

We Honor Veterans State Survey

Mississippi

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	4	17%	Level 1 Partner	5	21%	Level 3 Partner	0	0%
	7	29%	Level 2 Partner	1	4%	Level 4 Partner	0	0%
						I don't know what level we are	2	8%
						Not yet, but hope to qualify soon	5	21%

What type of organization are you?

	#	%		#	%
<i>Free-standing hospice</i>	17	71%	<i>Homehealth-based hospice</i>	4	17%
<i>Hospital-based hospice</i>	3	13%	<i>Other healthcare organization</i>	0	0%

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

	#	%		#	%
<i>Urban</i>	0	0%	<i>Mixed</i>	9	38%
<i>Rural</i>	11	46%	<i>Highly Rural</i>	4	17%

Does your organization serve Veterans in rural areas?

	#	%		#	%
<i>Yes</i>	21	95%	<i>No</i>	1	5%

Indicate VISN identified in service area

	#	%		#	%
<i>VISN9</i>	2	50%	<i>VISN16</i>	2	50%

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

	#	%		#	%		#	%
<i>0 - 10</i>	2	9%	<i>11 - 20</i>	3	13%	<i>21 - 40</i>	4	17%
						<i>>40</i>	14	61%

Driving distance (miles) to nearest VA outpatient clinic

	#	%		#	%		#	%
<i>0 - 10</i>	8	33%	<i>11 - 20</i>	2	8%	<i>21 - 40</i>	10	42%
						<i>>40</i>	4	17%

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

	#	%		#	%		#	%
<i>Contract</i>	2	8%	<i>PA</i>	4	17%	<i>None</i>	17	71%
						<i>Other:</i>	1	4%

Does your organization participate in a Hospice-Veteran Partnership?

	#	%		#	%
<i>Yes</i>	6	26%	<i>No</i>	17	74%

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

MEAN

3.67



of Resp

	1	2	3	4	5
None	1	5	3	7	8
Little		21%	13%	29%	33%
Some					
Fair amount					
Great deal					

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	2.04		23	8 35%	9 39%	3 13%	3 13%	0 0%
Have received referrals from VA staff	2.26		23	8 35%	4 17%	9 39%	1 4%	1 4%
Have experienced increased awareness of the unique needs of Veterans	3.77		22	1 5%	3 14%	5 23%	4 18%	9 41%
Have found it easier to work with our local VA Medical Center or outpatient clinic	2.09		23	10 43%	4 17%	6 26%	3 13%	0 0%

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	3.23		22	1 5%	2 9%	11 50%	7 32%	1 5%
How to assist Veterans access their benefits	3.09		22	1 5%	5 23%	9 41%	5 23%	2 9%
How to assist Veterans enroll in VA	3.09		22	1 5%	5 23%	9 41%	5 23%	2 9%

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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	2.82		22	2 9%	7 32%	7 32%	5 23%	1 5%
The needs of Veterans by war, trauma, or population	3.14		22	1 5%	3 14%	11 50%	6 27%	1 5%
Practical use of the Military History Checklist	3.05		22	2 9%	6 27%	7 32%	3 14%	4 18%
Key aspects of the VA's national hospice and palliative care program	2.82		22	1 5%	8 36%	7 32%	6 27%	0 0%
Key aspects of the hospice and palliative care program(s) of the VA Medical Center(s) closest to you	2.50		22	3 14%	9 41%	6 27%	4 18%	0 0%
Benefits of community organizations partnering with VA to better serve Veterans	2.81		21	3 14%	5 24%	7 33%	5 24%	1 5%

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	3.05		22	1 5%	5 23%	8 36%	8 36%	0 0%
Availability of information outlining tools and processes hospices need to know to do business with VA	2.64		22	3 14%	7 32%	8 36%	3 14%	1 5%

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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	2.95		22	2 9%	5 23%	9 41%	4 18%	2 9%
Approvals for VA-Paid hospice admissions to community hospice	2.82		22	3 14%	4 18%	10 45%	4 18%	1 5%
Approvals for VA-Paid hospice changes in levels of care	2.77		22	4 18%	3 14%	10 45%	4 18%	1 5%
Process for determining continued need for hospice services	3.62		21	1 5%	1 5%	8 38%	6 29%	5 24%

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	2.93		14	3 21%	1 7%	5 36%	4 29%	1 7%
Access to reimbursement for all four levels of VA-Paid hospice care	2.77		13	3 23%	1 8%	6 46%	2 15%	1 8%
Your organization's experience in billing your local VA Medical Center	3.00		13	1 8%	3 23%	5 38%	3 23%	1 8%

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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	3.18		17	0 0%	3 18%	8 47%	6 35%	0 0%
Process to coordinate VA-Paid admission to your organization's hospice inpatient unit	2.78		9	1 11%	2 22%	4 44%	2 22%	0 0%
Process to coordinate admission from the community to VA facility (inpatient HPC unit, acute care, long term care)	2.93		15	1 7%	3 20%	7 47%	4 27%	0 0%
Process to provide after-hour coverage for Veterans whose primary care is provided by a VA physician	3.07		15	0 0%	4 27%	7 47%	3 20%	1 7%

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Written Comments

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Veteran Emphasis

I have tried to work with VA on providing hospice services to vets to no avail.

We have just now enrolled our organization to be a part of the Veterans project. We are looking forward to working with the VA facilities in our area.

We have had little success with gaining cooperation or information from VA about how we go about working with them.

VA / Community interface

The knowledge we have gained has been courtesy of our local Veterans Service Agent. She is Pat Ray in Alcorn county, MS, and she is great.

To my knowledge, this hospice has not had any referrals from the VA in the past 3 years. Our agency does not have a formal contract with the VA for any home based care.

Business Relationship

This hospice has had no referrals from the VA

Have had an issue with being paid for changes in level of care. Have had issues with getting the authorization numbers to have claims paid in a timely fashion.

Reimbursement

Billing does not take place in our office

I could not answer the above for we have only had two VA patients.

We do not have a contract for providing hospice services to vets.

Billing is done from our corporate office.

Claims that include changes in level of care are not reimbursed accurately. Local VA does not issue the final authorization numbers to be paid in a timely fashion.

Continuity of Care

VA physicians will not provide coverage for hospice patients in our area. Medical directors direct the care of the hospice patients in our area. Difficulty trying to coordinate our patient admissions into VA facilities for level of care changes due to VA's refusal to contract services. Even when we offer to d/c patient in order for them to get needed care in their facility the VA staff are not helpful at all.

We can get the VA patient transferred to the in-patient unit but then we have a difficult time getting paid for the claims.