



WE HONOR VETERANS

BEST PRACTICES (FROM PARTNER NETWORKING CALL 9/26/12)

Organization	Location	Best Practices
Frontier Home Health & Hospice	Helena, MT	<ul style="list-style-type: none">• Incorporates the Military History Checklist into start of care for hospice and home health patients• Asks the Veteran if he or she has served in a combat zone rather than asking if they are a combat Veteran• Uses information gathered from the Military History Checklist to create a certificate for the Veteran and assess if he or she needs help obtaining benefits
Heartland Hospice	Fairfax, VA	<ul style="list-style-type: none">• Trains all staff on using the Military History Checklist to remind staff that Veterans are a unique population and should approach caring for them a little differently to account for their experiences• Uses the Veterans History Project to help Veterans tell their stories
Hospice of Helping Hands	West Branch, MI	<ul style="list-style-type: none">• Showed local VA offices the Military History Checklist and because of their suggestions have included a questions about the desire for military funerals
Visiting Nurse & Hospice Home	Fort Wayne, IN	<ul style="list-style-type: none">• Incorporated the Military History Checklist into Allscripts
Hospice of Acadiana	Lafayette, LA	<ul style="list-style-type: none">• Always Asked patients if they were Veterans but now actually use MHC and have it in electronic documentation forms for Social Workers.

Beacon Hospice	East Providence, RI	<ul style="list-style-type: none"> • Started a Hospice-Veteran Partnership (HVP) in Rhode Island when there was not yet an HVP established. • Held first information meeting, only one other hospice attended but HVP has since grown and now have participants from multiple community hospices, VA facilities and several Veteran Service Organizations. • HVP participants recognized a need for education around Veteran Benefits and PTSD. For Veterans Day the RI HVP is hosting a Veterans event at the RI state house where Veterans can get recognized and learn about services their community has to offer them.
Calvert Hospice	Prince Frederick, MD	<ul style="list-style-type: none"> • Held a meeting with VA hospice liaison from Baltimore and had people from multiple counties come hear about the WHV program and how to connect with the Department of Veterans Affairs.
Hospice and Palliative Care Association of New York State	Albany, NY	<ul style="list-style-type: none"> • Recommends those who are not involved with an HVP contact their State Hospice Organization for education and networking on Veteran issues.
Home HealthCare of East Tennessee, Inc.	Cleveland, TN	<ul style="list-style-type: none"> • Recruited several Veteran volunteers by meeting with local Veteran Service Organizations and asking if anyone would be interested in volunteering • Train Veteran volunteers using their normal volunteer training program supplemented by PowerPoint Presentations on the WHV website • Veteran volunteers present admitted Veterans with a flag and certificate thanking them for their service. Often times the family will display the flag at the Veteran's

		<p>funeral.</p> <ul style="list-style-type: none"> • Veteran-to-Veteran volunteers participate in community parades, speak at celebration events and most of all create a bond with the Veterans they volunteer for • Veteran-to-Veteran Volunteers help the staff to better understand Veterans' experiences and the military culture
Delaware Hospice	Wilmington, DE	<ul style="list-style-type: none"> • Trained 25 Veteran-to-Veteran volunteers using regular training supplemented by three hours of Veteran-specific training • Purchased tape recorders and taught Veteran volunteers how to record patients' stories as a gift to families
Amedisys Inc.	Canonsburg, PA	<ul style="list-style-type: none"> • Implemented the six additional questions found in the Family Evaluation of Hospice Care-Veterans module (FEHC-V) survey. • Use FEHC-V results to evaluate the quality of services being offered to Veterans and how they can improve as a team. • Began implementation of FEHC-V early on in the WHV process in order to collect valuable data.