



# We Honor Veterans

Hospice-Veteran Partnerships 101

# Welcome!

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# Goal for Today

- Get back to basics - clarify the who, what, where, how and most importantly why.



# What

- Hospice-Veteran Partnerships (HVPs) are either statewide or community-based coalitions with the goal of ensuring care is available to Veterans and their families.
- Hospice + VA staff provide each other with information about what services they provide, who is eligible for care, and how to resolve issues related to referral and reimbursement.



# Who



# WHO

- Team Building
  - Veterans Associations
    - Federal, State, County
  - Community Partners
    - Contractors serving veterans
  - Healthcare Industry
    - Hospices, Home Health, Hospitals, SNF
  - Equal partners serving different but important tasks



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# Make friends!

- American Legion
  - Honor Flight
  - Disabled Veterans of America
  - Quilts of Valor
  - High School ROTC
  - Blind Veterans of America (BVA)
  - AmVets
  - Local Military bases
  - Military Branch councils
  - Wreaths Across America
  - Gold Star Moms
  - Local Veterans Resource Centers (State, local)
  - Help Heal Veterans
  - Fisher House
  - Veterans of Foreign Wars (VFW)
  - Dream Foundation
- “Dreams for Veterans”**



# Resources

- Always remember – your partners are your greatest resource <https://www.wehonorveterans.org/level-5-overview-and-activities>

**Congratulations to Certified Level 5 Pilot Partners! These hospice partners are currently serving as regional mentors, please reach out to the partner closest to you:**

Beacon Hospice, an Amedisys Company (Hyannis, MA) **Cynthia Robotham**✉

The Elizabeth Hospice (San Diego, CA) **Lisa Marcolongo**✉

Hospice of the Chesapeake (Pasadena, MD) **Mary Jermann**✉

Arkansas Hospice, Inc (North Little Rock, AR) **Dr. K. David "Doc" Kenser**✉

Curo SouthernCare (Evansville, IN) **Sue Gipson**✉

Tidewell Hospice (Sarasota, FL) **Irene Henderson**✉

Caris HealthCare (Knoxville, TN) **Catherine Rollins**✉

AseraCare Hospice (Altoona, PA) **Laurie A. Dean**✉

Sutter Care at Home (Concord, CA) **Margaret Ervin**✉

Kindred Hospice (San Antonio, TX) **Rev. Edward A. Tello**✉

MJHS Hospice and Palliative Care (New York, NY) **Toby Weiss**✉





# The factsheet to end all factsheets

## VA Fact Sheet for Hospice Partners

|   |
|---|
| <b>Name of VAMC, address, main phone number, web site, [website URL for HPC services]:</b>  |
| <b>Name and contact for Regional (VISN) office:</b>   |
| <b>Palliative care contact and alternate: name, title, phone number; fax; email:</b>  |
| <b>After hours contact:</b>   |
| <b>Service area covered by VA:</b>  |
| <b>Brief description of palliative and hospice care program: (Hospice unit, palliative care consult team, palliative care outpatient clinics):</b>  |
| <b>Process for expedited enrollment and approval of VA-paid hospice services: [Include the name and contact information and a brief description of the process]:</b>  |
| <ul style="list-style-type: none"><li>• Name and contact information for approval of VA paid hospice:</li></ul>   |
| <ul style="list-style-type: none"><li>• Name and number for person who approves changes in hospice levels of care:</li></ul>  |
| <ul style="list-style-type: none"><li>• Name and number to contact for Veteran admission to VA inpatient hospice unit:</li></ul>  |
| <b>Death notification requirement:</b>  |
| <b>Business office contact for reimbursement and billing issues:</b>  |
| <b>Decedent Affairs Officer:</b>  |
| <b>PTSD resource: name, title, phone number:</b>  |
| <b>Homeless coordinator: name, title, phone number:</b>   |
| <b>Vet Center: location, name, title, phone number:</b>   |
| <b>RESOURCES:</b><br>National Suicide prevention Lifeline: 1-800-273-TALK<br>National Cemetery information: <a href="http://www.cem.va.gov/">www.cem.va.gov/</a><br>Death and Burial benefits <a href="http://www.cem.va.gov/bbene/benvba.asp">www.cem.va.gov/bbene/benvba.asp</a><br>Military discharge information: <a href="http://www.vba.va.gov/vba/benefits/offices.asp">www.vba.va.gov/vba/benefits/offices.asp</a><br>We Honor Veterans: <a href="http://www.wehonorveterans.org">www.wehonorveterans.org</a> |

[https://www.wehonorveterans.org/sites/default/files/public/VA-FactSheet\\_Hospice\\_Partners.pdf](https://www.wehonorveterans.org/sites/default/files/public/VA-FactSheet_Hospice_Partners.pdf)



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# Where



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# How...reach out!



