Recruit: Get oriented and commit to the We Honor Veterans program

- Enter your organization’s We Honor Veteran’s Primary Contact
  
  o This will be the main point of contact who will receive confirmation of any reporting received by We Honor Veterans as well as updates or announcements from WHV (*Please note we will NOT fill your inbox with unnecessary emails – we send announcements regarding upcoming calls, webinars and partner resources available as well as our quarterly newsletter).

- Review the following information with your hospice's leadership and staff:
  
  o [We Honor Veterans Campaign Facts](#)
  
  o [We Honor Veterans Overview & Partner Commitment (PPT)](#)

- **Enroll as a WHV Recruit** by completing the Partner Commitment Form.

- Upon receipt and approval of the completed Recruit form, WHV staff will:
  
  o Send you an email acknowledging your hospice's Recruit status.
  
  o Add your hospice's name to the [WHV Partner Directory](#).
Level 1: Provide Veteran-centric education for staff and volunteers, and identify patients with military experience

EDUCATION

Staff and Volunteer Education and Programs

- Conduct a minimum of three (3) different (topics, not audiences) Veteran-specific presentations for staff and volunteers within your organization. Educational PowerPoint presentations and additional resources can be found at www.wehonorveterans.org/education.
  - For any educational presentations submitted on an activity report, the presentation must have taken place within the last year and has to have already occurred.

ORGANIZATIONAL POLICIES AND PROCEDURES

Review the Military History Checklist and Guide with staff and volunteers.

Begin integration of the Military History Checklist process (or equivalent) into referral/intake procedures within your organization.

HOSPICE-VETERAN PARTNERSHIPS

Identify the designated Hospice and Palliative Care contact person at closest VA Medical Center (VAMC) and/or Community Based Outpatient Clinic (CBOC).

Upon receipt and approval of the completed Activity Report, WHV staff will:

- Email a Level One Certificate of Recognition
- Email a Level One WHV logo
- Update your hospice's name on the WHV Partner Directory.
Level 2: Build organizational capacity to provide quality care for Veterans

**STAFF EDUCATION**

- Conduct a minimum of three (3) different (topics, not audiences) Veteran-specific presentations for staff and volunteers within your organization. Educational PowerPoint presentations and additional resources can be found at [www.wehonorveterans.org/education](http://www.wehonorveterans.org/education).
  - For any educational presentations submitted on an activity report, the presentation must have taken place within the last year and has to have already occurred.

**VETERAN PROGRAMS**

- Integrate Veteran-Specific content into staff and volunteer orientation within your organization.
  - Name of educational presentation included in training materials
  - Frequency of staff and volunteer orientation

**COMMUNITY EDUCATION**

- Conduct two Veteran-specific outreach presentations in at least two Veteran venues (American Legion, Stand Down, VA Facility, VFW, etc).

**ORGANIZATIONAL POLICIES AND PROCEDURES**

- Fully integrate the Military History Checklist or equivalent into intake/admission procedures.
- Describe Integration Process
- Review Veteran-specific Practice Examples of NHPCO’s Standards of Practice for Hospice Programs with staff and volunteers.

**HOSPICE VETERAN PARTNERSHIPS**

- Identify a local, regional or state-wide Hospice-Veteran Partnership (HVP) in your area.
  - HVP Roster can be found [HERE](#)

Level 3: Develop and strengthen relationships with VA medical centers and other Veteran organizations

**STAFF EDUCATION**

- Conduct a minimum of three (3) different (topics, not audiences) Veteran-specific presentations for staff and volunteers within your organization. Educational PowerPoint presentations and additional resources can be found at [www.wehonorveterans.org/education](http://www.wehonorveterans.org/education).
  - For any educational presentations submitted on an activity report, the presentation must have taken place within the last year and has to have already occurred.

**VETERAN-TO-VETERAN VOLUNTEER PROGRAM**

- Develop and implement a [Veteran-to-Veteran Volunteer Program](#)
Describe your Veteran-to-Veteran Volunteer Program, including when it was implemented.

