We Honor Veterans

Hospice-Veteran Partnerships 101
Welcome!

Katherine Kemp
Director, Veterans Services NHPCO

Mary Davidson, MSN RN
VISN 10 Pain and Palliative Care Program Manager
Serving Indiana, Michigan and Ohio, HVP SIG Champion
U.S. Department of Veterans Affairs

Rev. Edward A. Tello
Board Chair for SCTHVP, Veteran Liaison – Level 5
Manager of Bereavement Services, Curo Health Services
Goal for Today

• Get back to basics - clarify the who, what, where, how and most importantly why.
What

• Hospice-Veteran Partnerships (HVPs) are either statewide or community-based coalitions with the goal of ensuring care is available to Veterans and their families.
• Hospice + VA staff provide each other with information about what services they provide, who is eligible for care, and how to resolve issues related to referral and reimbursement.
Who

VA Facilities

State Hospice Organizations

Community Hospices

Veterans Organizations
WHO

- Team Building
  - Veterans Associations
    - Federal, State, County
  - Community Partners
    - Contractors serving veterans
  - Healthcare Industry
    - Hospices, Home Health, Hospitals, SNF
- Equal partners serving different but important tasks
Make friends!

- American Legion
- Honor Flight
- Disabled Veterans of America
- Quilts of Valor
- High School ROTC
- Blind Veterans of America (BVA)
- AmVets
- Local Military bases

- Military Branch councils
- Wreaths Across America
- Gold Star Moms
- Local Veterans Resource Centers (State, local)
- Help Heal Veterans
- Fisher House
- Veterans of Foreign Wars (VFW)
- Dream Foundation “Dreams for Veterans”
Resources

• Always remember – your partners are your greatest resource

https://www.wehonorveterans.org/level-5-overview-and-activities

Congratulations to Certified Level 5 Pilot Partners! These hospice partners are currently serving as regional mentors, please reach out to the partner closest to you:

- Beacon Hospice, an Amedisys Company (Hyannis, MA) Cynthia Robotham
- The Elizabeth Hospice (San Diego, CA) Lisa Marcolongo
- Hospice of the Chesapeake (Pasadena, MD) Mary Jermann
- Arkansas Hospice, Inc (North Little Rock, AR) Dr. K. David "Doc" Kenser
- Curo SouthernCare (Evansville, IN) Sue Gipson
- Tidewell Hospice (Sarasota, FL) Irene Henderson
- Caris HealthCare (Knoxville, TN) Catherine Rollins
- AseraCare Hospice (Altoona, PA) Laurie A. Dean
- Sutter Care at Home (Concord, CA) Margaret Ervin
- Kindred Hospice (San Antonio, TX) Rev. Edward A. Tello
- MJHS Hospice and Palliative Care (New York, NY) Toby Weiss
The factsheet to end all factsheets

**VA Fact Sheet for Hospice Partners**

- **Name of VAMC, address, main phone number, web site, [website URL for HPC services]:**
- **Name and contact for Regional (VISN) office:**
- **Palliative care contact and alternate: name, title, phone number; fax; email:**
- **After hours contact:**
- **Service area covered by VA:**
- **Brief description of palliative and hospice care program: (Hospice unit, palliative care consult team, palliative care outpatient clinics):**
- **Process for expedited enrollment and approval of VA-paid hospice services: [Include the name and contact information and a brief description of the process]:**
  - Name and contact information for approval of VA paid hospice:
  - Name and number for person who approves changes in hospice levels of care:
  - Name and number to contact for Veteran admission to VA inpatient hospice unit:
- **Death notification requirement:**
- **Business office contact for reimbursement and billing issues:**
- **Decedent Affairs Officer:**
- **PTSD resource: name, title, phone number:**
- **Homeless coordinator: name, title, phone number:**
- **Vet Center: location, name, title, phone number:**

**RESOURCES:**
- National Suicide prevention Lifeline: 1-800-273-TALK
- National Cemetery information: [www.cem.va.gov](http://www.cem.va.gov)
- Death and Burial benefits [www.cem.va.gov/bene/bervba.asp](http://www.cem.va.gov/bene/bervba.asp)
- We Honor Veterans: [www.wehonorveterans.org](http://www.wehonorveterans.org)

Where
How...reach out!

