



Your Community:
Connect. Learn. Share.

360 Degree View of Grief & Bereavement Care in COVID-19 Pandemic Times

MyNHPCO Bereavement Community Chat

May 2020

Facilitated by:

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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

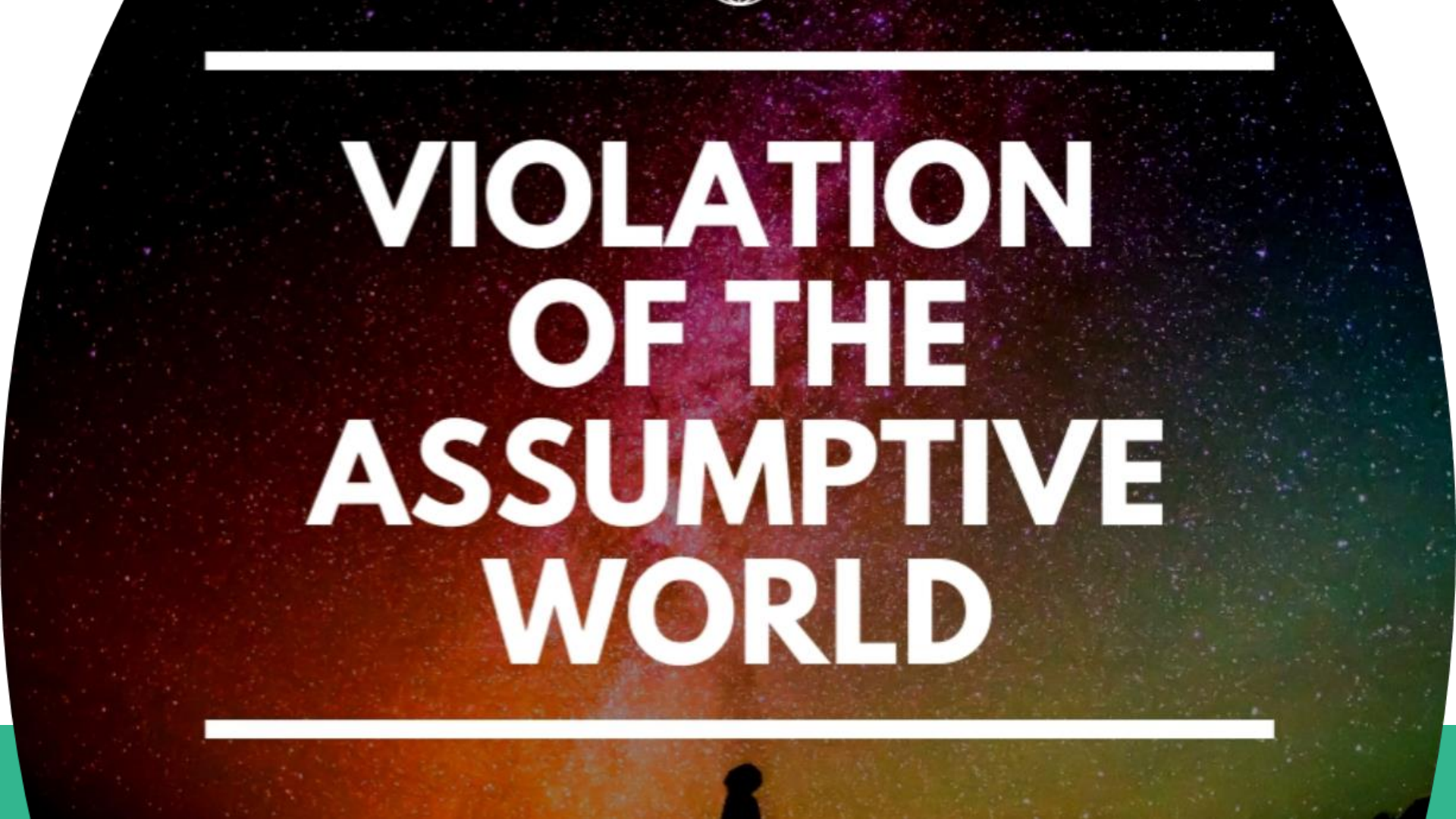
Please contact us...

