

We Honor Veterans State Survey

New York

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	12%	Level 1 Partner	11	33%	Level 3 Partner	1	3%
	10	30%	Level 2 Partner	2	6%	Level 4 Partner	0	0%
						I don't know what level we are	3	9%
						Not yet, but hope to qualify soon	2	6%

What type of organization are you?

	#	%		#	%
<i>Free-standing hospice</i>	23	70%	<i>Homehealth-based hospice</i>	3	9%
<i>Hospital-based hospice</i>	5	15%	<i>Other healthcare organization</i>	2	6%

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

	#	%		#	%
<i>Urban</i>	5	17%	<i>Mixed</i>	15	50%
<i>Rural</i>	8	27%	<i>Highly Rural</i>	2	7%

Does your organization serve Veterans in rural areas?

	#	%		#	%
<i>Yes</i>	24	83%	<i>No</i>	5	17%

Indicate VISN identified in service area

	#	%		#	%		#	%
<i>VISN2</i>	14	61%	<i>VISN3</i>	8	35%	<i>VISN4</i>	1	4%

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

	#	%		#	%		#	%
<i>0 - 10</i>	7	22%	<i>11 - 20</i>	9	28%	<i>21 - 40</i>	5	16%
						<i>>40</i>	11	34%

Driving distance (miles) to nearest VA outpatient clinic

	#	%		#	%		#	%
<i>0 - 10</i>	13	42%	<i>11 - 20</i>	13	42%	<i>21 - 40</i>	5	16%
						<i>>40</i>	0	0%

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

	#	%		#	%		#	%
<i>Contract</i>	8	30%	<i>PA</i>	7	26%	<i>None</i>	9	33%
						<i>Other:</i>	3	11%

Does your organization participate in a Hospice-Veteran Partnership?

	#	%		#	%
<i>Yes</i>	25	76%	<i>No</i>	8	24%

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

MEAN

4.13



	# of Resp	None	Little	Some	Fair amount	Great deal
	32	0	2	4	14	12
		0%	6%	13%	44%	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	2.42		26	5 19%	9 35%	8 31%	4 15%	0 0%
Have received referrals from VA staff	2.59		29	3 10%	13 45%	6 21%	7 24%	0 0%
Have experienced increased awareness of the unique needs of Veterans	3.93		28	1 4%	2 7%	5 18%	10 36%	10 36%
Have found it easier to work with our local VA Medical Center or outpatient clinic	3.33		27	2 7%	7 26%	4 15%	8 30%	6 22%

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	3.64		28	0 0%	2 7%	11 39%	10 36%	5 18%
How to assist Veterans access their benefits	3.64		28	0 0%	2 7%	12 43%	8 29%	6 21%
How to assist Veterans enroll in VA	3.63		27	0 0%	3 11%	9 33%	10 37%	5 19%

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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	3.46	28	0 0%	4 14%	10 36%	11 39%	3 11%
The needs of Veterans by war, trauma, or population	3.52	27	0 0%	5 19%	7 26%	11 41%	4 15%
Practical use of the Military History Checklist	3.26	27	1 4%	7 26%	8 30%	6 22%	5 19%
Key aspects of the VA's national hospice and palliative care program	3.75	28	1 4%	2 7%	8 29%	9 32%	8 29%
Key aspects of the hospice and palliative care program(s) of the VA Medical Center(s) closest to you	3.56	27	1 4%	3 11%	9 33%	8 30%	6 22%
Benefits of community organizations partnering with VA to better serve Veterans	3.70	27	1 4%	3 11%	6 22%	10 37%	7 26%

Business Relationship

How do you rate each of the following?

			1	2	3	4	5
		# of Resp	Very Poor	Poor	Fair	Good	Very Good
Your organization's ability to help Veterans access needed resources	3.64	28	0 0%	2 7%	11 39%	10 36%	5 18%
Availability of information outlining tools and processes hospices need to know to do business with VA	3.63	27	0 0%	3 11%	9 33%	10 37%	5 19%

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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	3.85		27	0 0%	2 7%	6 22%	13 48%	6 22%
Approvals for VA-Paid hospice admissions to community hospice	3.81		26	0 0%	3 12%	8 31%	6 23%	9 35%
Approvals for VA-Paid hospice changes in levels of care	3.68		25	0 0%	4 16%	7 28%	7 28%	7 28%
Process for determining continued need for hospice services	3.85		26	0 0%	4 15%	6 23%	6 23%	10 38%
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	3.80		20	0 0%	1 5%	6 30%	9 45%	4 20%
Access to reimbursement for all four levels of VA-Paid hospice care	3.63		19	0 0%	3 16%	5 26%	7 37%	4 21%
Your organization's experience in billing your local VA Medical Center	3.65		23	1 4%	2 9%	6 26%	9 39%	5 22%

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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	3.92		24	0 0%	2 8%	6 25%	8 33%	8 33%
Process to coordinate VA-Paid admission to your organization's hospice inpatient unit	3.20		10	0 0%	3 30%	3 30%	3 30%	1 10%
Process to coordinate admission from the community to VA facility (inpatient HPC unit, acute care, long term care)	3.61		23	1 4%	4 17%	4 17%	8 35%	6 26%
Process to provide after-hour coverage for Veterans whose primary care is provided by a VA physician	3.45		22	0 0%	4 18%	8 36%	6 27%	4 18%

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Written Comments

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Veteran Emphasis

Professional staff co-chairs the regional HVP

We are very excited about the WE HONOR VETERANS program. We anticipate completion of Level 1 by the end of February and have some work completed on Level 2.

Our hospice has a supportive relationship with the Brooklyn VA Oncology Dept and Social Work staff.

We receive great support from our VA partners for our hospice patients and families!

Working with the palliative care team at Castle Point VA has been very positive. They are caring, helpful, knowledgeable and dedicated, and despite their busy schedules, they are always available to us. I can't say enough in their praise!

As our organization's Provider Relations Specialist, I have made several unsuccessful attempts at reaching out to the VA clinic to develop a partnership. I have left several messages with the administrator I have also reached out to another individual who I was able to have a short conversation with. I thought it went well and she promised a phone call back and I have yet to hear from her. From my understanding the VA clinic has 2400 patients that serves two counties. Their medical director is not available after hours or on the weekends. We have the ability to help with this need. Our medical director would be able to sign orders and answer questions for veterans that are receiving hospice services. I think if they knew this they would refer patients to us more. It would be so helpful for the veterans, instead of wasting the taxpayers dollars and going to the ER. I think the partnership would benefit everyone involved. I think this is a great program

We have an excellent relationship with our local VA. Albany, NY

We have had an outstanding relationship with the VA in Syracuse for years. NHPCO and state org have had nothing to do with our success with the VA. Nothing has changed in the above questions but it is because it has been successful.

Our Medical Director covers most after hour needs of our patients.