

**Hospice Partner - Level 5 Renewal Report : Entry #****Partner Org Name**

ProMedica [REDACTED] - [REDACTED]

**Partner Org ID**

[REDACTED]

**Partner Email**

[REDACTED]

**Approved? - Do not touch, for Wordpress processing only**

approved

**Continue to integrate Veteran-specific content into staff and volunteer orientations and ongoing trainings****Orientations and Trainings \*****Activity Title**

WHV Orientation 3/20/23

WHV Orientation 9/13/23

Neurocognitive Disorders and PTSD: Providing Care to Foster Best Quality of Life

Thank You Is Not Enough

**Included PsychArmor's "15 Things Veterans Want You To Know" in staff trainings**

- Yes

**Frequency of Staff and Volunteer Orientation**

Annually

**Total Number of Staff in Orientations and Trainings**

7

**Total Number of Volunteers in Orientations and Trainings**

9

**Have a VA Accredited Agent on staff and/or relationship with Veteran Service Officer, have updated VA Fact Sheet available****Do you have an Accredited Agent on staff or a relationship with VSO?**

- Yes

**Upload Updated VA Fact Sheet**

## Hospice Partner - Level 5 Renewal Report : Entry # 41184

- [REDACTED]

### VA Services

#### Number enrolled in VA prior to admission

23

#### Number receiving VA Benefits at time of admission

21

#### Number who requested and/or assisted with enrolling in benefits at time of admission

17

#### Number who refused or declined VA benefits

4

### Vietnam Veterans-focused training

#### Trainings \*

##### Activity Title

Untold Stories and WHV Refresher & Update

Veteran Psychosocial Issues at End of Life

### Staff who have not viewed the Posttraumatic Stress Disorder in Vietnam Veterans, Suicide Prevention in Vietnam Veterans, Moral Injury in Vietnam Veterans training videos

#### Staff watched PTSD in Vietnam Veterans webinar

- Yes

#### Number of staff and volunteers that watched PTSD in Vietnam Veterans webinar

9

#### Staff watched Moral Injury in Vietnam Veterans webinar

- Yes

#### Number of staff and volunteers that watched Moral Injury in Vietnam Veterans webinar

9

#### Staff watched Suicide Prevention in Vietnam Veterans webinar

## Hospice Partner - Level 5 Renewal Report : Entry # 41184

- Yes

### Number of staff and volunteers that watched Suicide Prevention in Vietnam Veterans webinar

9

### Staff who previously viewed the Posttraumatic Stress Disorder in Vietnam Veterans, Suicide Prevention in Vietnam Veterans, Moral Injury in Vietnam Veterans training videos

#### Staff watched three videos on Supporting Military Veterans with PTSD at the End of Life: Video Illustrations

N/A

#### Staff watched three videos on Supporting Military Veterans with PTSD at the End of Life: Video Illustrations AND completed the associated video guide

N/A

## Veterans Served

### Total Number of Veterans Served

63

### Period of Service Breakdown

#### Number of WWII Served

5

#### Number of Korean War Veterans Served

7

#### Number of Cold War Veterans Served

8

#### Number of Vietnam Veterans Served

27

#### Number of Gulf War Veterans Served

1

#### Number of Peace Time Veterans Served

12

#### Number of Afghanistan/Iraq (OEF/OIF) Veterans Served

0

## Hospice Partner - Level 5 Renewal Report : Entry # 41184

### Number of Other Veterans Served

4

### Vietnam Veteran Specific Services

#### How many Vietnam Veterans were treated for PTSD?

1

#### How many Vietnam Veterans were treated for Moral Injury?

0

#### How many Vietnam Veterans were treated for Suicide Prevention?

0

### What treatments were used?

All admissions require assessment of suicide ideation and PTSD.

If PTSD is identified, team collaborates on care plan. If suicidal ideation is identified, determine if individual has plan, means, and access to harmful items (guns/knives/etc.). Remove unsafe items and have safety plan in place including providing crisis line.

Two veterans were identified with PTSD (one was Vietnam era the other WWII). However, field experience indicates that many more Vietnam veterans face PTSD symptoms without being formally diagnosed.

### Describe any pinning and recognition ceremonies including number of Veterans pinned

#### Pinning and Recognition Ceremonies \*

##### Activity Title

Pinning/Recognition for Hospice Patients

#### Total Number of Vets Pinned

152

### In collaboration with your HVP, conduct at least 3 virtual community educational presentations including a panel discussion.

