

We Honor Veterans State Survey

Georgia

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	6	19%	Level 1 Partner	4	13%	Level 3 Partner	5	16%
	7	22%	Level 2 Partner	1	3%	Level 4 Partner	1	3%
						I don't know what level we are	3	9%
						Not yet, but hope to qualify soon	5	16%

What type of organization are you?

	#	%		#	%
<i>Free-standing hospice</i>	17	53%	<i>Homehealth-based hospice</i>	7	22%
<i>Hospital-based hospice</i>	5	16%	<i>Other healthcare organization</i>	3	9%

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

	#	%		#	%
<i>Urban</i>	3	9%	<i>Mixed</i>	21	66%
<i>Rural</i>	7	22%	<i>Highly Rural</i>	1	3%

Does your organization serve Veterans in rural areas?

	#	%		#	%
<i>Yes</i>	28	88%	<i>No</i>	4	13%

Indicate VISN identified in service area

	#	%		#	%		#	%
<i>VISN7</i>	11	61%	<i>VISN8</i>	3	17%	<i>VISN9</i>	4	22%

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

	#	%		#	%		#	%
<i>0 - 10</i>	3	9%	<i>11 - 20</i>	4	13%	<i>21 - 40</i>	9	28%
						<i>>40</i>	16	50%

Driving distance (miles) to nearest VA outpatient clinic

	#	%		#	%		#	%
<i>0 - 10</i>	8	25%	<i>11 - 20</i>	9	28%	<i>21 - 40</i>	8	25%
						<i>>40</i>	7	22%


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

	#	%		#	%		#	%
<i>Contract</i>	5	16%	<i>PA</i>	5	16%	<i>None</i>	19	61%
						<i>Other:</i>	2	6%

Does your organization participate in a Hospice-Veteran Partnership?

	#	%		#	%
<i>Yes</i>	14	44%	<i>No</i>	18	56%

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
	4.00		32	0	4	7	6	15
				0%	13%	22%	19%	47%

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	2.66		32	7 22%	7 22%	12 38%	2 6%	4 13%
Have received referrals from VA staff	2.44		32	10 31%	8 25%	8 25%	2 6%	4 13%
Have experienced increased awareness of the unique needs of Veterans	3.41		32	4 13%	4 13%	7 22%	9 28%	8 25%
Have found it easier to work with our local VA Medical Center or outpatient clinic	2.32		31	14 45%	5 16%	5 16%	2 6%	5 16%

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	3.43		30	3 10%	3 10%	9 30%	8 27%	7 23%
How to assist Veterans access their benefits	3.28		29	2 7%	4 14%	11 38%	8 28%	4 14%
How to assist Veterans enroll in VA	3.27		30	2 7%	4 13%	13 43%	6 20%	5 17%

We Honor Veterans State Survey

Georgia

January 2012

VA/Community Interface (cont.)

			1	2	3	4	5
		# of Resp	Very Poor	Poor	Fair	Good	Very Good
How to assist terminally ill Veterans with expedited enrollment in VA	3.17	30	2 7%	7 23%	10 33%	6 20%	5 17%
The needs of Veterans by war, trauma, or population	3.10	30	3 10%	5 17%	10 33%	10 33%	2 7%
Practical use of the Military History Checklist	3.21	29	6 21%	4 14%	5 17%	6 21%	8 28%
Key aspects of the VA's national hospice and palliative care program	2.97	30	7 23%	6 20%	3 10%	9 30%	5 17%
Key aspects of the hospice and palliative care program(s) of the VA Medical Center(s) closest to you	2.97	30	6 20%	6 20%	6 20%	7 23%	5 17%
Benefits of community organizations partnering with VA to better serve Veterans	2.97	30	5 17%	6 20%	7 23%	9 30%	3 10%

Business Relationship

How do you rate each of the following?





			1	2	3	4	5
		# of Resp	Very Poor	Poor	Fair	Good	Very Good
Your organization's ability to help Veterans access needed resources	3.30	30	4 13%	2 7%	11 37%	7 23%	6 20%
Availability of information outlining tools and processes hospices need to know to do business with VA	3.03	29	5 17%	3 10%	11 38%	6 21%	4 14%

We Honor Veterans State Survey




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January 2012

Business Relationship (cont.)

