

# H.E.A.R.T.strings Perinatal Bereavement Office Year-end Report 2023

**Direct Patient Support:**

* Served over 370 families with perinatal losses in L&D and SCN on all four campuses.
* In addition to those numbers, we provided support to patients in the ED and Surgical Services, as well as Women’s Surgical Unit.
* We also served families from around the country who joined our online support groups, called or emailed the office for support, or asked for a Reagan Marie bear to be sent to them. Our online support groups served over 325 families this past year. This number is a record for our office!
* We hosted a virtual monthly support group, Caring & Coping, which served 285 families through the support group format and monthly mailings on handling grief.
* In October 2023, approximately 1000 people walked in various areas for our 19th annual Atlanta Walk to Remember event, an event that is funded through sponsorships and donations. We raised over $14,000 in sponsorships, increased awareness for Pregnancy & Infant Loss Awareness Day, mailed out 250 remembrance boxes and provided Kona Ice for staff on several campuses.
* Our H.E.A.R.T.strings Companions, a peer-to-peer mentoring program which trains parents to be matched with the newly bereaved for one-to-one support, remains active with new mentors added and new families served.
* We continued to partner with various organizations, including the Smocking Guild of Atlanta, Tiny Stitches, and the Northside Auxiliary, to provide donated gowns and keepsake items for families.
* Our key patient resource, the “Survival Guide: Information & Guidance For Your Loss”, a Gold Award Winner in the Patient Handbook Category of the 35th Annual Healthcare Advertising Awards, was revised and continued to serve as a benchmark for perinatal bereavement resources.
* Twelve families received perinatal palliative care planning through the H.E.A.R.T.strings Palliative Care Program. We worked with Interpretation Services to create a Spanish version of our resource “The H.E.A.R.T.strings Consult”, so that we can better serve our patient population.
* Our Rainbow P.A.L.S. Program provided it’s new “Rainbow Baby Journal” for parents experiencing a pregnancy after loss and provided over 100 rainbow baby packages.
* We continued a partnership with Mothers’ First to train staff and develop a protocol that now enables us to provide private childbirth education for palliative care families.
* We partnered with Customized Communications to format and offer a bereavement app through the Yomingo platform, which will complement our Survival Guide and serve as a valuable resource for our families.

**Staff Training & Support:**

* We provided hospital-based bereavement and palliative care training to staff members from 5 different departments across 4 campuses, including hosting several workshops for staff and an NPIC webinar.
* Added over 25 staff members to the Good Grief Club, a program that acknowledges excellent and compassionate perinatal bereavement care.
* Our Butterfly Garden on the NSA campus continues to serve as an area for staff respite.

Thank you for helping us to achieve these goals!

*Melissa, Brigette, Leah, Christina, Tina, Eve & Tonya*