

# We Honor Veterans State Survey

**Texas**

**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	5	26%	Level 1 Partner	4	21%	Level 3 Partner	2	11%
	2	11%	Level 2 Partner	1	5%	Level 4 Partner	0	0%
						I don't know what level we are	2	11%
						Not yet, but hope to qualify soon	3	16%

**What type of organization are you?**

	#	%		#	%
<i>Free-standing hospice</i>	13	72%	<i>Homehealth-based hospice</i>	2	11%
<i>Hospital-based hospice</i>	3	17%	<i>Other healthcare organization</i>	0	0%

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

	#	%		#	%
<i>Urban</i>	3	16%	<i>Mixed</i>	12	63%
<i>Rural</i>	4	21%	<i>Highly Rural</i>	0	0%

**Does your organization serve Veterans in rural areas?**

	#	%		#	%
<i>Yes</i>	16	84%	<i>No</i>	3	16%

**Indicate VISN identified in service area**

	#	%		#	%		#	%
<i>VISN16</i>	1	20%	<i>VISN17</i>	3	60%	<i>VISN18</i>	1	20%

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

	#	%		#	%		#	%
<i>0 - 10</i>	4	22%	<i>11 - 20</i>	4	22%	<i>21 - 40</i>	1	6%
						<i>&gt;40</i>	9	50%

**Driving distance (miles) to nearest VA outpatient clinic**

	#	%		#	%		#	%
<i>0 - 10</i>	7	39%	<i>11 - 20</i>	6	33%	<i>21 - 40</i>	2	11%
						<i>&gt;40</i>	3	17%

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

	#	%		#	%		#	%
<i>Contract</i>	1	6%	<i>PA</i>	5	28%	<i>None</i>	10	56%
						<i>Other:</i>	2	11%

**Does your organization participate in a Hospice-Veteran Partnership?**

	#	%		#	%
<i>Yes</i>	5	26%	<i>No</i>	14	74%

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

MEAN

**3.16**



# of Resp

None  
0  
0%

Little  
4  
21%

Some  
10  
53%

Fair amount  
3  
16%

Great deal  
2  
11%

**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
<b>Have increased our Veteran caseload</b>	<b>2.31</b>		16	5 31%	2 13%	8 50%	1 6%	0 0%
<b>Have received referrals from VA staff</b>	<b>2.44</b>		16	4 25%	2 13%	9 56%	1 6%	0 0%
<b>Have experienced increased awareness of the unique needs of Veterans</b>	<b>3.53</b>		17	1 6%	4 24%	2 12%	5 29%	5 29%
<b>Have found it easier to work with our local VA Medical Center or outpatient clinic</b>	<b>2.13</b>		16	6 38%	3 19%	6 38%	1 6%	0 0%

## 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
<b>Benefits to which Veterans are entitled</b>	<b>3.87</b>		15	0 0%	0 0%	6 40%	5 33%	4 27%
<b>How to assist Veterans access their benefits</b>	<b>3.67</b>		15	0 0%	1 7%	7 47%	3 20%	4 27%
<b>How to assist Veterans enroll in VA</b>	<b>3.67</b>		15	1 7%	0 0%	5 33%	6 40%	3 20%

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## VA/Community Interface (cont.)

			# of Resp	1 Very Poor	2 Poor	3 Fair	4 Good	5 Very Good
<b>How to assist terminally ill Veterans with expedited enrollment in VA</b>	<b>3.47</b>		15	1 7%	0 0%	8 53%	3 20%	3 20%
<b>The needs of Veterans by war, trauma, or population</b>	<b>3.20</b>		15	0 0%	4 27%	6 40%	3 20%	2 13%
<b>Practical use of the Military History Checklist</b>	<b>3.27</b>		15	2 13%	3 20%	2 13%	5 33%	3 20%
<b>Key aspects of the VA's national hospice and palliative care program</b>	<b>3.20</b>		15	2 13%	0 0%	8 53%	3 20%	2 13%
<b>Key aspects of the hospice and palliative care program(s) of the VA Medical Center(s) closest to you</b>	<b>2.93</b>		15	2 13%	2 13%	6 40%	5 33%	0 0%
<b>Benefits of community organizations partnering with VA to better serve Veterans</b>	<b>3.13</b>		15	1 7%	2 13%	7 47%	4 27%	1 7%

## Business Relationship

*How do you rate each of the following?*








			# of Resp	1 Very Poor	2 Poor	3 Fair	4 Good	5 Very Good
<b>Your organization's ability to help Veterans access needed resources</b>	<b>3.33</b>		15	2 13%	0 0%	6 40%	5 33%	2 13%
<b>Availability of information outlining tools and processes hospices need to know to do business with VA</b>	<b>2.73</b>		15	3 20%	3 20%	6 40%	1 7%	2 13%

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## Business Relationship (cont.)





