



# Customized, Individualized Bereavement Support



Supporting the professional Bereavement Worker with an easier way to provide meaningful bereavement care

## What is Hospice Hug?

Hospice Hug is a customizable bereavement solution which assists you in the planning, delivery, and tracking of a complete bereavement program. Materials are professionally created by experts in the field to assure a safe environment for people to be companioned through the grieving process, when and where they choose.

## Customizable Care Plans

You choose the care plan that best serves the individual needs of your grieving clients. The care plans have been designed by professional social workers to serve a variety of issues: complicated grief, normal grief, spousal loss, loss of a child, children's grief, teen grief, etc.

## Care Management

Manage griever's information in a very simple and effective way. You can add all your current clients at once, for a quick start approach, or you can add individuals. The materials are automatically individualized, and appropriate based on your expertise. Some of the features allow you to complete an assessment, easily group families or contacts to ensure that everyone gets served and special needs are accommodated.

## Individualized Content

Materials are individualized automatically with your clients pertinent information, so you talk to your clients as an individual rather than addressing them as a group.

## Delivery

Delivery that is made easy and fun. Hospice Hug strives to give you and your clients total control over how the materials are delivered. The multimedia approach accommodates a variety of preferences in the way that people like to take in information. In the schedule of delivery, materials can be sent by e-mail or snail mail based on their preference. Email sends directly and all you have to do is look in their record to see when it was sent. Snail mail queues up in two folders. The first folder has all the printed communications that are to go out that day or that week. The second folder is the corresponding mailing labels. All you have to do is print both folders. Stuff, sticker and stamp and you're done!

## Feedback

Allow people to give feedback to help you continually improve. There are opportunities and prompts that your griever will be given to respond to you and give you feedback. The surveys not only give



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you feedback to how the individual is doing, but it also gives you feedback on how you are serving your grieving population on specific services, topics, and issues. Many will be able to claim this as a QAPI program.

## Tracking

Communications, surveys, and feedback are date stamped and tracked automatically and easily. All your records are in one convenient place and can be easily sampled or retrieved to substantiate your efforts. Reports are generated from survey responses and generate graphical representations for easy communication to others.

## What does Hospice Hug Look Like? There are two sides to Hospice Hug Bereavement and Management

Hospice Hug combines features including: Customizable Bereavement Plans, Care Management, Individualized Content, Delivery, Feedback and Tracking into one seamless system. You direct the system and it automatically follows your orders! Using Hospice Hug is like adding an assistant to help you in your daily activities.

1. It helps to educate your clients on the availability of services that you provide. The bereavement education commercial explains in a very gentle way the grieving process and positions you as a companion. The goal is to help build lasting relationships with your Hospice and to help you get their contact information, making your job easier.
2. It helps you set up and evaluate the individual needs of the bereaved
3. Materials are automatically set up, scheduled and filled. They are individualized and customized based on your direction and the level of involvement you feel is appropriate.
4. Materials are automatically sent at the appropriate times and are based on the normal bell curve expected of the grieving process.
5. Feedback is prompted and you are sent the results, so you are aware of situations requiring more personal help on your part.
6. Tracking happens automatically and is stored in your unique secure central database for easy retrieval.



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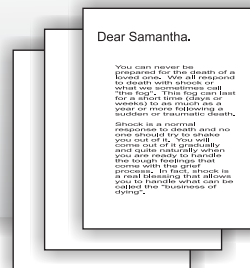
## What do the Materials the Bereaved Receives Look Like?

Individualized Communications are sent based on the care plan the bereavement worker sets up. They are automatically scheduled and sent. The delivery methods are chosen by the bereaved to give them control over where, when and how they choose to grieve. The significant dates of birthdays and anniversaries can be accomplished easily and communications are tracked. The materials have been created by writers with a minimum of a Masters Degree to ensure a safe and professional atmosphere for your clients.

The bereavement commercial helps you educate grieving clients on bereavement and the assistance with the grieving process that you provide.



The bereaved receive a variety of individualized messages which are delivered based on the method of their choosing.





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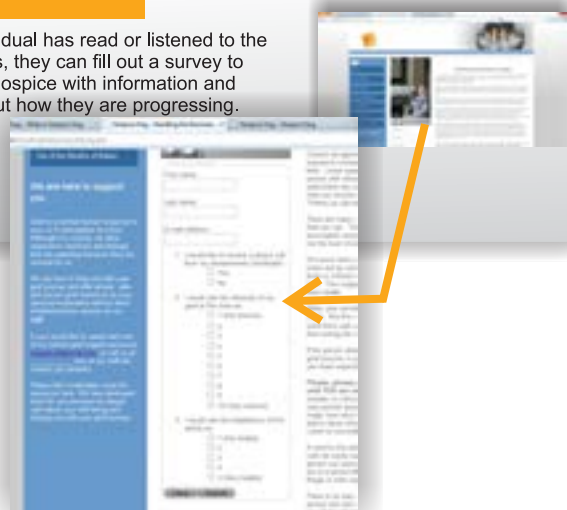
## Expanded related Resources

Individualized Communications are linked directly to topic related resources and materials. There are areas and opportunities for them to communicate back to you. The menu on the left side of the page enables them to explore a variety of information and resources, including a topical multimedia library.

