



October 21-24, 2018

Portland Hilton Downtown, Portland OR

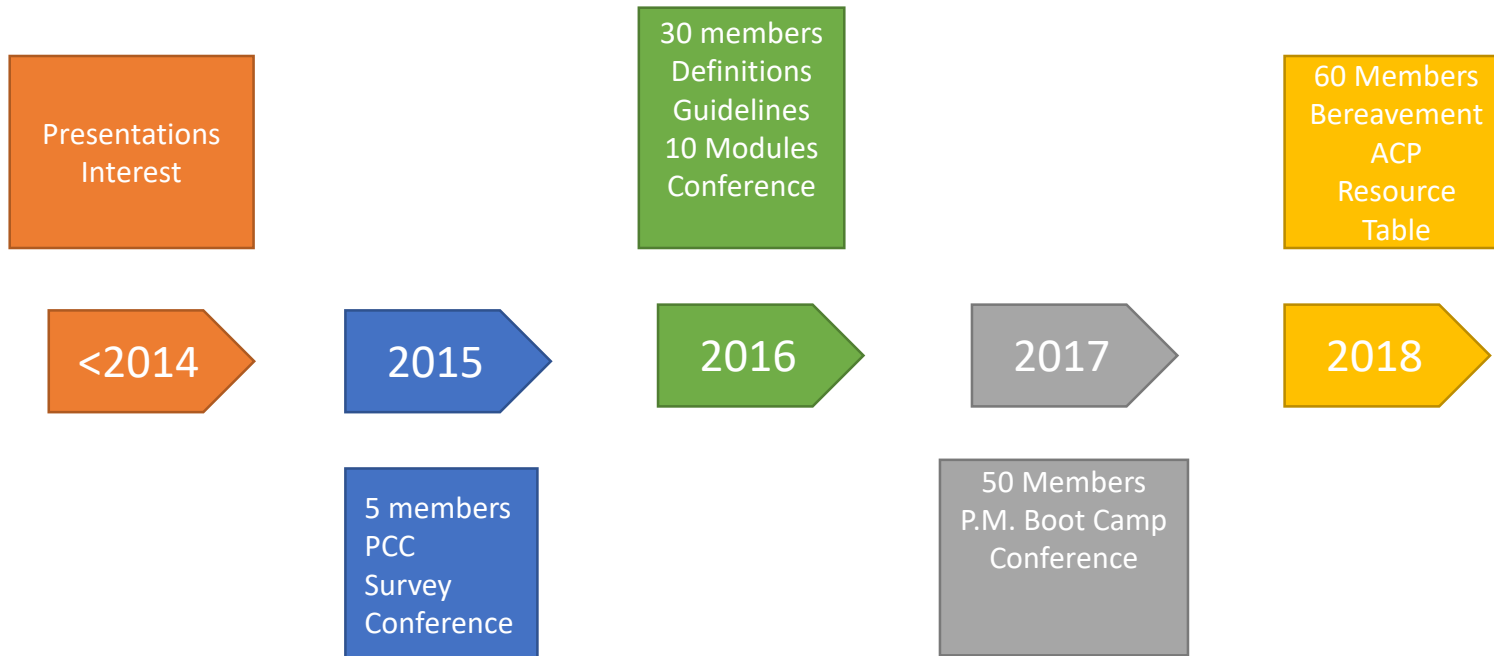
Bereavement Program Guidelines and Resources

