



Service Enhancement Plan Template

Below is a template or a step-by-step guide to develop your Service Enhancement Plan for the **We Honor Veterans** Level Four requirement. The Service Enhancement Plan should be developed after reviewing the Veterans data from the JD Power family survey. Submit the Service Enhancement Plan and results (Steps 1-5) to hospice.relations@sci-us.com when completed.

REMEMBER: You must populate the "Ever In Armed Forces" question in HMIS for every family on the Personal Data Screen under "Additional Deceased Information" in order for a link to be made to a JD Power survey response.

Location Name and Number:

Market Name:

City/State:

Contact Name/Email/Phone:

Date Report Submitted:

Service Enhancement Plan Implementation and Completion Dates: [Example: July 15, 2013 – Dec. 15, 2013]

Step 1: Identify an Area for Improvement

Using the results of your JD Power survey responses (specific to Veteran Families), identify a finding which your location would like to enhance. Then, create a goal that describes the change that is expected after the Service Enhancement Plan has been completed.

Example

Based on the JD Powers survey responses from Veteran families, the location's JD Power Veteran Family response score from question X (i.e. choose to focus on the question pertaining to whether a family would utilize our services again) will increase within ____ months.

Step 2: Make a Plan

What steps will be taken to enhance the results of the question chosen in step one?

Example

- a) Location staff will ask every Veteran Family for the branch of service in which the deceased served.
- b) Location staff will be trained on how to report the Branch of Service information correctly in HMIS.
- c) The branch of service information will be utilized creatively to personalize the service for the Veteran.
 - I.e. a funeral for a Marine would create an opportunity to reach out to the community so that other Marines could attend the service (if allowed by the family).
 - I.e. the Marine flag could be displayed at the visitation and/or funeral service

Step 3: Implement the Plan

Designate the staff members who will implement the enhancement plan.

Example

- a) The funeral director working with the family will be responsible for part A of plan
- b) The contact person for the WHV program at the location will be help the location implement part B of plan
- c) Funeral director working with the family will ensure Part C of the plan is completed

Step 4: Review the Results

1. Monitor the JD Power feedback to evaluate progress toward the goal (Report will be available on the Global

Village under We Honor Veterans.

2. Track and review the results monthly.

Example

a) Monthly data:

- 80% percent completed JD Power surveys provided by Veteran families had documentation that the deceased's family was asked about their Branch of Service and the information was provided.
- 100% percent of surveys provided by Veterans were reviewed.

b) Review quarterly or annually JD Power scores from survey responses provided by Veteran families. The score will increase within ____ months.

Step 5: Develop a New Service Enhancement Plan or Continue Activities

- If Step Four shows the goal has been achieved, put a system in place that will ensure activities that resulted in the enhanced findings will continue.
- If Step Four shows that goal was not achieved, review and revise a new Service Enhancement Plan.
- Once the Service Enhancement Plan is complete, email to hospice.relations@sci-us.com.