

We Honor Veterans State Survey

Maine

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	17%	Level 1 Partner	1	17%	Level 3 Partner	0	0%
			Level 2 Partner	1	17%	Level 4 Partner	0	0%
						I don't know what level we are	0	0%
						Not yet, but hope to qualify soon	2	33%

What type of organization are you?

	#	%		#	%
<i>Free-standing hospice</i>	3	50%	<i>Homehealth-based hospice</i>	3	50%
<i>Hospital-based hospice</i>	0	0%	<i>Other healthcare organization</i>	0	0%

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

	#	%		#	%
<i>Urban</i>	0	0%	<i>Mixed</i>	0	0%
<i>Rural</i>	5	83%	<i>Highly Rural</i>	1	17%

Does your organization serve Veterans in rural areas?

	#	%		#	%
<i>Yes</i>	6	100%	<i>No</i>	0	0%

Indicate VISN identified in service area

	#	%
<i>VISNI</i>	5	100%

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

	#	%		#	%		#	%
<i>0 - 10</i>	0	0%	<i>11 - 20</i>	0	0%	<i>21 - 40</i>	2	33%
						<i>>40</i>	4	67%

Driving distance (miles) to nearest VA outpatient clinic

	#	%		#	%		#	%
<i>0 - 10</i>	0	0%	<i>11 - 20</i>	1	20%	<i>21 - 40</i>	3	60%
						<i>>40</i>	1	20%

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

	#	%		#	%		#	%
<i>Contract</i>	2	33%	<i>PA</i>	0	0%	<i>None</i>	4	67%
						<i>Other:</i>	0	0%

Does your organization participate in a Hospice-Veteran Partnership?

	#	%		#	%
<i>Yes</i>	3	50%	<i>No</i>	3	50%

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

	# of Resp	None	Little	Some	Fair amount	Great deal
MEAN 4.17	6	0	0	2	1	3
		0%	0%	33%	17%	50%

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	2	3	4	5
				None	Little	Some	Fair amount	Great deal
Have increased our Veteran caseload	2.83		6	1 17%	2 33%	1 17%	1 17%	1 17%
Have received referrals from VA staff	2.67		6	1 17%	2 33%	1 17%	2 33%	0 0%
Have experienced increased awareness of the unique needs of Veterans	4.50		6	0 0%	0 0%	1 17%	1 17%	4 67%
Have found it easier to work with our local VA Medical Center or outpatient clinic	2.17		6	3 50%	1 17%	1 17%	0 0%	1 17%

VA/Community Interface

How do you rate your organization's understanding in the following areas?

	MEAN		# of Resp	1	2	3	4	5
				Very Poor	Poor	Fair	Good	Very Good
Benefits to which Veterans are entitled	3.67		6	0 0%	0 0%	3 50%	2 33%	1 17%
How to assist Veterans access their benefits	3.67		6	0 0%	1 17%	1 17%	3 50%	1 17%
How to assist Veterans enroll in VA	3.17		6	0 0%	2 33%	2 33%	1 17%	1 17%

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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	3.67	6	0 0%	0 0%	3 50%	2 33%	1 17%
The needs of Veterans by war, trauma, or population	3.67	6	0 0%	1 17%	1 17%	3 50%	1 17%
Practical use of the Military History Checklist	3.50	6	0 0%	0 0%	4 67%	1 17%	1 17%
Key aspects of the VA's national hospice and palliative care program	4.00	6	0 0%	0 0%	1 17%	4 67%	1 17%
Key aspects of the hospice and palliative care program(s) of the VA Medical Center(s) closest to you	3.33	6	0 0%	2 33%	2 33%	0 0%	2 33%
Benefits of community organizations partnering with VA to better serve Veterans	4.17	6	0 0%	0 0%	1 17%	3 50%	2 33%

Business Relationship

How do you rate each of the following?








			1	2	3	4	5
		# of Resp	Very Poor	Poor	Fair	Good	Very Good
MEAN							
Your organization's ability to help Veterans access needed resources	3.17	6	0 0%	2 33%	2 33%	1 17%	1 17%
Availability of information outlining tools and processes hospices need to know to do business with VA	3.17	6	0 0%	3 50%	1 17%	0 0%	2 33%

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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	3.33		6	0 0%	2 33%	2 33%	0 0%	2 33%
Approvals for VA-Paid hospice admissions to community hospice	3.80		5	0 0%	0 0%	3 60%	0 0%	2 40%
Approvals for VA-Paid hospice changes in levels of care	3.80		5	0 0%	0 0%	3 60%	0 0%	2 40%
Process for determining continued need for hospice services	3.83		6	0 0%	0 0%	3 50%	1 17%	2 33%
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	4.00		3	0 0%	0 0%	1 33%	1 33%	1 33%
Access to reimbursement for all four levels of VA-Paid hospice care	4.33		3	0 0%	0 0%	1 33%	0 0%	2 67%
Your organization's experience in billing your local VA Medical Center	4.00		3	0 0%	1 33%	0 0%	0 0%	2 67%

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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	3.33		6	0 0%	2 33%	2 33%	0 0%	2 33%
Process to coordinate VA-Paid admission to your organization's hospice inpatient unit	5.00		1	0 0%	0 0%	0 0%	0 0%	1 100%
Process to coordinate admission from the community to VA facility (inpatient HPC unit, acute care, long term care)	4.00		3	0 0%	0 0%	1 33%	1 33%	1 33%
Process to provide after-hour coverage for Veterans whose primary care is provided by a VA physician	3.50		4	1 25%	0 0%	1 25%	0 0%	2 50%

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Veteran Emphasis

Working with Togus VA could not be better. They are a dedicated group of professionals that are a pleasure to work with. They have assisted us with patients in a timely, efficient manner that we are so appreciative of.

VA / Community interface

We have been focusing on these areas.