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| --- | --- |
| **Individual Name:** |  |
| **Date Individual Passed Away:** |  |
| **Coordinator/Supervisor Name:** |  |

*First, take a moment to breathe and process.*

*There are a number of things you will need to do and difficult phone calls to make,*

*so it is important to give yourself a few moments to process the situation.*

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**PEOPLE TO CONTACT**

**The first call to make will either be to Hospice or 911**

If the cause of death was the result of an ongoing issue for which the person was on Hospice, then contact Hospice and ask them to send a nurse right away. This may take several hours. If they are not able to send someone immediately, then make a note of the time and place the additional phone calls below.

If the cause of death was the result of something unexpected or an issue that Hospice was not involved with supporting, then call 911 to have the individual transported to a hospital. For example, if the person was on Hospice for a heart-related condition but died as a result of a fall or asphyxiation, call 911.

Explain the situation and await EMTs

Give EMTs a report and instruct them on which hospital you would prefer transport to (they may or may not be able to help)

The coroner will need to contact you for additional information in most cases so make sure that the hospital and coroner have contact information for you

Make sure you get a copy of all hospital paperwork for records, including several copies of the death certificate

**Next, make the following phone calls:**

Contact Program Manager for support and to inform him or her of the situation

Contact family/Guardian(s)/advocate(s) involved

If Hospice is involved and the body does not need to be transported to the hospital, ask if they would like to see/say goodbye to their loved one before they are taken to the funeral home

Contact your staff if it is a reasonable hour. They also may want to come by to the house to say goodbye/pay respects

Contact the case manager if it is business hours, otherwise a message will suffice for now

Let other residents at the house know and allow them a chance to pay respects if they would like

Also realize this may be tough for some of your residents so make sure they are comfortable with it

**HOSPICE INVOLVED (if not, continue on to the next set of instructions)**

When Hospice arrives, direct them to the room to perform a quick exam/check

While Hospice is there, it is a good to have them check, note and destroy or take any Hospice kits or narcotics or meds that they provided. These meds will eventually need to be destroyed and it is easier to do at this time

Please make sure you observe this process to confirm that they are either destroyed or taken when the Hospice nurse leaves the home. Also, please make sure they provide a written note stating that they have destroyed the narcotics or taken them with them

Hospice should offer to contact the county coroner (if applicable) and the funeral home with which arrangements have been made

If no arrangements have been made, Hospice can also make arrangements to have the body transported to the local hospital where it can be held until arrangements can been made

Ensure you get contact info from the Hospice nurse who comes on the scene

Get applicable contacts such as coroner, Hospice support, chaplain/grief counseling, and funeral home. Hospice will offer grief counselors/chaplains for individuals and staff. This is a good idea to use.

Ensure you get all documentation of care from Hospice for records

**ADDITIONAL THINGS TO DO**

**Report the Incident:**

Write an IR regarding the death of the individual

*Group Homes only*: the death may qualify as an Occurrence if the cause was suspicious, unexplained, or the result of another Occurrence such as neglect or equipment malfunction. Consult with the Regulatory Business Analyst to determine if the death qualifies as an Occurrence.

**Make Funeral and Burial/Cremation Arrangements:**

Check individual records for funeral arrangements/burial plans. A copy of these should be kept in individual’s Home Book

If arrangements are found, ask the hospital to contact the funeral home to pick up the deceased

If they will not do this, you will need to contact the funeral home yourself and arrange for them to come by (it may be a couple hours before they can come to the hospital)

If funeral/burial arrangements have not been made, contact the family/Guardian(s) to inquire as to their wishes

Ask them whether or not they will they be able to pay for it

Contact the Innovations Accounting Clerk to determine how much money the deceased has available in their account for making arrangements

If the arrangements are with an out of state/area funeral home, have the deceased transported to the hospital as you will need to make additional arrangements for the body to be transported

Once the choice of arrangements/money available has been determined, contact the appropriate funeral home to arrange with them

Some local homes we have worked with in the past are:

● Crist Mortuary – (303) 442-4411

● Greenwood and Meyers Funeral Services – (303) 652-4151

● Murphy and Associates – (303) 530-4111

● Orlinger Highland Mortuary and Cemetery – (303) 451-6674

Remember that arrangements for the body and funeral arrangements are **different** than arrangements for burial and headstones. Both need to be arranged for unless the IDT chooses cremation. Also, remember that disposition of the cremated remains must also be made (interment, given to family/guardian, etc.)

