We Honor Veterans State Survey	

January 2012

Demograp	hic	Inforn	ation
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Idaho

2 0 8. wp 2 2 2															
What is your organization's current enrolls	nent status in the W	е Но	nor Ve	teran's camp	aigr	1?									
# %			#	%				#	%					#	%
I'm not familiar with $0 0\%$	Level 1 Pa	rtner	2	33%			Level 3 Partner	1	17%	Ιo	lon't k	now wl	nat level we are	0	0%
Recruit 3 50%	Level 2 Pa	artnei	0	0%			Level 4 Partner	0	0%		Not		hope to ify soon	0	0%
What type of organization are you?					#	%								#	%
		Fre	e-stand	ling hospice	4	67%				Home	health	-based	hospice	1	17%
		Hos	pital-ba	sed hospice	0	0%				Other hea	ılthcar	e organ	ization	1	17%
Is your organization urban, rural, mixed					#	%								#	%
or highly rural?				Urban	0	0%							Mixed	5	83%
				Rural	1	17%						Highl	y Rural	0	0%
Does your organization serve Veterans in		#	%		#	%									
rural areas?	Yes	6	100%	No	0	0%									
Indicate VISN identified in service area		#	%												
indicate VISIV identified in service area	VISN20	2	100%												
	7251,20														
Driving distance (miles) from your		#	%		#	%		#	%		#	%			
organization to nearest VA Medical Ctr	0 - 10	0	0%	11 - 20	3	50%	21 - 40	0	0%	>40	3	50%			
Driving distance (miles) to nearest VA		#	%		#	%		#	%		#	%			
outpatient clinic	0 - 10	1	20%	11 - 20	2	40%	21 - 40	0	0%	>40	2	40%			
Type of formal relationship, if any, you		#	%		#	%		#	%		#	%			
have with your local VA Medical Center	Contract	0	0%	PA	2	33%	None	2	33%	Other:	2	33%			
		,,	•		.,	•									
Does your organization participate in a	T 7	#	%	3.7	#	% 170/				•	•				_
Hospice-Veteran Partnership?	Yes	5	83%	No	1	17%	# of	1		2	3		4 Fair		5 Great
	MEAN						Resp	None		Little	Some		amount		deal
How much emphasis do you feel your state	3.33						6	0		1	2		3		0
organization places on end-of-life care for								0%		17%	33%		50%		0%
Veterans? KEY:	Negative (1+2)	Ma	utral (3)	Do	niti	e (4+5)									
KE1:	negative (1+2)	INE	uuai (3)	Pos	SILIV	(4+3)									

