

We Honor Veterans State Survey

Maryland

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	1	9%	Level 1 Partner	5	45%	Level 3 Partner	0	0%
	2	18%	Level 2 Partner	1	9%	Level 4 Partner	0	0%
						I don't know what level we are	0	0%
						Not yet, but hope to qualify soon	2	18%

What type of organization are you?

	#	%		#	%
<i>Free-standing hospice</i>	6	55%	<i>Homehealth-based hospice</i>	1	9%
<i>Hospital-based hospice</i>	4	36%	<i>Other healthcare organization</i>	0	0%

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

	#	%		#	%
<i>Urban</i>	2	18%	<i>Mixed</i>	3	27%
<i>Rural</i>	6	55%	<i>Highly Rural</i>	0	0%

Does your organization serve Veterans in rural areas?

	#	%		#	%
<i>Yes</i>	11	100%	<i>No</i>	0	0%

Indicate VISN identified in service area

	#	%
<i>VISN5</i>	4	100%

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

	#	%		#	%		#	%
<i>0 - 10</i>	1	9%	<i>11 - 20</i>	1	9%	<i>21 - 40</i>	4	36%
						<i>>40</i>	5	45%

Driving distance (miles) to nearest VA outpatient clinic

	#	%		#	%		#	%
<i>0 - 10</i>	3	27%	<i>11 - 20</i>	3	27%	<i>21 - 40</i>	3	27%
						<i>>40</i>	2	18%


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

	#	%		#	%		#	%
<i>Contract</i>	4	40%	<i>PA</i>	2	20%	<i>None</i>	3	30%
						<i>Other:</i>	1	10%

Does your organization participate in a Hospice-Veteran Partnership?

	#	%		#	%
<i>Yes</i>	8	89%	<i>No</i>	1	11%

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
	3.50		8	0	1	3	3	1
				0%	13%	38%	38%	13%

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	2.80		10	1 10%	2 20%	5 50%	2 20%	0 0%
Have received referrals from VA staff	2.90		10	0 0%	4 40%	3 30%	3 30%	0 0%
Have experienced increased awareness of the unique needs of Veterans	3.89		9	0 0%	0 0%	3 33%	4 44%	2 22%
Have found it easier to work with our local VA Medical Center or outpatient clinic	3.50		8	0 0%	2 25%	2 25%	2 25%	2 25%

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	3.50		10	0 0%	0 0%	5 50%	5 50%	0 0%
How to assist Veterans access their benefits	3.56		9	0 0%	1 11%	2 22%	6 67%	0 0%
How to assist Veterans enroll in VA	3.22		9	0 0%	2 22%	3 33%	4 44%	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	3.30		10	0 0%	2 20%	4 40%	3 30%	1 10%
The needs of Veterans by war, trauma, or population	3.33		9	0 0%	1 11%	5 56%	2 22%	1 11%
Practical use of the Military History Checklist	2.89		9	1 11%	2 22%	4 44%	1 11%	1 11%
Key aspects of the VA's national hospice and palliative care program	3.20		10	0 0%	1 10%	6 60%	3 30%	0 0%
Key aspects of the hospice and palliative care program(s) of the VA Medical Center(s) closest to you	3.40		10	0 0%	1 10%	4 40%	5 50%	0 0%
Benefits of community organizations partnering with VA to better serve Veterans	3.56		9	0 0%	1 11%	3 33%	4 44%	1 11%

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	3.50		10	0 0%	1 10%	4 40%	4 40%	1 10%
Availability of information outlining tools and processes hospices need to know to do business with VA	3.30		10	0 0%	2 20%	4 40%	3 30%	1 10%

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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	3.70		10	0 0%	1 10%	2 20%	6 60%	1 10%
Approvals for VA-Paid hospice admissions to community hospice	3.90		10	0 0%	0 0%	3 30%	5 50%	2 20%
Approvals for VA-Paid hospice changes in levels of care	3.80		10	0 0%	0 0%	4 40%	4 40%	2 20%
Process for determining continued need for hospice services	4.00		10	0 0%	0 0%	2 20%	6 60%	2 20%
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	3.67		9	1 11%	1 11%	1 11%	3 33%	3 33%
Access to reimbursement for all four levels of VA-Paid hospice care	3.67		9	1 11%	0 0%	2 22%	4 44%	2 22%
Your organization's experience in billing your local VA Medical Center	3.78		9	1 11%	0 0%	1 11%	5 56%	2 22%

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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	3.89		9	0 0%	0 0%	2 22%	6 67%	1 11%
Process to coordinate VA-Paid admission to your organization's hospice inpatient unit	4.20		5	0 0%	0 0%	1 20%	2 40%	2 40%
Process to coordinate admission from the community to VA facility (inpatient HPC unit, acute care, long term care)	4.00		9	0 0%	0 0%	2 22%	5 56%	2 22%
Process to provide after-hour coverage for Veterans whose primary care is provided by a VA physician	3.22		9	0 0%	1 11%	5 56%	3 33%	0 0%

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Written Comments

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Veteran Emphasis

We really enjoy working with VA and would like to expand our relationship. We currently provide Medical Day Services to the VA, hospice, some long term care we are interested in obtaining a contract to provide aid service in the home - but I understand contracts new contracts are not being issued at this time

One of the primary struggles is to navigate the VA system to obtain the correct physician and to obtain orders ect. that is probably our most difficult challenge

We have partnered with the local VA center's in that all Hospice care coordination is through our Medical Director and the PCP is kept up to date. This prevents interruption of care and better symptom management.

Business Relationship

Cindy Dresser is our go-to person for our Veterans who are in need of hospice services - any questions - we contact her - very responsive

Reimbursement

We are still waiting on reimbursement from care given Jan through April of 2011. We have submitted bills 3 times, by mail, fax and lastly certified mail. We have called over 15 times trying to get resolution. Most calls are not returned. We called again yesterday and were told that the checks were mailed out 10-18-11. We have never received them.

I am not a biller - but I believe we have had a good experience

Continuity of Care

Re after -hour coverage: since we work primarily with an out pt clinic our med dir provides all after hours care.