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Your Community:
Connect. Learn. Share.

Successful Virtual Bereavement Care

MyNHPCO Bereavement Community Chat
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Facilitated by:

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MyNHPCO: Where do I find it, and what is it?

- Visit: http://my.nhpco.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.

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- 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 MyNHPCO Bereavement Community

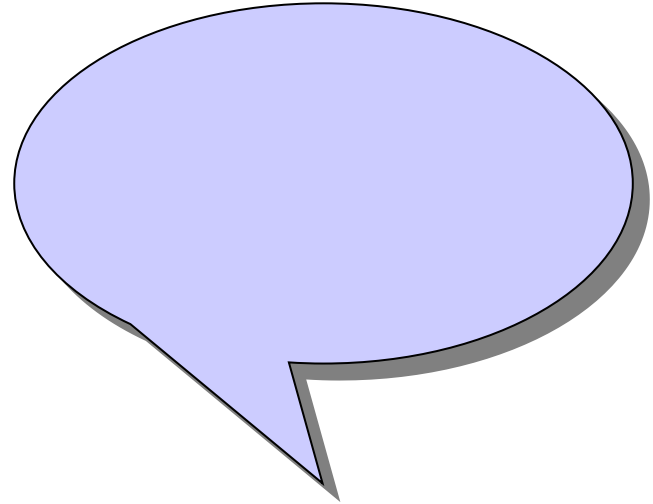# Successful Virtual Bereavement Care

<u>Objectives</u>

During this chat, participants will:

- Understand challenges related to providing successful virtual bereavement care

- Explore successful services and interventions provided virtually

- Discuss tips for successful virtual group facilitation

- Explore other virtual programming ideas

Use the Chat!

- What has been your biggest **challenge** related to offering and/or providing virtual bereavement services and/or programming?

Challenges to Successful Virtual Care

- **Access**
  - No smart device or computer
  - No access to WiFi or other internet
    - Rural location, slow internet speeds, slow data plans
    - Financial costs

- **Technology**
  - Inconsistent connections
  - Inconsistent skill across all demographics
  - HIPAA security
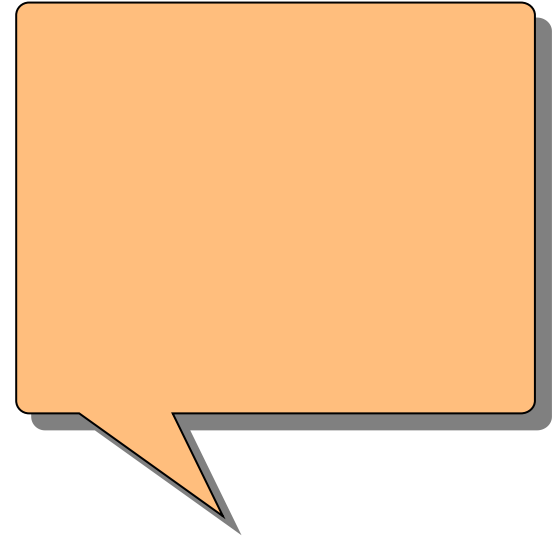
- **Loss of in-person benefits**
  - Lack of body language cues
  - More impersonal

- **For the Clinician**
  - More time consuming
  - Constantly having to adapt previous processes for a new way of doing things

Use the Chat!

- What **successes** have you experienced or seen related to offering and/pr providing virtual bereavement services and/or programming?

Successes in Providing Virtual Bereavement Care

- **Some bereaved prefer remote support**
  - Physical limitations
  - Traffic congestion
  - Work schedules
  - Caregiving responsibilities
  - Personal preferences for remote support

- **Allows hospice to pool resources/increase options**
  - Less time consuming/cumbersome to set up
  - More specialty groups
  - More day/weekend offerings

- **Initial learning curve followed by mastery!**
  - For both bereaved and facilitator/counselor

Planning for virtual groups

- Do you have an identified process for:
  - Deciding on and setting up the virtual platform
  - Creating your marketing resources with information about the group and how to sign up
  - Advertising via social media, website, hospice educators, press releases, community professional list
  - Sharing resources/outreach for your group
  - Providing materials or resources needed to participants

Let's talk about successful virtual group facilitation...

- Still maintain usual support group rules & expectations
- Additional **challenges** related to virtual platform:
  - Being aware of who else is in the home/setting, and confidentiality
  - Background noise from participants; setting expectations for muting
  - Being able to hear multiple people when folks talk at the same time
  - Technology issues that affect everyone's participation
- Decide what type of group will best fit
  - Drop-in (open)
  - Closed
  - Educational

More about successful virtual group facilitation…

- **Preparing Participants for groups/events ahead of time:**
  - Interview potential participants, assess readiness, field questions
  - Then participants are sent:
    - HIPAA attestation
    - Link and/or Phone number to join the group
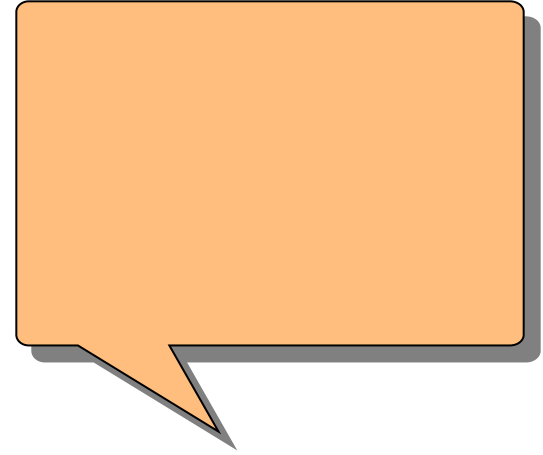   - Tip sheet on using Zoom (or other virtual platform you are using)

More about successful virtual group facilitation...

- **Tips for Facilitators**
  - Review rules and expectations; remind about additional virtual how-to's and etiquette
  - Encourage all to use their video, as they're able and comfortable
  - Consider a co-facilitator
  - Have a plan for facilitation, based on the type of group
    - Can anyone talk at any time?
    - Will folks be "called on" one by one?
    - Break-out rooms?
    - Expectations for how/when to use other features such as raising their hand, chat, Q&A

Use the Chat!

- What are some creative **virtual programming ideas** that you have seen or implemented in your program?

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Other Virtual Programming Ideas

- Art Therapy / Workshop(s)
- Grief Yoga or other movement class
- Writing Workshop(s)
- Virtual Memorial Services or Events
  - Can be done prerecorded or live
  - "Grief Holiday" events
- COVID-19 specific virtual support group
- Caregiver Groups

- Traditional groups, moved to a virtual platform
- Many different platforms!
  - Zoom, GoTo Meeting, Teams, prerecorded services posted to YouTube, "lives" on Facebook, Instagram, YouTube
  - Dive deep into whichever platform you use to make good use of all the features

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Facebook Group for Bereaved

- Facilitated through the Hospice's Facebook page
- Open group administered by hospice bereavement personnel (Admin)
  - Members review rules of the group; agree to and sign attestation statement in order to join
  - Admin regularly posts comments, information, articles about grief
  - Admin reviews for appropriate content

Questions?

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  - Kara.thoma@iowacityhospice.org
- Robin Fiorelli, Senior Director of Bereavement and Volunteer Services, VITAS Healthcare
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