COMMUNITY EDUCATION

- Conduct two Veteran-specific outreach presentations in at least two venues. Venues can include Veteran organizations (American Legion, Stand Down, VA Facility, VFW, etc), community organizations (chamber of commerce, churches, rotary club, etc) or healthcare venues (adult day health care, assisted living, hospitals, nursing home, etc).
  - For any educational presentations submitted on an activity report, the presentation must have taken place within the last year and has to have already occurred.

ORGANIZATIONAL POLICIES AND PROCEDURES

- Begin an annual evaluation of how the Military History Checklist (or equivalent) has been integrated into intake/referral procedures.
  - Describe Annual Evaluation
- Describe how the demographics from the Military History Checklist are being monitored and evaluated.
- Review Veteran-specific Practice Examples of NHPCO’s Standards of Practice for Hospice Programs with staff and volunteers on an ongoing schedule.
- Describe how your hospice is assisting Veterans and families to access Veteran benefits.

HOSPICE VETERAN PARTNERSHIPS

- Continue to develop relationships and activities with a local, regional or statewide Hospice-Veteran Partnership (HVP). HVP’s should include designated VA contacts, Veteran Service Organizations and multiple hospices in your area.
Level 4: Increase access and improve quality of care for Veterans in your community

STAFF EDUCATION

- Continue to integrate Veteran-Specific content into staff and volunteer orientation within your organization.
  - Select Educational Presentations Included in Training Materials
  - Frequency of Staff and Volunteer Orientation

VETERAN TO VETERAN PROGRAM

- Evaluate your organization’s Veteran-to-Veteran Volunteer program.
  - Number of Veteran Volunteers
  - Vet-to-Vet Orientation Process
  - Volunteer Activities
  - Describe how Veteran Volunteers are recruited

COMMUNITY EDUCATION

- Conduct three Veteran-specific outreach presentations in a combination of venues. Venues can include Veteran organizations (American Legion, Stand Down, VA Facility, VFW, etc), community organizations (chamber of commerce, churches, rotary club, etc) or healthcare venues (adult day health care, assisted living, hospitals, nursing home, etc).
  - For any educational presentations submitted on an activity report, the presentation must have taken place within the last year and has to have already occurred

ORGANIZATIONAL POLICIES AND PROCEDURES

- Military History Checklist – Implementation Evaluation
- Military History Checklist- Demographics Summary Report

SERVICE BREAKDOWN

- Branch & Period breakdown as well as number enrolled in VA and number receiving VA Benefits

ANNUAL REVIEW

- Conduct an annual review of Veteran-specific Practice Examples of NHPCO’s Standards of Practice for Hospice Programs for staff and volunteers.
  - Describe procedures for assisting Veterans and families to access benefits. See Veterans Benefits PPT
  - Describe procedures for transitioning Veterans across venues of care, including VA Medical Centers.
  - Incorporate NHPCO's Veteran Specific Questions (VSQs) into your hospice's evaluation of hospice care.
PERFORMANCE IMPROVEMENT PLAN

• Develop and implement one or more Performance Improvement Project(s) (PIP), one of which must include NHPCO’s Veteran Specific Questions (VSQs), in evaluation of care and services for Veterans.
  o Using the VSQ results, identify a VSQ question for which your organization would like to see more favorable results and create a goal that describes the change that is expected after the PIP has been completed. Example: A PIP will be developed for VSQ question # 1 because this question was answered ‘yes’ by only 50% of respondents and staff would like to improve this to 90% within 6 months.
  o Make a plan
  o Implement the plan
  o Review the results
  o Develop a new PIP or continue activities

HOSPICE VETERAN PARTNERSHIPS

• Continue to develop relationships and activities with a local, regional or statewide Hospice-Veteran Partnership (HVP). HVP’s should include designated VA contacts, Veteran Service Organizations and multiple hospices in your area.