

# We Honor Veterans State Survey

**Missouri**

**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	0	0%	Level 1 Partner	7	54%	Level 3 Partner	1	8%
	3	23%	Level 2 Partner	2	15%	Level 4 Partner	0	0%
						I don't know what level we are	0	0%
						Not yet, but hope to qualify soon	0	0%

**What type of organization are you?**

	#	%		#	%
<i>Free-standing hospice</i>	9	69%	<i>Homehealth-based hospice</i>	1	8%
<i>Hospital-based hospice</i>	3	23%	<i>Other healthcare organization</i>	0	0%

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

	#	%		#	%
<i>Urban</i>	0	0%	<i>Mixed</i>	10	77%
<i>Rural</i>	3	23%	<i>Highly Rural</i>	0	0%

**Does your organization serve Veterans in rural areas?**

	#	%		#	%
<i>Yes</i>	13	100%	<i>No</i>	0	0%

**Indicate VISN identified in service area**

	#	%		#	%		#	%
<i>VISN15</i>	7	70%	<i>VISN16</i>	2	20%	<i>VISN23</i>	1	10%

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

	#	%		#	%		#	%
<i>0 - 10</i>	3	23%	<i>11 - 20</i>	5	38%	<i>21 - 40</i>	0	0%
						<i>&gt;40</i>	5	38%

**Driving distance (miles) to nearest VA outpatient clinic**

	#	%		#	%		#	%
<i>0 - 10</i>	6	46%	<i>11 - 20</i>	6	46%	<i>21 - 40</i>	1	8%
						<i>&gt;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>	3	23%	<i>None</i>	8	62%
						<i>Other:</i>	1	8%

**Does your organization participate in a Hospice-Veteran Partnership?**

	#	%		#	%
<i>Yes</i>	11	85%	<i>No</i>	2	15%

**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
	<b>3.85</b>		13	8%	8%	15%	31%	38%

**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	2.92		12	2 17%	2 17%	3 25%	5 42%	0 0%
Have received referrals from VA staff	2.75		12	3 25%	3 25%	1 8%	4 33%	1 8%
Have experienced increased awareness of the unique needs of Veterans	4.33		12	0 0%	0 0%	2 17%	4 33%	6 50%
Have found it easier to work with our local VA Medical Center or outpatient clinic	3.00		12	2 17%	3 25%	1 8%	5 42%	1 8%

## 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	4.08		12	0 0%	0 0%	1 8%	9 75%	2 17%
How to assist Veterans access their benefits	4.08		12	0 0%	0 0%	3 25%	5 42%	4 33%
How to assist Veterans enroll in VA	4.17		12	0 0%	0 0%	2 17%	6 50%	4 33%

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## VA/Community Interface (cont.)

			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
		# of Resp	Very Poor	Poor	Fair	Good	Very Good
<b>How to assist terminally ill Veterans with expedited enrollment in VA</b>	<b>4.08</b>	12	0 0%	0 0%	2 17%	7 58%	3 25%
<b>The needs of Veterans by war, trauma, or population</b>	<b>4.08</b>	12	0 0%	0 0%	3 25%	5 42%	4 33%
<b>Practical use of the Military History Checklist</b>	<b>4.17</b>	12	0 0%	1 8%	2 17%	3 25%	6 50%
<b>Key aspects of the VA's national hospice and palliative care program</b>	<b>4.33</b>	12	0 0%	0 0%	0 0%	8 67%	4 33%
<b>Key aspects of the hospice and palliative care program(s) of the VA Medical Center(s) closest to you</b>	<b>3.64</b>	11	0 0%	1 9%	5 45%	2 18%	3 27%
<b>Benefits of community organizations partnering with VA to better serve Veterans</b>	<b>4.00</b>	12	0 0%	1 8%	2 17%	5 42%	4 33%

## Business Relationship

*How do you rate each of the following?*








			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
		# of Resp	Very Poor	Poor	Fair	Good	Very Good
<b>Your organization's ability to help Veterans access needed resources</b>	<b>4.23</b>	13	0 0%	0 0%	2 15%	6 46%	5 38%
<b>Availability of information outlining tools and processes hospices need to know to do business with VA</b>	<b>3.69</b>	13	0 0%	2 15%	3 23%	5 38%	3 23%

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## Business Relationship (cont.)

	MEAN		# of Resp	1 Very Poor	2 Poor	3 Fair	4 Good	5 Very Good
<b>Reliability and accuracy of contact information for the VA staff your organization needs to work with</b>	<b>3.31</b>		13	0 0%	4 31%	3 23%	4 31%	2 15%
<b>Approvals for VA-Paid hospice admissions to community hospice</b>	<b>3.36</b>		11	0 0%	4 36%	1 9%	4 36%	2 18%
<b>Approvals for VA-Paid hospice changes in levels of care</b>	<b>3.27</b>		11	0 0%	5 45%	1 9%	2 18%	3 27%
<b>Process for determining continued need for hospice services</b>	<b>3.67</b>		12	0 0%	2 17%	2 17%	6 50%	2 17%
<b>Reimbursement</b>								
	MEAN		# of Resp	1 Very Poor	2 Poor	3 Fair	4 Good	5 Very Good
<b>Timeliness of VA reimbursement for VA-Paid hospice care</b>	<b>3.63</b>		8	0 0%	1 13%	2 25%	4 50%	1 13%
<b>Access to reimbursement for all four levels of VA-Paid hospice care</b>	<b>3.75</b>		8	0 0%	1 13%	1 13%	5 63%	1 13%
<b>Your organization's experience in billing your local VA Medical Center</b>	<b>3.88</b>		8	0 0%	0 0%	2 25%	5 63%	1 13%

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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	3.50		12	0 0%	3 25%	2 17%	5 42%	2 17%
Process to coordinate VA-Paid admission to your organization's hospice inpatient unit	3.29		7	0 0%	2 29%	1 14%	4 57%	0 0%
Process to coordinate admission from the community to VA facility (inpatient HPC unit, acute care, long term care)	3.55		11	0 0%	2 18%	2 18%	6 55%	1 9%
Process to provide after-hour coverage for Veterans whose primary care is provided by a VA physician	2.70		10	0 0%	4 40%	5 50%	1 10%	0 0%

### Missouri

#### Veteran Emphasis

The referrals we have received are typically from the VA Facility not from any out-patient clinics. Work is needed to closer connect out-patient clinics with Hospice Providers in the community.

The local VA and Veterans home still show preference to certain for profit hospice companies. Any hospice company should be able to contract with VA unless have specific legal reason not to.

Difficult to contact VA physicians after hours/weekends

Our VA gives referrals to a provider that isn't even certified in the program even though we have continually worked with them to open the door. Another VA does the same.

#### Business Relationship

It has been very difficult thus far in developing an open relationship with the local VA in reagrds to hospice and veterans benefits.