Debi Arterburn, LPN, Senior CommUnity Care

Tom Smith, LCSW, Senior Community Care

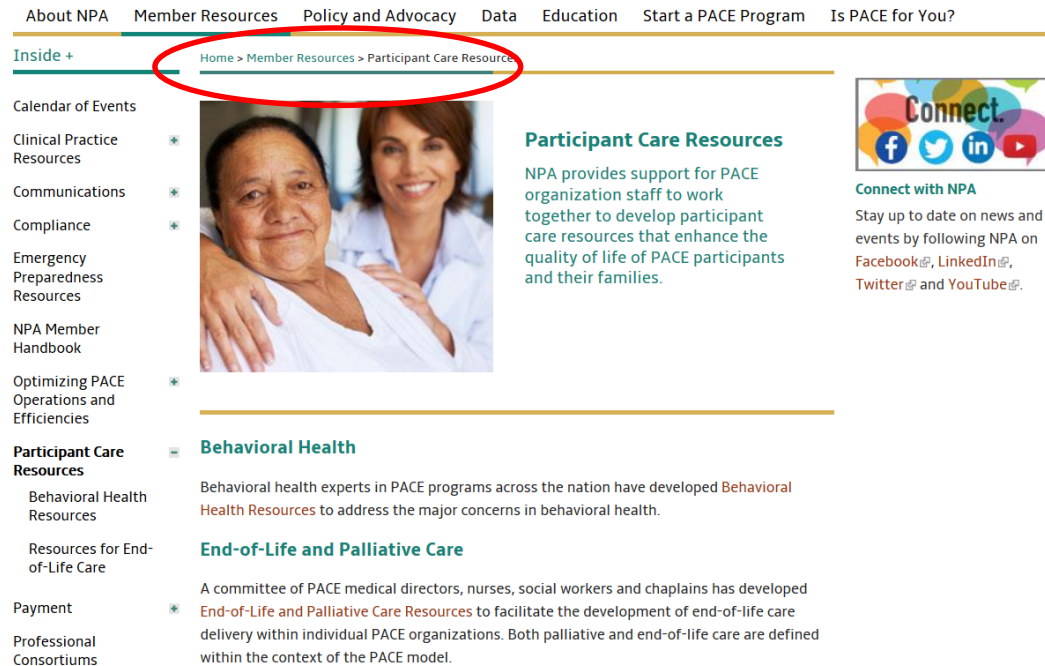
David Wensel, DO, MidlandCare PACE

NPA PC/EOL Workgroup History



How to Access Resources

- NPA members
- NPA Website
 - Member Resources
 - Participant Care Resources



The screenshot shows the NPA website's navigation menu with 'Member Resources' circled in red. Below the menu, the breadcrumb trail reads 'Home > Member Resources > Participant Care Resources'. The main content area features a photo of two women, a section titled 'Participant Care Resources' with a descriptive paragraph, and a 'Connect with NPA' sidebar with social media icons. Below the photo, there are sections for 'Behavioral Health' and 'End-of-Life and Palliative Care' with their respective descriptions.

<http://www.npaonline.org/member-resources/participant-care-resources>



How to become a member

NPA Contact:

Mia Phifer

Vice President, Quality

National PACE Association

MiaP@npaonline.org

Objectives

1. Increase understanding of the purpose and goals of the NPA PC/EOL workgroup.
2. Learn about bereavement program guidelines and resources available to PACE organizations.
3. Be able to access bereavement program guidelines and resources.

Overview

- Assessments
- Follow-up after death
- Grief recognition spaces in the Day Center
- Rituals
- Communication
- Education
- Documentation

Purpose

- To give PACE organizations suggestions and guidance on how to structure and provide bereavement program services.

Grief Assessments: Definition

- Assessing participants and grieving families to ensure that appropriate bereavement services are provided through the continuum of care from enrollment through the year following the death of the participant.

Follow-up After Death: Definition

- Providing services and interventions to support loved ones after the death of a participant.

