



WE HONOR VETERANS
Caring Professionals on a Mission to Serve.

Building VA Community Partnerships: Strategies for Success

Webinar
May 19, 2015



National Hospice and Palliative Care
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Webinar Goals



- To provide practical strategies and resources to establish and nurture VA and community partnerships
- To facilitate the coordination of quality healthcare that Veterans and their families deserve



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Learning Objectives



- Describe two VA community partnership initiatives:
 - Hospice Veteran Partnerships
 - Veteran Community Partnerships
- Specify specific strategies to build a successful VA community partnership
- Identify a free training opportunity and resources for Hospice Veteran Partnerships



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Faculty



- Dr. Scott Shreve, National Director, Hospice and Palliative Care Program, VHA
- Mary Davidson, MSN APRN, VISN 10 Palliative Care Program Manager, HVP SIG champion, VHA
- Kathleen Hayes, Co-Chair HVP-Ohio, Palliative Care Coordinator Dayton VA , Army Nurse, Colonel, Retired, VHA
- Dr. Kenneth Shay, Director of Geriatric Programs, Geriatrics and Extended Care Services, VHA
- Gwynn Sullivan, Director of Access, National Hospice and Palliative Care Organization



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Poll for Audience



Please respond YES or NO:

1. Do you work for VA?
2. Do you work for a community hospice provider?
3. Do you work for another community healthcare provider?
4. Is your organization a We Honor Veterans Partner?
5. Are you involved in a Hospice Veteran Partnership?
6. Are you involved with a Veteran Community Partnership?



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VA and Community Partnerships

Dr. Scott Shreve, National Director,
Hospice and Palliative Care Program,
Department of Veterans Affairs



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Collaborate (kuh-lab-uh-reyt)



1. To work, one with another; cooperate
2. To cooperate, usually willingly, with an **enemy** nation



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Coming Home: Era of Service

- World War II: Heroes

- * country worked together

- Korea: Ignored

- * forgotten war

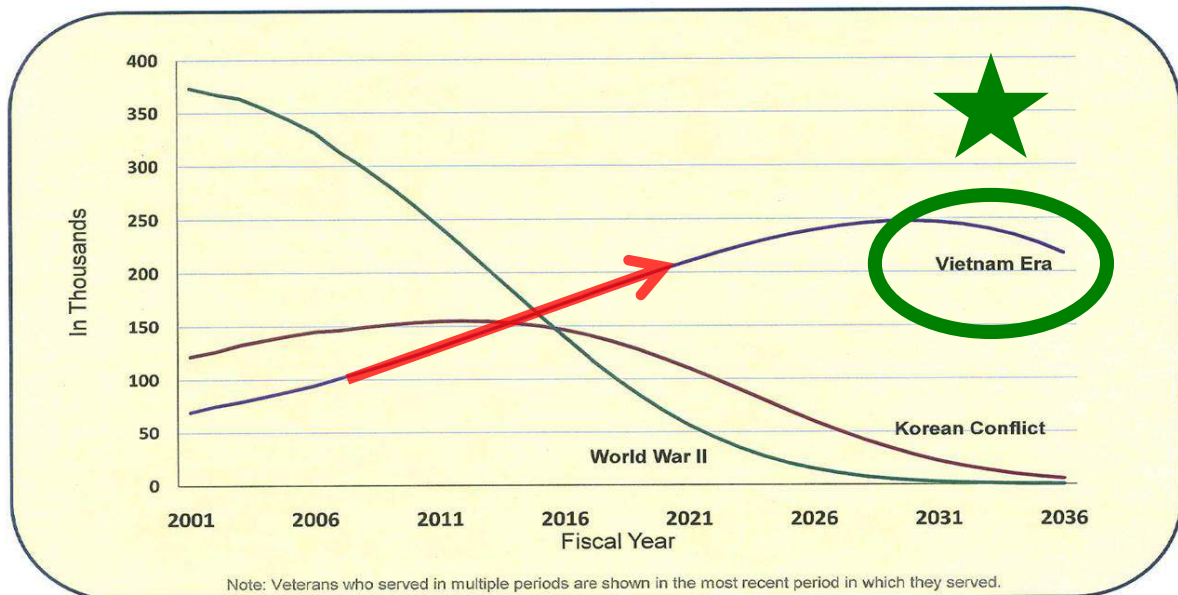
- Vietnam: Shamed

- * country torn apart



Courtesy of Margaret Walkosz, MS, GNP-BC

Projected Veteran Deaths for Selected Periods of Service: 2000 to 2036



Source: Department of Veterans Affairs, Office of the Actuary, Veteran Population Projections Model (VetPop), 2007, Table 8D.

Improving Care for Veterans



Whether it's Memorial Day or Veterans Day
or any day in between...



Improving Care for Veterans Facing Illness & Death
(<https://www.youtube.com/watch?v=77KuIEiL7VA&feature=youtu.be>)



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Vision for VA's Community Engagement



- **Empower** field leadership to develop and strengthen partnerships
- Communicate VA's **willingness** to effectively partner
- Leverage partnerships to **expand capacity**, resources and access to services



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Strategies for Successful Partnerships between VA and Community Providers

Mary Davidson, MSN APRN

VISN 10 Palliative Care Program Manager

HVP SIG champion



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VA - We Stand on the Shoulders of Giants


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- Diane Jones and Dr. Scott Shreve 2002, Hospice Veteran Partnerships
 - Education
 - Outreach
 - Problem-solving activities
- Dr. Carol Luhrs 2010 – Special Interest formation supported through Comprehensive End of Life Center
- Our Community Veterans!
- Partnership with NHPCO



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Fostering HVP Growth throughout VA



- Partner with newly forming HVP VA leaders
- Avenue and forum for problem-solving within the VA and WHV
- Lunchtime meetings monthly to allow sharing of strong practices nationally
- Jump-start new community partnerships through sharing of practices and resources



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Creating Meaningful Tools to Support the Work



- VA Fact Sheet for Hospice Partners
- Sharepoint space to communicate agenda/meeting minutes and work happening locally
- Palliative Care Brochure currently being created for use in community
- Networking across nation



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Examples of Tools Created and Promulgated for VA HVP leaders



- State HVP Who's Who
 - Presence of Partnership in the state (Y/N)
 - VA contacts/leaders, HVP contacts, VAR
 - Date HVP started and status
- Promote use of We Honor Veterans website and toolkit: www.wehonorveterans.org
- Encourage VISN level leader involvement



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Local HVP Collaborative Innovations across the Nation



Hong Kong
Roads
Veterans
Community
Partnership

4th Annual Conference
On
**PALLIATIVE CARE IN ACUTE CARE
SETTINGS**
Wednesday, November 19, 2014
8:30 A.M. – 3:00 P.M.
Dunelm Community Center
15198 Westbank Boulevard
Newport News, VA 23608

is proud to announce a program of the NCI/NCJ and VA Line of Excellence
in support of research and practice in palliative care. The program is a national
initiative to improve the quality of life for patients and families. The program
will focus on the development of a national network of research and practice
centers. The program will also focus on the development of a national
network of research and practice centers. The program will also focus on the
development of a national network of research and practice centers.

Registration, Continental Breakfast, Networking begins at 8:30 A.M.

Guest Speakers:

Jorge Cortina MD, DABPA, *Medical Oncologist for Hematology and Palliative
Care*

Dorlie Rizzo-Munn, CHPN, *2014-2015 American Cancer Program
Honorary Chair*



**Questions and Answers Session will follow
Seating is Limited**

Target Audience: Hospital Administrators, Physicians, Nurses, Hospice Workers, Home
Services Workers, Social Workers, Dietitians, Chaplains and all Health
Care Professionals

Free Will Contribution will be available

Please RSVP by November 14, 2014 to reserve your seat!
Yvonne Bailey at yvonne.bai@va.gov
or Cheryl Laseater at cheryl.laseater@chmi.net


Welcome to the
Hempstead
Roads
Veterans
Community
Partnership
Annual
Conference and
Thank you
for attending!


 
We Honor Tomorrow

DATE _____
Statement of Appreciation for
NAME OF HONOREE _____

The UH System/Honorable System of this hospital and publisher can
properly appreciate the shared values of honoring intention and
providing them with excellent services at and of life. The extra work
of recognizing and documenting "HONORARY NAME" work through the LEVEL-
1. WE HONOR "HONORARY NAME" programming those the dedication
and commitment you bring to Veterans in the hospital community you
serve. We are grateful that your work helps make a significant
difference in the lives of veterans and families.

Avery Davidson, MHA, CPHQ, CHS
VP&O of Quality and Patient Program Manager





Veterans
*Your Life
 Your Choice
 Your Benefit*

PALLIATIVE AND HOSPICE CARE SERVICES

Veterans deserve the best care

HOOPER AND PALLAVICINI CARE is a patient-focused, personal and reliable care-oriented approach. Hooper and Pallavicini is a diagnostic of all existing chronic, acute and potential, but focused on the future. Pallavicini is a patient-centered approach that truly includes a balance of prevention and curative treatments.

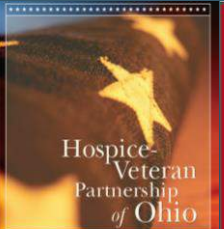
Chakraborty P. Wale Vice President 425 North Lincoln Road Culverton, CA 92501 Phone: 949.272.1000 Fax: 949.272.1001 Email: chakraborty@hpc.org	Devin W. Winkler Vice President 404 West Third Street Dallas, TX 75201 Karlsson, Hines & Winkler, LLP Phone: 214.771.2752 / 2752 / 2753 Fax: 214.771.2754 Email: devin.winkler@hpc.org
Chellamuri V. Medical Center Vice President Chellamuri, CA 94002 Phone: 415.962.5000 Fax: 1415.962.5001 Email: chellamuri@hpc.org	Leslie Winkler Overland Vice President 4500 East Broadway Denver, CO 80202 Winkler, Hines & Winkler, LLP Phone: 303.733.3000 ext. 4001 Fax: 303.733.3007
Chenoweth W. Medical Center Vice President 4000 Olive Street Cincinnati, OH 45202 Elliott, Hines & Chenoweth Phone: 513.581.1000 ext. 1181 Fax: 513.581.2027	Northwest Ohio, LLC is a law firm by Chenoweth, Hines & Chenoweth Michael Hines Phone: 216.763.3000 ext. 4001 Fax: 216.763.3007
Ohio Hooper and Pallavicini Chenoweth, Hines & Pallavicini Phone: 614.433.0000 www.hpc.org/ohio	Hopkins-Hines Chenoweth, Hines & Hopkins Phone: 614.433.0000 www.hopkins.org



JoJoe the Elephant

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Hospice-Veteran Partnership of Ohio

A NATIONAL PROGRAM of the VA HOSPICE and PALLIATIVE CARE INITIATIVE

★★★★

Supported by the Ohio Hospital and Palliative Care Organization, National Community Hospices and Veterans Care Organization

★ ★ ★ ★ ★ UNIQUE LIFE EXPERIENCES + TALENTS

Providing Veterans Assistance in Ohio

In Ohio, over 200,000 veterans are expected to die this year. Over half are in the nation's long-term care facilities. Approximately 70 percent of these veterans die in acute care facilities through the Department of Veterans Affairs (VA) health care system. Many veterans who are enrolled in VA health benefits will be within their lifetime care plan to pass on to the nation's VA hospitals. Most of these veterans could benefit from hospice care that provides veterans and their loved ones end-of-life care needs (comfort, compassion, and dignity).

Veterans' Unique Life Experiences

These veterans bring a collection of experiences of surviving through VA and military service that provides a unique perspective on life and death. As a veteran, there is something a great deal to reflect about before one can die. Veterans can be especially meaningful to society, who often have seen the world through a different perspective than most. Veterans can be especially meaningful to society, who often have seen the world through a different perspective than most. Veterans can be especially meaningful to society, who often have seen the world through a different perspective than most.

Hospice-Veteran Partnership

The Hospice-Veteran Partnership is a coalition of death and dying people from the Department of Veterans Affairs (VA), state veterans homes, community hospices and organizations working together to ensure that end-of-life care is available for our nation's veterans and their families. The Hospice-Veteran Partnership of Ohio is a part of the National Community Hospices and Veterans Care Initiative and a program developed and coordinated in the nation's end-of-life care.

- Improve veterans' access to hospice and palliative care at end of their lives.
- Strengthen relationships between community hospice agencies and VA hospitals.
- Raise awareness about veterans' end-of-life care needs and options.



VA SIERRA NEVADA
HEALTH CARE SYSTEM

HONORS ESCORT



Providing Honors Escort to every Veteran who passes while in our care.

