assessment
- Compile and share widely what are all the grief resources in your area
- Look to complement and augment what is or is not available
- Reach out and build bridges/coalitions with other bereavement professionals in your organization or region
- Seek out a mentor or clinical supervision if you do not have someone supervising you who are also or more trained and experienced in bereavement care than you

# QAPI



Evaluation of Grief  
Support Services  
(EGSS)



Bereavement  
documentation  
audits



Review and/or  
debrief of  
bereavement events



PIPs related to  
bereavement  
services

# Other common questions:

- How can I pursue more training in this field?
  - CT/FT Credential from ADEC
  - Other certification programs
- How do bereavement programs use volunteers?
- How can I increase the attendance at support groups?
- What is the bereavement counselor's role with the interdisciplinary team and their meetings?
- Must or may I support community bereaved?



# Questions?

Email: [Joelle.k.Osterhaus@kp.org](mailto:Joelle.k.Osterhaus@kp.org)

Or post a question to our discussion thread!