When someone dies: Addressing information disparity and cultural responsiveness for bereaved Queenslanders

Purpose

• To address the gap in availability of consistent, up-to-date, and culturally safe information for bereaved people

Methods

• Established a multidisciplinary working group and surveyed clinicians, consumers and content experts to develop content
• Partnered with consumers to ensure the resources are respectful and sensitive to the cultural diversity of end-of-life rituals and practices while providing clear, practical information
  ➔ Virtual focus groups, individual review, 1:1 consultation with consumers with intellectual disability

The resources

• A suite of bereavement resources targeted to different groups including people who identify as First Nations and people with low English literacy
• Includes practical information about preparing for the death of an adult relative or friend; what to do after someone dies; grief and loss; self-care; a checklist of suggested tasks; comprehensive list of support services

Evaluation

Adoption

• In the first 3 months: >57,675 printed resources ordered by all Queensland Hospital and Health Services; 6,740 Bereavement Support webpage views

Acceptability and appropriateness

• 100% of respondents (n=59) agreed or strongly agreed the bereavement resources provide useful, relevant information for bereaved people
• 95% of respondents agreed or strongly agreed they intend to provide the bereavement resources to bereaved family and friends.
• 92% of respondents agreed or strongly agreed that the bereavement resources are appropriate for use with culturally and linguistically diverse groups

Clinician feedback

Very helpful in Palliative Care situations where the family can peruse the books and start with arrangements. Feedback that I have had is “it made the passing of a loved one less stressful.”

They are deadly

They are professional, good quality, fresh, comprehensive without being overwhelming or exhaustive and definitely a great starting point and conversation starting tool.

Extremely valuable tool.

Easy to read, very informative.

They are very helpful. The checklist is very handy for families as a starting point and provides very relevant information that families need to know.

Caitlin Lock¹,², Haley McNamara³, Hannah McGhee²
1. Healthcare Excellence and Innovation, Metro North Hospital and Health Service; 2. Clinical Excellence Queensland; 3. Office of the Director General Queensland Health