Veteran Emphasis	ran Emphasis In the last two years, which, if any, of the following has taken place with your organization? I 2 3 4 5 Fair Form with last two years, which, if any, of the following has taken place with your organization? MEAN Beep None Little Some amount Great of a 1 0 1 3 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1		We Honor Veterans State	e Survey					
1 2 3 4 Fair Company	### last two years, which, if any, of the following has taken place with your organization? MEAN Resp None Little Some amount deal d	daho						Januar	y 2012
1 2 3 4 Fair Company Source S	### last two years, which, if any, of the following has taken place with your organization? MEAN Resp None Little Some amount deal d	Veteran Emphasis							
MEAN Resp None Little Some amount Company	MEAN Resp None Little Some amount deal	_	owing has taken place with your organization?		1	2	3	4	5
Have increased our Veteran caseload 3.67 6 1 17% 17% 0% 17% 5 Have received referrals from VA staff 3.00 6 1 1 2 1 1 2 1 1 1 7 1 1 1 1 1 1 1 1 1 1	increased our Veteran caseload 3.67 6 1 1 0 0 1 3 17% 50% received referrals from VA staff 3.00 6 1 1 7 2 1 1 17% 17% 33% 17% 50% experienced increased awareness of nique needs of Veterans 6 0 0 0 2 1 3 0% 0% 33% 17% 50% found it easier to work with our local tedical Center or outpatient clinic Community Interface do you rate your organization's understanding in the following areas? MEAN				••	* t1	~		
Have increased our Veteran caseload 3.67 17% 17% 0% 17% 5 Have received referrals from VA staff 3.00 6 1 1 2 1 1 7 1 7 1 7 1 7 1 7 1 7 1 7 1 7	17% 17% 0% 17% 50% 17% 50% 17% 50% 17%			•					
Have received referrals from VA staff 3.00 6 1 1 2 1 1 2 1 1 1 7	Community Interface do you rate your organization's understanding in the following areas? 1 2 3 3 4 5	Have increased our Veteran caseload	3.67						
Have received referrals from VA staff 3.00 17% 17% 33% 17% 1	17% 17% 33% 17% 17% 17% 17% 33% 17%	iave mercuscu our , corrun cassion.		-	1770	1770	070	17,0	50,0
Have experienced increased awareness of the unique needs of Veterans Have found it easier to work with our local to the unique needs of Veterans Solution of the unique needs of Veterans And the unique needs of Veterans Solution of the unique needs of Veterans are entitled And the unique needs of Veterans are entitled Solution of the unique needs of Veterans are entitled And the unique needs of Veterans are entitled Solution of the unique needs of Veterans are entitled Solution of the unique needs of Veterans are entitled And the unique needs of Veterans are entitled Solution of the unique needs of Veterans are entitled Solution of the unique needs of Veterans are entitled Solution of the unique needs of Veterans are entitled and the unique needs o	17% 17% 33% 17%		3.00	6					
1	1 2 3 4 5	Iave received referrals from VA staff	3,00		17%	17%	33%	17%	17%
Have found it easier to work with our local 3.40 5 1 0 1 2 20% 0% 20% 40% 20% 40% 20% 40% 20% 40% 20% 40% 20% 40% 20% 40% 20% 40% 20% 40% 20% 40% 20% 40% 20% 40% 20% 40% 20% 40% 40% 20% 40%	1 2 3 4 5			6	0	0	2	1	3
Available Center or outpatient clinic 20% 0% 20% 40% 20% 20% 40% 20% 20% 40% 20% 20% 40% 20% 20% 40% 20% 40% 20% 40% 20% 40% 20% 40% 20% 40% 20% 40%	20% 20% 20% 40% 20% 20% 20% 40% 20% 20% 40% 20% 20% 40% 20% 20% 40% 20% 20% 40% 20% 20% 40% 20% 20% 40% 40% 20% 40%		4.17			_			
NAME 20% 0% 20% 40% 20% 20% 40% 20% 20% 40% 20% 20% 40% 20% 20% 40% 20% 20% 40% 20% 40% 20% 40% 20% 40% 20% 40% 20% 40% 20% 40% 40% 20% 40%	20% 20% 20% 40% 20% 20% 20% 40% 20% 20% 40% 20% 20% 40% 20% 20% 40% 20% 20% 40% 20% 20% 40% 20% 20% 40% 40% 20% 40%			5	1	0	1	2	1
VA/Community Interface How do you rate your organization's understanding in the following areas? 1	Community Interface do you rate your organization's understanding in the following areas?		3.40	— 5					
How do you rate your organization's understanding in the following areas? MEAN	1	/A Medical Center or outpatient clinic		_	20,0	0,0	20,0	10,0	20,0
How do you rate your organization's understanding in the following areas? MEAN	1	NA/Community Intorfoco							
# of Very Resp Poor Fair Good Go	# of Very Very Very Good Good	•	ng in the following greas?		1	2	3	4	5
MEAN Resp Poor Poor Fair Good	MEAN 4.20 MEAN 4.20 To assist Veterans access their rits MEAN 4.20 The sesp Poor Poor Fair Good Good Sood Sood Sood Sood Sood Sood	10W to you rate your organization is understanding	g in the joutowing areas.	# of		_	J	7	
Senefits to which Veterans are entitled	to assist Veterans access their its 4.20 5 0 0 2 1 2 2 1 2 2 2 1 3 2 3 4 3 4 3 4 3 4 3 4 3 4 3 4 3 4 3 4		MEAN	-	Poor				Good
1	to assist Veterans access their 10% 10% 10% 10% 10% 10% 10% 10		4.20	5					
1.00 0% 0% 40% 20% 4 Denefits 5 0 0 1 2	its 0% 0% 40% 20% 40% 5 0 0 1 2 2	Senefits to which Veterans are entitled	102.5		0%	0%	20%	40%	40%
How to assist Veterans access their 4.00	its 0% 0% 40% 20% 40% 5 0 0 1 2 2	T	4.00	5	0	0	2	1	2
$\Delta 20$	$\Delta \lambda 0$		4.00		0%	0%	40%	20%	40%
$\Delta \mathcal{M}$	Δz_0			5	0	0	1	2	2
How to acciet Veterans enroll in VA (1)% 40% 40% 4	to assist veteralis em on in va	How to assist Veterans enroll in VA	4.20	_					