	MEAN		# of Resp	1 Very Poor	2 Poor	3 Fair	4 Good	5 Very Good
<b>Reliability and accuracy of contact information for the VA staff your organization needs to work with</b>	<b>2.80</b>		15	3 20%	2 13%	7 47%	1 7%	2 13%
<b>Approvals for VA-Paid hospice admissions to community hospice</b>	<b>3.14</b>		14	2 14%	1 7%	6 43%	3 21%	2 14%
<b>Approvals for VA-Paid hospice changes in levels of care</b>	<b>3.00</b>		14	3 21%	0 0%	7 50%	2 14%	2 14%
<b>Process for determining continued need for hospice services</b>	<b>3.14</b>		14	2 14%	1 7%	7 50%	1 7%	3 21%
<b>Reimbursement</b>								
	MEAN		# of Resp	1 Very Poor	2 Poor	3 Fair	4 Good	5 Very Good
<b>Timeliness of VA reimbursement for VA-Paid hospice care</b>	<b>3.00</b>		14	2 14%	2 14%	5 36%	4 29%	1 7%
<b>Access to reimbursement for all four levels of VA-Paid hospice care</b>	<b>2.71</b>		14	3 21%	2 14%	6 43%	2 14%	1 7%
<b>Your organization's experience in billing your local VA Medical Center</b>	<b>3.46</b>		13	1 8%	0 0%	5 38%	6 46%	1 8%

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## Continuity of Care

	MEAN		# of Resp	1 Very Poor	2 Poor	3 Fair	4 Good	5 Very Good
<b>Process to coordinate the transition of Veterans' care between your organization and your local VA Medical Center</b>	<b>3.13</b>		15	1 7%	2 13%	7 47%	4 27%	1 7%
<b>Process to coordinate VA-Paid admission to your organization's hospice inpatient unit</b>	<b>2.63</b>		8	3 38%	0 0%	3 38%	1 13%	1 13%
<b>Process to coordinate admission from the community to VA facility (inpatient HPC unit, acute care, long term care)</b>	<b>3.00</b>		15	2 13%	1 7%	8 53%	3 20%	1 7%
<b>Process to provide after-hour coverage for Veterans whose primary care is provided by a VA physician</b>	<b>2.46</b>		13	3 23%	3 23%	6 46%	0 0%	1 8%

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Written Comments

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### Veteran Emphasis

We have tried to work with our local VA and have hit a brick wall. We have set in on contracting meetings and cannot even seem to get a contract with them. When we speak with most people they say we don't need a contract but when it gets down to actually providing care for a specific patient, they say they can't use us because there is no contract. This is perhaps the most frustrating relationship we have. We have services available and people that have a heart for veterans and we constantly hit road blocks.

Our local VA uses a rotation system for referrals unless it is a need only our hospice can fill (in-patient, ventilator support).

We have always had a great working relationship with the VA Medical Center in Amarillo, TX. Any patients in our area that need Hospice, and request our Hospice, we are called by the VA Staff. We feel that we have a great relationship with the staff and billing departments.

The local VA staff can be very demanding and difficult to deal with. The veterans are not sure what they have as benefits and we are usually the last to know. There is favoritism shown to larger national companies with regard to referrals and placement.

### VA / Community interface

Some of the "fairs" are an average. We have multiple offices some of which are working hand in hand with VA facilities and others that are just getting acquainted.

Well, ironically, those answers say it all.

### Business Relationship

The contracting system which was already complicated has been further complicated by the requirement that the hospice provider be a small business which rules out non-profit providers who are often the choice for local VA provider staff.

N/A I am uninformed in these categories