- 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 MyNHPCO Bereavement Community

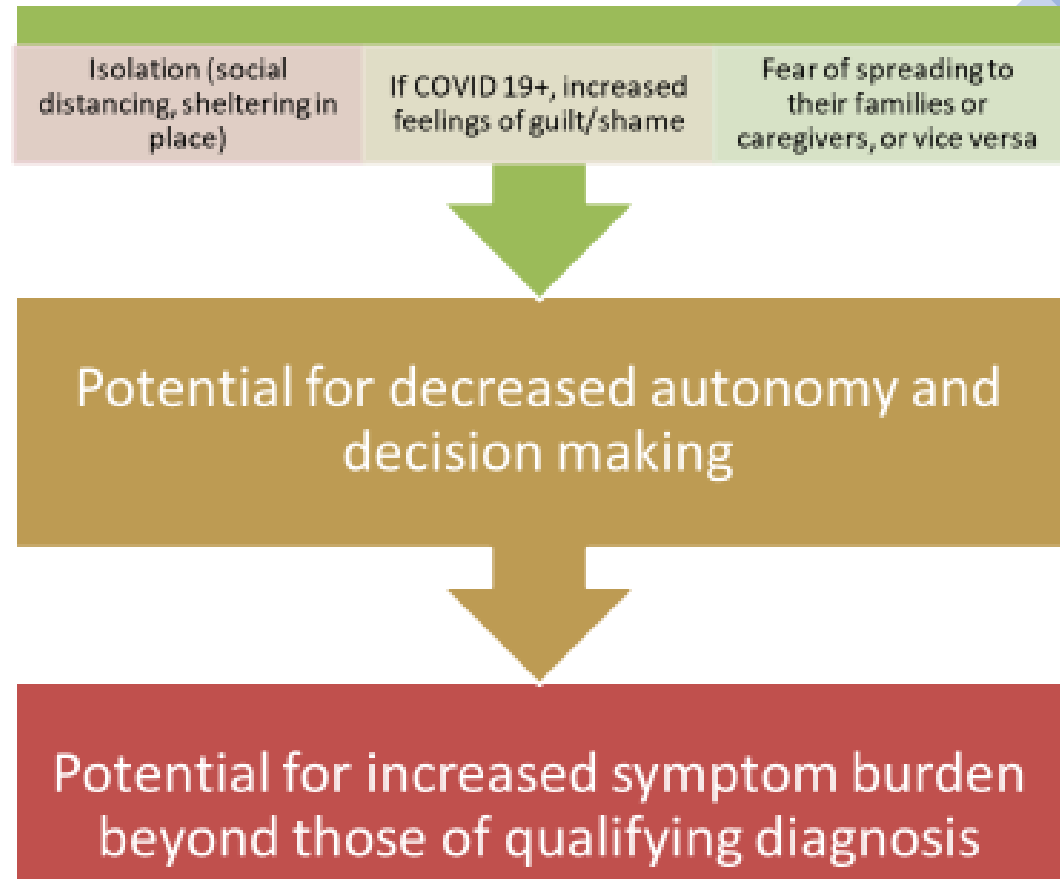
COVID-19

- Impact on healthcare systems, including hospice
- Although hospice is well-versed in loss and grief, this pandemic still uniquely affects our communities, our patients, our programs and our staff
- Today's discussion is to explore that together and to learn from and with one another

VIOLATION OF THE ASSUMPTIVE WORLD

The background of the slide is a circular frame filled with a cosmic image. It features a vibrant nebula with shades of purple, pink, and blue, set against a dark starry space. At the bottom center, there is a small black silhouette of a person standing and looking upwards towards the center of the frame.

Impact on Patients (COVID 19/Non COVID 19)



Impact on Families Prior to Death



SEPARATION FROM PATIENTS
IN CARE FACILITIES



FEAR OF SPREAD IN HOME
SETTING



FAMILIES
SEPARATING/QUARANTINING

Impact on Families Prior to Death



DECREASED RESPITE OPPORTUNITIES
FOR CAREGIVERS



DECREASED SOCIAL SUPPORT FROM
VISITORS



INCREASED ANXIETY, FEAR,
SADNESS, ISOLATION
COMPOUNDING ANTICIPATORY

CHAT

- Question:

What have you seen in your own organization, regarding the anticipatory grief experiences of patients and families in addition to this?

