



**We Honor Veterans
Building Partnerships - Improving care**

NHPCO Webinar

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**Why Focus on the
Veteran Population?**


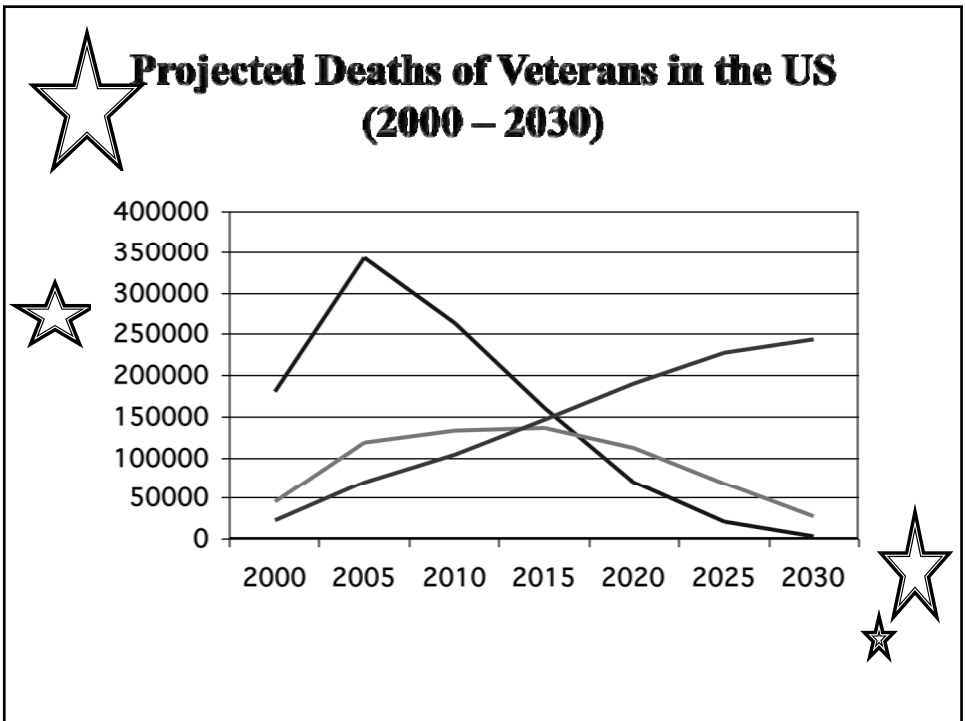


There is both a moral and
demographic imperative to do so.



Objectives

- ★ ➤ Learn the important role that Hospice programs play in the lives of Veterans and their families.
- ★ ➤ Understand more fully how an effective partnerships can have a positive impact on a Veteran's care.
 - Understand the role of a VISN Palliative Care Program Manager in a VA/Community partnership.
 - Learn how to problem-solve when challenges arise.



Veteran Population

- Median age of all living veterans in 2007:



61 for men 47 for women

- Median ages by period of service:

Gulf War, 37 years old

Vietnam War, 60 years old

Korean War, 76 years old

WW II, 84 years old



Who Will Care for These Veterans?

Currently



- 4% of veteran deaths occur in VA hospitals and nursing homes

- 10-15% of veterans receive medical care at VA facilities



85-90% of the care of veterans is in community clinics, hospitals, nursing homes and hospices





Why?

➤ Approximately 680,000 Veterans die in the US every year: 25% of all deaths.



➤ The majority of Veterans are not enrolled in the VA and may not be aware of end-of-life services and benefits.



“...we have begun to appreciate the profound and sometimes irreversible changes produced by overwhelming stress. These include fundamental alterations in perception, cognition, behavior, emotional reactivity, brain function, personal identity, worldview, and spiritual beliefs.”



Friedman (2005)





How Can You Help?




Convene a Hospice/Veterans
Partnership





Where to Start?


- Find champions
- Have a conversation
- Invite partners
- Be inclusive
- Learn about one another's organizations
- Identify need
- Agree on mission
- Communicate often





 **Partners to Consider**

- VA Medical Centers
- State Hospice Organization
- Community hospices
- Senior Service Organizations
- Veterans Service Officers
- Homeless shelters
- Veterans Homes
- Vet Centers
- Academic Institutions
- Council of Churches
- Mental Health Organizations
- Hospitals
- Skilled nursing facilities and long term care facilities
- Others

 **Connecting with VA partners – Veterans Integrated Service Networks (VISNs)**



Connecting with VA Partners- VISN HPC Leaders

➤ Each VISN has a designated Palliative Care Program Manager and Clinical Champion



Program Managers oversee all HPC programs within their VISN service area

➤ Program Managers can help you identify VA champions and contacts in your area



VA Hospice and Palliative Care Program

• Veterans' Health Care Eligibility Reform Act of 1996



"VA must offer to provide or purchase hospice and palliative care services that VA determines an enrolled veteran needs." 38 CFR 17.36 and 17.38

Hospice and palliative care are equal to other VA Services in Medical Benefits Package

Regardless of inpatient setting or in a home





Establish Realistic Strategies

- Schedule meetings that work (Consider meeting at the VAMC). Quality of meetings is better than quantity.
- Develop a sustainable action plan
 - Be accountable
 - Be patient
 - Problem solving/communication are critical
 - Remember, this is a partnership



Suggested Projects/Activities

- Start a Hospice/Veterans Partnership
- Implement Military History checklist
 - Staff trainings
 - Veteran educational dinners
 - Develop resource materials (do NOT reinvent the wheel)
 - PSAs / videos





Suggested Projects/ Activities (Cont.)