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*Hospice Veteran Partnership*

### Roster

| Name/Org.   | State | Type      | Primary Contacts                          | Email  | Phone  |
|---|-------|-----------|---|--|--|
| <b>Alabama Hospice and Palliative Care Organization</b>         | AL    | State     | Linda Segrest<br>Lisa Teel                | <a href="mailto:lsegrestrn@aol.com">lsegrestrn@aol.com</a><br><a href="mailto:lteel@comfortcarehospice.org">lteel@comfortcarehospice.org</a>   | (334) 421-8884<br>(334) 427-5944                   |
| <b>Alaska Palliative Care and Hospice Coalition</b>             | AK    | State     | Pat Dooley                                | <a href="mailto:patricia.dooley@providence.org">patricia.dooley@providence.org</a>   | (907) 212-4400                                     |
| <b>Northern Arizona VA Healthcare Systems</b>                   | AZ    | Community | Kelly Hanson                              | <a href="mailto:Kelly.Hanson2@va.gov">Kelly.Hanson2@va.gov</a>   | (928)445-4860 Ext. 7514                            |
| <b>Phoenix HVP</b>  | AZ    | Community | Terri Flowers                             | <a href="mailto:Theresa.flowers@sci-us.com">Theresa.flowers@sci-us.com</a>   | 602-377-9563                                       |
| <b>Phoenix VA Health Care System</b>                            | AZ    | Community | Taisha Bradford                           | <a href="mailto:taisha.bradford@va.gov">taisha.bradford@va.gov</a>   | (602) 277-5551 Ext 6690                            |
| <b>Southern Arizona HVP</b>                                     | AZ    | Community | Stephanie Malone                          | <a href="mailto:Stephanie.Malone2@va.gov">Stephanie.Malone2@va.gov</a>   | (520) 792-1450 x5285                               |
| <b>H.A.V.E.N: Helping Arkansas Veterans Encouraging Network</b> | AR    | State     | "Doc" Kenser<br>Lisa Vaden                | <a href="mailto:dkenser@arkansashospice.org">dkenser@arkansashospice.org</a>   | (501) 620-9404<br>(501) 993-5060                   |
| <b>Central Arkansas Veterans Healthcare System</b>              | AR    | Community | Diane Morgan<br>Tresa Hooks<br>David Bass | <a href="mailto:Diane.morgan@va.gov">Diane.morgan@va.gov</a><br><a href="mailto:tresa.hooks@va.gov">tresa.hooks@va.gov</a><br><a href="mailto:David.Bass@va.gov">David.Bass@va.gov</a> | (501) 257-4540<br>(501) 257-6750<br>(501) 944-0170 |
| <b>John J. Pershing VA Medical Center</b>                       | AR    | Community | Angela Smith                              | <a href="mailto:Angela.smith@va.gov">Angela.smith@va.gov</a>   | (573)-686-4151                                     |
| <b>California Hospice and Palliative Care Association</b>       | CA    | State     | Ann Habitzel                              | <a href="mailto:annhabitzel@earthlink.net">annhabitzel@earthlink.net</a>   | (888) 252-1010                                     |
| <b>Bay Area HVP</b>   | CA    | Community | Tom May<br>Vanessa Neri                   | <a href="mailto:bayareahvp@gmail.com">bayareahvp@gmail.com</a>   | (408) 773-4329                                     |
| <b>San Diego County HVP</b>                                     | CA    | Community | Lisa Marcolongo                           | <a href="mailto:Lisa.Marcolongo@ehospice.org">Lisa.Marcolongo@ehospice.org</a>   | (760) 737-2050                                     |

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# When your community needs a boost and you're ready to take that big first step...

- Host an awareness & planning session for your HVP
- Create a Board or Leadership Team
- Develop a plan (strategize)
- Begin building a referral list of known contacts
- Host monthly meetings
  - Educate – provide education to the community
  - Relationships – invite the community partners
  - Access – share contacts
  - Awareness – host tele-conferences





# Start small, dream big



# Why

- Aside from a WHV **requirement...**
  - Networking and building relationships
  - Build a referral system to help veterans
  - Increase awareness of community resources
  - Team building for community projects
  - Team building for better service to community



Ask us anything!



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