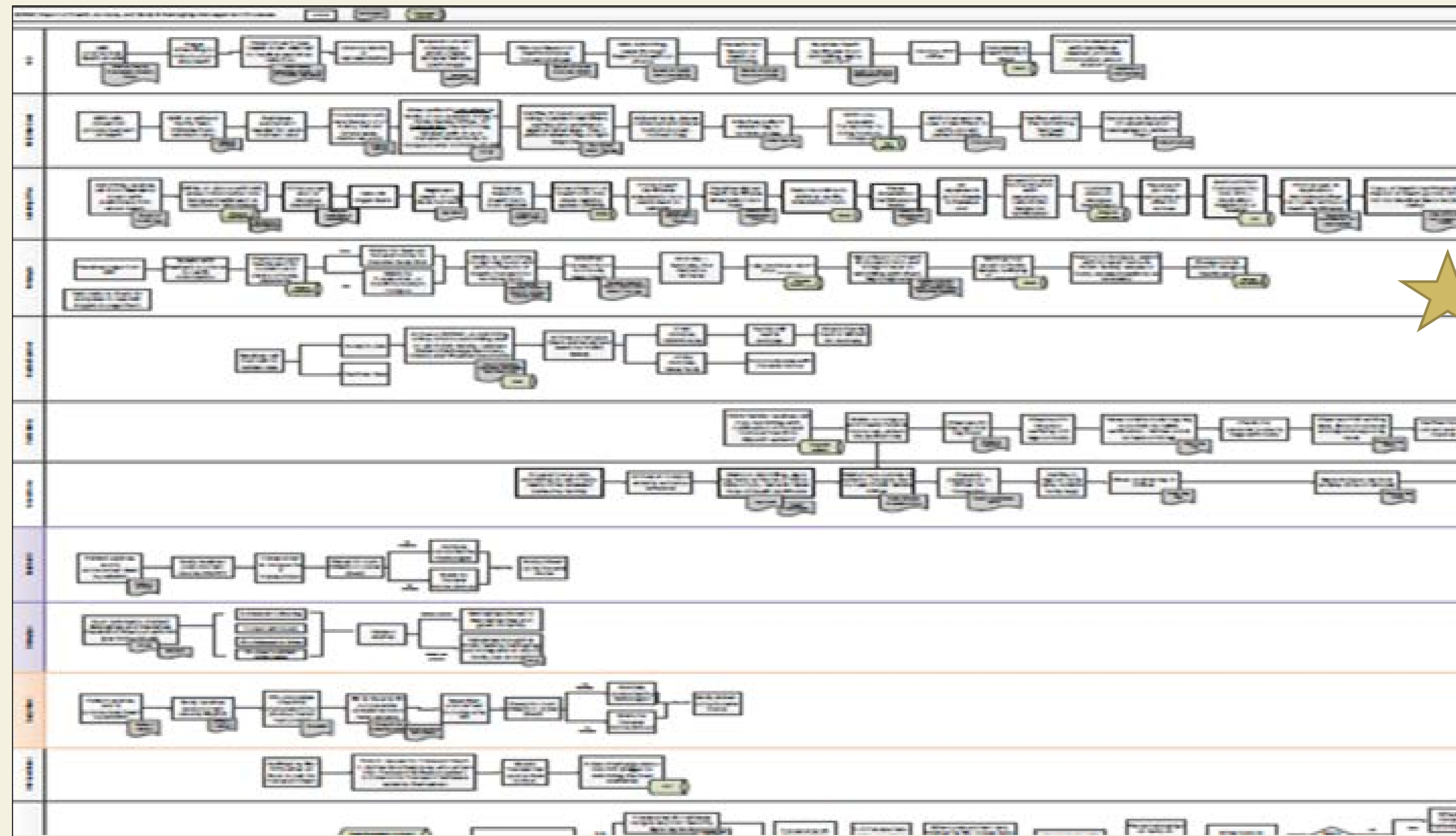


# Enhancing our Practice of Respect After Loss

## Improved Information for Family Members when their loved one dies at BIDMC

### Introduction/Problem

BIDMC's current post-death process is prone to errors that cause harm to families and contribute to suboptimal workflows for BIDMC staff and health care professionals. Not surprisingly, because of this complexity, the process is unreliable, and that not infrequently, these errors impact bereaved family members, and fail to meet our standards of respect and dignity.



