

# We Honor Veterans State Survey

**ALL RESPONDENTS**

**March 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	77	13%	Level 1 Partner	166	28%	Level 3 Partner	32	5%
	137	23%	Level 2 Partner	52	9%	Level 4 Partner	9	2%
						I don't know what level we are	51	9%
						Not yet, but hope to qualify soon	71	12%

**What type of organization are you?**

	#	%		#	%
<i>Free-standing hospice</i>	353	59%	<i>Homehealth-based hospice</i>	105	17%
<i>Hospital-based hospice</i>	122	20%	<i>Other healthcare organization</i>	22	4%

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

	#	%		#	%
<i>Urban</i>	52	9%	<i>Mixed</i>	349	58%
<i>Rural</i>	173	29%	<i>Highly Rural</i>	28	5%

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

	#	%		#	%
<i>Yes</i>	542	92%	<i>No</i>	50	8%

**Indicate VISN identified in service area**

	#	%
<i>ALL</i>	345	100%

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

	#	%		#	%		#	%
<i>0 - 10</i>	102	17%	<i>11 - 20</i>	104	18%	<i>21 - 40</i>	108	18%
						<i>&gt;40</i>	276	47%

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

	#	%		#	%		#	%
<i>0 - 10</i>	218	37%	<i>11 - 20</i>	144	24%	<i>21 - 40</i>	136	23%
						<i>&gt;40</i>	92	16%

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

	#	%		#	%		#	%
<i>Contract</i>	92	16%	<i>PA</i>	141	25%	<i>None</i>	290	50%
						<i>Other:</i>	52	9%

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

	#	%		#	%
<i>Yes</i>	378	65%	<i>No</i>	205	35%

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

	# of Resp	None	Little	Some	Fair amount	Great deal
MEAN <b>3.66</b>	593	11	81	156	197	148
		2%	14%	26%	33%	25%

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





# We Honor Veterans State Survey

**ALL RESPONDENTS**

**March 2012**

## Veteran Emphasis

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

	MEAN		# of Resp	1	2	3	4	5
				None	Little	Some	Fair amount	Great deal
<b>Have increased our Veteran caseload</b>	<b>2.62</b>		560	123 22%	129 23%	172 31%	108 19%	28 5%
<b>Have received referrals from VA staff</b>	<b>2.60</b>		568	111 20%	158 28%	174 31%	100 18%	25 4%
<b>Have experienced increased awareness of the unique needs of Veterans</b>	<b>3.84</b>		570	34 6%	55 10%	105 18%	148 26%	228 40%
<b>Have found it easier to work with our local VA Medical Center or outpatient clinic</b>	<b>2.83</b>		564	133 24%	108 19%	124 22%	118 21%	81 14%

## VA/Community Interface

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

	MEAN		# of Resp	1	2	3	4	5
				Very Poor	Poor	Fair	Good	Very Good
<b>Benefits to which Veterans are entitled</b>	<b>3.63</b>		560	8 1%	44 8%	198 35%	207 37%	103 18%
<b>How to assist Veterans access their benefits</b>	<b>3.63</b>		553	9 2%	53 10%	186 34%	191 35%	114 21%
<b>How to assist Veterans enroll in VA</b>	<b>3.50</b>		553	16 3%	77 14%	181 33%	175 32%	104 19%

# We Honor Veterans State Survey

**ALL RESPONDENTS**

**March 2012**

## VA/Community Interface (cont.)

			1	2	3	4	5
		# of Resp	Very Poor	Poor	Fair	Good	Very Good
<b>How to assist terminally ill Veterans with expedited enrollment in VA</b>	<b>3.29</b>	556	27 5%	106 19%	189 34%	146 26%	88 16%
<b>The needs of Veterans by war, trauma, or population</b>	<b>3.42</b>	554	18 3%	81 15%	194 35%	175 32%	86 16%
<b>Practical use of the Military History Checklist</b>	<b>3.37</b>	540	56 10%	102 19%	109 20%	130 24%	143 26%
<b>Key aspects of the VA's national hospice and palliative care program</b>	<b>3.40</b>	554	33 6%	86 16%	167 30%	162 29%	106 19%
<b>Key aspects of the hospice and palliative care program(s) of the VA Medical Center(s) closest to you</b>	<b>3.15</b>	555	37 7%	122 22%	186 34%	138 25%	72 13%
<b>Benefits of community organizations partnering with VA to better serve Veterans</b>	<b>3.36</b>	551	29 5%	94 17%	173 31%	158 29%	97 18%

## Business Relationship

*How do you rate each of the following?*

			1	2	3	4	5
		# of Resp	Very Poor	Poor	Fair	Good	Very Good
<b>Your organization's ability to help Veterans access needed resources</b>	<b>3.48</b>	546	21 4%	57 10%	193 35%	190 35%	85 16%
<b>Availability of information outlining tools and processes hospices need to know to do business with VA</b>	<b>3.24</b>	543	25 5%	105 19%	195 36%	151 28%	67 12%

# We Honor Veterans State Survey

**ALL RESPONDENTS**

**March 2012**

## 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>	3.42		536	28 5%	82 15%	160 30%	170 32%	96 18%
<b>Approvals for VA-Paid hospice admissions to community hospice</b>	3.39		519	36 7%	73 14%	161 31%	150 29%	99 19%
<b>Approvals for VA-Paid hospice changes in levels of care</b>	3.23		513	42 8%	96 19%	161 31%	132 26%	82 16%
<b>Process for determining continued need for hospice services</b>	3.69		524	21 4%	51 10%	132 25%	184 35%	136 26%

## Reimbursement

	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>	3.29		417	30 7%	48 12%	148 35%	155 37%	36 9%
<b>Access to reimbursement for all four levels of VA-Paid hospice care</b>	3.14		398	34 9%	68 17%	137 34%	126 32%	33 8%
<b>Your organization's experience in billing your local VA Medical Center</b>	3.40		416	29 7%	40 10%	140 34%	148 36%	59 14%

# We Honor Veterans State Survey

**ALL RESPONDENTS**

**March 2012**

## 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	3.46		471	17 4%	58 12%	157 33%	168 36%	71 15%
Process to coordinate VA-Paid admission to your organization's hospice inpatient unit	3.13		254	27 11%	45 18%	81 32%	70 28%	31 12%
Process to coordinate admission from the community to VA facility (inpatient HPC unit, acute care, long term care)	3.33		422	20 5%	60 14%	153 36%	140 33%	49 12%
Process to provide after-hour coverage for Veterans whose primary care is provided by a VA physician	2.97		422	46 11%	98 23%	148 35%	82 19%	48 11%