Follow-up After Death: Components

- Home visits
 - Presence
 - Comfort
 - Education
 - Assessment



Follow-up After Death: Components

- Condolence cards
 - who, why, when



- Thank you cards
 - who, why, when



Follow-up After Death: Components

- Support calls
 - who, why, when
- Support visits
 - who, why, when
- Grief Groups
 - who, why, when

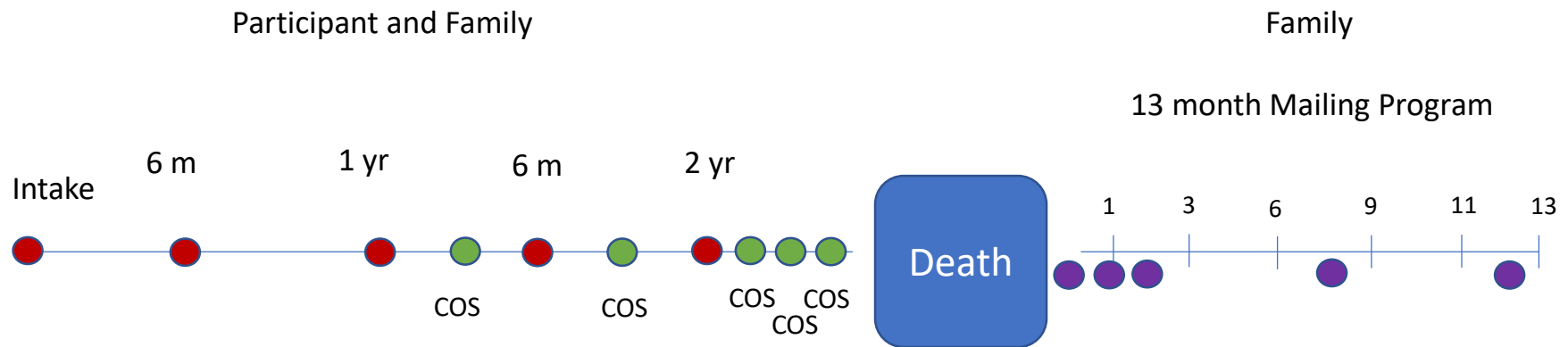


Follow-up After Death: Components

- Mailing Program



Bereavement Assessment Timeline



Recognition Spaces in the Day Center: Definition

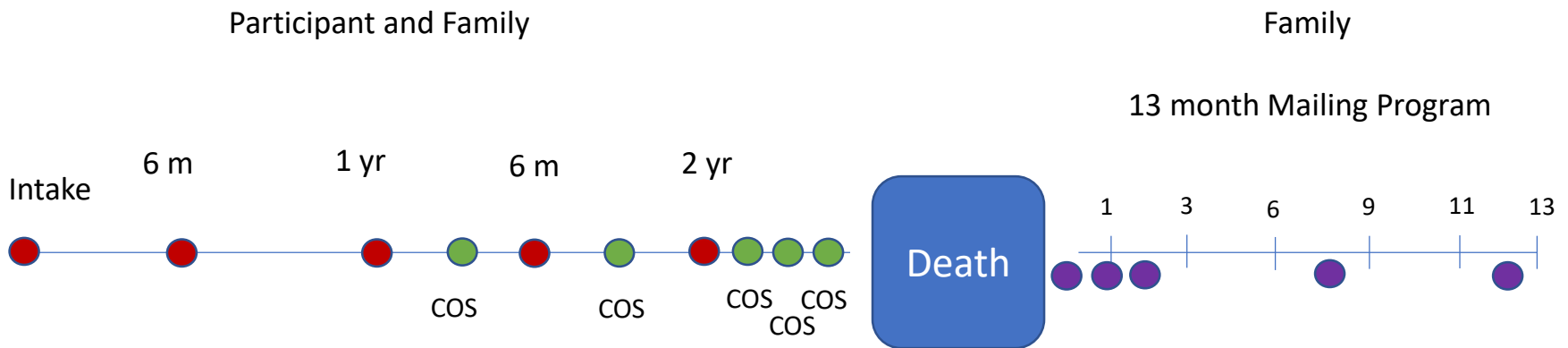
- A place for participants and staff to honor and celebrate the lives of participants who have died.



