

# We Honor Veterans State Survey

**New Hampshire**

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

**What type of organization are you?**

	#	%		#	%
<i>Free-standing hospice</i>	2	25%	<i>Homehealth-based hospice</i>	6	75%
<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>	4	50%
<i>Rural</i>	4	50%	<i>Highly Rural</i>	0	0%

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

	#	%		#	%
<i>Yes</i>	8	100%	<i>No</i>	0	0%

**Indicate VISN identified in service area**

	#	%
<i>VISNI</i>	2	100%

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

	#	%		#	%		#	%
<i>0 - 10</i>	2	25%	<i>11 - 20</i>	1	13%	<i>21 - 40</i>	1	13%
						<i>&gt;40</i>	4	50%

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

	#	%		#	%		#	%
<i>0 - 10</i>	3	38%	<i>11 - 20</i>	2	25%	<i>21 - 40</i>	2	25%
						<i>&gt;40</i>	1	13%

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

	#	%		#	%		#	%
<i>Contract</i>	4	50%	<i>PA</i>	1	13%	<i>None</i>	2	25%
						<i>Other:</i>	1	13%

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

	#	%		#	%
<i>Yes</i>	4	50%	<i>No</i>	4	50%

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

MEAN

**3.38**



	# of Resp	None	Little	Some	Fair amount	Great deal
	8	0	3	1	2	2
		0%	38%	13%	25%	25%

**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	2.25		8	2 25%	2 25%	4 50%	0 0%	0 0%
Have received referrals from VA staff	2.38		8	2 25%	2 25%	3 38%	1 13%	0 0%
Have experienced increased awareness of the unique needs of Veterans	3.63		8	0 0%	2 25%	1 13%	3 38%	2 25%
Have found it easier to work with our local VA Medical Center or outpatient clinic	2.25		8	3 38%	3 38%	0 0%	1 13%	1 13%

## 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	3.38		8	0 0%	2 25%	2 25%	3 38%	1 13%
How to assist Veterans access their benefits	3.63		8	0 0%	1 13%	3 38%	2 25%	2 25%
How to assist Veterans enroll in VA	3.50		8	1 13%	0 0%	3 38%	2 25%	2 25%

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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>3.00</b>	8	2 25%	1 13%	1 13%	3 38%	1 13%
<b>The needs of Veterans by war, trauma, or population</b>	<b>3.00</b>	8	2 25%	1 13%	1 13%	3 38%	1 13%
<b>Practical use of the Military History Checklist</b>	<b>2.43</b>	7	4 57%	0 0%	0 0%	2 29%	1 14%
<b>Key aspects of the VA's national hospice and palliative care program</b>	<b>3.38</b>	8	1 13%	1 13%	2 25%	2 25%	2 25%
<b>Key aspects of the hospice and palliative care program(s) of the VA Medical Center(s) closest to you</b>	<b>3.25</b>	8	1 13%	1 13%	2 25%	3 38%	1 13%
<b>Benefits of community organizations partnering with VA to better serve Veterans</b>	<b>3.14</b>	7	1 14%	2 29%	1 14%	1 14%	2 29%

## 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>2.86</b>	7	1 14%	3 43%	0 0%	2 29%	1 14%
<b>Availability of information outlining tools and processes hospices need to know to do business with VA</b>	<b>2.71</b>	7	1 14%	3 43%	1 14%	1 14%	1 14%

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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	3.00		7	1 14%	1 14%	2 29%	3 43%	0 0%
Approvals for VA-Paid hospice admissions to community hospice	3.00		7	1 14%	1 14%	2 29%	3 43%	0 0%
Approvals for VA-Paid hospice changes in levels of care	2.43		7	2 29%	2 29%	1 14%	2 29%	0 0%
Process for determining continued need for hospice services	3.57		7	1 14%	1 14%	0 0%	3 43%	2 29%

## 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	3.00		5	0 0%	0 0%	5 100%	0 0%	0 0%
Access to reimbursement for all four levels of VA-Paid hospice care	2.80		5	0 0%	1 20%	4 80%	0 0%	0 0%
Your organization's experience in billing your local VA Medical Center	2.80		5	0 0%	1 20%	4 80%	0 0%	0 0%

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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	3.17		6	0 0%	1 17%	3 50%	2 33%	0 0%
Process to coordinate VA-Paid admission to your organization's hospice inpatient unit	2.67		3	0 0%	1 33%	2 67%	0 0%	0 0%
Process to coordinate admission from the community to VA facility (inpatient HPC unit, acute care, long term care)	2.80		5	1 20%	1 20%	1 20%	2 40%	0 0%
Process to provide after-hour coverage for Veterans whose primary care is provided by a VA physician	2.60		5	1 20%	1 20%	2 40%	1 20%	0 0%

### **New Hampshire**

#### **Veteran Emphasis**

On-going problem of obtaining signatures for certifications as well as standing orders/comfort kits

WHV is a wonderful program on many levels and long overdue. It has helped up start the journey we wanted to start but couldn't seem to break through the VA walls. Thank you!

#### **VA / Community interface**

Recently attended the NHHPCO and learned of the new Veteran's initiative for Hospice & Palliative Care

Again, Thank you!

#### **Continuity of Care**

Difficult to reach physicians in the VA after hours.