

Distance-technology Delivered Grief Support Program- Perceived Quality and Satisfaction of Training Provided to Social Workers

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I. Introduction

- The overall objective of Dr. Supiano's study is to develop, implement, and evaluate a distance technology delivered grief support program for the bereaved in rural/frontier areas of Utah, provided by Caring Connections in partnership with Utah Telehealth Network, Community Nursing Services, and two secondary non-profit hospice agencies through the Cambia Health Foundation grant.
- The objective of my project within the study is to examine the perceived quality and satisfaction of training provided to social workers to prepare them to facilitate a distance-technology delivered grief support program in rural/frontier Utah.

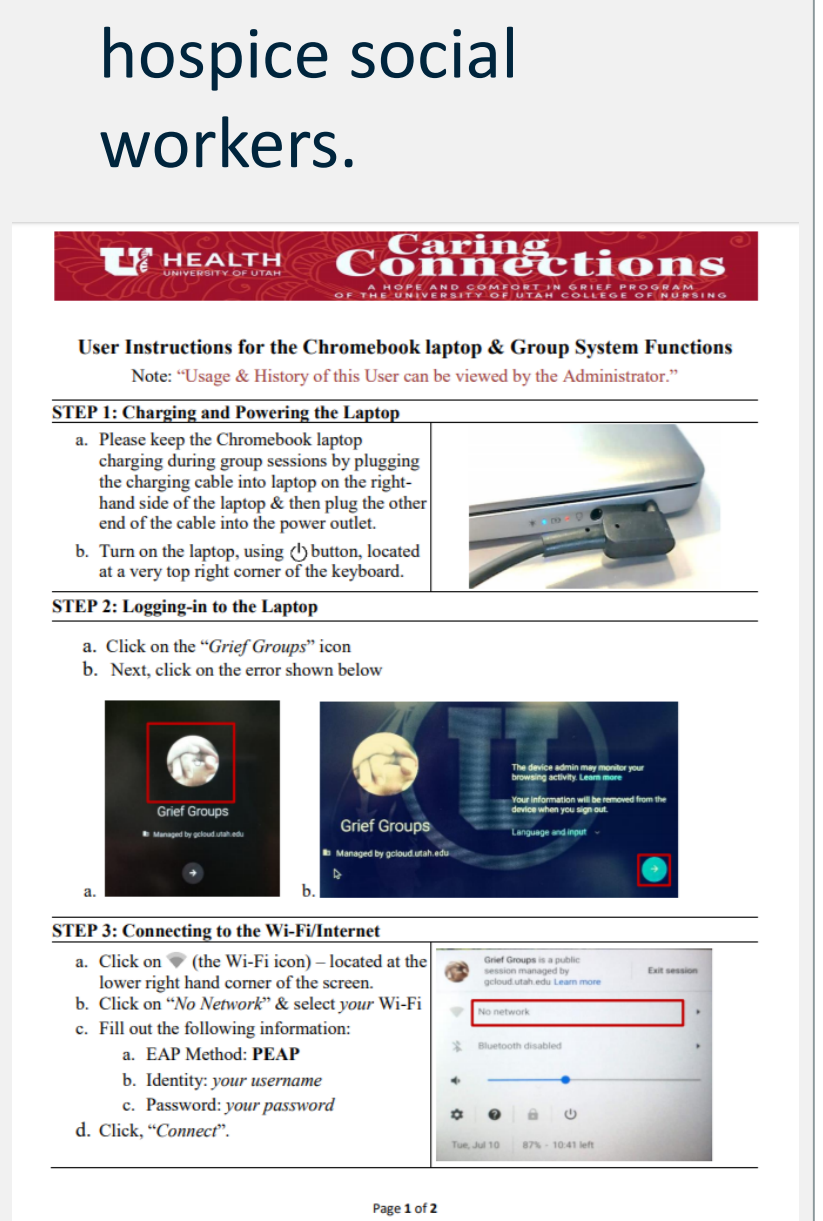


II. Methods

- Collaborate with Dr. Supiano and the research team in developing study and social work participant relevant satisfaction questions and quality improvement questions regarding the training of social workers in grief support group skills.
- Collaborate in developing the interviewing method for obtaining data.
- Conduct quality assurance and participant satisfaction interviews with social work facilitators prior and immediately after training, and upon completion of an eight-week grief support group.
- Assist with evaluating facilitator protocol adherence data.
- Assist with data entry and evaluation.

III. Results

- Created Assessment instruments- satisfaction and quality improvement questionnaire for social work trainees.
- Developed and tested end-user technology manual.
- Ongoing evaluation of grief understanding and group skills of hospice social workers.



IV. Conclusions

- We have completed three of four scheduled distance-delivered grief support groups.
- To date participating social workers trainees had prior experience with grief, but were under prepared in group work clinical skills.
- Social worker trainees were highly satisfied with training and the group co-facilitation experience.
- Grief group participants successfully utilized the technology largely due to high quality end-user manual.

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