

Hospital Survey for the Bay Area Funeral Society,

an Affiliate of the Funeral Consumers Alliance of California

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Hospital Name	
Address	
Interviewee name	
Title	
Phone	
Email	

1. Does this hospital have written guidelines for the management and release of deceased patients? If so, can you email or mail us a copy? If there is no written protocol, is something like this being developed?
 - 2A. Do you have an in-house hospice here?
 - 2B. Do you have a palliative care team?
3. Do you have staff or volunteers who help patients prepare an Advance Health Care Director or POLST document?
 - 4A. When a patient is dying, what is the hospitals visitation policy?

- 4B. Can children visit?

5. How do you prepare bodies for release? Are drains, tubes, IVs, etc. removed? Are pacemakers removed? Are bodies washed?

6. What happens when there is no family or next of kin to accept responsibility for the remains?

- 7A. Making decisions about final disposition can take time. How long can a family keep the body at the hospital?

- 7B. Do you charge per diem for shelter of the body?

8. What follow-up is done with families of the deceased and what department has this responsibility?

9. Do you have handouts to help grieving families make decisions about final disposition? Is the Funeral Consumers Alliance of California mentioned in this literature?

10. Do you have a list of preferred death care providers? If so, how is it determined whether a funeral home, memorial society, or grief service get placed on the list?

11. What action from the next of kin/designated agent is required to release a body? A phone call, written order, email, fax, other? Also, what is the title of the person they should contact?

- 12A. Have you ever been asked to release a body directly to the family so that they could conduct a home funeral?

- 12B. How have you responded?

- 12C. How frequent is this request?

13. Is there anything else we should tell families about your hospital's end of life protocol?

14. What is the best way to reach and educate hospital departments about consumers' rights concerning death arrangements?

15. Would you like us to mail you a copy of the survey results?
Mail to:
Name:
Address:
Or email to: