



## Partner Networking Call Summary 9/29/2015

### Veterans Day Resources for Partners

Amanda Bow, Director of Strategic Communications, NHPCO

- On the We Honor Veterans (WHV) website, click on [WHV Partner Resources](#) for 'Veterans Day Resources' that includes:
  - Social media graphics - for Facebook, Pinterest, Twitter
  - Press release - customizable
  - Listicle - highlights the different components of WHV and can be personalized by placing organization's logo on the document
  - Op. Ed – to send to local newspapers
  - WHV has posted several different social media graphics for Facebook and Twitter.
- NHPCO will be doing a social media campaign that will take place leading up to Veterans Day. Please like and share any of our posts!
- Please use #wehonorvets when tweeting and posting on Facebook.
- A follow up e-mail will sent to ALL WHV partners re: Veterans Day resources.

### Engaging Congressional Leaders Around Veterans Day

Tony Kudner, Director of Grassroots Advocacy and Digital Strategy, NHPCO

- NHPCO's Hospice Action Network (HAN) has [practical resources and tools](#) that organizations can use when inviting their United States Representatives or Senators.
- Congressional Calendars for Veterans Day fill up very quickly so now is the time to reach out.
- If your organization needs assistance with messaging or reaching out to their congressional members, please contact [veterans@nhpco.org](mailto:veterans@nhpco.org).
- Members of Congress can participate in variety of ways; coming as a guest, speaking and/or participating with a pinning/recognition ceremony.
- Organizations can also request a flag that has been flown over the United States Capitol. Congress members are the only ones that can request a flag and the HAN team can assist you in receiving one of these flags. More information about the Capitol Flag Program at [www.aoc.gov/flags](http://www.aoc.gov/flags).

### Go in Peace! Transform a Veteran's Life: Film/DVD

Karen Van Vuuren

- The film was created in honor of Karen Van Vuuren's father who served in World War II and suffered from PTSD to assist others in understanding Veterans with PTSD at the end of life.
- The film focuses on the symptoms of trauma, how caregivers can prepare themselves when receiving traumatic stories, and what caregivers can offer to these Veterans at the end of life.
- The documentary features Deborah Grassman and Dr. Ed Tick. To get more information about the film, please visit [www.goinpeacefilm.org](http://www.goinpeacefilm.org)
- Karen Van Vurren will be presenting at NHPCO's [Clinical Team Conference](#) on Friday, October 16, 2015 at 4:00-5:00pm. Free copies of the film will be available at the WHV 5<sup>th</sup> Year Celebration, Oct. 14.
- If you have any questions regarding the film please e-mail [veterans@nhpco.org](mailto:veterans@nhpco.org)

## WHV 5th Year Anniversary Celebration at CTC

Gwynn Sullivan, NHPCO

- WHV [5th Year Anniversary Celebration](#) will be held on Wednesday, October 14, 2015 at the Gaylord Texan Resort and Convention Center, Grapevine, Texas from 5:30- 7:00pm.
- At the celebration, we will announce the 5<sup>th</sup> Year Anniversary Award of Excellence winner and the Honorable Mention winners.
- The WHV Five Years of Excellence Report will be available at the event and will also be available online for viewing and download after the event.

### Dept of VA Updates

Dr. Scott Shreve, National Program Director, Hospice and Palliative Care, VA

- On the behalf of the Department of Veterans Affairs, we are honored to work with the National Hospice and Palliative Care Organization on the We Honor Veterans program with our new two year contract.
- VA is looking at more strategies to embrace key partners in communities to improve access and service to Veterans with their future strategic planning. The Veteran experience will continue to be a huge focus at VHA.
- VA's Bereaved Family Survey will be edited to be more expansive regarding Veteran related care.
- The Book - [Being Mortal by Atul Gawande](#) - has been highly recommended. Focuses on the appropriate goals of end of life care.

