



Reaching Out Model Programs:
Community Partnership Program for Veterans
Improving Access to Care and Services

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- Community Partnership Program for Veterans**
Improving Access to Care and Services
- Collaboration among community agencies on services and programs for Veterans
 - Develop ways to engage Veterans about available services in their areas
 - Goal to improve the utilization of available programs and services to Veterans, specifically hospice and palliative services

- Partnerships**
- VA Hospital
 - CBOC
 - Veteran Service Organizations
 - VA Field Representatives
 - Mayor
 - Judge Executive
 - Hospital
 - Long Term Care
 - Public Library

- Partnerships**
- Senior Citizen Center
 - Health Department
 - Community Veterans
 - Louie B. Nunn Center for Oral History

- Community Awareness**
- Benefits
 - Resource linkage of Veterans to available services
 - Improved understanding and coordination of services in rural communities
 - Consciousness raising on the potentially unique needs of Veterans at end of life
 - Enriched understanding of Veteran needs internally and externally

- Strategies for Success**
- Veteran appreciation dinners/events
 - “Driver” for the program
 - Identifying the correct person at each organization/agency to get participation
 - Internal organizational support
 - Website, social media, brochures

Challenges and Resolutions

- Transition of Military History Checklist to EMR. –on-going education
- Defining clear indicators of “success.”

Measurable Outcomes/Metrics

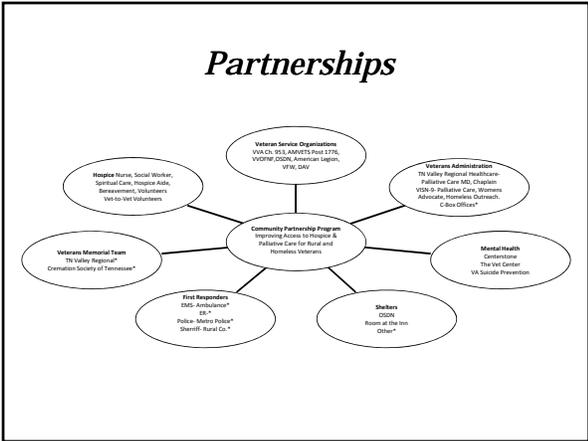
- Military History Checklist to monitor demographics, utilization of hospice and palliative care services.
- FEHC survey to assess quality of care to Veterans
- Questionnaire at speaking engagements, events
- Report on website visits, social media

Recommendations

- Have a “driver” at your organization
- Integrate the military history checklist into your EMR and educate clinical staff on importance
- Utilize We Honor Veterans resources

Community Partnership Program for Veterans Improving Access to Care and Services

- **What is the CPP?**
 - Multiple community organizations and/or representatives who serve and/ or encounter rural and/or homeless Veterans.
- **Brief Description**
 - Develop mechanisms to facilitate the transition of Veterans' across multiple support systems available in the community.
- **Goals**
 - Centralized community resources
 - Develop reference material and disseminate throughout community
 - Immediate and sustained support services readily available
 - Raise awareness of Veteran related issues



Community Awareness

- **Benefits to the community:**
 - Open forum for multiple organizations in one setting
 - Discuss barriers from multi-tiered perspective
 - Develop universally recognized care plans within community to facilitate smoother transitions across multiple support systems
- **What has the community learned:**
 - How multiple organizations can assist Veterans with access to sustained support.
 - Increased awareness of Veteran related issues
- **How has it benefited Veteran?**
 - Improvement in Veterans access to care/services.

Strategies for Success

- What was the plan?
 - Identify the target groups we are trying to reach and develop tools they'd be most likely to use.
- What worked?
 1. Veteran (frontline): Quick Ref. Chart/ "Brown Bag"/Website
 2. Healthcare Providers/ VSOs: Quick Reference/Flip Chart/ Website
 3. VSOs and other community providers: Quick Ref. Chart/ Website
- What did it take to achieve success?
 - Monthly meetings
 - Multiple organization/ provider input.

