



WE HONOR VETERANS

Partner Networking Call 8/6/14 Call Summary

Website and Online Reporting Overview:

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- The major changes to the new *WHV* website are in regards to functionality, although as you can see, the design has also been slightly streamlined. The other major change is recognition of our community partners on the homepage.
 - As many of you know, we have recently opened up the *WHV* program to non-hospices. We would like to give a big shout-out to our Founding Community Partner, Dignity Memorial, for blazing the trail for our other Community Partners. Other Community Partners include: Genesis HealthCare, Extendicare and Community Health Center.
- If everyone will go to the homepage, www.wehonorveterans.org, I am going to do a quick overview of the main sections of the website.
 - The first blue tab to the left covers **VA and Veterans Organizations**. In this section you will find general information about the Department of Veterans Affairs, such as how they work and how they are structured. You will also find tips for creating partnerships with the VA and other Veteran organizations.
 - The second blue tab contains information about **Veterans & Their Needs**. This is one of my favorite sections of the website because it gives you a refresher course on U.S. history in case you need it. In this section you will find a summary of each war the U.S. has fought in, as well as a list of health risks associated with each war. A thorough review of this section can help you to connect better with your Veteran patients by giving you a glimpse into what they may have experienced.
 - The first red tab **Get Practical Resources** provides a breakdown of all the resources *WHV* makes available to our partners. You will find resources about intake/admission, honoring Veterans, volunteer programs and much more. If you can't find something, I recommend coming to this section first to search through all of the various resources.
 - The next red tab, **Earn Your Stars**, is really where the updates to the new website occurred. If you are already a partner, this is the section you will go to submit your next Activity Report.
 - The first page of this section will prompt you to select your **partner-type**. If you are a hospice, click the first link, and if you are not a hospice, select **WHV Community Partner**.
 - If you are not yet a partner, select **Get Started**. If you are already a partner, select **Complete Your Activity Report**, to move to the next level.
 - From this page you will be prompted to enter your unique identifier which was sent out via email a few weeks ago.
 - If you did not receive your unique identifier, you can select the option to retrieve it by entering the email address of your primary *WHV* contact. Upon submission, an email with your unique identifier will be sent automatically.
 - If you forgot the email address used for creating reports, select the second option to request your unique identifier by providing your organization's information. *WHV* staff will respond to that request within 3-5 business days.

- Once you receive and enter your unique identifier, you can begin working on your report and even save it as a draft and come back to it at a later date.
- Upon submission of your online activity report, *WHV* staff will send a confirmation email or a request for additional information to the submitter of the activity report.

Online Reporting Questions & Answers

- **Q:** I attempted to access my unique identifier via email and it said there weren't any activity reports associated with my email.
 - **A:** If you were not the initial primary *WHV* contact or if that person has changed, then you can retrieve it by following the step that says "If you forgot the email address used for creating reports, [click here](#) to request your unique identifier by providing your organization information."
- **Q:** The website is not scrolling down.
 - **A:** Please update your web browser. People using an old version of Internet Explorer have not been able to scroll. Have your IT department download the latest version of Internet Explorer or use Google Chrome, Firefox, or Safari.
- **Q:** The primary contact information needs to change, how do we do that?
 - **A:** There are three ways to do that:
 - If you already have your unique identifier, you can change the primary contact information when submitting your next activity report.
 - If you don't have your unique identifier, when you request your organization's unique identifier, enter the new point of contact name in the comment box.
 - Third, you can e-mail Veterans@nhpco.org directly and request a primary contact change.
- **Q:** With the new website will my levels transfer over? I also sent in new stories before the website went live are they going to be posted online?
 - **A:** Your organization's levels were all transferred over in the new system.
 - **A:** We are still processing the various stories that were submitted; once we process the stories, we will look into posting them.
- **Q:** Is there one unique identifier for each hospice, or can multiple hospices share one unique identifier?
 - **A:** Your organization will have one primary contact and one unique identifier for each location. In order to have all of your various locations listed on the website and to have them participate, each will need to sign up and move through the levels separately.
- **Q:** When you submit the report, what is given to us after reviewed?
 - **A:** You will receive one of two emails:
 - **1.** If approved, a confirmation e-mail including a new certificate, logo and link to your next activity report.
 - **2.** If denied, a message asking for additional information or requesting clarification.
- **Q:** I sent in a paper form before the website went live and was denied, should I resubmit my activity online, or should I e-mail you the corrections in paper form?

