

Bereavement Mailings PC.B20

Regulation(s):

None

L-Tag(s):

None

POLICY: Bereavement mailings are sent to identified family members, and significant others of deceased hospice patients. These mailings are sent at regular intervals during the twelve months following the patient's death. The mailings include an individualized letter and standardized bereavement literature appropriate to the needs of the bereaved person.

PROCEDURE:

1. The Bereavement Coordinator sends a sympathy card that is signed by members of the hospice interdisciplinary group as appropriate during the weeks that follow the patient's death.
2. An initial letter explaining Lifesong Hospice and Palliative Care bereavement services is sent during the first month after the patient's death.
3. The second bereavement mailing is sent approximately five months after the patient's death.
4. The third bereavement mailing is sent approximately seven months after the patient's death. This mailing includes an individualized letter restating bereavement services offered.
5. Additional bereavement mailings are sent at approximately nine months and eleven months after the patient's death.
6. The final bereavement mailing is sent ten to twelve months after the patient's death and includes an individualized letter that explains the ending of formal bereavement services provided by Lifesong Hospice and Palliative Care, offers volunteering opportunities, and a includes information about *The Family Evaluation of Bereavement Services*.
7. When support groups or memorial services are offered, an invitation is sent to the family members, and/or significant others of patients who have died during the previous year.
8. Additional mailings are sent on special occasions as deemed appropriate by the bereavement care coordinator.

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6/18	2/11/19		4/2019
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