

We Honor Veterans State Survey

Utah

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	1	14%	Level 1 Partner	1	14%	Level 3 Partner	0	0%
	4	57%	Level 2 Partner	1	14%	Level 4 Partner	0	0%
						I don't know what level we are	0	0%
						Not yet, but hope to qualify soon	0	0%

What type of organization are you?

	#	%		#	%
<i>Free-standing hospice</i>	0	0%	<i>Homehealth-based hospice</i>	6	86%
<i>Hospital-based hospice</i>	1	14%	<i>Other healthcare organization</i>	0	0%
			<i>Mixed</i>	3	60%
			<i>Highly Rural</i>	0	0%

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

	#	%		#	%
<i>Urban</i>	1	20%	<i>Mixed</i>	3	60%
<i>Rural</i>	1	20%	<i>Highly Rural</i>	0	0%

Does your organization serve Veterans in rural areas?

	#	%		#	%
<i>Yes</i>	6	86%	<i>No</i>	1	14%

Indicate VISN identified in service area

	#	%
<i>VISN19</i>	1	100%

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

	#	%		#	%		#	%
<i>0 - 10</i>	0	0%	<i>11 - 20</i>	0	0%	<i>21 - 40</i>	2	29%
						<i>>40</i>	5	71%

Driving distance (miles) to nearest VA outpatient clinic

	#	%		#	%		#	%
<i>0 - 10</i>	5	71%	<i>11 - 20</i>	1	14%	<i>21 - 40</i>	0	0%
						<i>>40</i>	1	14%

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

	#	%		#	%		#	%
<i>Contract</i>	3	60%	<i>PA</i>	2	40%	<i>None</i>	0	0%
						<i>Other:</i>	0	0%

Does your organization participate in a Hospice-Veteran Partnership?

	#	%		#	%
<i>Yes</i>	5	100%	<i>No</i>	0	0%

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

	# of Resp	None	Little	Some	Fair amount	Great deal
MEAN 3.71	7	0	0	2	5	0
		0%	0%	29%	71%	0%

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	2.80		5	0 0%	2 40%	2 40%	1 20%	0 0%
Have received referrals from VA staff	2.80		5	1 20%	1 20%	1 20%	2 40%	0 0%
Have experienced increased awareness of the unique needs of Veterans	3.40		5	0 0%	1 20%	2 40%	1 20%	1 20%
Have found it easier to work with our local VA Medical Center or outpatient clinic	3.20		5	0 0%	1 20%	2 40%	2 40%	0 0%

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	3.40		5	0 0%	1 20%	2 40%	1 20%	1 20%
How to assist Veterans access their benefits	3.40		5	0 0%	1 20%	2 40%	1 20%	1 20%
How to assist Veterans enroll in VA	3.40		5	0 0%	1 20%	2 40%	1 20%	1 20%

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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	3.20		5	0 0%	2 40%	1 20%	1 20%	1 20%
The needs of Veterans by war, trauma, or population	3.00		5	0 0%	2 40%	2 40%	0 0%	1 20%
Practical use of the Military History Checklist	2.20		5	2 40%	1 20%	1 20%	1 20%	0 0%
Key aspects of the VA's national hospice and palliative care program	2.50		4	0 0%	2 50%	2 50%	0 0%	0 0%
Key aspects of the hospice and palliative care program(s) of the VA Medical Center(s) closest to you	2.40		5	0 0%	4 80%	0 0%	1 20%	0 0%
Benefits of community organizations partnering with VA to better serve Veterans	2.60		5	0 0%	3 60%	1 20%	1 20%	0 0%

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	3.00		5	0 0%	3 60%	0 0%	1 20%	1 20%
Availability of information outlining tools and processes hospices need to know to do business with VA	3.20		5	0 0%	2 40%	1 20%	1 20%	1 20%

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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	3.60		5	0 0%	1 20%	1 20%	2 40%	1 20%
Approvals for VA-Paid hospice admissions to community hospice	3.60		5	0 0%	1 20%	1 20%	2 40%	1 20%
Approvals for VA-Paid hospice changes in levels of care	3.60		5	0 0%	1 20%	1 20%	2 40%	1 20%
Process for determining continued need for hospice services	3.60		5	0 0%	1 20%	1 20%	2 40%	1 20%

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	3.25		4	0 0%	1 25%	1 25%	2 50%	0 0%
Access to reimbursement for all four levels of VA-Paid hospice care	3.00		2	0 0%	0 0%	2 100%	0 0%	0 0%
Your organization's experience in billing your local VA Medical Center	3.75		4	0 0%	0 0%	2 50%	1 25%	1 25%

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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	3.60		5	0 0%	1 20%	1 20%	2 40%	1 20%
Process to coordinate VA-Paid admission to your organization's hospice inpatient unit	5.00		1	0 0%	0 0%	0 0%	0 0%	1 100%
Process to coordinate admission from the community to VA facility (inpatient HPC unit, acute care, long term care)	4.00		3	0 0%	0 0%	1 33%	1 33%	1 33%
Process to provide after-hour coverage for Veterans whose primary care is provided by a VA physician	3.50		4	0 0%	1 25%	1 25%	1 25%	1 25%