Educating Oncology Staff About the Practice of Writing Condolence Cards

Kelly Preti, MSN, RN, AGACNP-BC®, OCN®, PMGT-BC™, Elizabeth Giles, MSN, RN, AGPCNP-BC®, CHPN®, and Mary Elizabeth Davis, DNP, RN, CHPN®, AOCNS®

While providing end-of-life care, the healthcare team cares not only for the patient but also for the patient’s family members. After the death of a patient, surviving family members are at increased risk for depression, anxiety, post-traumatic stress disorder, complicated or prolonged grief, and social distress (Brekelmans et al., 2022; Efstatiou et al., 2019; Erikson & McAdam, 2020). In addition to losing their loved one, surviving family members also experience an abrupt cessation of their relationship with the healthcare team, which, in turn, can prevent closure, cause a sense of abandonment, and complicate the grieving process (Kentish-Barnes, Chevret, et al., 2017; Makarem et al., 2018).

The World Health Organization (2020) and the National Consensus Project for Quality Palliative Care (2018) consider the care of bereaved family members to be an integral part of palliative care. Bereavement practices can support family members of deceased patients and healthcare providers through the grieving process (Efstatiou et al., 2019; Takaoka et al., 2020). However, many healthcare providers report feeling unprepared to write condolence cards because of a lack of training opportunities or access to educational resources (Efstatiou et al., 2019; Porter et al., 2021).

**Condolence Cards**

**Impact on Family Members**

A condolence card can decrease the risk of prolonged grief and lower the incidence of symptoms of depression, anxiety, and post-traumatic stress disorder among bereaved family members (Brekelmans et al., 2022). Receiving a condolence card can remind family members of the special bond that the patient and family had with the healthcare staff, validate the family members’ emotional responses to the death, and inform the family members that support is available if needed (Brekelmans et al., 2022; Costa-Requena et al., 2023; Kentish-Barnes, Chevret, et al., 2017). In addition, condolence cards can provide family members with feelings of support, gratitude, reassurance, closure, increased satisfaction with and trust in the healthcare team, and appreciation for an opportunity to reflect, describe their loved one, and say goodbye to the healthcare team (Kentish-Barnes, Chevret, et al., 2017; Kentish-Barnes, Cohen-Solal, et al., 2017). Although many studies do not assess family responses because of ethical considerations, in previous studies, family members who were interviewed reported that they appreciated the gesture of receiving a condolence card and described the card as...