

# We Honor Veterans State Survey

**Alabama**

**January 2012**

## Demographic Information

**What is your organization's current enrollment status in the We Honor Veteran's campaign?**

	#	%		#	%		#	%
I'm not familiar with the We Honor Recruit	3	27%	Level 1 Partner	2	18%	Level 3 Partner	0	0%
	3	27%	Level 2 Partner	1	9%	Level 4 Partner	0	0%
						I don't know what level we are	1	9%
						Not yet, but hope to qualify soon	1	9%

**What type of organization are you?**

	#	%		#	%
<i>Free-standing hospice</i>	9	82%	<i>Homehealth-based hospice</i>	0	0%
<i>Hospital-based hospice</i>	2	18%	<i>Other healthcare organization</i>	0	0%

**Is your organization urban, rural, mixed or highly rural?**

	#	%		#	%
<i>Urban</i>	0	0%	<i>Mixed</i>	4	36%
<i>Rural</i>	7	64%	<i>Highly Rural</i>	0	0%

**Does your organization serve Veterans in rural areas?**

	#	%		#	%
<i>Yes</i>	11	100%	<i>No</i>	0	0%

**Indicate VISN identified in service area**

	#	%		#	%
<i>VISN7</i>	5	100%	<i>VISN16</i>	0	0%

**Driving distance (miles) from your organization to nearest VA Medical Ctr**

	#	%		#	%		#	%
<i>0 - 10</i>	0	0%	<i>11 - 20</i>	1	9%	<i>21 - 40</i>	1	9%
						<i>&gt;40</i>	9	82%

**Driving distance (miles) to nearest VA outpatient clinic**

	#	%		#	%		#	%
<i>0 - 10</i>	1	9%	<i>11 - 20</i>	2	18%	<i>21 - 40</i>	3	27%
						<i>&gt;40</i>	5	45%


**Type of formal relationship, if any, you have with your local VA Medical Center**

	#	%		#	%		#	%
<i>Contract</i>	0	0%	<i>PA</i>	3	27%	<i>None</i>	7	64%
						<i>Other:</i>	1	9%

**Does your organization participate in a Hospice-Veteran Partnership?**

	#	%		#	%
<i>Yes</i>	5	50%	<i>No</i>	5	50%

**How much emphasis do you feel your state organization places on end-of-life care for Veterans?**

	MEAN		# of Resp	None	Little	Some	Fair amount	Great deal
	<b>3.30</b>		10	0	4	2	1	3
				0%	40%	20%	10%	30%

**KEY:** Negative (1+2)  Neutral (3)  Positive (4+5)

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## Veteran Emphasis

Within the last two years, which, if any, of the following has taken place with your organization?

	MEAN		# of Resp	1 None	2 Little	3 Some	4 Fair amount	5 Great deal
Have increased our Veteran caseload	2.18		11	6 55%	1 9%	1 9%	2 18%	1 9%
Have received referrals from VA staff	2.36		11	2 18%	4 36%	4 36%	1 9%	0 0%
Have experienced increased awareness of the unique needs of Veterans	2.80		10	4 40%	0 0%	3 30%	0 0%	3 30%
Have found it easier to work with our local VA Medical Center or outpatient clinic	2.09		11	4 36%	4 36%	1 9%	2 18%	0 0%

## VA/Community Interface

How do you rate your organization's understanding in the following areas?

	MEAN		# of Resp	1 Very Poor	2 Poor	3 Fair	4 Good	5 Very Good
Benefits to which Veterans are entitled	4.18		11	0 0%	0 0%	2 18%	5 45%	4 36%
How to assist Veterans access their benefits	4.18		11	0 0%	0 0%	2 18%	5 45%	4 36%
How to assist Veterans enroll in VA	4.09		11	0 0%	0 0%	3 27%	4 36%	4 36%

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## VA/Community Interface (cont.)

				<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
			# of Resp	Very Poor	Poor	Fair	Good	Very Good
<b>How to assist terminally ill Veterans with expedited enrollment in VA</b>	<b>3.36</b>		11	1 9%	1 9%	4 36%	3 27%	2 18%
<b>The needs of Veterans by war, trauma, or population</b>	<b>3.40</b>		10	1 10%	1 10%	2 20%	5 50%	1 10%
<b>Practical use of the Military History Checklist</b>	<b>3.45</b>		11	2 18%	2 18%	0 0%	3 27%	4 36%
<b>Key aspects of the VA's national hospice and palliative care program</b>	<b>3.00</b>		11	2 18%	2 18%	3 27%	2 18%	2 18%
<b>Key aspects of the hospice and palliative care program(s) of the VA Medical Center(s) closest to you</b>	<b>2.82</b>		11	2 18%	2 18%	4 36%	2 18%	1 9%
<b>Benefits of community organizations partnering with VA to better serve Veterans</b>	<b>2.91</b>		11	1 9%	3 27%	4 36%	2 18%	1 9%

## Business Relationship

*How do you rate each of the following?*








				<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
			# of Resp	Very Poor	Poor	Fair	Good	Very Good
<b>Your organization's ability to help Veterans access needed resources</b>	<b>3.91</b>		11	0 0%	1 9%	2 18%	5 45%	3 27%
<b>Availability of information outlining tools and processes hospices need to know to do business with VA</b>	<b>3.36</b>		11	0 0%	4 36%	2 18%	2 18%	3 27%

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## Business Relationship (cont.)

	MEAN		# of Resp	1 Very Poor	2 Poor	3 Fair	4 Good	5 Very Good
<b>Reliability and accuracy of contact information for the VA staff your organization needs to work with</b>	3.55		11	0 0%	2 18%	4 36%	2 18%	3 27%
<b>Approvals for VA-Paid hospice admissions to community hospice</b>	3.27		11	0 0%	3 27%	3 27%	4 36%	1 9%
<b>Approvals for VA-Paid hospice changes in levels of care</b>	3.09		11	1 9%	3 27%	2 18%	4 36%	1 9%
<b>Process for determining continued need for hospice services</b>	3.91		11	0 0%	1 9%	2 18%	5 45%	3 27%
<b>Reimbursement</b>								
	MEAN		# of Resp	1 Very Poor	2 Poor	3 Fair	4 Good	5 Very Good
<b>Timeliness of VA reimbursement for VA-Paid hospice care</b>	3.57		7	0 0%	0 0%	3 43%	4 57%	0 0%
<b>Access to reimbursement for all four levels of VA-Paid hospice care</b>	3.29		7	0 0%	1 14%	3 43%	3 43%	0 0%
<b>Your organization's experience in billing your local VA Medical Center</b>	3.71		7	0 0%	0 0%	3 43%	3 43%	1 14%

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## Continuity of Care

	MEAN		# of Resp	1 Very Poor	2 Poor	3 Fair	4 Good	5 Very Good
Process to coordinate the transition of Veterans' care between your organization and your local VA Medical Center	3.33		9	0 0%	2 22%	3 33%	3 33%	1 11%
Process to coordinate VA-Paid admission to your organization's hospice inpatient unit	2.25		4	1 25%	2 50%	0 0%	1 25%	0 0%
Process to coordinate admission from the community to VA facility (inpatient HPC unit, acute care, long term care)	3.50		8	0 0%	1 13%	3 38%	3 38%	1 13%
Process to provide after-hour coverage for Veterans whose primary care is provided by a VA physician	3.44		9	0 0%	2 22%	3 33%	2 22%	2 22%

## **Alabama**

### **Veteran Emphasis**

We have a terrible time getting anything done with the VA. They demand folks travel over 100 miles to be assessed for services. People too sick to travel.