Challenges and Resolutions

- | | |
|--|---|
| <p>What didn't work:</p> <ul style="list-style-type: none"> • Referral Form- (invasive) | <p>How we resolved:</p> <ul style="list-style-type: none"> • "Brown Bag" and Quick Reference Guide |
|--|---|

Measureable Outcomes/Metrics

- How are we impacting/ improving care of Veterans?**
- Military History Checklist completed on all patients.
 - Veterans receive information about care and services
 - Veterans are provided assistance with VA enrollment and or other services they may be eligible and entitled to receive from knowledgeable resource.
- **How do you measure success?**
 - FEHC Surveys completed on all Veterans show improvement in care provided qtr over qtr.
 - Y-O-Y comparison reveals increased number of Veterans who access care and services.
 - Monthly CPP meetings reports of success stories within community due to utilization of CPP resources.

Recommendations

- For replicating the model:
 - First- know what is going on in your community i.e., Vet statistics, barriers, population of Vets in areas.
 - Get involved with local VSOs
 - Enroll hospice in WHV and advance through the levels.
 - Research needs by consulting representatives' (see CPP Model)
 - Form a core committee of representatives
- Lessons learned
 - "Keep it Simple" KISS Principle applies to this outreach
 - One type of tool won't work for all- define who your target groups are and develop tools around what that particular group will most likely use and will be simple and easy to use.

Sustainability

- **Maintaining and growing program:**
 - Monthly Meetings
 - Develop "core" committee
- **Ongoing, regular reporting to leadership and staff**
 - Discuss success stories with team and with committee
- **Staff education incorporation**
 - Follow WHV Levels as guide for educating team.
- **WHV resources, other resources**
 - Utilize WHV resources and rep's from VA, VSOs, and Service Officers as resources to assist with educating community providers.
- **Fundraising, in-kind**
 - Host a "We Honor Veterans" Fair
 - Ask local VSOs if they can assist
- **Future plans:** Develop templates for other counties to use in their community.



Building a Veteran-to-Veteran Volunteer Program

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Building a Veteran-to-Veteran Volunteer Program

- ***What it is:*** Process for improving knowledge and understanding of veterans'/loved ones' needs throughout life's journey and at the end-of-life
- ***Why it works:*** Built-in comradery and trust shared among veterans enables them to communicate stories/fears
- ***Goals:*** Prepare volunteer veterans and others to educate and support veterans/loved ones through difficult times
- ***'Army of Citizens':*** Educate citizens about veterans to improve appreciation of and recognition for service.

Partnerships

- ***Veterans Administration Hospital Staff:*** Hospice/Palliative Care Clinical Champions, Palliative Care/Hospice Nurse Coordinators, Social Work Staff, County Veteran Service Officers, CBOCs,
- ***Community Groups:*** Lions, Rotary, Kiwanis, Elk
- ***Veteran Support Networks:*** Walk-in Clinics, Vet Centers
- ***Military:*** FW, American Legion

Community Awareness

- Community at large" has opportunity to become "an army of citizens" educated about veterans' lives and how they may differ from non-veterans
- Veterans are provided with unique opportunities to interact with fellow veterans...thus
- Veterans get more support; share stories/fears through common language and code of conduct
- Through "Vet-to-Vet" communication, stoicism and secrecy dissolve encouraging life review/healing
- Veterans more likely to get help with benefits and learn about hospice as end of life care

Strategies for Success

- Recruit Veteran Volunteer Coordinator
- Build Partnerships
- Create Processes and Procedures
- Orient and Educate Staff
- Celebrate Success
- Patience...Patience...Patience

Challenges and Resolutions

- | | |
|---|---|
| • Practice Change | • Demonstrate benefits versus added work. |
| • Marketing and Promotion | • Use grapevine; email |
| • Scheduling and Orientation | • Go slow; find a champion |
| • Recruitment of non-veteran volunteers | • Educate upper management; get by in |
| | • Talk with staff, partners and volunteers one-on-one to educate/ <u>excite</u> |

Taking the Program on the Road

- Step 1: Recruit/train "Teacher Vets"
- Step 2: Educate staff/volunteers using WHV PPTs, etc.
- Step 3: Spread The Word
- Step 4: Pilot Test
- Step 4: Presentations/visits with Peer Veterans

Don't

- Verbally sell your hospice
- Use a "Veteran Volunteer" as a sales person

Measureable Outcomes/Metrics

- Document what veterans/loved ones are doing during presentations or visits
- Ask for & document feedback from veteran/loved ones following presentations or visits
- Create/keep tally sheet
- Conduct regular meetings with veteran volunteers to get feedback regarding successes and failures
- Learn 'what to do', 'how to fix it' from each other
- Make sure your "veteran" stays healthy physically and mentally

