HOPE HOSPICE & PALLIATIVE CARE, INC.

BEREAVEMENT MAILINGS

Policy Number: PC.B20

NHPCO Standard(s): PFC 17.1; PFC 17.4

Regulatory Citation / Other:

POLICY STATEMENT: Bereavement mailings are sent to identified family members, caregivers and significant others of deceased hospice patients. Face to face contact is preferred, followed by phone, then mailings, depending on family request. These contacts are sent at regular intervals (2 weeks, one month, 6 weeks, three months, six months, nine months, one year and thirteen months). The mailings include an individualized letter and standardized bereavement literature appropriate to the needs of the bereaved person.

PROCEDURES:

1. Within one week of the patient’s death, the Bereavement Coordinator or designee sends a sympathy card that is signed by members of the hospice interdisciplinary team as appropriate.

2. An initial letter explaining Hope Hospice and Palliative Care, Inc., or telephone contact is attempted to discuss bereavement services within 2 weeks after the patient’s death unless otherwise changed by IDG.

3. A second bereavement mailing is sent one month after the patient’s death.

4. The bereavement mailing is sent six months after the patient’s death. This mailing includes an individualized letter restating bereavement services offered and a Bereavement Update Form with a stamped envelope addressed to Hope Hospice and Palliative Care, Inc.

5. The bereavement mailing is sent nine months after the patient’s death.

6. The final bereavement mailing is sent thirteen months after the patient’s death and includes an individualized letter that explains the ending of formal bereavement services provided by Hope Hospice and Palliative Care, Inc., and a Bereavement Evaluation Form.

7. When support groups or Memorial Services are offered, an invitation is sent to the family members, caregivers and/or significant others of patients who have died within the previous thirteen months.

Initial IDG approval date: 2/23/09

Review/updated/ and reapproved by IDG without changes 2/15/2011, 11/13/2012

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