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VA/Community Interface (cont.)			1	2	3	4	5
		# of	Very	_		a .	Very
		Resp	Poor	Poor	Fair	Good	Good
How to assist terminally ill Veterans with expedited enrollment in VA	3.40	5	0 0%	1 20%	2 40%	1 20%	1 20%
The mode of Veterans have an array transmission	4.00	5	0	0	1	3	1
The needs of Veterans by war, trauma, or population	4.00		0%	0%	20%	60%	20%
Duratical was of the Military History	4 90	5	0	0	0	1	4
Practical use of the Military History Checklist	4.80		0%	0%	0%	20%	80%
Von agreets of the VA's mational bossis	4.40	5	0	0	1	1	3
Key aspects of the VA's national hospice and palliative care program	4.40		0%	0%	20%	20%	60%
Key aspects of the hospice and palliative	4.00	5	0	0	0	1	4
care program(s) of the VA Medical Center(s) closest to you	4.80		0%	0%	0%	20%	80%
Benefits of community organizations	4.75	4	0	0	0	1	3
partnering with VA to better serve Veterans	4.73		0%	0%	0%	25%	75%
Business Relationship							
How do you rate each of the following?				2	3	4	. 5
	MEAN	# of Resp	Very Poor	Poor	Fair	Good	Very Good
3 7		5	0	0	0	3	2
Your organization's ability to help Veterans access needed resources	4.40		0%	0%	0%	60%	40%
Availability of information outlining tools	4.40	5	0	0	0	3	2
and processes hospices need to know to do business with VA	4.40		0%	0%	0%	60%	40%

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Business Relationship (cont.)		# of	1 Very	2	3	4	5 Very
	MEAN	Resp	Poor	Poor	Fair	Good	Good
Reliability and accuracy of contact information for the VA staff your organization needs to work with	4.40	5	0 0%	0 0%	0 0%	3 60%	2 40%
Approvals for VA-Paid hospice admissions to community hospice	4.00	4	0 0%	0 0%	1 25%	2 50%	1 25%
Approvals for VA-Paid hospice changes in levels of care	4.00	4	0 0%	1 25%	0 0%	1 25%	2 50%
Process for determining continued need for hospice services	4.80	5	0 0%	0 0%	0 0%	1 20%	4 80%
Reimbursement			1	2	3	4	5
	MEAN	# of Resp	Very Poor	Poor	Fair	Good	Very Good
Timeliness of VA reimbursement for VA- Paid hospice care	3.67	3	0 0%	0 0%	1 33%	2 67%	0 0%
Access to reimbursement for all four levels of VA-Paid hospice care	4.00	3	0 0%	0 0%	0 0%	3 100%	0 0%
		3	0	0	0	3	0

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Idaho		•				Januar	y 2012		
Continuity of Care			1	2	3	4	5		
	MEAN	# of Resp	Very Poor	Poor	Fair	Good	Very Good		
Process to coordinate the transition of		5	0	0	0	1	4		
Veterans' care between your organization and your local VA Medical Center	4.80		0%	0%	0%	20%	80%		
Process to coordinate VA-Paid admission		1	0	0	0	1	0		
to your organization's hospice inpatient unit	4.00		0%	0%	0%	100%	0%		
Process to coordinate admission from the		4	0	0	0	2	2		
community to VA facility (inpatient HPC unit, acute care, long term care)	4.50		0%	0%	0%	50%	50%		
Process to provide after-hour coverage for Veterans whose primary care is provided	4.00	3	0 0%	0 0%	1 33%	1 33%	1 33%		
by a VA physician			070	0,0	23,0	2070	2070		

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Written Comments January 2012

Idaho

Veteran Emphasis

We are 150miles away from the VA hospital. We have a very cooperative relationship without a formal agreement or contract. We are exceedingly well connected to the American Legion in our town and have trained legion members from all branches of the military to volunteer and listen to vets stories.

We have had focused educational sessions about serving veterans at our state educational conference x2 years, including having Debbie Grassman be a featured speaker

The VA did not award a contract with this hospice so we do not receive referrals. Our patients currently enrolled with the VA are using their Medicare benefit

Reimbursement

We are a volunteer hospice and do not charge, nor are we reimbursed from any third party payor for our services.