	MEAN		# of Resp	1 Very Poor	2 Poor	3 Fair	4 Good	5 Very Good
Reliability and accuracy of contact information for the VA staff your organization needs to work with	3.03		30	6 20%	5 17%	6 20%	8 27%	5 17%
Approvals for VA-Paid hospice admissions to community hospice	3.03		29	7 24%	4 14%	5 17%	7 24%	6 21%
Approvals for VA-Paid hospice changes in levels of care	3.00		29	7 24%	4 14%	6 21%	6 21%	6 21%
Process for determining continued need for hospice services	3.28		29	6 21%	2 7%	6 21%	8 28%	7 24%

Reimbursement

	MEAN		# of Resp	1 Very Poor	2 Poor	3 Fair	4 Good	5 Very Good
Timeliness of VA reimbursement for VA-Paid hospice care	2.83		23	5 22%	3 13%	7 30%	7 30%	1 4%
Access to reimbursement for all four levels of VA-Paid hospice care	3.04		24	4 17%	4 17%	5 21%	9 38%	2 8%
Your organization's experience in billing your local VA Medical Center	3.14		22	4 18%	3 14%	5 23%	6 27%	4 18%

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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	2.89		27	5 19%	6 22%	7 26%	5 19%	4 15%
Process to coordinate VA-Paid admission to your organization's hospice inpatient unit	2.68		19	6 32%	3 16%	4 21%	3 16%	3 16%
Process to coordinate admission from the community to VA facility (inpatient HPC unit, acute care, long term care)	3.00		25	4 16%	4 16%	8 32%	6 24%	3 12%
Process to provide after-hour coverage for Veterans whose primary care is provided by a VA physician	2.68		25	5 20%	8 32%	5 20%	4 16%	3 12%

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Written Comments

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Veteran Emphasis

Our Hospice is in the beginning stage of going thru the process of becoming a WHV level 1 Partner status. The info on how to educate staff & volunteers from the NHPCO is excellant. Getting our State VA Medical Centers to recongize our hospice as a resource for local Veterans has been difficult. Case Managers said, ""VA Centers are not taking contracts unless our hospice has an inpatient facility. This is discouraging because our local hospice cares for families in their homes. Our hospice doesn't have an Inpatient facility currently but may in the future. My goal is for the VA medical centers to have info on our hospice for Veterans that want to stay home when choosing end of life care. How can our hospice be on the State VA medical Center list of hospices that VA's can choose from?

Contacted our local VA Medical Center to give resource info. about our hospice in our community and the VA reps. said, They will not refer to hospice,unless they have a contract. I replied, Well I need a contract? VA replied, They are not taking new contracts. Veterans who live in certain counties will not be referred to a local hospice by the VA Medical Center. This is disppointing to hear when our community hospice can take care of Veterans in their home if they choose to stay at their own home. I'm still contacting Dept. of Labor for Veterans and I will get in touch with as many Veterans organizations as I can to educate our local Veterans about hospice care.

Doing better with VAMC than with local clinic

Not sure which VISN supports our area. Not sure I have heard it in discussions with our representatives from the VA

We have had a few VA patients but are confused at the payor source and coordination of care between the VA and hospice responsibilities

We have and will continue to serve Veterans but these patients are referred to us from local physicians. It is greater than 50 miles to the Atlanta VA and some of our patients have recieved services there but they tend to have a primary physician in the area due to the distance. Our agency has our first meeting to start a veterans recognition program in Decmeber 2011.

Our referrals come from VA Hospital in Gainesville, FLA.

We have an inpatient unit that we would love to designate for Veterans....we are greater than 50 miles to the nearest VA hospital. We are currently working to establish relationships with our local veteran groups and are continuing to educate staff, volunteers, and the community.

We have worked with our local VAMC for many years and are proud to be a partner in caring for Veterans.

VA / Community interface

I would welcome the opportunity to work with the VA.

Use Allscripts software to enter veteran information instead of the Military History Checklist. They are very similar.

We were not aware of most of the above

Georgia (cont.)

Business Relationship

There have been very few VA paid admissions. There is a problem when the need arises for respite or inpatient care. The VA appears to not understand the difference between a Hospice Inpatient unit and a Nursing Home. We have had to send send respite patients to a nursing home and patients needing inpatient care to the VAMC, which is in another state rather than admitting them to our inpatient unit.

We are unclear of the guidelines

Our limited experience with the VA system as it relates to hospice does not allow me to rate this any higher.

Reimbursement

We are a new hospice company with VA hospice care.

Continuity of Care

VA does not seem to recognize the difference between a Hospice Inpatient Unit and a Nursing Home or Hospital and would rather send patients there.

Local VA hospital and clinics have not referred to us