Impact on Families After Death



ISOLATED FROM NATURAL
SUPPORTS



DIMINISHED ACCESS TO FORMAL
SUPPORTS— FREQUENTLY
LIMITED TO VIRTUAL



DIMINISHED ACCESS TO GRIEVING
PEER COMMUNITY

Impact on Families After Death



INCREASED FEELINGS OF
ANGER, GUILT, BLAME,
SADNESS, DEPRESSION



ASPECTS OF GRIEF
COMPOUNDED, DELAYED,
AMBIGUOUS



SURVIVOR GUILT



SECONDARY AND
CUMULATIVE/MULTIPLE
LOSSES

CHAT

- Question:

What have you seen in your own organization, regarding the post-death grief experiences of families?

Impact on Funerals and Rituals



BEREAVED UNABLE TO SEE
PATIENT WHILE



BEREAVED UNABLE TO
SPEND TIME WITH BODY



FUNERAL OR CREMATIONS
LIMITED OR INACCESSIBLE



MEMORIAL OR LIFE
CELEBRATION RITUALS

CHAT

- Question:

What have you seen in your own organization, regarding the challenges that COVID 19 has brought about with funerals and other death rituals?

Impact on IDG



INCREASE IN REMOTE
WORK, VIRTUAL
HEALTHCARE TOOLS



STAFF AMBIVALENCE



INCREASED STAFF GRIEF
AND DISTRESS



INCREASE IN STAFF
ABSENCES, REDISTRIBUTION
OF WORK



REMOTE WORK
CHALLENGES

CHAT

- Question:

How do you see your colleagues' grief impacted?

Impact on Grief Support Groups



Increase in virtual or tele-support services



Not all clients find this as meaningful or accessible



Some programs unable to provide virtual care



Opportunity for community coordination

POLL

- Question:

Are you using virtual support groups?

Or

Have you cancelled all groups?

Or

Are you offering groups with social distancing and “cover your cough” masks?

In-Person Care Tips

For those programs still providing bedside anticipatory grief and post-death grief care through social workers or grief counselors:

- Touch
- Teach
- Link

Impact on Grief Counseling



INCREASE IN VIRTUAL OR
TELE-SUPPORT SERVICES



NOT ALL CLIENTS FIND
THIS AS MEANINGFUL OR
ACCESSIBLE



DIFFICULTY ESTABLISHING
RAPPORT VIRTUALLY



CLIENTS MORE AT HOME
AND ANSWERING THE
PHONE



CLIENTS OPEN TO
TALKING FOR LONGER
PERIODS ON THE PHONE

CHAT

- Question:

What else have you noticed as impacts to individual grief counseling processes and work?

PLACE

fer at Home

Impact on
Community Grief
Services

**STAY-AT-HOME
ORDER**

QUARANTINED

CHAT

- Question:

Every relationship between a hospice and their community is unique. What have you observed in terms of other impacts within your community?

A large, textured orange watercolor splash shape on the left side of the slide, with various shades of orange and some darker spots.

How are we adapting and coping?

In light of all of the changes in the way patients, families and staff experience the end of life processes through hospice and palliative care, there are a variety of ways programs are coping internally and supporting the coping of others externally. Let's explore those!

Virtual Care Tips



Limit distractions



Body language



Don't interrupt

Virtual Care Tips



PLAN FOR TECH
ISSUES



SILENCE CAN BE
THERAPEUTIC



END WELL

Creative Internal Interventions - Staff



EXPANDED EAP
SERVICES



BRIEF BUT FREQUENT
TEAM CONNECTIONS



WELLNESS HUDDLES

Creative Internal Interventions - Staff



DECOMPRESSION SESSIONS



MAKE 'EM LAUGH

CHAT

- Question:

Do you have other thoughts and tips to add on ways you are or would like to support your program and its colleagues?

Creative External Interventions



INCREASED
OUTREACH



VIRTUAL
OFFICE HOURS



WRITE
CONTENT



COMPILE
RESOURCES

CHAT

- Question:

Do you have others you would suggest?

Conclusion

- While the effect of COVID-19 is great, hospice organizations are in a unique position to positively impact those we serve
- We are ready to face these changes! This is what we do.
- We are a community – rely on one another. Reach out to other bereavement professionals. You are not alone.

Questions?

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Resources

- <https://www.centerforloss.com/2020/04/grieving-a-coronavirus-death/>
- <https://hospicefoundation.org/Education/Overcoming-the-Challenges-to-Hospice-Palliative>
- www.nhpco.org/coronavirus