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Collaborative Data Sharing to Improve Veteran Community Care



- LEVEL III and IV WHV:
 - Actively participate in local, regional or statewide Hospice-Veteran Partnership
 - *Document meetings and other activities*
- One HVP experience with activity dissemination
 - the ANNUAL SURVEY HVPO



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Documenting Impact of HVPO



Hospice Veteran Partnership of Ohio - 2014

WHV Status	Average # of Veterans Cared For	# of Pinning Ceremonies	# Veteran-Focused Outreach Events	# of Veteran to Veteran Volunteer Programs	# of Honor Flight Participants
ALL responders	169	735	354	119	17
4 Stars	397	357	229	52	15
3 Stars	160	140	71	30	1
2 Stars	58	55	22	12	1
1 Star	23	20	11	2	0
RECRUIT	16	163	15	23	0
Not yet WHV partners	6	0	6	0	0

2014 Hospice Veteran Partnership of Ohio

Event Highlights HVPO 2014

- ✦ Veteran pinnings
 - HS ROTC, community Veterans, VSO, Community Health Fairs, Veteran-specific bereavement activities, Spirit of '45 pinnings, Nursing Home and Assisted Living pinnings
 - Patriotic Veteran Memorial Candles delivered to family after a Veteran dies, and funeral pinnings to Veteran's family
- ✦ Education
 - PTSD education of hospice volunteers, seminars at Senior Citizen Centers, Veteran Volunteer Trainings, Veteran inservices to hospital staff on military-related conditions
- ✦ Outreach
 - Veteran Service Organizations, Air Force Base, Community Quilting Groups, Patriot Freedom Festival and Blue Star Mothers Golf Outing support, TV spotlights focusing on Veteran outreach activities, Welcome Home Vietnam Veteran Bead donations, Veteran Festivals, Rotary meeting, Presence at Veteran Resource Community Fairs, Red Cross
- ✦ VA Partnerships
 - Volunteers supported VA Bingo at Community Living Center, provide Veteran Volunteers to VA for pinning ceremonies, Volunteers to provide massage therapy, inclusion of a question with military assessment about enrollment at VA, VA SW presentation on Veteran Benefits and Resources to hospice personnel, Toledo Vet Center presentation, HVP Speaker's Bureau training assistance, HVPO committee chairs
- ✦ Vet to Vet Volunteer Programs
- ✦ Veteran Memorial Programs
- ✦ WHV Mentoring Program
- ✦ Showings of Honor Flight the Movie

- ❖ 31 Survey Responders...
- ❖ ...reaching approximately 4000 community Veterans throughout Ohio



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Putting Partnership in Action: Ohio Hospice-Veteran Partnership

Kathleen Hayes, Co-Chair HVP-Ohio
Palliative Care Coordinator, Dayton VA
Army Nurse, Colonel, Retired



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HVP of Ohio



- Leadership: Co-chairs, Susan Figula (Stein Hospice) and Kathy Hayes (Dayton VA)
- HVP Structure: State Organization **Midwest Care Alliance**
 - Provides Administrative support and meeting location.



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HVP of Ohio Partners



- Midwest Care Alliance
- Community Hospices
- VA Facilities
 - VA Medical Centers
 - Community Based Outpatient Clinics (CBOCs)
- State Veteran Homes
- Veterans Service Organizations (VSOs)
- VISN 10
- Wright Patterson Military Hospital
- Funeral Homes and Extended Care Facilities



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HVP of Ohio


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- HVP-Ohio provides ongoing and sustaining leadership by organizing and coordinating bi-monthly community partnership meetings.
- Networking ensures everyone remains likeminded toward the goals of caring for Veterans at the end of life.



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Networking Meetings



- Bi-monthly HVPO meeting format:
 - Welcome: Partners sharing their **We Honor Veteran's** level.
 - Committee reports:
 - Community Outreach/ Professional Development
 - Community Partners: Understanding VA 101
 - Honor Flight
 - Lunch/open discussion of concerns
 - Sharing of Partner Best Practices
 - Educational Programming



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Program Examples at HVPO



- Blue Star Mothers
- Honor Flight
 - Their Last Chance
 - Remembering Yesterday's Heroes
- Veteran's Oral History Project
- VA Benefit Counselors presentations
- VA Cemetery presentation
- PTSD and Veteran end of life care
- WHV webinar and facilitated discussions
- Spirit of 45 Campaign
- Dogs 4 Warriors



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HVP of Ohio Outcomes



- This partnership has improved Veterans' access to hospice and palliative care across all sites and levels of care to ensure that the Veteran is able to receive hospice care at the time and place of need.
- It has also strengthened the relationships between community hospice agencies, VA facilities and raised awareness about Veterans' end-of-life care needs and options.

