

# We Honor Veterans State Survey

**Connecticut**

**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	0	0%	Level 1 Partner	1	33%	Level 3 Partner	0	0%
	0	0%	Level 2 Partner	1	33%	Level 4 Partner	0	0%
						I don't know what level we are	1	33%
						Not yet, but hope to qualify soon	0	0%

**What type of organization are you?**

	#	%		#	%
<i>Free-standing hospice</i>	2	50%	<i>Homehealth-based hospice</i>	2	50%
<i>Hospital-based hospice</i>	0	0%	<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	100%
<i>Rural</i>	0	0%	<i>Highly Rural</i>	0	0%

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

	#	%		#	%
<i>Yes</i>	4	100%	<i>No</i>	0	0%

**Indicate VISN identified in service area**

	#	%
<i>VISNI</i>	2	100%

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

	#	%		#	%		#	%
<i>0 - 10</i>	0	0%	<i>11 - 20</i>	2	50%	<i>21 - 40</i>	0	0%
						<i>&gt;40</i>	2	50%

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

	#	%		#	%		#	%
<i>0 - 10</i>	0	0%	<i>11 - 20</i>	2	50%	<i>21 - 40</i>	2	50%
						<i>&gt;40</i>	0	0%

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

	#	%		#	%		#	%
<i>Contract</i>	0	0%	<i>PA</i>	1	25%	<i>None</i>	2	50%
						<i>Other:</i>	1	25%

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

	#	%		#	%
<i>Yes</i>	3	75%	<i>No</i>	1	25%

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

MEAN

**3.75**



# of Resp

None

0

0%

Little

0

0%

Some

2

50%

Fair amount

1

25%

Great deal

1

25%

**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	2.00		3	1 33%	1 33%	1 33%	0 0%	0 0%
Have received referrals from VA staff	2.67		3	0 0%	1 33%	2 67%	0 0%	0 0%
Have experienced increased awareness of the unique needs of Veterans	5.00		3	0 0%	0 0%	0 0%	0 0%	3 100%
Have found it easier to work with our local VA Medical Center or outpatient clinic	3.67		3	0 0%	0 0%	1 33%	2 67%	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	3.00		2	0 0%	0 0%	2 100%	0 0%	0 0%
How to assist Veterans access their benefits	3.00		2	0 0%	0 0%	2 100%	0 0%	0 0%
How to assist Veterans enroll in VA	3.00		2	0 0%	0 0%	2 100%	0 0%	0 0%

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## 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>3.00</b>	2	0 0%	0 0%	2 100%	0 0%	0 0%
<b>The needs of Veterans by war, trauma, or population</b>	<b>3.50</b>	2	0 0%	0 0%	1 50%	1 50%	0 0%
<b>Practical use of the Military History Checklist</b>	<b>4.00</b>	2	0 0%	0 0%	0 0%	2 100%	0 0%
<b>Key aspects of the VA's national hospice and palliative care program</b>	<b>3.00</b>	2	0 0%	0 0%	2 100%	0 0%	0 0%
<b>Key aspects of the hospice and palliative care program(s) of the VA Medical Center(s) closest to you</b>	<b>3.00</b>	2	0 0%	0 0%	2 100%	0 0%	0 0%
<b>Benefits of community organizations partnering with VA to better serve Veterans</b>	<b>4.00</b>	2	0 0%	0 0%	1 50%	0 0%	1 50%

## 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>3.00</b>	2	0 0%	0 0%	2 100%	0 0%	0 0%
<b>Availability of information outlining tools and processes hospices need to know to do business with VA</b>	<b>2.50</b>	2	0 0%	1 50%	1 50%	0 0%	0 0%

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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>	<b>2.50</b>		2	0 0%	1 50%	1 50%	0 0%	0 0%
<b>Approvals for VA-Paid hospice admissions to community hospice</b>	<b>2.50</b>		2	0 0%	1 50%	1 50%	0 0%	0 0%
<b>Approvals for VA-Paid hospice changes in levels of care</b>	<b>2.50</b>		2	0 0%	1 50%	1 50%	0 0%	0 0%
<b>Process for determining continued need for hospice services</b>	<b>4.50</b>		2	0 0%	0 0%	0 0%	1 50%	1 50%
<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>	<b>4.00</b>		1	0 0%	0 0%	0 0%	1 100%	0 0%
<b>Access to reimbursement for all four levels of VA-Paid hospice care</b>	NA							
<b>Your organization's experience in billing your local VA Medical Center</b>	<b>4.00</b>		1	0 0%	0 0%	0 0%	1 100%	0 0%

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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	4.00		2	0 0%	0 0%	0 0%	2 100%	0 0%
Process to coordinate VA-Paid admission to your organization's hospice inpatient unit	NA							
Process to coordinate admission from the community to VA facility (inpatient HPC unit, acute care, long term care)	4.00		2	0 0%	0 0%	0 0%	2 100%	0 0%
Process to provide after-hour coverage for Veterans whose primary care is provided by a VA physician	3.00		2	0 0%	1 50%	0 0%	1 50%	0 0%