

We Honor Veterans State Survey

Illinois

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	2	14%	Level 1 Partner	5	36%	Level 3 Partner	1	7%
	5	36%	Level 2 Partner	0	0%	Level 4 Partner	0	0%
						I don't know what level we are	1	7%
						Not yet, but hope to qualify soon	0	0%

What type of organization are you?

	#	%		#	%
<i>Free-standing hospice</i>	9	64%	<i>Homehealth-based hospice</i>	2	14%
<i>Hospital-based hospice</i>	3	21%	<i>Other healthcare organization</i>	0	0%

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

	#	%		#	%
<i>Urban</i>	2	14%	<i>Mixed</i>	8	57%
<i>Rural</i>	4	29%	<i>Highly Rural</i>	0	0%

Does your organization serve Veterans in rural areas?

	#	%		#	%
<i>Yes</i>	11	79%	<i>No</i>	3	21%

Indicate VISN identified in service area

	#	%		#	%		#	%
<i>VISN11</i>	3	50%	<i>VISN12</i>	2	33%	<i>VISN15</i>	1	17%
						<i>VISN23</i>	0	0%

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

	#	%		#	%		#	%
<i>0 - 10</i>	2	14%	<i>11 - 20</i>	2	14%	<i>21 - 40</i>	5	36%
						<i>>40</i>	5	36%

Driving distance (miles) to nearest VA outpatient clinic

	#	%		#	%		#	%
<i>0 - 10</i>	2	15%	<i>11 - 20</i>	5	38%	<i>21 - 40</i>	5	38%
						<i>>40</i>	1	8%

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

	#	%		#	%		#	%
<i>Contract</i>	3	21%	<i>PA</i>	2	14%	<i>None</i>	8	57%
						<i>Other:</i>	1	7%

Does your organization participate in a Hospice-Veteran Partnership?

	#	%		#	%
<i>Yes</i>	11	79%	<i>No</i>	3	21%

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

	MEAN							
	2.85							
		# of Resp	None	Little	Some	Fair amount	Great deal	
		13	0	5	5	3	0	
			0%	38%	38%	23%	0%	

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	2.69		13	2 15%	3 23%	5 38%	3 23%	0 0%
Have received referrals from VA staff	3.08		13	1 8%	2 15%	5 38%	5 38%	0 0%
Have experienced increased awareness of the unique needs of Veterans	4.62		13	0 0%	0 0%	1 8%	3 23%	9 69%
Have found it easier to work with our local VA Medical Center or outpatient clinic	3.08		13	2 15%	2 15%	3 23%	5 38%	1 8%

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	3.64		14	0 0%	0 0%	5 36%	9 64%	0 0%
How to assist Veterans access their benefits	3.71		14	0 0%	0 0%	4 29%	10 71%	0 0%
How to assist Veterans enroll in VA	3.17		12	0 0%	2 17%	6 50%	4 33%	0 0%

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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	2.92		12	1 8%	2 17%	6 50%	3 25%	0 0%
The needs of Veterans by war, trauma, or population	3.71		14	0 0%	0 0%	5 36%	8 57%	1 7%
Practical use of the Military History Checklist	3.21		14	2 14%	1 7%	4 29%	6 43%	1 7%
Key aspects of the VA's national hospice and palliative care program	3.43		14	0 0%	1 7%	8 57%	3 21%	2 14%
Key aspects of the hospice and palliative care program(s) of the VA Medical Center(s) closest to you	2.92		12	1 8%	2 17%	6 50%	3 25%	0 0%
Benefits of community organizations partnering with VA to better serve Veterans	3.58		12	0 0%	1 8%	4 33%	6 50%	1 8%

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	3.77		13	0 0%	0 0%	5 38%	6 46%	2 15%
Availability of information outlining tools and processes hospices need to know to do business with VA	3.15		13	0 0%	3 23%	5 38%	5 38%	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	2.85		13	0 0%	5 38%	5 38%	3 23%	0 0%
Approvals for VA-Paid hospice admissions to community hospice	3.25		12	2 17%	1 8%	3 25%	4 33%	2 17%
Approvals for VA-Paid hospice changes in levels of care	3.58		12	1 8%	0 0%	5 42%	3 25%	3 25%
Process for determining continued need for hospice services	3.92		12	1 8%	0 0%	3 25%	3 25%	5 42%
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	3.27		11	2 18%	0 0%	3 27%	5 45%	1 9%
Access to reimbursement for all four levels of VA-Paid hospice care	3.55		11	1 9%	0 0%	4 36%	4 36%	2 18%
Your organization's experience in billing your local VA Medical Center	3.64		11	1 9%	0 0%	3 27%	5 45%	2 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	3.36		11	1 9%	0 0%	4 36%	6 55%	0 0%
Process to coordinate VA-Paid admission to your organization's hospice inpatient unit	3.00		6	1 17%	0 0%	3 50%	2 33%	0 0%
Process to coordinate admission from the community to VA facility (inpatient HPC unit, acute care, long term care)	3.38		8	0 0%	1 13%	3 38%	4 50%	0 0%
Process to provide after-hour coverage for Veterans whose primary care is provided by a VA physician	3.00		10	1 10%	2 20%	4 40%	2 20%	1 10%

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Veteran Emphasis

Our referrals from VA have decreased in the past two years

VA / Community interface

I would like to have more info on Vet Benefits and how to expedite enrollment if needed.

None of our terminally ill veterans have wanted to enroll in the VA. I refer veteran's families to our local / county Veterans' Assistance Commission for assistance with applying for appropriate benefits and for having that enrollment expedited.