

We Honor Veterans State Survey

Massachusetts

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	17%	Level 1 Partner	1	8%	Level 3 Partner	1	8%
	3	25%	Level 2 Partner	0	0%	Level 4 Partner	0	0%
						I don't know what level we are	3	25%
						Not yet, but hope to qualify soon	2	17%

What type of organization are you?

	#	%		#	%
<i>Free-standing hospice</i>	5	42%	<i>Homehealth-based hospice</i>	6	50%
<i>Hospital-based hospice</i>	0	0%	<i>Other healthcare organization</i>	1	8%

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

	#	%		#	%
<i>Urban</i>	2	17%	<i>Mixed</i>	9	75%
<i>Rural</i>	1	8%	<i>Highly Rural</i>	0	0%

Does your organization serve Veterans in rural areas?

	#	%		#	%
<i>Yes</i>	7	58%	<i>No</i>	5	42%

Indicate VISN identified in service area

	#	%
<i>VISN1</i>	7	100%

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

	#	%		#	%		#	%
<i>0 - 10</i>	3	25%	<i>11 - 20</i>	4	33%	<i>21 - 40</i>	4	33%
						<i>>40</i>	1	8%

Driving distance (miles) to nearest VA outpatient clinic

	#	%		#	%		#	%
<i>0 - 10</i>	4	36%	<i>11 - 20</i>	4	36%	<i>21 - 40</i>	3	27%
						<i>>40</i>	0	0%


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

	#	%		#	%		#	%
<i>Contract</i>	1	8%	<i>PA</i>	0	0%	<i>None</i>	11	92%
						<i>Other:</i>	0	0%

Does your organization participate in a Hospice-Veteran Partnership?

	#	%		#	%
<i>Yes</i>	6	50%	<i>No</i>	6	50%

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
	3.75		12	0	1	5	2	4
				0%	8%	42%	17%	33%

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	2.17		12	4 33%	3 25%	4 33%	1 8%	0 0%
Have received referrals from VA staff	1.92		12	5 42%	4 33%	2 17%	1 8%	0 0%
Have experienced increased awareness of the unique needs of Veterans	3.42		12	1 8%	2 17%	2 17%	5 42%	2 17%
Have found it easier to work with our local VA Medical Center or outpatient clinic	2.50		12	3 25%	4 33%	2 17%	2 17%	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	3.58		12	1 8%	0 0%	5 42%	3 25%	3 25%
How to assist Veterans access their benefits	3.64		11	1 9%	0 0%	4 36%	3 27%	3 27%
How to assist Veterans enroll in VA	3.00		12	2 17%	2 17%	3 25%	4 33%	1 8%

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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	3.17		12	1 8%	2 17%	5 42%	2 17%	2 17%
The needs of Veterans by war, trauma, or population	3.42		12	1 8%	2 17%	3 25%	3 25%	3 25%
Practical use of the Military History Checklist	2.82		11	2 18%	3 27%	3 27%	1 9%	2 18%
Key aspects of the VA's national hospice and palliative care program	3.08		12	1 8%	2 17%	5 42%	3 25%	1 8%
Key aspects of the hospice and palliative care program(s) of the VA Medical Center(s) closest to you	2.92		12	2 17%	2 17%	3 25%	5 42%	0 0%
Benefits of community organizations partnering with VA to better serve Veterans	3.08		12	1 8%	3 25%	2 17%	6 50%	0 0%

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	3.33		12	1 8%	0 0%	6 50%	4 33%	1 8%
Availability of information outlining tools and processes hospices need to know to do business with VA	2.83		12	1 8%	4 33%	4 33%	2 17%	1 8%

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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	3.30		10	1 10%	1 10%	4 40%	2 20%	2 20%
Approvals for VA-Paid hospice admissions to community hospice	3.36		11	1 9%	0 0%	6 55%	2 18%	2 18%
Approvals for VA-Paid hospice changes in levels of care	3.00		11	2 18%	0 0%	6 55%	2 18%	1 9%
Process for determining continued need for hospice services	3.18		11	2 18%	0 0%	5 45%	2 18%	2 18%

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	2.82		11	2 18%	1 9%	6 55%	1 9%	1 9%
Access to reimbursement for all four levels of VA-Paid hospice care	2.40		10	3 30%	2 20%	3 30%	2 20%	0 0%
Your organization's experience in billing your local VA Medical Center	3.00		11	2 18%	0 0%	6 55%	2 18%	1 9%

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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	3.11		9	1 11%	1 11%	3 33%	4 44%	0 0%
Process to coordinate VA-Paid admission to your organization's hospice inpatient unit	2.57		7	2 29%	0 0%	4 57%	1 14%	0 0%
Process to coordinate admission from the community to VA facility (inpatient HPC unit, acute care, long term care)	3.11		9	1 11%	2 22%	2 22%	3 33%	1 11%
Process to provide after-hour coverage for Veterans whose primary care is provided by a VA physician	2.67		9	2 22%	2 22%	2 22%	3 33%	0 0%

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Written Comments

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Veteran Emphasis

We do Veteran appreciation awards for our Hospice patients and give them a plaque and a visit. Their family is invited and it is very well received. We had a Veteran's appreciation luncheon for the Vet agents in our community. We identify every patient who is a veteran.

We work better with the outpatient clinic. Our local VA has not been responsive to our involvement and insists that patients be discharged from hospice services before entering a VA facility. Families have found this difficult since they have already established a relationship with our staff.

Excellent program that we would like to see grow and expand. I would like to see more resources provided to state hospice organizations in order to better support local hospices in this endeavor.

We have had some preliminary discussions with one of the VA's locally and would like to develop this relationship further.

VA / Community interface

VA still remains hard to work with especially with eligibility and having a provider make home visit if veteran is unable to get to a VA facility. We actually had provider refuse to make visit to veteran -- he had to go to VAMC. I do not understand why they will not take PCP or Hospice medical director's information to use for eligibility.

Business Relationship

Our hospice has additional learning needs in these areas.

Our Local VAMC feels the patient should use their Medicare benefit but will do so if veteran asks to us VA benefit.

Reimbursement

These are not applicable as of yet.