

# We Honor Veterans State Survey

Washington

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	29%	Level 1 Partner	5	29%	Level 3 Partner	1	6%
	1	6%	Level 2 Partner	0	0%	Level 4 Partner	0	0%
						I don't know what level we are	3	18%
						Not yet, but hope to qualify soon	2	12%

What type of organization are you?

	#	%		#	%
<i>Free-standing hospice</i>	8	47%	<i>Homehealth-based hospice</i>	1	6%
<i>Hospital-based hospice</i>	5	29%	<i>Other healthcare organization</i>	3	18%

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

	#	%		#	%
<i>Urban</i>	1	6%	<i>Mixed</i>	9	53%
<i>Rural</i>	5	29%	<i>Highly Rural</i>	2	12%

Does your organization serve Veterans in rural areas?

	#	%		#	%
<i>Yes</i>	16	94%	<i>No</i>	1	6%

Indicate VISN identified in service area

	#	%
<i>VISN20</i>	16	100%

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

	#	%		#	%		#	%
<i>0 - 10</i>	7	41%	<i>11 - 20</i>	0	0%	<i>21 - 40</i>	1	6%
						<i>&gt;40</i>	9	53%

Driving distance (miles) to nearest VA outpatient clinic

	#	%		#	%		#	%
<i>0 - 10</i>	9	53%	<i>11 - 20</i>	2	12%	<i>21 - 40</i>	3	18%
						<i>&gt;40</i>	3	18%


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

	#	%		#	%		#	%
<i>Contract</i>	0	0%	<i>PA</i>	5	31%	<i>None</i>	10	63%
						<i>Other:</i>	1	6%

Does your organization participate in a Hospice-Veteran Partnership?

	#	%		#	%
<i>Yes</i>	11	69%	<i>No</i>	5	31%

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

	MEAN		# of Resp	None	Little	Some	Fair amount	Great deal
	3.88		16	0	2	3	6	5
				0%	13%	19%	38%	31%

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
<b>Have increased our Veteran caseload</b>	<b>2.73</b>		15	2 13%	3 20%	7 47%	3 20%	0 0%
<b>Have received referrals from VA staff</b>	<b>3.06</b>		16	0 0%	5 31%	6 38%	4 25%	1 6%
<b>Have experienced increased awareness of the unique needs of Veterans</b>	<b>4.00</b>		15	1 7%	0 0%	3 20%	5 33%	6 40%
<b>Have found it easier to work with our local VA Medical Center or outpatient clinic</b>	<b>3.07</b>		15	3 20%	3 20%	2 13%	4 27%	3 20%

## 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
<b>Benefits to which Veterans are entitled</b>	<b>3.81</b>		16	0 0%	1 6%	5 31%	6 38%	4 25%
<b>How to assist Veterans access their benefits</b>	<b>3.94</b>		16	0 0%	1 6%	4 25%	6 38%	5 31%
<b>How to assist Veterans enroll in VA</b>	<b>3.69</b>		16	0 0%	1 6%	6 38%	6 38%	3 19%

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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	3.56	16	0 0%	2 13%	5 31%	7 44%	2 13%
The needs of Veterans by war, trauma, or population	3.25	16	0 0%	2 13%	10 63%	2 13%	2 13%
Practical use of the Military History Checklist	3.43	14	1 7%	2 14%	4 29%	4 29%	3 21%
Key aspects of the VA's national hospice and palliative care program	3.50	16	1 6%	2 13%	3 19%	8 50%	2 13%
Key aspects of the hospice and palliative care program(s) of the VA Medical Center(s) closest to you	3.38	16	1 6%	2 13%	5 31%	6 38%	2 13%
Benefits of community organizations partnering with VA to better serve Veterans	3.44	16	2 13%	1 6%	5 31%	4 25%	4 25%

## Business Relationship

*How do you rate each of the following?*








			1	2	3	4	5
		# of Resp	Very Poor	Poor	Fair	Good	Very Good
MEAN							
Your organization's ability to help Veterans access needed resources	3.44	16	0 0%	2 13%	5 31%	9 56%	0 0%
Availability of information outlining tools and processes hospices need to know to do business with VA	3.06	16	1 6%	4 25%	4 25%	7 44%	0 0%

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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>3.07</b>		15	3 20%	2 13%	2 13%	7 47%	1 7%
<b>Approvals for VA-Paid hospice admissions to community hospice</b>	<b>3.47</b>		15	2 13%	1 7%	3 20%	6 40%	3 20%
<b>Approvals for VA-Paid hospice changes in levels of care</b>	<b>3.21</b>		14	2 14%	1 7%	5 36%	4 29%	2 14%
<b>Process for determining continued need for hospice services</b>	<b>3.53</b>		15	1 7%	1 7%	4 27%	7 47%	2 13%
<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>3.14</b>		14	1 7%	2 14%	5 36%	6 43%	0 0%
<b>Access to reimbursement for all four levels of VA-Paid hospice care</b>	<b>3.23</b>		13	1 8%	1 8%	6 46%	4 31%	1 8%
<b>Your organization's experience in billing your local VA Medical Center</b>	<b>3.31</b>		13	1 8%	1 8%	5 38%	5 38%	1 8%

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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	3.57		14	0 0%	1 7%	6 43%	5 36%	2 14%
Process to coordinate VA-Paid admission to your organization's hospice inpatient unit	3.50		6	0 0%	1 17%	2 33%	2 33%	1 17%
Process to coordinate admission from the community to VA facility (inpatient HPC unit, acute care, long term care)	3.42		12	0 0%	1 8%	7 58%	2 17%	2 17%
Process to provide after-hour coverage for Veterans whose primary care is provided by a VA physician	2.67		12	2 17%	2 17%	6 50%	2 17%	0 0%

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Written Comments

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### Veteran Emphasis

It would help if we could work directly with our VA outpatient clinic for referrals. The system has to get routed through Seattle, and this can cause delay in admission/referral.

Local VA clinics are not aware of any partnership with NHPCO. They refer little and are not very responsive. The clinics could use some training as well as the hospice community.

We have a VA hospital in our town and we have worked closely with them for the past 30 years. Because of this, we don't see a great deal of change in the last 2 years because we have a great relationship with them already. This program is wonderful helping foster these relationships.

We have made several contacts with VA but have not had much positive outcome.

Biggest problem we have with our VA center is getting timely response by phone and our plans of care it can take several days or weeks to get return phone calls and or faxes

The VA has often been difficult to contact when we are co-managing a patient. I mean that getting to the provider and getting calls back is difficult.

Communication with VA providers is very challenging for our clinicians

### VA / Community interface

Often no beds available.

Our Lead Social Worker is Veteran, which helps on many levels.

I am in the process of contacting the local VFW to network about resources. We have a fair number of homeless vets in the community and that is a challenge for delivering the hospice services.

### Business Relationship

With authorization we have waited 2+ years without payment but a lot of run around. Difficult to get paperwork signed by VA docs.

I am new to this hospice program and will promptly pursue becoming educated in VA services/resources.

### Reimbursement

We have only had Medicare patients from the VA

Timeliness in payment has been slow, but the local people work very hard to trying to remedy this and it's not their fault.

### Continuity of Care

The after hour care isn't something we have for the patients and it seems these patients are often in need of more support at home.

Communication provides a great challenge for orders and processing questions regarding care and coverage