Links provided in the messages lead grievers to the related multimedia materials.



Once an individual has read or listened to the topic materials, they can fill out a survey to provide your hospice with information and feedback about how they are progressing.





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Hospice Hug assists the bereavement professional, and there are many things you can add and change to fit your own personal style. Hospice Hug does what you want it to do. You can enhance your interaction with the addition of an online support group by adding a blog. You can add to the recommended books section to include those references that you feel are important. You can expand the resources to include those special things that you feel fits your criteria and helps you deliver bereavement the way you want to serve your bereaved clients.

There are various resources that the bereaved have access to.



The materials cover a variety of loss situations, and allow you to serve the unique needs of the bereaved.





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## What Does the Administrative Interface Look Like to the Professional Bereavement Worker?

Manage grievors' information in a very simple and effective way. You can add all your current clients at once, for a quick start approach, or you can add individuals. The materials are automatically individualized, and appropriate based on your expertise. Some of the features allow you to complete an assessment, easily group families or contacts to ensure that everyone gets served and special needs are accommodated.

Login to your Hospice's Hospice Hug site and the Command Center appears. You can manage everything from the command center! Drop down menus give you easy and organized options for management. Go to TOOLS in the Command Center and click LAUNCH for the DATABASE. This will give you access to add contacts, manage your records, designate special care instructions, choose care plans, access the automated record keeping and more.

You access your protected contact database, survey results, messages the bereaved will receive, and more, in the Tools menu.



The Contact Database will pull up with all your contacts. You can sort in a variety of ways for grouped communications, add a spreadsheet (in CSV form) of contacts, export information for other uses to benefit your Hospice, designate lists and access individual records.

Records are displayed here

There are many ways you can sort, add to lists, and edit for easy cohesive, consistent ability to manage your database as a whole. Click a record in the list to expand into the individual's record

Add contacts individually or attach your entire database at one time here.

Also you can import and export your information from your unique and protected database of bereaved clients in this section



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Individual records are customized based on your input and the level of involvement that you decide or specialized care needs that you feel appropriate. It gives you all the control. If you want ease of use, the system is loaded with professional content, which you can set to run. You can also add materials that you feel appropriate or that you are currently using. The system is a work horse, which will customize, individualize, deliver, prompt feedback, track and report, so you can spend your time with the people you serve. It takes on the burden of your paperwork, automatically documents, and frees you up to do PEOPLEWORK!

Add or edit a contact to input detailed information in the record. Name, special dates, contact information, family groupings, etc.



The copyrighted bereavement assessment was professionally created as with all Hospice Hug communications.

Information about the decedent, and a bereavement assessment are below the personal information of an individual record



Choosing individual care plans is as simple as clicking check boxes in the care plan section of the individual's record.

Set up an individualized care plan for the bereaved with customizable delivery methods, notes, and a contact schedule





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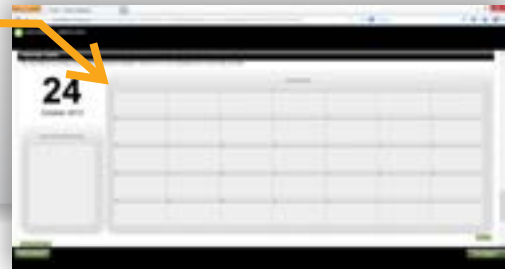


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There are many other functions that Hospice Hug can help you accomplish. You can utilize the calendar for record keeping, phone call logging, and can schedule appointments. Grouping families helps you have quick access to make sure that no one falls through the cracks. Communications are sent automatically. You can check a record to see if and when Hospice Hug content has been accessed.

You can sync the calendar to your choice of calendar programs for quick aggregation of information.

Schedule reminders or events on the calendar in a record



Message sending is tracked whether they are delivered by email or snail mail.

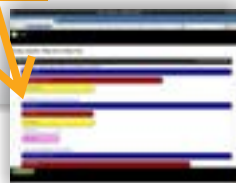
Automatic record keeping and date stamping substantiates messages sent to a contact's email address.



Survey/feedback results are displayed in an easy to read format and communicate information on individuals and the whole of your database.

Survey/feedback results can be displayed in easy to comprehend graphical representations.

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