

We Honor Veterans State Survey

Tennessee

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	3	38%	Level 3 Partner	0	0%
	0	0%	Level 2 Partner	1	13%	Level 4 Partner	0	0%
						I don't know what level we are	2	25%
						Not yet, but hope to qualify soon	0	0%

What type of organization are you?

	#	%		#	%
<i>Free-standing hospice</i>	5	63%	<i>Homehealth-based hospice</i>	2	25%
<i>Hospital-based hospice</i>	1	13%	<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>	3	38%	<i>Highly Rural</i>	1	13%

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>VISN9</i>	5	100%

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

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

Driving distance (miles) to nearest VA outpatient clinic

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

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

	#	%		#	%		#	%
<i>Contract</i>	0	0%	<i>PA</i>	5	63%	<i>None</i>	3	38%
						<i>Other:</i>	0	0%

Does your organization participate in a Hospice-Veteran Partnership?

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

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

MEAN

3.63



of Resp
8

	1	2	3	4	5
None	0	1	3	2	2
	0%	13%	38%	25%	25%
				Fair amount	Great deal

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	2.38		8	1 13%	3 38%	4 50%	0 0%	0 0%
Have received referrals from VA staff	3.00		8	1 13%	2 25%	1 13%	4 50%	0 0%
Have experienced increased awareness of the unique needs of Veterans	3.00		8	1 13%	1 13%	4 50%	1 13%	1 13%
Have found it easier to work with our local VA Medical Center or outpatient clinic	3.25		8	1 13%	2 25%	1 13%	2 25%	2 25%

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	3.57		7	0 0%	1 14%	3 43%	1 14%	2 29%
How to assist Veterans access their benefits	3.57		7	0 0%	1 14%	3 43%	1 14%	2 29%
How to assist Veterans enroll in VA	3.29		7	0 0%	2 29%	2 29%	2 29%	1 14%

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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	4.00	7	0 0%	0 0%	2 29%	3 43%	2 29%
The needs of Veterans by war, trauma, or population	3.43	7	0 0%	1 14%	3 43%	2 29%	1 14%
Practical use of the Military History Checklist	3.29	7	0 0%	2 29%	2 29%	2 29%	1 14%
Key aspects of the VA's national hospice and palliative care program	3.71	7	0 0%	0 0%	3 43%	3 43%	1 14%
Key aspects of the hospice and palliative care program(s) of the VA Medical Center(s) closest to you	3.71	7	0 0%	0 0%	3 43%	3 43%	1 14%
Benefits of community organizations partnering with VA to better serve Veterans	3.71	7	0 0%	0 0%	4 57%	1 14%	2 29%

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	3.86	7	0 0%	0 0%	2 29%	4 57%	1 14%
Availability of information outlining tools and processes hospices need to know to do business with VA	3.71	7	0 0%	0 0%	3 43%	3 43%	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	4.14		7	0 0%	0 0%	2 29%	2 29%	3 43%
Approvals for VA-Paid hospice admissions to community hospice	3.67		6	0 0%	1 17%	2 33%	1 17%	2 33%
Approvals for VA-Paid hospice changes in levels of care	3.00		7	0 0%	2 29%	3 43%	2 29%	0 0%
Process for determining continued need for hospice services	4.00		7	0 0%	0 0%	2 29%	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	3.29		7	0 0%	1 14%	3 43%	3 43%	0 0%
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	3.57		7	0 0%	0 0%	3 43%	4 57%	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	3.86		7	0 0%	0 0%	2 29%	4 57%	1 14%
Process to coordinate VA-Paid admission to your organization's hospice inpatient unit	3.00		5	1 20%	1 20%	0 0%	3 60%	0 0%
Process to coordinate admission from the community to VA facility (inpatient HPC unit, acute care, long term care)	3.57		7	0 0%	1 14%	2 29%	3 43%	1 14%
Process to provide after-hour coverage for Veterans whose primary care is provided by a VA physician	3.43		7	0 0%	1 14%	3 43%	2 29%	1 14%

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Written Comments

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Continuity of Care

We were under the impression the VA would only reimburse a Hospice agency for Routine Home Care, No Inpatient at our facility.