Recognition Spaces in the Day Center: Definition

- Celebration of Life/Memorial Table
- Pictures and information of recently deceased participants
- Annual scroll of names from previous year
- Memorial tree
- Celebration of life alcove

Bereavement Assessment Timeline



Rituals

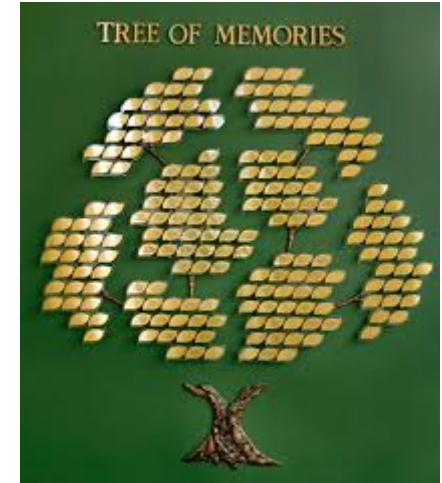
- Services and rituals to help participants and staff process grief.



Rituals

- Memory ritual with staff
- Celebration of Life/Memorial Service
- Annual staff ritual
- Annual family ritual
- Holiday Season

Rituals

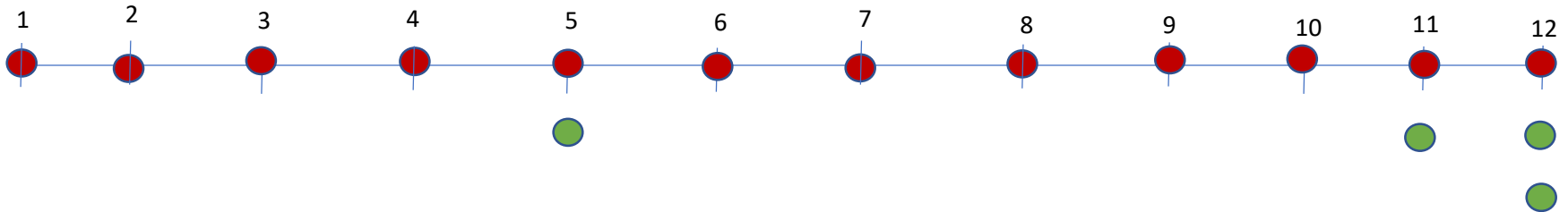


Ritual Timeline

Participant and Family

Family

13 month Mailing Program



Rituals



Communication

- Communication within the participant's circle of care as well as organizationally is essential to a bereavement program.



Addressing Confidentiality



Knock Knock!
-Who's there?
HIPAA!
-HIPAA who?

I can't tell you that.



someecards
user card

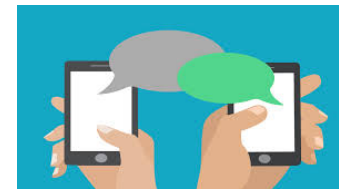
Communication: Staff

- Staff is better able to provide care and process their own grief when quality communication occurs throughout the dying process.



Communication: Staff

- When a participant starts receiving EOL care
- Major changes
- Actively dying
- At time of death
- PACE celebration of life service
- Community service
- Annual memory service



Communication: Participants

- Participants in PACE programs often become very close.
- When possible and when permission has been given, information regarding the death of a participant should be shared in a timely manner.



Communication: Participants

- Actively dying (if permission)
- Recent death
- PACE Celebration of Life Service
- Community service
- Annual memory service

Communication: Family

- Communication with family members is of the utmost importance during the bereavement process.
- Families need to know about bereavement program services available and that they are welcomed at PACE services.

Communication: Family

- PACE celebration of Life service
- Annual memory service
- Phone calls
- Face-to-face
- Condolence note



Education

- Education regarding bereavement topics and services should be provided to staff, participants and families.



Education

- Staff
 - All-staff
 - Staff meetings
- Participants
 - Regular intervals
 - Adult education sessions
 - Voluntary workshops
- Family
 - Family education presented as needed



Documentation: Definition

Documentation should effectively capture the essence of related conversations and actions taken as part of the bereavement process.

- Who: responsible party
- What: guideline
- Where: drop downs in EMR
- When: always



Speakers Contact Information

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