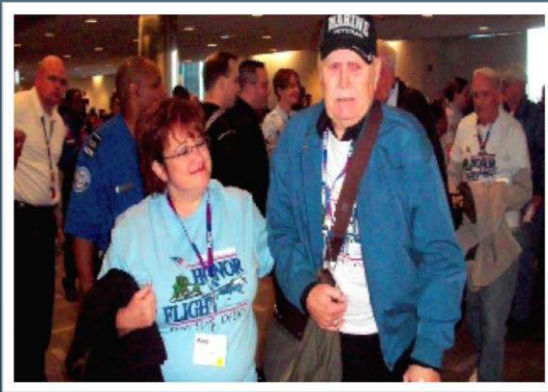


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Honor Flight TLC Program

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Veteran Community Partnerships

Dr. Kenneth Shay
Director of Geriatric Programs
Geriatrics and Extended Care Services



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Background



- There are over 22 million Veterans in the U.S.
- ~9 million Vets enrolled; 47% over age 65
- Elderly Veterans are “10 years older” than age-matched non-Veteran counterparts
 - More interacting diagnoses, drugs
 - More functional dependence
 - More caregiver needs and challenges
- 70% of VA patients over age 65 use one or more other healthcare services—*yet there is no systematic linkage among providers/services*
 - Discontinuities in care and documentation
 - Redundant and missed services



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Veteran-Community Partnerships



- Vision
 - All Veterans and their caregivers will have access to, and choices among, the services that allow our Veterans to stay in the place they call home.
- Mission
 - To foster Veterans seamless access to, and transitions among, the full continuum of non-institutional extended care and support services in VA and the community.

“Serving those who served for us”



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What is a VCP?



- Veteran Community Partnerships (VCP) are formalized partnerships through which local VA facilities connect with state and local community service agencies in an effort to:
 - Enhance and improve access to and quality of care
 - Promote seamless transitions
 - Educate community agencies & VA providers
 - Support caregivers
 - Develop and foster strong relationships between VA and community agencies and providers

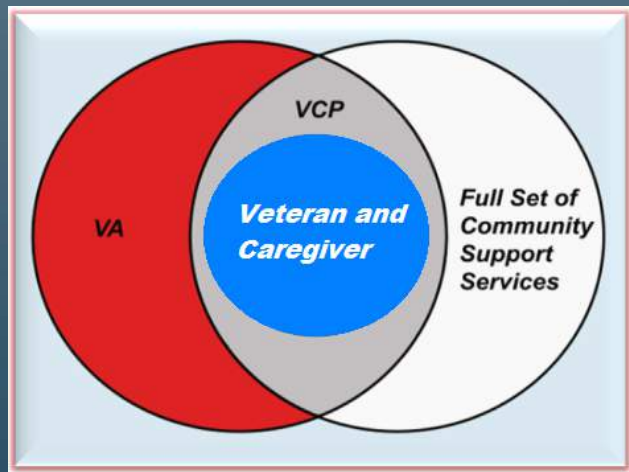


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VCP Principles

- Person Centered
- Increase Access
- Create Choice
- Provide best care
- Mutual support



VCP Origins and Status



- Hospice-Veteran Partnerships (2002)
- Geriatrics & Extended Care strategic plan (2008)
- VCP Pilot Sites (2010 - 2011)
 - Albany, NY
 - Manchester, NH
 - Battle Creek, MI
- Contract with NHPCO (2011)
- VISN-wide VCP Trainings (2012 - current)
 - VISN 8 – January 2012
 - VISN 11 – May 2012
 - VISN 6 – June 2013
 - VISN 4 – March 2014
 - VISNs 18, 20, 21 (VA Rural Health) – January 2014, follow up May 2014
- **Total VCPs – 39 VA facilities in 16 states, 8 VISNS**

