



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

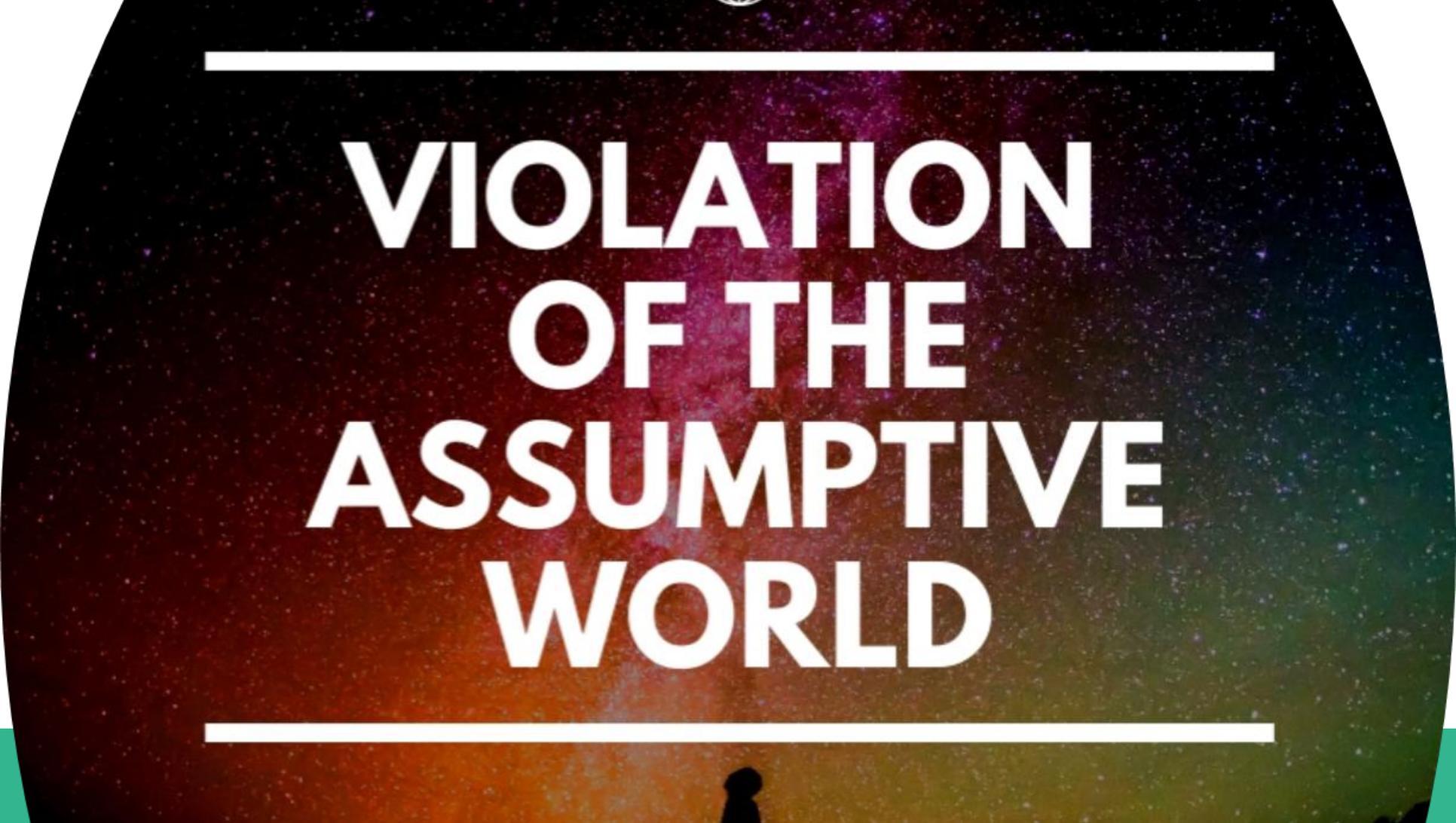
# COVID-19

- 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

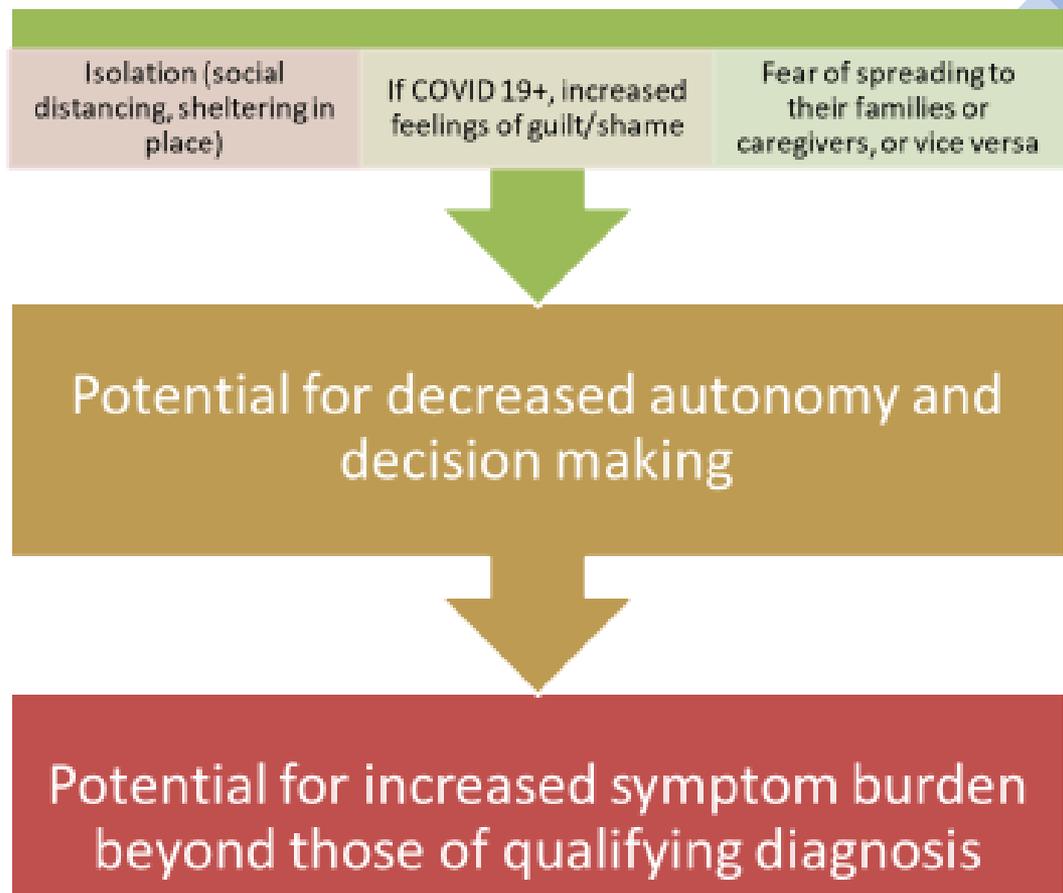
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# **VIOLATION OF THE ASSUMPTIVE WORLD**

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# Impact on Patients (COVID 19/Non COVID 19)



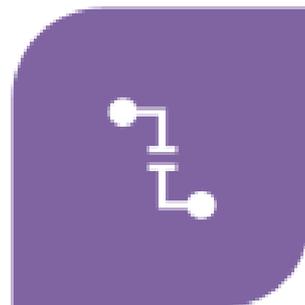
# Impact on Families Prior to Death



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?*

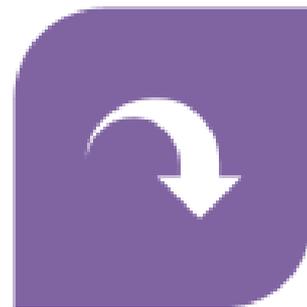
# Impact on Families After Death



ISOLATED FROM NATURAL  
SUPPORTS



DIMINISHED ACCESS TO FORMAL  
SUPPORTS – FREQUENTLY  
LIMITED TO VIRTUAL



DIMINISHED ACCESS TO GRIEVING  
PEER COMMUNITY

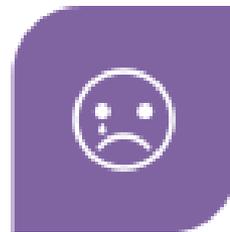
# Impact on Families After Death



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

QUARANTINED

QUARANTINED

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 on the left side of the slide, with various shades of orange and brown, creating a soft, artistic background for the text.

**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

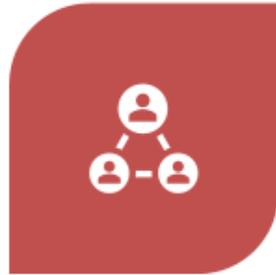


BRIEF BUT FREQUENT  
TEAM CONNECTIONS



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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[adrescher@alivehospice.org](mailto:adrescher@alivehospice.org)

# 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](http://www.nhpco.org/coronavirus)