

## EMR Training - Condolence Call for Spiritual Care Chaplains

### Who?

All Spiritual Care Chaplains

### What?

A new visit has been created for chaplains (CH72HP) to ensure condolence calls are made within certain timeframes according to Standard Work, Standard Work Calendar, SOP & Bereavement Follow-up Process.

This process is meant for primary caregivers; however staff still need to follow normal guidelines for follow up with the other bereaved.

### When?

Live & Active!

### Why?

To ensure we follow up with our primary caregivers post death as it impacts our CAHPS survey scores.

### How?

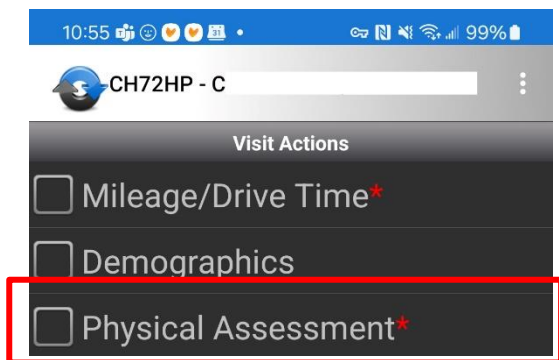
#### Social Worker

If in-person visit is **not** needed, notify chaplain who will complete a phone call.

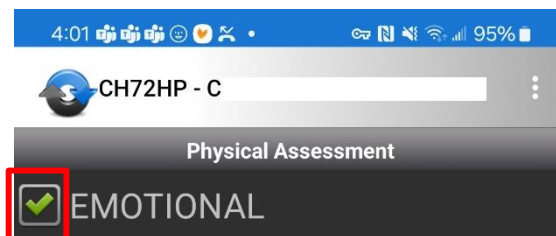
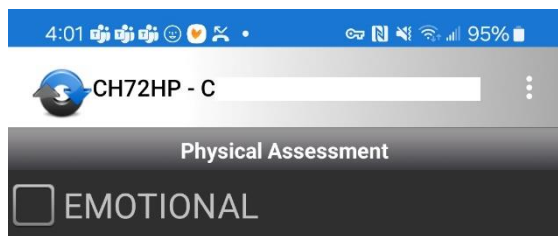
#### Chaplain

Complete CH72HP at 15-21 days. Send electronic Healing Journey booklet to bereaved. Make bereavement referral if identified as high risk.

From the Visit Actions Screen, click **Physical Assessment**.



Complete **EMOTIONAL** section. Answer all the remaining questions as appropriate (see end of document for question breakdown)



## Emotional

1

CH72HP - C

EMOTIONAL

INDICATE THE RELATIONSHIP OF THIS PERSON TO THE PATIENT:

- SPOUSE/SIGNIFICANT OTHER
- NATURAL CHILD
- STEP CHILD
- SIBLING
- PARENT
- FRIEND
- OTHER (SPECIFY)

1b

CH72HP - C

EMOTIONAL

INDICATE OTHER RELATIONSHIP TO THE PATIENT:

Required

2

CH72HP - C

EMOTIONAL

INDICATE IF THIS WAS THE PRIMARY CAREGIVER:

- NO
- YES

3

CH72HP - C

EMOTIONAL

REFERRAL MADE TO BEREAVEMENT?

- YES
- NO

If Other (Specify) is selected, you will be asked to indicate the relationship to the patient (see next screenshots)