



**Q&A from Webinar:  
The Benefits of Parental/Family Interviews: The Power of Stories  
August 27, 2020**

1. How has Covid-19 Impacted visits? Have you attempted virtual visit?

*a. We are not doing home visits due to the COVID-19 restrictions. We have not attempted the virtual home visits. The majority of our parental visits are by phone and survey. In comparison to last year, our number and percentages of interviews are similar to last year.*

2. Where can I get more information about the survey mentioned in during the webinar?

*a. Email Teri Conard at [tconard@marionhealth.org](mailto:tconard@marionhealth.org)*

3. Teri. How do you verify addresses with the US post office?

*a. Please refer to <https://faq.usps.com/s/article/Address-information-requests-forms> Address verification is a free service of the U.S. Postal Service. Go to the Exhibit 5.2c address information request Format- Government Agency. Copy this form onto your letterhead stationery. The directions are on the website. Under the Postmaster, place the zip code of the address you want to verify. Each case assignment address is collected. And the form is mailed by zip code to the postmaster. Send a postage paid self-addressed envelope for return mail verification. The small investment in verifying addresses is a time saver.*

4. I usually go over the resources with the parent in the interviews and offer my help in the future, but do not get calls back. Do you reach back out to the families or do you wait for them to contact you instead?

*a. After the parent interview, our program sends a thank you note to the family with a small gift card and an angel statue. We also include a letter with local Bereavement Groups, library and internet resources. Based on the assessment done at the FIMR interview, the parent may be referred to the hospital bereavement coordinator, to the health department social service or medical follow-up as needed. Long term follow-up, if necessary, is referred to other resources.*

5. How soon after the infant loss does your team contact the mother/family?

*a. The time between the loss and the interview varies based on the type of case, the length of the abstraction and the ability to contact the family. IHB-FIMR has each FIMR Nurse perform both the medical record abstraction and the parental interview for their assigned case. On average for the past year the time between the date of death and the date of the maternal interview is 5.5 months. The range of time for contact was 3 to 12 months after the infant loss. An average of 2.5 contacts per interview was made. The range of contacts was 2 to 5 contacts per case.*

6. Have you considered intervention that specifically targets fathers who have experienced loss? Do you know of any programs doing this type of intervention?

*a. In our community, there are parental grief support groups who meet on a regular basis. There is currently no father focused only grief support groups but fathers are included in the hospital support groups.*