

We Honor Veterans State Survey

Iowa

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	4	14%	Level 1 Partner	5	17%	Level 3 Partner	1	3%
	6	21%	Level 2 Partner	2	7%	Level 4 Partner	0	0%
						I don't know what level we are	2	7%
						Not yet, but hope to qualify soon	9	31%

What type of organization are you?

	#	%		#	%
<i>Free-standing hospice</i>	10	33%	<i>Homehealth-based hospice</i>	2	7%
<i>Hospital-based hospice</i>	17	57%	<i>Other healthcare organization</i>	1	3%

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

	#	%		#	%
<i>Urban</i>	0	0%	<i>Mixed</i>	15	52%
<i>Rural</i>	11	38%	<i>Highly Rural</i>	3	10%

Does your organization serve Veterans in rural areas?

	#	%		#	%
<i>Yes</i>	30	100%	<i>No</i>	0	0%

Indicate VISN identified in service area

	#	%
<i>VISN23</i>	14	100%

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

	#	%		#	%		#	%
<i>0 - 10</i>	3	10%	<i>11 - 20</i>	4	14%	<i>21 - 40</i>	7	24%
						<i>>40</i>	15	52%

Driving distance (miles) to nearest VA outpatient clinic

	#	%		#	%		#	%
<i>0 - 10</i>	8	27%	<i>11 - 20</i>	3	10%	<i>21 - 40</i>	8	27%
						<i>>40</i>	11	37%

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

	#	%		#	%		#	%
<i>Contract</i>	1	4%	<i>PA</i>	7	27%	<i>None</i>	15	58%
						<i>Other:</i>	3	12%

Does your organization participate in a Hospice-Veteran Partnership?

	#	%		#	%
<i>Yes</i>	15	52%	<i>No</i>	14	48%

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

MEAN

3.21



of Resp
29

None
0
0%

Little
8
28%

Some
11
38%

Fair amount
6
21%

Great deal
4
14%

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	2.67		30	7 23%	8 27%	4 13%	10 33%	1 3%
Have received referrals from VA staff	2.63		30	3 10%	12 40%	8 27%	7 23%	0 0%
Have experienced increased awareness of the unique needs of Veterans	3.67		30	3 10%	3 10%	5 17%	9 30%	10 33%
Have found it easier to work with our local VA Medical Center or outpatient clinic	2.70		30	6 20%	11 37%	4 13%	4 13%	5 17%

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	3.30		27	0 0%	5 19%	9 33%	13 48%	0 0%
How to assist Veterans access their benefits	3.30		27	1 4%	6 22%	7 26%	10 37%	3 11%
How to assist Veterans enroll in VA	3.12		26	1 4%	7 27%	10 38%	4 15%	4 15%

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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	2.44	27	4 15%	11 41%	8 30%	4 15%	0 0%
The needs of Veterans by war, trauma, or population	2.96	27	3 11%	6 22%	9 33%	7 26%	2 7%
Practical use of the Military History Checklist	2.96	27	8 30%	3 11%	5 19%	4 15%	7 26%
Key aspects of the VA's national hospice and palliative care program	2.81	27	4 15%	6 22%	9 33%	7 26%	1 4%
Key aspects of the hospice and palliative care program(s) of the VA Medical Center(s) closest to you	2.78	27	3 11%	7 26%	10 37%	7 26%	0 0%
Benefits of community organizations partnering with VA to better serve Veterans	2.85	27	1 4%	10 37%	9 33%	6 22%	1 4%

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	3.11	27	2 7%	3 11%	14 52%	6 22%	2 7%
Availability of information outlining tools and processes hospices need to know to do business with VA	2.85	27	2 7%	8 30%	9 33%	8 30%	0 0%

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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	3.22		27	1 4%	4 15%	13 48%	6 22%	3 11%
Approvals for VA-Paid hospice admissions to community hospice	3.16		25	1 4%	5 20%	10 40%	7 28%	2 8%
Approvals for VA-Paid hospice changes in levels of care	2.80		25	1 4%	9 36%	9 36%	6 24%	0 0%
Process for determining continued need for hospice services	3.29		24	0 0%	4 17%	10 42%	9 38%	1 4%
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	3.45		22	0 0%	3 14%	10 45%	5 23%	4 18%
Access to reimbursement for all four levels of VA-Paid hospice care	2.70		20	3 15%	4 20%	10 50%	2 10%	1 5%
Your organization's experience in billing your local VA Medical Center	3.32		22	0 0%	3 14%	12 55%	4 18%	3 14%

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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	3.26		23	0 0%	6 26%	8 35%	6 26%	3 13%
Process to coordinate VA-Paid admission to your organization's hospice inpatient unit	2.40		10	2 20%	3 30%	4 40%	1 10%	0 0%
Process to coordinate admission from the community to VA facility (inpatient HPC unit, acute care, long term care)	2.85		20	2 10%	7 35%	5 25%	4 20%	2 10%
Process to provide after-hour coverage for Veterans whose primary care is provided by a VA physician	2.26		19	7 37%	4 21%	4 21%	4 21%	0 0%

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Written Comments

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Veteran Emphasis

Local VA not very receptive, have trouble just getting to talk to someone.

Referrals down due to physician turnover.

The representative in Linn county has been very helpful, most veterans know who he is.

Our referrals have increased but we realize there must be many more Vets out in the community that are not working with a VA clinic or hospital that may need Hospice services.

VA Medical Center staff not real receptive

VA / Community interface

Out staff and volunteers have gone through in services on Veterans.

Staff has gone through Veterans training

Business Relationship

Limited access to Veteran approved facilities locally. Home routine level of care is the only benefit available in this county. No nursing Homes are contracted in the area.

What is confusing sometimes is getting a good understanding of coverage of items that the vet may have already or need. What does the VA pay for and what should be covered by hospice? Sometimes vets have equipment in their homes that Hospice may not be aware of as well.

Reimbursement

All veterans have elected the medicare benefit instead due to limited access of services. If there was a need for higher care than routine home care they needed to transfer to another county to receive services.

I do not do billing and at this time do not have access to that information.

We have been told that the VA hospice benefit does not reimburse for respite or continuous care level of care. If a VA pay patient needs GIP level of care, they receive that at the local VA Medical Center.

Continuity of Care

We have great working relationships with the VA approved facilities and assist them to transfer to other hospice providers when not in our service area.

Majority of VA patients are followed by hospice medical director after hours at the request of the VA physician. VA willingly accepts the care of a veteran inpatient but ability to continue coordinating care while inpatient is limited.