- **A:** If you sent in a paper form and were denied, please e-mail us the paper form with the corrections and we will input it into the new online system and send you a confirmation email.
- **Q:** How long does it take to get a unique identifier?
 - **A:** If you request it by entering your email, you should receive an email momentarily, no more than 5 minutes. If you do not receive it, check your spam/junk folder.
 - **A:** If you requested it by filling out the form, please allow us 3-5 business days to reply.
- **Q:** Is there a way to communicate with other organizations at the same level we are working on?
 - **A:** If you are looking for organizations in your area that have completed the level you are working on, visit our partner directory and search by Level, City, and/or State.
 - **A:** You can also contact your State Hospice Organization to see if they have a Hospice-Veteran Partnership (HVP) where you could network and ask other *WHV* partners questions.
- **Q:** After we have achieved Level Four, do we need to complete quarterly reports?
 - **A:** There are no additional reports to complete but we recommend that you continue implementing the best practices that got you to Level Four. Best practices include: Military History Checklist, Hospice-Veteran Partnership, Veteran-to-Veteran Volunteer program, FEHC-V.
 - **A:** We also want to congratulate those who have completed Level Four. Looking forward, we are gathering ideas to continue the relationships and to stay involved with our Level Four partners.
- **Q:** Can you submit for more than one level at a time?
 - **A:** You can no longer submit multiple reports at one time. You won't have access to the next level until you get approved for the previous one.
- **Q:** We are a Level Four and we are not listed correctly in the directory.
 - **A:** If you believe your organization is listed incorrectly in the directory, please let us know by e-mailing veterans@nhpco.org.
- **Q:** Is the new website going to work with the Android Platform?
 - **A:** It should be working on the Android Platform; please let us know if it is not.
- **Q:** What is the relationship between NHPCO and *WHV*?
 - **A:** *WHV* is a program through NHPCO, and was developed in collaboration with the Department of Veterans Affairs.
- **Q:** Where can I order *WHV* materials like flag pins and *WHV* pins?
 - **A:** If you go to www.nhpco.org/marketplace , click on merchandise and in the search box, type Veterans.
 - **A:** Marketplace is unfortunately not always easy to search, so if you want to purchase something over the phone, please contact the Solution Center at 800-646-6460.

Successful Online Reporting Experiences:

- **Jim Boylan from Hospice Services of Southwest General Health Care:** Congratulations on the website, very intuitive and easy to understand. Very happy and proud to part of the program. I was able to enroll in the program and it was really easy and I got a response very quickly.
- **Martin Winters from Gray Brown Service Mortuary Funeral Home:** I got my unique identifier via email, entered it into the website and submitted my report. Within the day I received a confirmation email!

Website Overview (cont...)

- If you go to the final red tab **Share Your Story** you will find some inspiring stories and best practices from our partners and from other organizations with creative Veteran programs.
- Going back to the homepage, look at the section titled **Join Our Mission. Take Action Today.** This is where you can direct both hospices and community partners to join the program for the very first time.
- Under **Spotlight** you will find a link to all of our free educational offering as well as a link to our announcements page, which includes information such as upcoming networking calls.
- Moving to the bottom of the homepage, you will find links to our **Best Practices:** Military History Checklist; Hospice-Veteran Partnerships; Veteran-to-Veteran Volunteer program; Family Evaluation of Hospice Care-Veterans. If you have questions about any of these best practices, click on these links and you will find a summary and resources for each.
- Lastly you will see the recognition portion of the homepage, **Thank You to Our Partners.** Here is where you will find a scrolling list of all of our partners, as well as the logos of our Community Partners.
- If you ever have a question about the website, or find a mistake/broken link, please contact us at veterans@nhpco.org.

Updates from the VA and Q&A with Dr. Scott Shreve

- The VA perspective is that only 3% of hospice care to Veterans actually happens in a VA facility. We developed *WHV* to give hospices knowledge and resources when caring for Veterans at the end of life. I really don't have a lot of updates, but just want to open it up for questions.
- **Q:** We have a Veteran who wants to receive hospice care at his VA center, but we are unsure of the process.
 - **A:** The first thing you will need is his DD214, which are essentially discharge papers. Once enrolled, the social worker at the VA inpatient hospice unit needs to be notified, and the paperwork sent over to them. Once the paperwork has been sent and he has been approved for hospice services, they will admit them. If you are not getting in touch with the correct people, e-mail Veterans@nhpco.org and *WHV* will get in contact with me and I can let you know who you need to talk with directly.

Veterans Day and Other Event Ideas

- We are going to host a Veteran's Dinner and invite the local VA. We plan on encouraging local agencies to donate food and supplies, and have a Veteran speak to the group.
- Every year we give out plaques honoring and thanking Veterans for their services.
- We are a Level Four Partner; we conduct ceremonies to honor our Veterans, not just the hospice but also the long term care patients. We have Veteran Volunteers come out in full uniform and they give out pins and certificates to the patients. This offers an opportunity for retired Veterans to volunteer their time which is something they would never have done otherwise.
- We are planning an Honor Flight, during the week of Veterans Day; they partner with local VSOs and hospice. We will also have the Color Guard from the Korean War Veteran Association speak at the event.
 - Honor Flight is a great program. If you want to get inspired, check out the video, *Don's Honor Flight*, from NHPCO's Moments of Life campaign: www.momentsoflife.org.
- Last Veterans Day we presented a Veteran with a certificate and a pin and now he has a picture of him accepting the pin and certificate over his bed.
- We have cards that are given out at admissions; Woodmen of the World donated flags for us to give to patients; and we also have patriotic lap blankets and pillows.
 - In addition to Woodmen of the World, you can contact your Congressmen and they can send you a flag that has been flown over the U.S. Capitol.
- Our funeral home partners with local elementary schools for an essay competition. The children will read the essays to the Veterans. Another event we hold is *Valentines for Vets*, where elementary school students give cards to Veterans in the community.
- We have created laminated patriotic signs with magnets at the patient's door letting volunteers and employees know that the patient is a Veteran.

Looking Forward:

- *We Honor Veterans* will be sponsoring a free webinar: *Caring for Vietnam Veterans at the End of Life*. The webinar will be on October 16th and we will send out registration information in September.