### Q & A with Dr. Shreve

- **Q:** Where on the VA website can you find information regarding hospice?  
**A:** There is some information regarding hospice care under the [Geriatrics Extended Care](#) section. For more information regarding hospice care for Veterans please visit the [www.wehonorveterans.org/veterans-their-needs](http://www.wehonorveterans.org/veterans-their-needs).
- **Q:** Hospice organizations are now required to use the Hospice Compare Survey, previously the FEHC-V survey, will there be resources available on the We Honor Veterans website?  
**A:** The Hospice Compare Survey allows 15 additional questions that can be added to your survey. WHV encourages organizations to add the six Veteran-related FEHC-V questions. On the website there is a section that explains the [FEHC-V Level Four requirements](#).
- **Q:** Is there a resource available for preferred providers for Veterans?  
**A:** Veterans Choice Act (does not cover Hospice) has hired third party administrators that assist a Veteran if they cannot receive care at a VA facility. By law the VA cannot have a preferred hospice provider in an area.
- **Q:** Concurrent Care for Veterans; there are times when a Veteran is receiving care from a VA facility and a home health agency. When a Veteran comes into a VA Facility to receive medical treatment, like chemotherapy, there are mixed perceptions from community hospice providers on whether or not that's permissible. The Veteran is receiving Concurrent care under their VA benefit package and they are enrolled in the Medicare Hospice Benefit. The question: Should the VA pursue the idea that Veterans should have the right to receive both Medicare Hospice Benefit and Concurrent care under the VA Benefits package?  
**A:** Even if a Veteran's course of disease is less than 6-months, the Veteran can receive palliative care (like chemotherapy) under their VA benefits and still receive hospice care in the community. There is no fraud taking place. This may move us to a Concurrent Care for all.
- **Q:** Hospice Veterans Partnership, ideas or thoughts on expanding our HVP, we are struggling to get VSOs to the table.  
**A:** We Honor Veterans will follow up with this. Currently, we are assisting HVPs to open their scope to VCPs. WHV has a recent [webinar available](#) that focuses on building community partnerships.

## Partner Networking

- **Q:** There was a question regarding the difference between the VA Benefit and the Medicare Hospice Benefit and which is preferred.  
**A:** The information is outlined on the [website](#). If you have further questions please e-mail [veterans@nhpco.org](mailto:veterans@nhpco.org)
- Our hospice is hosting an event with a senior center. During the ceremony there will be a [missing man table](#). Dressed Veterans will be setting the table while a script is being read.
- The hospice is presenting [Service-Related Disease, Illness & Conditions](#) to their community organizations. The facility believes it would be beneficial to their audience to have presentations available with the viewpoint of a Veteran. Currently, the presentations are heavy in the clinical viewpoint.
- WHV partner connected with a local high school student. As part of the student's senior project, the high school hosted a viewing of the 'Honor Flight' film, and will be hosting a Veterans Day event at the high school.
- WHV partner hosted an all-day seminar for women Veterans. One of the speakers asked the audience who hates hearing "Thank you for your service" and every hand went up. A woman Veteran in the audience said: "We enrolled; we chose to be a Veteran. They would rather be recognized as Veterans we want you to look us in the eyes and shake our hand and say it's so nice to meet you." This is why it's important to ask when and where they served.
- The Good Will has a program just for Veterans, this program is for those who just served or served in the last 5 years. The WHV partner visits the program and speaks to them regarding Advance Directives and end-of-life care planning. While visiting, a Veteran reminded her to, "Please remember that the American reputation of being a strong country is because of the Veteran. Have you ever seen the statue of the man holding the world on his shoulders, well just picture the world as America and the man as a Veteran and you will get a true picture of the importance of a Veteran. Don't let his importance stop there, when he is no longer serving active duty. Most Veterans if needed will pick up arms and hit the battle without a second guess to defend a country that we love and should love us back. Please maintain the dignity and respect to our Veterans including me."
- Comfort Care Home Health and Hospice in Chesapeake, VA just received their Level Four status. It was helpful to have Veteran social work intern. They also contacted [Mission Continues](#) and a paid volunteer was able to assist in completing the We Honor Veterans Program.
- WHV partner has volunteers who are active duty young adults, both volunteer and Veteran patients develop a bond and learn from each other. The facility hosts fun events with USO that includes big band music, car shows and dances. The car show provides funding for the local Honor Flight program and laying of wreaths.
- In central VA the Parks and Recs organization holds an event that is open to the general public that honors Veterans. Big band music is featured and at the end of the event the Veterans are asked to stand up to be honored while branch specific music is played.
- There is a story posted on WHV website of a Veteran who served in Vietnam. The Veteran had a friend who had died in duty and for 47 years the Veteran had been looking for the family. Staff member was able find the family, two sisters and they were able to talk and visit the Veteran. [Learn more](#) about how the Veterans wishes came true after forty-seven years!