

Responding to Loss Beyond Your Census

February 7 – Chat Box Transcript

Carmella Dow: Loss to addictions.

Cynthia Willey: Community bereavement.

Sondra Satterfield: Anyone in the community who is looking for grief support for whatever reason and their loved one did not go through our home care program.

Kasye Sherva: Natural disaster.

Cynthia Willey: Community tragedies.

Kennette McWilliams: Personal/family losses, greater changes in the health system and healthcare culture.

David Kent: Local suicide.

Liz Balzer: Suicide, accidental death, death by overdose, loss other than Hospice deaths in general (in hospitals).

Lisa Couser: I thought about individuals from the community who had lost others through death by suicide.

Kennette McWilliams: Staff moving on to different positions/departments.

Liz Balzer: Also violent deaths and sudden death.

Larissa Blechman: How we can provide support for "first responders."

Korie DeBruin: Mental illness of a parent who recently died.

Cynthia Willey: Loss of fellow staff members loved ones.

DF Marcus: Family members of Staff.

April Evans: Debriefing breakfasts.

Jamie Losikoff-Kent: Suicide in the community, general losses w/o hospice, families dealing with illness - pre -hospice.

Lisa Couser: Team debriefing, bereavement sessions, and memorial service.

Jasmin Yoder: We have put wooden hearts into a shadow box and discuss the losses.

Korie DeBruin: Annual reflections.

April Evans: Free 1:1 counseling.

Sh Macon: Once a month staff support group.

Sondra Satterfield: Debriefings when we have unusual circumstances or pediatric patients.

Heidi Parker: Only through referral to internal counselor.

Kennette McWilliams: Quarterly "memorial service" for all the patients who have died in past 3 months - includes lists of names on the wall, with a "theme" and usually an art project along with time of sharing.

Liz Balzer: Going to funerals and wakes of coworkers.

Jasmin Yoder: Mini Prayer service.

Lisa Couser: Open door policy for staff to meet with bereavement counselor.

Jamie Losikoff-Kent: Team debriefing, "centering moments."

Sondra Satterfield: Opportunities for social and fun.

Katherine Valenta: Our Chicagoland hospice holds a quarterly staff support group at each office. We break bread together and share how our work is affecting us and pts that we are still struggling with their loss.

Sondra Satterfield: Also particular roles of the team have their own sectional meetings as an opportunity to support one another.

Maria Johnson: Can you recommend somewhere to receive the critical incident stress debriefing training?

Diane Snyder Cowan: Hi Google crisis response training and you should find NOVA training and some others. CSIM training, and a few others.

April Evans: Bereavement counselors on call 24/7.

Lisa Couser: Our program is open to community members who have experienced a loss.

David Kent: Children's grief camps.

Kennette McWilliams: I'm a chaplain and I do a "spiritual moment" of reflection at each IDG meeting-- the themes vary, but I try to incorporate a reflection on pertinent social tragedies (mass shootings) in my support of staff.

Ashley Wissinger: Educational in-services i.e., Coping W the Holidays, etc.

Liz Balzer: Being present at schools and other locations and providing grief education and resources when requested; Camp Good Grief; Coping with Holidays.

Sondra Satterfield: Memorial services, support groups and workshops, and responded to workplace losses.

Lisa Couser: Bereavement groups in the schools.

Jamie Losikoff-Kent: Community presentation, especially to church communities about grief, support for schools/students, all groups and workshops open to the community as well as hospice families.

Katherine Valenta: Gathering supplies and sending "take care" packages for relief efforts during hurricanes, storms etc.

David Kent: Grief counseling in the public schools.

Mary Thompson: Our flyers for grief support groups always include that our groups are open to anyone in the community who has experienced a loss and our marketers take our flyers and give them out to the doctors and clinics they call upon.

Sondra Satterfield: Offering the community grief support enhances overall health of the community.

Kennette McWilliams: Staff support initiatives need to be "scheduled" into the work day/"mandatory" otherwise nurses and other busy staff likely won't come.

Sondra Satterfield: Relationships with leadership, showing numbers/ evidence of the benefits is a definite plus.

Mary Thompson: The local mental health community agency has referred a few people to us when they did not have a clinician available due to a person's lack of insurance and a waiting list at the clinic.

Liz Balzer: How do I access your mentorship program?

Diane Snyder Cowan: Contact me at dscowan@hospicewr.org

Liz Balzer: Thank you all!

Sondra Satterfield: Love the zoom format!