### We Honor Veterans

#### Hospice Veteran Partnership

#### Roster

<table>
<thead>
<tr>
<th>Name/Org.</th>
<th>State</th>
<th>Type</th>
<th>Primary Contacts</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alabama Hospice and Palliative Care Organization</td>
<td>AL</td>
<td>State</td>
<td>Linda Segrest, Lisa Teel</td>
<td><a href="mailto:hsghost@comcast.com">hsghost@comcast.com</a>, <a href="mailto:lteel@comfortcarehospice.org">lteel@comfortcarehospice.org</a></td>
<td>(334) 421-8884, (334) 427-5944</td>
</tr>
<tr>
<td>Alaska Palliative Care and Hospice Coalition</td>
<td>AK</td>
<td>State</td>
<td>Pat Dooley</td>
<td><a href="mailto:patricia.dooley@providence.org">patricia.dooley@providence.org</a></td>
<td>(907) 212-4400</td>
</tr>
<tr>
<td>Northern Arizona VA Healthcare Systems</td>
<td>AZ</td>
<td>Community</td>
<td>Kelly Hanson</td>
<td><a href="mailto:Kelly.Hanson2@va.gov">Kelly.Hanson2@va.gov</a></td>
<td>(928) 445-4860 Ext. 7514</td>
</tr>
<tr>
<td>Phoenix HVP</td>
<td>AZ</td>
<td>Community</td>
<td>Terri Flowers</td>
<td><a href="mailto:Theresa.flowers@sci-us.com">Theresa.flowers@sci-us.com</a></td>
<td>602-377-9563</td>
</tr>
<tr>
<td>Phoenix VA Health Care System</td>
<td>AZ</td>
<td>Community</td>
<td>Taisha Bradford</td>
<td><a href="mailto:taisha.bradford@va.gov">taisha.bradford@va.gov</a></td>
<td>(602) 277-5551 Ext 6690</td>
</tr>
<tr>
<td>Southern Arizona HVP</td>
<td>AZ</td>
<td>Community</td>
<td>Stephanie Malone</td>
<td><a href="mailto:Stephanie.Malone2@va.gov">Stephanie.Malone2@va.gov</a></td>
<td>(520) 792-1450 x5285</td>
</tr>
<tr>
<td>Central Arkansas Veterans Healthcare System</td>
<td>AR</td>
<td>Community</td>
<td>Diane Morgan, Tresa Hooks, David Bass</td>
<td><a href="mailto:Diane.morgan@va.gov">Diane.morgan@va.gov</a>, <a href="mailto:tresa.hooks@va.gov">tresa.hooks@va.gov</a>, <a href="mailto:David.Bass@va.gov">David.Bass@va.gov</a></td>
<td>(501) 257-4540, (501) 257-6750, (501) 944-0170</td>
</tr>
<tr>
<td>John J. Pershing VA Medical Center</td>
<td>AR</td>
<td>Community</td>
<td>Angela Smith</td>
<td><a href="mailto:Angela.smith@va.gov">Angela.smith@va.gov</a></td>
<td>(573) 866-4151</td>
</tr>
<tr>
<td>California Hospice and Palliative Care Association</td>
<td>CA</td>
<td>State</td>
<td>Ann Habitzel</td>
<td><a href="mailto:annhabitzel@earthlink.net">annhabitzel@earthlink.net</a></td>
<td>(888) 252-1010</td>
</tr>
<tr>
<td>Bay Area HVP</td>
<td>CA</td>
<td>Community</td>
<td>Tom May, Vanessa Neri</td>
<td><a href="mailto:bayareahvp@gmail.com">bayareahvp@gmail.com</a></td>
<td>(408) 773-4329</td>
</tr>
<tr>
<td>San Diego County HVP</td>
<td>CA</td>
<td>Community</td>
<td>Lisa Marcolongo</td>
<td><a href="mailto:Lisa.Marcolongo@ehospice.org">Lisa.Marcolongo@ehospice.org</a></td>
<td>(760) 737-2050</td>
</tr>
</tbody>
</table>

Last Updated 5/17/2019
When your community needs a boost and you're ready to take that big first step...

• Host an awareness & planning session for your HVP
• Create a Board or Leadership Team
• Develop a plan (strategize)
• Begin building a referral list of known contacts
• Host monthly meetings
  • Educate – provide education to the community
  • Relationships – invite the community partners
  • Access – share contacts
  • Awareness – host tele-conferences
Why

• Aside from a WHV requirement...
  • Networking and building relationships
  • Build a referral system to help veterans
  • Increase awareness of community resources
  • Team building for community projects
  • Team building for better service to community
Ask us anything!