

We Honor Veterans State Survey

New Mexico

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	2	29%	Level 3 Partner	0	0%
	1	14%	Level 2 Partner	1	14%	Level 4 Partner	0	0%
						I don't know what level we are	0	0%
						Not yet, but hope to qualify soon	3	43%

What type of organization are you?

	#	%		#	%
<i>Free-standing hospice</i>	3	43%	<i>Homehealth-based hospice</i>	4	57%
<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>	7	100%
<i>Rural</i>	0	0%	<i>Highly Rural</i>	0	0%

Does your organization serve Veterans in rural areas?

	#	%		#	%
<i>Yes</i>	7	100%	<i>No</i>	0	0%

Indicate VISN identified in service area

	#	%
<i>VISN18</i>	3	100%

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

	#	%		#	%		#	%
<i>0 - 10</i>	6	86%	<i>11 - 20</i>	1	14%	<i>21 - 40</i>	0	0%
						<i>>40</i>	0	0%

Driving distance (miles) to nearest VA outpatient clinic

	#	%		#	%		#	%
<i>0 - 10</i>	6	86%	<i>11 - 20</i>	1	14%	<i>21 - 40</i>	0	0%
						<i>>40</i>	0	0%

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

	#	%		#	%		#	%
<i>Contract</i>	1	14%	<i>PA</i>	0	0%	<i>None</i>	6	86%
						<i>Other:</i>	0	0%

Does your organization participate in a Hospice-Veteran Partnership?

	#	%		#	%
<i>Yes</i>	4	57%	<i>No</i>	3	43%

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

MEAN

4.00

	# of Resp	None	Little	Some	Fair amount	Great deal
	7	0	1	0	4	2
		0%	14%	0%	57%	29%

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	3.00		6	1 17%	2 33%	0 0%	2 33%	1 17%
Have received referrals from VA staff	3.17		6	0 0%	3 50%	0 0%	2 33%	1 17%
Have experienced increased awareness of the unique needs of Veterans	4.33		6	0 0%	0 0%	1 17%	2 33%	3 50%
Have found it easier to work with our local VA Medical Center or outpatient clinic	3.83		6	0 0%	0 0%	3 50%	1 17%	2 33%

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		6	0 0%	0 0%	3 50%	3 50%	0 0%
How to assist Veterans access their benefits	3.33		6	0 0%	0 0%	4 67%	2 33%	0 0%
How to assist Veterans enroll in VA	3.33		6	0 0%	0 0%	4 67%	2 33%	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	3.17	6	0 0%	0 0%	5 83%	1 17%	0 0%
The needs of Veterans by war, trauma, or population	3.67	6	0 0%	0 0%	2 33%	4 67%	0 0%
Practical use of the Military History Checklist	4.17	6	0 0%	1 17%	1 17%	0 0%	4 67%
Key aspects of the VA's national hospice and palliative care program	3.50	6	0 0%	0 0%	4 67%	1 17%	1 17%
Key aspects of the hospice and palliative care program(s) of the VA Medical Center(s) closest to you	3.50	6	0 0%	0 0%	4 67%	1 17%	1 17%
Benefits of community organizations partnering with VA to better serve Veterans	3.50	6	0 0%	0 0%	4 67%	1 17%	1 17%

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%	0 0%	5 83%	1 17%	0 0%
Availability of information outlining tools and processes hospices need to know to do business with VA	3.00	6	0 0%	1 17%	4 67%	1 17%	0 0%

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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	3.67		6	0 0%	0 0%	2 33%	4 67%	0 0%
Approvals for VA-Paid hospice admissions to community hospice	3.67		6	0 0%	0 0%	3 50%	2 33%	1 17%
Approvals for VA-Paid hospice changes in levels of care	3.33		6	0 0%	0 0%	4 67%	2 33%	0 0%
Process for determining continued need for hospice services	4.67		6	0 0%	0 0%	0 0%	2 33%	4 67%

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		6	0 0%	0 0%	3 50%	2 33%	1 17%
Access to reimbursement for all four levels of VA-Paid hospice care	2.83		6	0 0%	3 50%	1 17%	2 33%	0 0%
Your organization's experience in billing your local VA Medical Center	3.50		6	0 0%	0 0%	3 50%	3 50%	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	3.50		6	0 0%	0 0%	4 67%	1 17%	1 17%
Process to coordinate VA-Paid admission to your organization's hospice inpatient unit	3.00		2	0 0%	0 0%	2 100%	0 0%	0 0%
Process to coordinate admission from the community to VA facility (inpatient HPC unit, acute care, long term care)	3.50		6	0 0%	0 0%	4 67%	1 17%	1 17%
Process to provide after-hour coverage for Veterans whose primary care is provided by a VA physician	3.50		6	0 0%	1 17%	2 33%	2 33%	1 17%

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Written Comments

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Veteran Emphasis

The New Mexico VA Medical Center is wonderful and has been providing the ELNEC In-Services. A large amount of people attend as well as hospices.

We need better visibility and contractual relationships with the NM VA clinics.

VA / Community interface

We feel the need for the VA facilities to hear the importance of hospice on their end.

Reimbursement

I have no idea