Recommendations

- Continue "veteran" education throughout agency to keep veteran concerns/issues top-of-mind
- Make "veteran" facts and issues a part of orientation for new employees
- Incorporate uniform guidelines throughout all service areas
- Develop "Best Practices" Policy
- Focus on sustainability

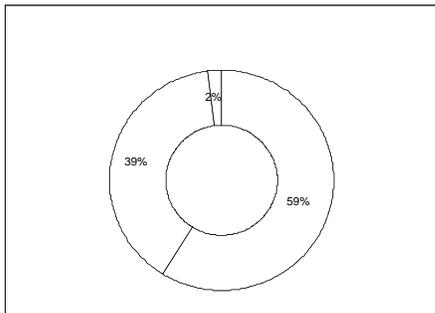
Sustainability

- Continue educational sessions
- Continue All Staff/Volunteer Veteran Orientation
- Continue to provide all staff with laminated reminder cards:
 - Front: Caring for Our Country's Veterans
 - Back: Did You Know...
- Continue to provide staff with 'hand out' Thank You cards for veterans
 - Front: Thank You for serving...
 - Back: Contact information...
- Three fold pamphlets with benefit information/contact information

Sustainability

- Fundraising/in-kind support: Develop programs/flyers/letters showing it works!
- Talk, talk, talk about the program ...
- Keep leadership engaged via monthly 'Calendar of Planned Educational Events'
- Keep veteran concerns/issues top-of-mind with quarterly newsletter "The Vet"
- Use veteran volunteers as 'grape vine' to spread the word/ignite future excitement
- Schedule VA guest panel for Q & A session with staff
- On-going use of WHV program materials

Why Do a "Veteran-to-Veteran" Program



Foster Home Hospice

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 Mercy Hospice

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 LINK of Hampton Roads, Inc



Hospice Program for Homeless and Rural Veterans

- Finding & providing homeless veterans a homelike setting at the end of life.
- Volunteer adult foster homes become specially trained in unique needs veteran may have.

Goals:

- 3 Adult foster homes trained in veteran specific cares
- Place a minimum of 5 homeless and or rural veterans in suitable Adult Foster Homes.



Partnerships



Opportunities to promote quality end of life care in conjunction with:

- VA Medical Center – Roseburg
- National Hospice and Palliative Care Organization
- Sutherlin Lions Club - Moving Viet Nam Memorial Wall
- Lane County Stand Down Community
- Roseburg Rescue Mission
- Douglas County Adult Care Providers
- Numerous faith groups throughout the community
- Steelhead Run Adult Foster Home, L and D Adult Foster Home, Miller Manor Foster Care, Sandy Corliss Foster Home and Harmony Adult Foster Home

Community Awareness

- Training for Adult Foster Homes
- Education in a wide variety of venues in the community
- Anecdotes- Thanks from the veterans and care providers

Strategies for Success

- Recruiting adult foster homes by offering the opportunity to learn
- Become the local expert.
- Implement veteran specific training for all staff and now is included in new staff training
- “Grab” opportunities for community outreach and education
- Persistence and the power of networking!
- Willingness to think outside of box.
- Willingness to be adaptable and listen!



Challenges and Resolutions

Challenges:

- Keeping project “manageable” size.
- Trial and error- learning where to focus energies
- Nay Sayers, political opinions and negativity

Resolutions:

- Utilizing resources provided by NHPCO
- VA system cumbersome, not always best place for results.
- **Education, Education, Education!!!**

Measureable Outcomes/Metrics

- ❖ 100% of Mercy Hospice staff have received Veteran specific training.
- ❖ 5 adult foster homes have received Veteran specific training
- ❖ >210 community members, and healthcare workers attended at least one presentation related to veterans and their needs

Recommendations

- Outreach to community and develop relationships with local discharge planners in *all* venues ~ essential to programs success.
- Getting community support was easy, working in the professional realm much more difficult.
- Creativity is important

Sustainability

- ✓ Annual education to adult foster homes.
- ✓ Annual veteran specific presentation to staff
- ✓ Veteran specific modules are included in staff and volunteer orientation.
- ✓ Adding veteran specific questions to FEHC
- ✓ Exercise fundraising opportunities
- ✓ Additional grant opportunities.
- ✓ Expanding to include more community outreach/education, getting veterans "to hook up" to VA system earlier.
- ✓ Developing further relationships with Veteran Service Organizations

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