

Feedback from Rachel's Gift Hospital Partners
August 2014

Southern Regional Medical Center
Riverdale, Georgia

Responses provided by: Rebecca Long, Director of Women's Services

Before Rachel's Gift, what kind of support was provided for mothers who lost their infants?

Southern Regional Medical Center HAD a Bereavement staff member that assisted with the care and management of those patients. However we no longer have this resource. Our facility provides our patients with a folder that contained resource information only.

How have your patients benefited from Rachel's Gift?

Rachel's Gift provides such beautiful products and this has greatly enhanced our service to these patients. The patients have had overwhelming praise for the services provided in their time of unbelievable grief.

How has your hospital and hospital staff benefited from Rachel's Gift?

Rachel's Gift not only provides beautiful resources for the patients, but they have provided training and support for the staff. If the staff feels they are prepared and taken care of they are better able to provide support to the families in need.

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**Piedmont Fayette Hospital**  
**Fayetteville, Georgia**

**Responses provided by: Kim Schmitt Holman, Chaplain**

**Before Rachel's Gift, what kind of support was provided for mothers who lost their infants?**

Before Rachel's Gift, our nurses and chaplains provided support, but that support was not well trained or constant. The nurses would take pictures, dress the baby, do measurements, and collect some limited keepsakes, but were not trained in how to be with a family who has suffered a loss. Chaplains were allowed to come in if the family requested a chaplain, so those efforts did not reach everyone. A bereavement committee tried to do some follow up with families, but again, it was not a solid program. With Rachel's Gift, we have been given a full program of trained individuals who can be with parents and help them cope, provide them with great keepsakes, excellent quality pictures, and ongoing support.

**How have your patients benefited from Rachel's Gift?**

The patients have wonderful keepsakes that will help them as they grieve. They also have an ongoing system of support with bereavement follow-up, support groups, and ongoing accessibility of Rachel's Gift volunteers.

**How has your hospital and hospital staff benefited from Rachel's Gift?**

Having Rachel's Gift come in has greatly reduced the stress on our hospital staff. The staff knows the quality of care each patient and their family receives and is eager to work with the Rachel's gift volunteer to gather as many keepsakes as possible.

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DeKalb Medical Center

Decatur, Georgia

Responses provided by: Christine Fisher, RN – Nurse Educator, Mother/Baby Unit

Before Rachel's Gift, what kind of support was provided for mothers who lost their infants?

Virtually none. Mementos were collected and nurses were sympathetic, but no type of companionship or support group was available.

How have your patients benefited from Rachel's Gift?

Rachel's Gift provides a box full of beautiful keepsakes, information about resources, a volunteer to visit each mother, follow-up calls and cards, and a monthly support group. Patients are very appreciative of the support and mementos.

How has your hospital and hospital staff benefited from Rachel's Gift?

Prior to partnering with Rachel's Gift, we felt that our mothers experiencing a loss were lacking in support. We lost our PT Perinatal Loss Coordinator to budget cuts, and Rachel's Gift has more than filled that gap in services. Our staff now feels that we are providing the best possible care for our loss patients, and this kind of outreach improves our image in the community.

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