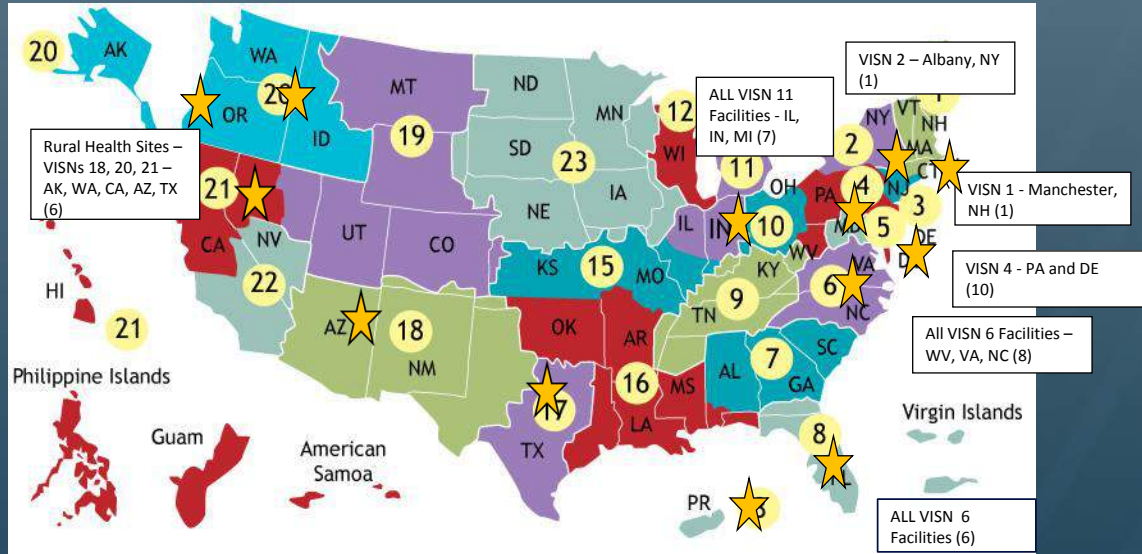


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VCP Locations

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VCP National Stakeholder Council



- VHA Geriatrics and Extended Care
- VHA Care Management and Social Work
- VHA Primary Care
- VHA Nursing
- Disabled American Veterans
- National Hospice and Palliative Care Organization
- National Alliance for Caregiving
- Administration on Aging
- National Association of Area Agencies on Aging
- LeadingAge (formerly American Association of Homes and Services for the Aging)



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Who is Involved?



- VA Medical Center Partners: VCP Coordinator* and others
 - *CM & SW, Community Health Nurse, Caregiver Support Coordinator, Medical Foster Home Coordinator, Voluntary Service Coordinator, etc.
- Community Partners**
 - **Veterans
 - Veterans Services Organizations
 - Community, county, and state human services agencies
 - Aging network
 - Caregivers
 - Caregiver coalitions
 - Academic institutions
 - Faith-based organizations
 - Non-profits
 - Charitable organizations
 - Philanthropic organizations
 - Hospice organizations
 - Home care agencies
 - Respite organizations
 - Disability groups



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Activities of VCPs



- **Conduct assessments** to determine the unique needs of Veterans within communities
- **Exchange information between VA and community agencies** in an effort to keep both informed of local and VA resources, strengths, and potential growth areas
- **Educate community agencies** about specific veteran-related issues and benefits
- **Conduct community outreach educational programs** for veterans groups/community agencies to provide information on the VA continuum of care, available resources, and options
- **Hold local/regional/statewide educational events** for both community and VA stakeholders to provide information on the continuum of care options and VA healthcare system
- **Create/disseminate educational tools** that partners can access for the most current and complete information on resources for veterans, in VA and in the community...*And more!*



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Feedback about VCP



- “VCP activities have opened doors to building stronger relationships with community agencies.”
- “I thought VCP was going to be another responsibility to add to my already overflowing plate—but it has really provided me the very tools I was looking for to help me do my job more effectively.”
- “VCP has provided opportunities to represent the VA in a positive light.”
- “VCP has provided education to community agencies that was unknown prior – including myths re: enrollment & eligibility.”
- “VCP is key to a strong foundation for ongoing collaboration, trust and mutual respect.”



