Hosparus Health’s Grief Counseling Center has been a cornerstone for our organization that sets us apart from other organizations and elevates the quality of care for the patients and families we serve. Grief counseling services are expansive, inclusive, and diverse.

THE MISSION OF THE GRIEF COUNSELING CENTER (GCC) IS THAT THROUGH COMPASSION, DIGNITY AND EXCELLENCE WE SEEK TO ENHANCE QUALITY OF LIFE BY PROMOTING HEALTHY GRIEVING AND EMPOWERING PEOPLE TO REBUILD AFTER LIFE-CHANGING LOSS.

THE VISION IS TO BE THE PREFERRED PARTNER FOR BEREAVEMENT SERVICES IN OUR REGION THROUGH CLINICAL EXCELLENCE AND WITH A CULTURE OF GRACE AND COMPASSION. SERVICES ARE OFFERED IN A 41-COUNTY AREA, INCLUDING 6 GRIEF COUNSELING SITES AND WE HAVE 9 LICENSED GRIEF COUNSELORS.

2020 proved to be a year of flexibility and growth for our grief counseling services. If there were ever a time that our community, employees, and patients/families needed grief support, it was 2020. And our counselors were able to not only serve more clients, but did it more efficiently and creatively—implementing our first ever virtual memorials, facilitating all of our support sessions virtually, and within weeks of lock down were able to transition to telehealth counseling for our clients. Additionally, we created initiatives to support our employees with their own grief and loss and began creating a framework to initiate insurance billing for our community clients.

Our focus shifted significantly from community work and outreach (due to limitations of the pandemic) to our hospice patients and families. We noted a decrease in the total number of community clients served, but the number of their individual counseling sessions were four times higher than their hospice counterparts, indicating a significantly higher acuity of grief in our community clients.

Finally, we completed a strategic plan for 2021-2023 to guide us through our services, growth and revenue options. We also partnered with an insurance provider and became an EAP provider for grief counseling services.

DATA HIGHLIGHTS FOR 2020:

- We served significantly more clients than in previous years.
- 48% increase in number of unique clients served:
  - 90% hospice families
  - 10% community clients. The decrease in number of community clients served overall was due to COVID-19 restrictions and inability to provide community events and education. Interestingly, community clients we did serve had a significantly higher amount of individual counseling sessions provided which is reflective of the acuity of our community clients and the clinical benefit that our licensed grief counselors are providing to the community. We were unable to hold our Camp Evergreen, but will continue the tradition of in-person camp in 2021.
- Number of people served through memorial events increased from 900 in 2019 to 6,400 in 2020. This was due in large part to holding these events virtually.
EMPLOYEE/VOLUNTEER SUPPORT
Not only do we support our hospice patients and families, we supported our peers and staff during a very difficult year.

- 34 support groups to staff/volunteers
- Individual counseling to 18 employees/volunteers who suffered their own loss in 2020, with a total of 78 counseling sessions.
- Provided an additional 18 groups on burnout and self-care in which 83 staff attended. We also started a morning weekly meditation, completing 96 of them for staff, volunteers and the community to view and participate in.

COMMUNITY SUPPORT
In addition to funding provided by Hosparus Health, the GCC receives support each year from a variety of grants, foundations, private donations, and community client private pay revenue. In 2020:

- The GCC received a total of $146,757 in grants and gifts.
- $35,880 - community client private pay
- The GCC provided $35,400 in charity care for community clients.

PROFESSIONAL EDUCATION PROVIDED BY GCC
Chaplains, Kate Pyle and Kate Anderson presented at the KHAPC conference on The Importance of a Trauma Informed Care Team.

Chaplain, Peggy Holthaus, and Social Worker, Eva Morse, presented at the KHAPC conference on Reimagining End of Life Care: A Doula Approach for Clinical Practice.

Grief Counselor, Tricia Brown, presented at the KHAPC conference on Compassion Fatigue: Recharging the Soul.

Spiritual Care Program Manager, Dina Carroll, and Social Work Program Manager, Christa Sprouse, presented at the KHAPC Conference on Psychological and Spiritual Care of the Actively Dying Patient.

Amy Hill, Executive Director of Counseling Services, presented to NPHI Volunteer Directors on Burnout and Compassion Fatigue.

Katie McCarthy, Manager of Grief Counseling Services Louisville, presented to University of Louisville Kent School of Social Work students on Grief and Loss.

CLIENT EVALUATION OF SERVICES AND QUALITY INDICATOR
The HGCC client satisfaction survey was sent to 548 clients, with a 23.2% return rate. The survey is sent to all clients after their 1st session (individual, family or group) to evaluate the services they received.

The responses from the surveys received were as follows:

The grief services I/we received:

- I was treated with compassion: 97.4% Agree or Strongly Agree
- My Counselor was Professional: 99% Agree or Strongly Agree
- I received helpful information about grief: 99% Agree or Strongly Agree
- I am more hopeful about my grief: 87 Agree or Strongly Agree
- Based on the services you have received, would you recommend the GCC services to others? 99% said either definitely yes or probably yes
People Served:
2,546 UNIQUE CLIENTS SERVED
(58% increase from 2019)
- 2,308 hospice clients (2,218 adults & 90 children)
- 238 community clients

Special Programs:
- 1,618 INDIVIDUALS SERVED THROUGH GRIEF EDUCATION AND SUPPORT PROGRAMS AND DEBRIEFINGS.
- 6 VIRTUAL EVENTS INCLUDING MEMORIALS, REMEMBRANCES, AND SPECIALIZED SESSIONS.
- 6,384 PEOPLE REACHED IN THESE SESSIONS.

Grief Support and Education Groups
- 357 GRIEF SUPPORT GROUP SESSIONS
- 1,837 PARTICIPANTS IN GROUP SESSIONS

Grief Education and Outreach
- 5,265 BEREAVEMENT LETTERS
- 86 BLOG/STORY POSTS
- 27 ENEWSLETTERS

HOSPARUS HEALTH EMPLOYEE AND VOLUNTEER SUPPORT
- Staff/Volunteer support groups—34
- Provided counseling to 18 employees/volunteers, providing 78 sessions total.
- We implemented a new process in 2020 that when an employee has a loss, they receive a bereavement card from spiritual care program manager and a weeks later an email from grief counseling center manager offering condolences and reminding about grief counseling services. 66 employees received these cards and emails.

PANDEMIC RESPONSE
- We offered 18 different sessions to all staff and managers addressing burnout and compassion fatigue. We had 83 staff participate in these sessions and 32 of these employees completed a survey with over 50% reporting decrease in isolation, hopelessness and increased passion for work after attending these groups.
- 96 morning meditations were provided to staff and volunteers.

PATIENT FAMILY ADVISORY COUNCILS
We led and completed 3 Patient Advisory Councils in 2020—one in HGR, HBR and HSI. 15 families participated in these councils, which led to multiple action plans enhancing the quality in our hospice care and bereavement services.
Hospices are required to provide bereavement services for 13 months for families that had a loved one in our care. However, Hosparus Health has chosen to offer families much more.

There is a variety of offerings that they can participate in—individual counseling, support groups, memorials, and speciality programming throughout the year.

We also choose to provide all of these services to our community that have experienced a loss that weren’t in hospice. We are very proud that the commitment, depth, and quality of bereavement services provided far exceeds what many other hospices are offering to hospice families and their communities.

Hosparus Health Grief Counseling Centers provide grief support through counseling, educational classes, and groups for children and adults. The Grief Counseling Center is a program of Hosparus Health.

HosparusHealth.org/grief-counseling
502-456-5451