### Nurse Coaching Process to Support Bereaved Staff

#### 1. Establishing Relationship and Identifying Readiness for Change
- Allow relationship with staff to evolve
- Ensure confidentiality and safety
- Demonstrate therapeutic presence
- Release fixed ideas of where staff “should be”
- Create a healing and supportive environment:
  - Debrief in non-clinical space
  - Make room physically comfortable
  - Have tissues available
- Set ground rules
  - All information shared is confidential
  - Phones silenced
  - “Talking stick” to promote one person speaking at a time

#### 2. Identifying Opportunities, Issues, and Concerns
- Open-ended questions for self-reflection or group discussion:
  - What is the biggest challenge at work right now?
  - Do you have specific fears or worries about working right now?
  - What brings you joy in your work?
  - What meaning or purpose do you find in your work?
  - How have you dealt with recurrent loss during COVID-19?
  - How do you cope with the grief you experience at work?
  - What has gotten you through hard times in your life in the past?

#### 3. Establishing Staff-Centered Goals
- Assist staff in identifying SMART goals for wellbeing
- Help staff identify strategies to achieve goals
- Assist to identify additional resources available to support staff in achieving goals

#### 4. Creating the Structure of the Coaching Interaction
- Facilitate open exploration and alternative approaches
- Understand that goals and needs will evolve as staff heal
- Assist staff to create action plan as appropriate

#### 5. Empowering and Motivating Staff to Reach Goals
- Help identify other tools to assist in self-care, awareness, reflection, etc.
- Continue to foster supportive team environment

#### 6. Assisting Staff to Determine the Extent to Which Goals Were Achieved
- Promote staff autonomy in identifying their own needs
- Support staff to identify which ongoing team practices best suit them
- Be flexible, open, and nonjudgmental as staff express evolving needs

### Empathetic Communication Tips (Adapted from Back et al., 2009):
1. Start with your staff’s agenda
2. Track both the emotional and cognitive data gleaned from staff
3. Stay with the staff, moving forward one step at a time
4. Articulate empathy explicitly
5. Talk about what you can do before you talk about what you can’t do
6. Start with big-picture goals and processes before nitty gritty
7. Give staff your complete and undivided attention

### Additional Bereavement Resources
- WHO Psychological First Aid: https://www.who.int/mental_health/publications/guide_field_workers/en/
- Grief During COVID-19: https://www.jpsmjournal.com/article/S0885-3924(20)30207-4/fulltext

AACNnursing.org/EnlEnc/Covid-19