➤ Veterans Day/Memorial Day activities



➤ Stand Downs

➤ Research projects

➤ Data collection/track trends

➤ Annual conferences



Examples of projects- Asking about military service

• When and where did you serve?


• What did you do while you were in the service?



• Why ask these questions?

may influence both health and quality of life






Examples of Projects-

Military history Toolkit checklist and guide

Military History Toolkit



Military History Checklist and Guide

Slide sets

- service-related clinical issues
- other clinical issues
- mental health issues
- benefits

Resource and background materials

MILITARY HISTORY CHECKLIST

PATIENT DATA

Patient Name: _____ Sex: _____
 Address: _____ Phone: (____) _____ Ext: _____
 Email: _____

VETERAN STATUS INFORMATION

1. Did you (or your spouse or family member) serve in the military?
 1a. Please: Yes No Did you serve on active duty? Yes No
 Did you serve in the National Guard? Yes No
 Did you have a copy of your DD214 discharge papers? Yes No

1b. Did your spouse serve on active duty?
 1c. Do you have any immediate family members that served or are serving in the military?
 1d. Comments: _____

MILITARY BACKGROUND

2. In which branch of the military did you serve?
 Army Marine Merchant Marine (only with 1000)
 Navy Coast Guard Air Force Other
 Other (please specify): _____

3. In which war or period of service did you serve?
 WWI (1914-1918) WWII (1941-1945) and 228th Air Post-1945
 Korea (1950-1953) Vietnam (1961-1975) Other (please specify): _____
 Persian Gulf (1990-1991) Afghanistan (2001-2011) Other (please specify): _____
 Iraq War (2003-2011) Other (please specify): _____

4. Overall, how do you rate your experience in the military?
 Excellent Good Fair Poor Very Poor


5. If available, would you like your hospice staff/counselor to have military experience? Yes No

VA BENEFITS INFORMATION

6. Are you enrolled in VA? Yes No
 6a. Do you receive any VA benefits? Yes No
 6b. Do you have a service-connected condition? Yes No
 6c. Do you get your medications from VA? Yes No
 6d. What is the name of your VA hospital or clinic? _____


6e. What is the name and contact information of your VA physician or Primary Care Provider? _____

6f. Would you like to talk with someone about benefits you or your family might be eligible to receive? Yes No



We Honor Veterans (WHV)

- National awareness and action campaign
- Developed by National Hospice and Palliative Care Organization (NHPCO)
- In collaboration with Department of Veterans Affairs (VA)
- Encourage partnerships between community hospices, state hospice organizations and VA facilities





Why WHV?

➤ Creates a culture that includes Veteran-centric activities



● Taps into a shared value of honoring our Nation's Veterans

● Moves from organizations' needs and goals to Veterans' needs and goals

● Moves the focus from individual organizations to partnerships



We Honor Veterans Campaign Goals

➤ Promote Veteran-centric educational activities



➤ Increase organizational capacity to serve Veterans

➤ Support development of strategic partnerships

➤ Increase access and improve quality





What does We Honor Veterans mean?

- Asking about military history and knowing what to do with the answer
- ★ ➤ Partnering to improve care
- Extending VA and community reach to improve care and access
- Improving quality by measuring the impact of VA and community interventions




In Support of the Goals

www.WeHonorVeterans.org


- ★ ➤ Centralized Information
- Educational Resources
- Partnerships









Web Resources




- Presentations (examples)
 - *We Honor Veterans Overview*
 - *Understanding the VA*
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 - *Service Related Diseases, Illnesses and Conditions*
- Military History Checklist
- Hospice-Veteran Partnership Toolkit
- Veteran Appreciation/Recognition Certificates
- Links to VA and other websites







Levels of Commitment

- Recruit: Get oriented and commit
- Level 1: Provide Veteran-centric education
- Level 2: Build organizational capacity
- Level 3: Develop and strengthen relationships
- Level 4: Increase access and improve quality

WHV: What's in it for us?

<h3>Community Hospices</h3> <ul style="list-style-type: none"> ◆ Extension of commitment to community ◆ Privilege to honor those who have served our country ◆ Provide quality EOL care to Veterans ◆ Expand business relationship with VA <p><i>It's just the right thing to do!</i></p>	<h3>VA</h3> <ul style="list-style-type: none"> ◆ Increased confidence in making referrals to community providers ◆ Enhanced ability to identify providers that have Veteran-specific skills and knowledge ◆ Heightened satisfaction in being able to honor Veterans' preferences to go home
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Veterans

★ Men and women who have sacrificed
so much in service to their country.
They deserve care and caring,
especially at end of life.



Contact

We Honor Veterans

★ A program of the National Hospice and
Palliative Care Organization

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