If there are insufficient individual funds and the family/guardian is unable or unwilling to pay for arrangements, consult with your Program Manager to determine possible courses of action

● Local churches can sometimes help out with arrangements

● Imagine! has offered funds in the past

● Simple cremation (with no service or extras) runs about $1200 (for transportation, permits, cremation and a death certificate)

● If there are limited funds, a simple cremation can be done and the staff or provider can create/arrange a memorial service at the home or a local park

**Complete the Following Paperwork Requirements:**

Ensure that a death certificate is obtained from the hospital, coroner or funeral home. This is **very important**. You will need several copies, so it is recommended that you get at least 3 copies. Imagine! will need two copies of the death certificate: one for Case management and one to file in the individual’s official record.

Consult a will if one exists to determine disposition of assets/property. It is rare for an individual in our services to have a will, but it should be considered.

If a will does exist, a lawyer will likely need to be contacted as well. Discuss this with your Program Manager.

If applicable, prepare an obituary and death notification alerting people to the arrangements

Obituaries are **expensive,** so consider this before publishing one. Also, involve family/Guardian(s) in the decision

Remember, individual records must be maintained for 7 years after death, so make sure records are complete before archiving. Also, ensure tracking is complete and saved on G-Drive and not simply deleted

Remember that HIPAA continues to apply after death so tread lightly with disclosure of information and obituaries. Make sure you have family or guardian approval/support

Remember when filling out attendance at the end of the month to note when the individual passed away, putting a “T” on that day

**Contact the Following People:**

Notify day program (staff there also likely have a relationship with the individual and would want to know)

Arrange for the Recruiting and Training Specialist to disable the client in MedSupport so meds do not continue to be prompted

Notify work (if deceased worked), church (if they had one), and any other social clubs or organizations

Notify the Innovations Accounting Clerk so that they may notify Social Security, Medicare, and Medicaid

Notify the individual’s Physicians

Contact medical supply companies (oxygen provider, DMS/DME provider, pharmacy, and any other medical delivery providers)

Arrange for pickup of rental supplies

Contact other deliverable/ongoing delivery companies (magazines, mail, food delivery places, etc.)

Arrange for cable boxes or other rented things to be returned

If the individual was paying for any cable services, contact the Innovations Regulatory Business Analyst to have those cancelled

If individual has a phone book or list, contact the people in the book

**Make Arrangements for the Individual’s Belongings:**

Staff and individuals may want to take some remembrance of the person, but remember that all belongings go to the next of kin or guardian so they must have the opportunity to determine what to do with them (absent a will). Nothing should be removed or taken until the family/guardian is able to go through things

If the family/guardian does not want the belongings or only wants some belongings, ask how they would like the remainder to be dealt with

Ask for this information **in writing.** Type up their wishes and ask them to sign it to ensure there are no questions in the future

In they would like to donate any items, supplies or money to Imagine, get them in contact with the Imagine! Foundation Director and have them sign an in-kind donation form

After arrangements have been paid for and all bills have been settled, the Innovations Accounting Clerk will need a phone number and address for the next of kin or Guardian to distribute the remainder of the individual’s assets

Review individual records and speak with the Innovations Accounting Clerk to determine if there are any life insurance policies or bank accounts that exist that may need to be dealt with

Work with next of kin or Guardian to handle these assets

Innovations nursing or the pharmacy can dispose of any remaining medications. **Do not throw out medications yourself— work with Nursing or Hospice to ensure the disposal is properly documented.**

**Coordinate Grief Counseling:**

If Hospice is not involved, contact your Program Manager to arrange for grief counseling

There are several options here that can be provided, including support directly from the Program Manager, support from other staff with Imagine, EAP for staff (from Kaiser), local clergy, or outside help that Imagine! can help arrange

Be there for your staff and individuals, and offer support. Arrange for shift coverage if people feel they cannot work. Give everyone the opportunity to grieve and process

Take time to grieve and process yourself