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VCP / Rural Health Collaborative Project



- Purpose:
 - Collaborative approach to outreach that engages rural community groups and VA in a common effort to serve rural Veterans
 - Develop cultural awareness and understanding of local factors that affect Veterans' needs
 - Cultivate an enduring VA presence in the community through local organizations
 - Promote outreach activities that strengthen partnership
- Aims:
 - Support local implementation of VCPs in rural communities in the Western Region
 - “Enhanced Support” for three rural sites
 - Assistance with strategic planning
 - Support planning and implementation of an Informational Workshop, Outreach Event in each community



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VCP/Rural Health Evaluation Project



- Purpose:
 - Examine VA and community outcomes related to VCP implementation and factors that promote or prevent sustainment of these partnerships over time. The knowledge gained from this evaluation will inform additional expansion of VCP to other rural communities.
- Aims:
 - Document Veteran-focused activities, linkages, and attributable outcomes that have occurred since inception of rural VCPs reflecting impact(s) of partnership between VA and the community
 - Describe factors that facilitate or hinder sustained partnership
 - Develop evaluation toolbox
 - Develop action plan for FY16 and beyond

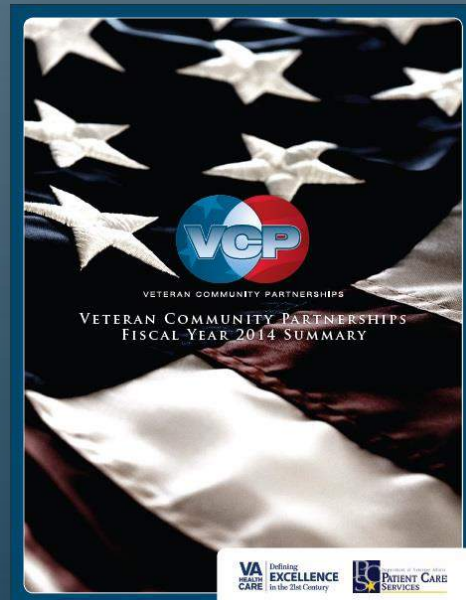
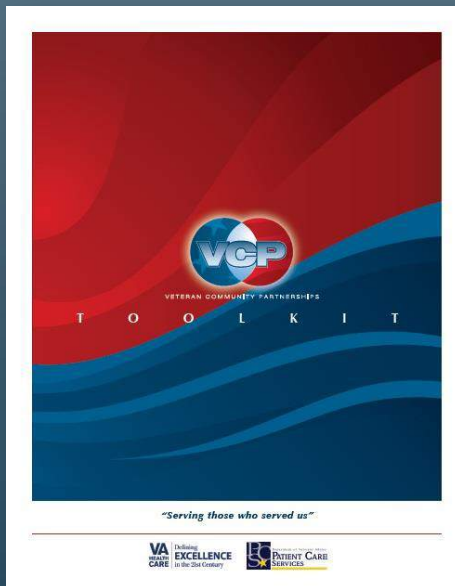


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VCP Resources


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Free VCP Training Opportunity for Hospice Veteran Partnerships

Gwynn Sullivan
Director, Access
NHPCO



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Training Details



- Date: Thursday, August 27, 2015, 8:00 am – 3:00 pm
- Location: NHPCO Office, Alexandria, VA
- Offered at no cost for established Hospice Veteran Partnerships (HVP)
 - who desire to address specific Veteran-related issues, populations, topics or programs beyond (and in addition to) end-of-life care.
- Travel costs will be reimbursed for two representatives from each HVP to attend
 - includes one WHV (hospice or community) partner representative and one VA representative.



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Application for Training



- Application required to attend training (one per HVP)
- A limited number of training slots are available for this training and a competitive application process will determine acceptance.
- Active HVP sites that have been in place for at least two years are encouraged to apply.
- Deadline: Submit the application to veterans@nhpco.org before or by COB Friday, June 19, 2015.
- Questions: Contact veterans@nhpco.org



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HVP and VCP Resources



- www.WeHonorVeterans.org > “VA and Veteran Organizations”
 - Hospice Veteran Partnerships
 - Veteran Community Partnerships
- Resources:
 - Toolkits
 - Fact Sheets
 - Rosters
 - VA Resources



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Memorial Day Resources

- Customizable Press Release
- #wehonorvets
- Social Media Graphics
- Listicle
- Marketplace
 - New brochure (customizable)
 - Veteran acknowledge card
 - Lapel pin



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Share Your Story!



- We are looking for content to share in the weeks leading up to Memorial Day.
- If you have recent stories with photos highlighting Veteran patients we would love to hear them.
- NHPKO will share your stories via our Facebook and Twitter accounts.
- Email your story to veterans@nhpco.org



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*Thank you for faithfully serving
those who have served us!*



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