Unreliable and confusing post-death information to families; less than adequate tools for providers to assist families

### Aim/Goal

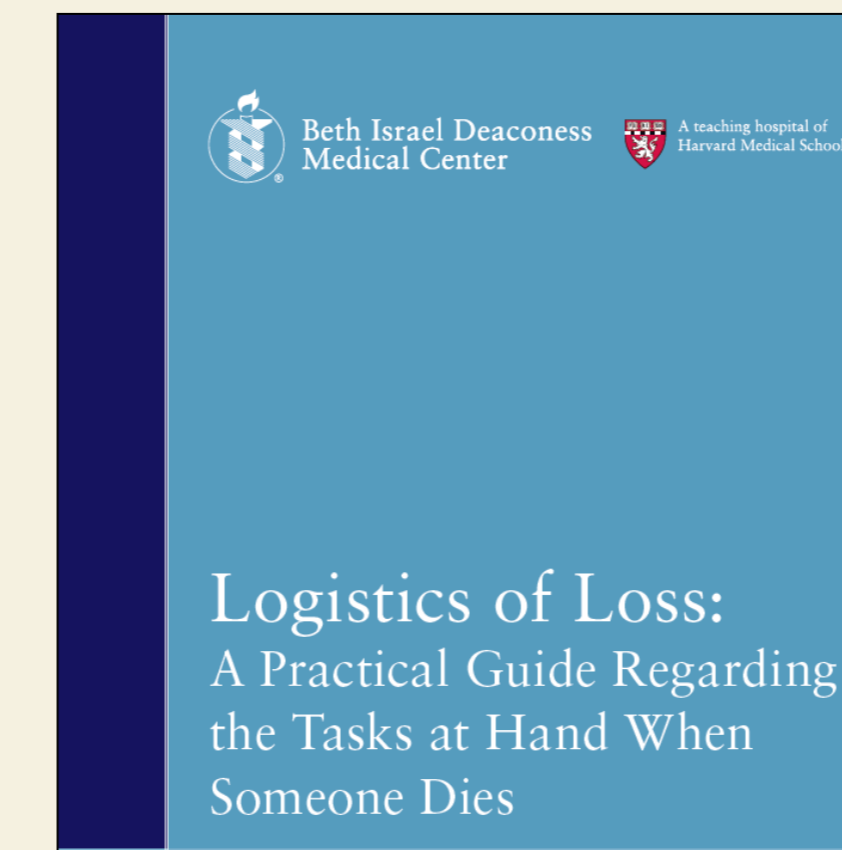
Redesign user-friendly, less complicated tools for Families, that are incorporated in our central ordering system

### Our Team

Tobie Atlas, Annie Banks, Kirsten Boyd, Andrea Branchaud, Chris Casey, Jane DuFresne, Pat Folcarelli, Jackie Giannakoulis, Jennie Greene, Pam Haus, Jane Hayward, Jonathan Hecht, Jane Heck, David Hoffman, Greg Irvine, Jen Manzo, Jim Parris, Michelle Richards, Katie Rimer, Jennifer Sarge, Barbara Sarnoff-Lee, Lauge Sokol-Hessner, Lester Sullivan, Cheryle Totte, Jane Wandel, Phyllis West, Fran Williams, Nebiye Woldehaimanot, Julius Yang

