

Bereavement – Tracking and Evaluation PC.B35

Regulation(s): None
L-Tag(s): None

POLICY: Lifesong Hospice and Palliative Care monitors the patient’s family, caregiver and / or significant others receiving bereavement care for thirteen months following the death of the patient.

PROCEDURE:

1. A bereavement file is initiated at the time of the patient’s death that contains documentation related to all bereavement services, intervention and support provided to the patient’s family, caregiver and/or significant other(s).
2. The Bereavement Coordinator documents the dates when each of the follow-up services, as specified in the bereaved person's plan of care, has been completed.
3. At least three (3) attempts are made to reach the family member or significant others of the deceased patient within the designated time frame as determined by the bereavement plan of care. These attempts should be made at various times of the day and on different days of the week to account for clients who might be working. If no one can be reached, a “No Answer” letter is sent informing the bereaved that attempts have been made to be in contact.
4. Family members and significant others of the hospice’s patients have the right to refuse bereavement services and support at any time.
5. To ensure that the bereavement program meets the individual bereavement needs of the persons served, the schedule of services may vary somewhat from the initial bereavement plan of care. Any deviations are documented, and the bereavement plan of care is updated appropriately.
6. The Family Evaluation of Bereavement Services is sent to individuals for whom services have been provided to determine how services might be improved in the future. The results of these surveys are trended and reported to the agency QAPI.

| | | | |
|------------------|------------------|------------------|-------------------|
| Created: | Reviewed: | Revised: | Effective: |
| 6/18 | 2/11/19 | | 4/2019 |
| Reviewed: | Reviewed: | Reviewed: | Reviewed: |
| | | | |