### The Intervention

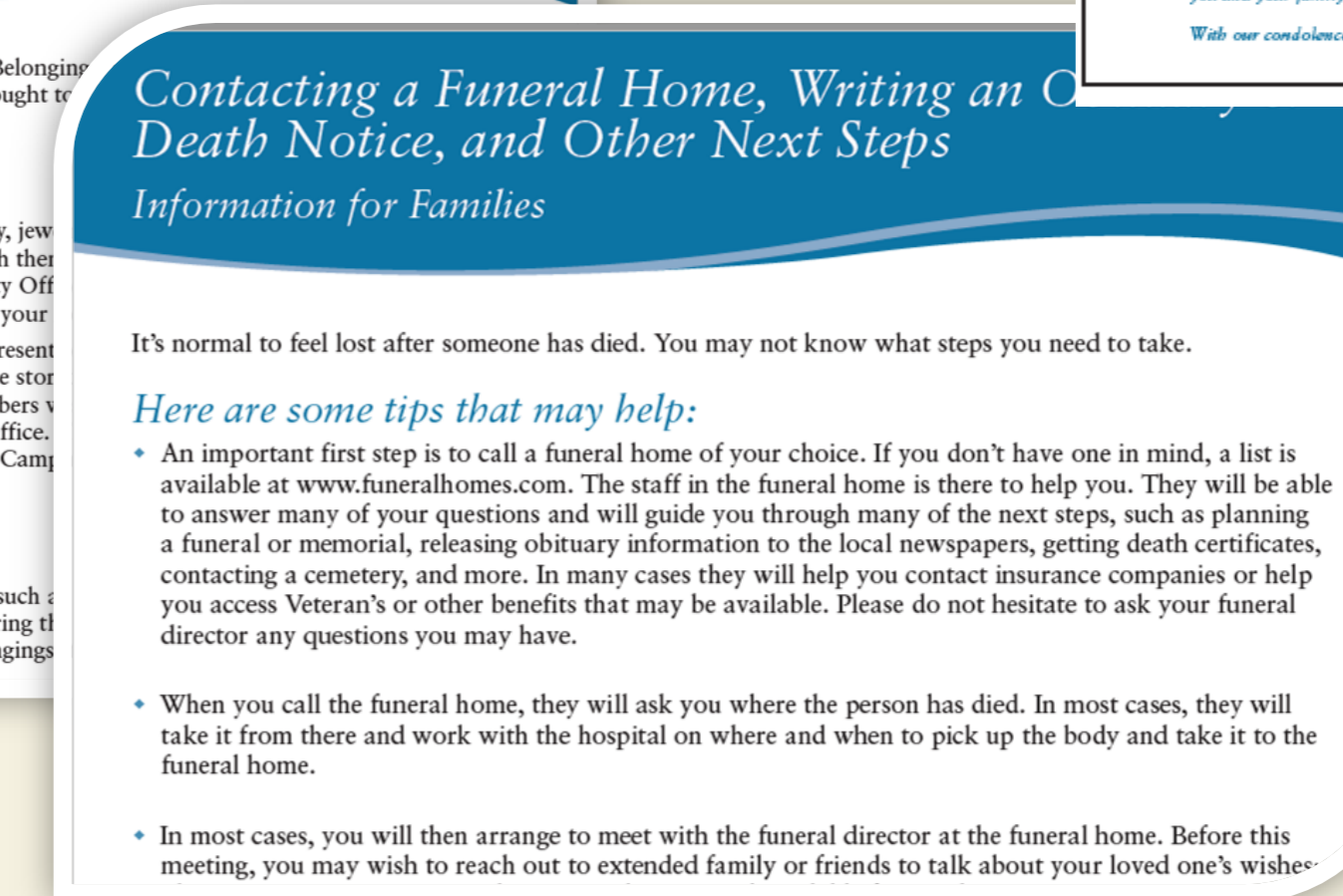
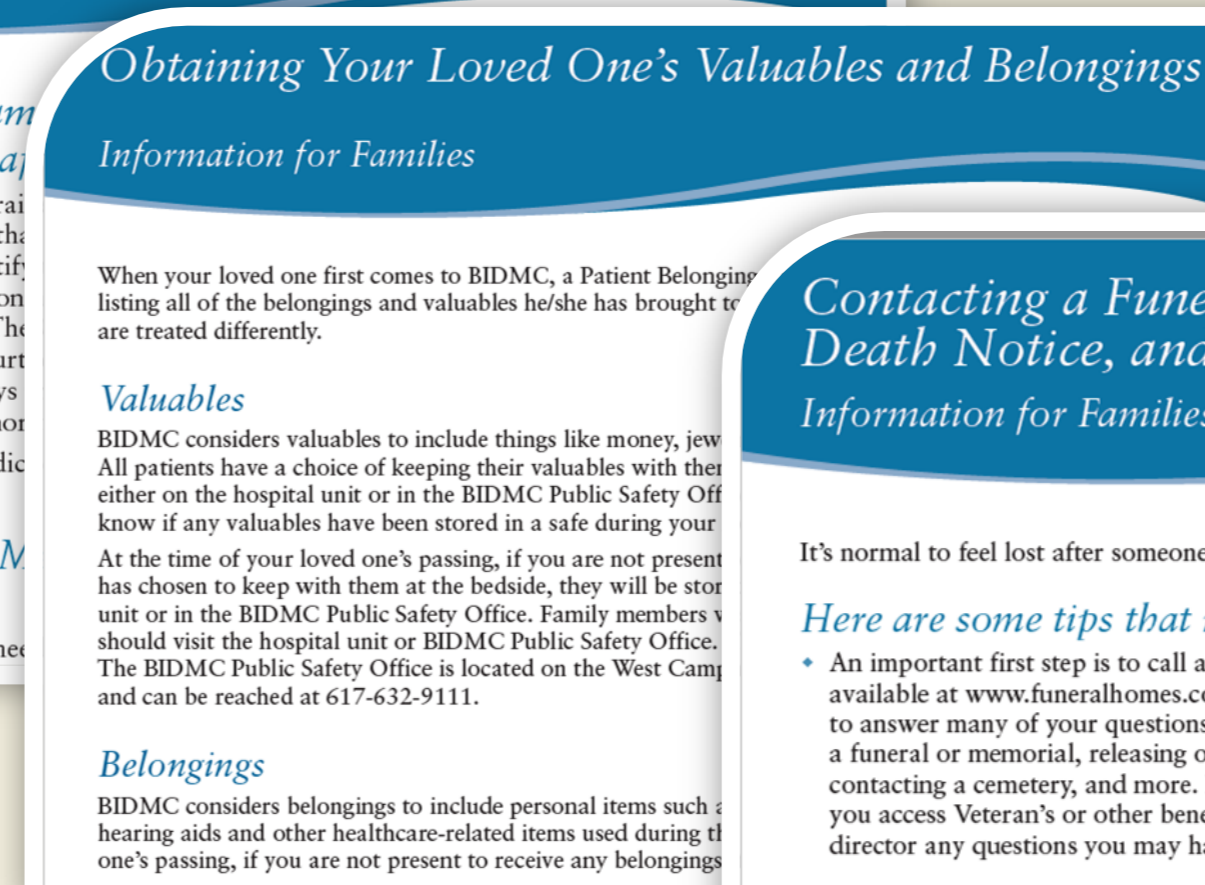
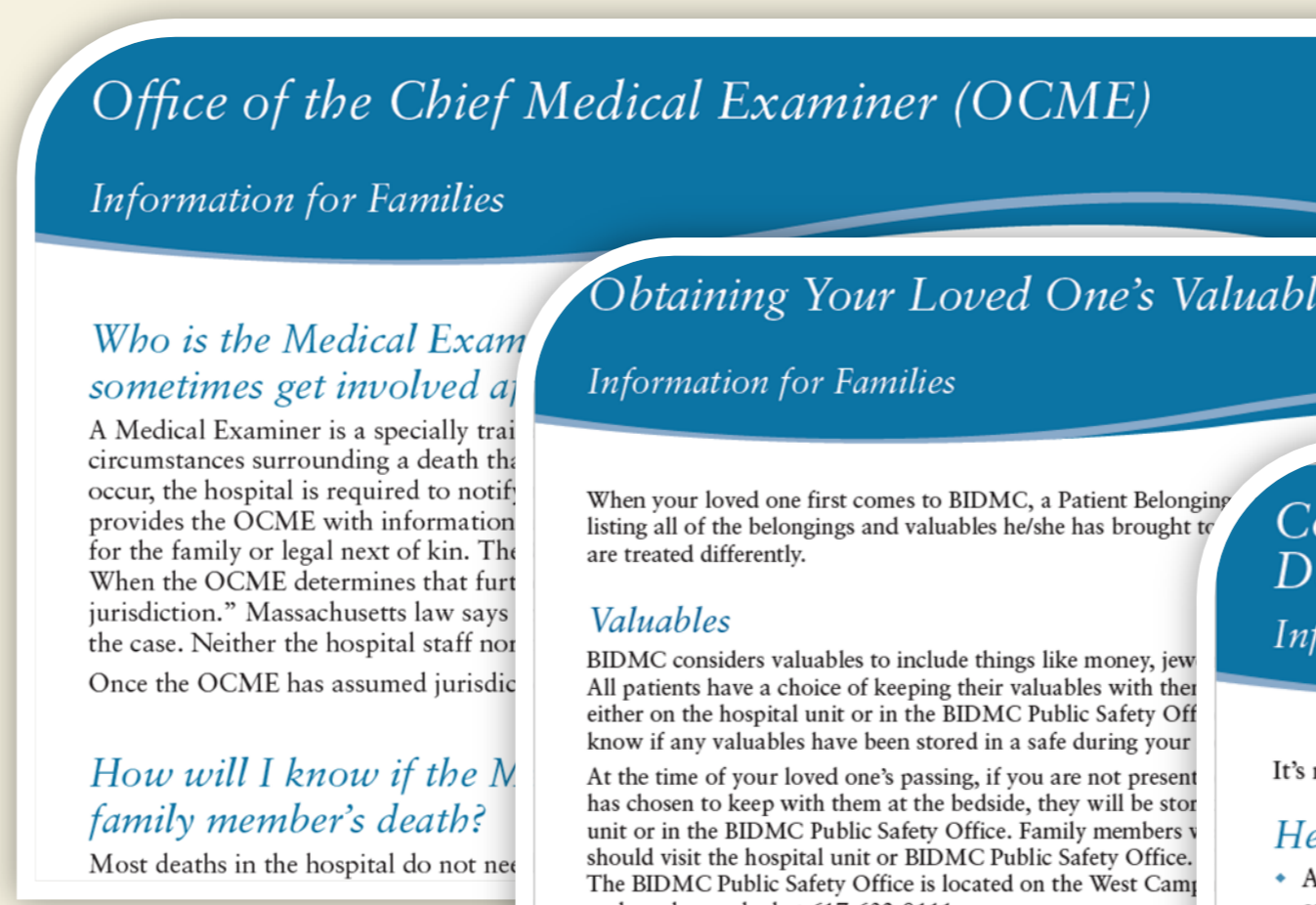
#### After Your Loss: Next Steps | Informational Packets



Guided by PFAC members, modeled after Pregnancy Loss packets and builds off of Logistics of Loss booklets



Ten multiple-paged informational sheets to guide family members through immediate steps. Contact information specific to particular issue at hand, and a central BIDMC contact number for easy access (Patient Relations).



### Next Steps

- **April:** Distribute pilot batch (250 packets, about 1/4 of annual adult deaths) to patient care units
- **April – June:** Evaluate quality and process of packets, adapt and edit as necessary
- **July:** Evaluate possibility of integration into central ordering system

For more information, contact: [bidmcexperience@bidmc.harvard.edu](mailto:bidmcexperience@bidmc.harvard.edu)