#### HVP Community Educational Presentations \*

##### Activity Title

Hospice 101: Adding Quality of Life to End of Life

Information Table at Reading Royals Hockey Game

Presentation to Bean Funeral Home

Presentation to Wernersville Women's Club

Panel Discussion on VA Benefits - Berks Phoebe Village

Panel Presentation Penn State University, Berks - Psychology Students

## Hospice Partner - Level 5 Renewal Report : Entry # 41184

### Vet-to-Vet Cafes

#### Vet-to-Vet Cafes

##### Activity Title

Vet to Vet Cafe West Reading

Vet Café Pine Grove

Veterans Day Breakfast - Juniper Village

### Review NHPCO Standards of Practice for Hospice Programs (2019)

#### Reviewed NHPCO Standards of Practice for Hospice Programs?

- Yes

#### Number of staff that reviewed SOP

30

### Veteran-to-Veteran Volunteer Program

#### Total Number of Volunteers

28

#### Orientation Process

All Hospice volunteers must complete a minimum of 14 hours of hospice training (approx. 6 hours face-to-face lecture and approx. 8 hours of self-guided in-service). In addition, they are encouraged to take the Veterans orientation training as shown above. Volunteers: 10 hospice-trained veteran volunteers, 8 additional veteran volunteers, not hospice trained, and 10 non-vet volunteers assisting with our programs. Total Vet-to-Vet visits from 11/01/22 through 10/31/23 was 97 visits.

#### Activities \*

##### Activity Title

WHV Newsletter 2023, Issue 1

Vietnam Veterans Day Celebration Reading

Cards for Military Spouse Appreciation Day

Gift Bags for Veterans

WHV Newsletter 2023, Issue 2

WHV Committee Meetings

Vet to Vet Visits with Hospice Patients

Veterans Day Cards

Support with VA Enrollment

### Screening Guide for Veterans

#### Upload Screening Guide Review

## Hospice Partner - Level 5 Renewal Report : Entry # 41184

• [REDACTED]

### Screening Guide Response

The care planning guide is used in addition to our standard process of screening all patients for veteran status. Veteran information, including PTSD and combat status, is reported to the entire team on the first full day of admission. This plan of care is utilized for all our veteran patients.

### Community / State-wide Event

#### Title

Winter Collection for Veterans and Military Families

#### Description

From February 1st thru the 17th, approximately 12 staff members and 1 volunteer, collected 8 blankets, 14 winter hats and 15 sets of winter gloves for the organization Eric's Angels. These items were distributed to veterans and military families in need.

Beth, Eric's sister, told the story of her Army Specialist brother and his deployment to Iraq and the traumatic events that led to his PTSD symptoms and death. She also showed pictures of Eric in uniform and another picture of him surrounded by Iraqi children.

Beth, expressed gratitude for the donations and stated, "Many service organizations providing donations 'have strings attached'."

It was also stated, "We are so grateful for your donation."

#### Key Resources \*

##### Resource Description

Flyer and Photo of Collected Items

### Welcome Home Vietnam Veterans Day Event

#### Title

Welcome Home Vietnam Veterans Ceremony

#### Description

On July 11, 2023, a formal ceremony to welcome home Vietnam veterans and honor all veterans was held at Phoebe Berks Village. There were 25 veterans in attendance with an additional 15 nonattending veterans also honored. In addition, there were 30 volunteers, staff, and community members, in attendance.

Vietnam Era veterans were called to the stage and handed a certificate, Vietnam beads, a welcome card, and a Star. All other veterans were given a different certificate and a Star. The program included the Pledge of Allegiance, Military Branch songs, speeches, closing prayer, and Taps. There were also refreshments and a time to talk and mingle with veterans.

Comments from two veteran volunteers: Each person, veteran or family member, thanked us for doing such a good job. Many people, not just the vets were moved to tears. The men from Chapter 131 were amazing and grateful to be included. I think this helps them heal as well.

## Hospice Partner - Level 5 Renewal Report : Entry # 41184

### Key Resources \*

#### Resource Description

Invitation, Certificate, Photos, Program

### Mentorship

As a mentor, how many partners have reached out to you?

18

Have you noticed any common themes or frequently asked questions from partners?

Common Questions:

- With frequent staff turn over how do you keep a program going and how do you find out what has been done so far?
- How do you get staff and volunteers involved in the program? So often it is one person who is tasked with handling everything.
- What's the best way to expand community connections?

Our WHV committee invited staff from other agencies to attend our WHV committee meetings. The Volunteer Coordinator spoke with other Volunteer Coordinators/WHV Coordinators at a regional meeting and attended a WHV planning meeting at another agency. Our Bereavement Coordinator/WHV Co-Coordinator also collaborated with other WHV partners about best practices.

### Additional Information

#### Upload Annual Report

- [WHV-Annual-Report-2023.pdf](#)

#### Upload Data Workbook

- [Level-5-Data-Statistics-2023.xlsx](#)

### Additional Comments on Level 5

1. The webinar "Thank You is Not Enough" was substituted in place of other options for continuing education on the WHV application marked as "N/A". We found this to be a very well-produced webinar which reinforced the WHV program and offered solid examples of how to implement the veteran-centric care for our patients.
2. Application website issues - hopefully these will be addressed during your shut down:
  - Considering that Level V requires work to be done all year long, we should be allowed to enter our activities as they happen and not just in the final 90 days. Pushing off input until the end of the year is very time consuming and stressful.
  - There should be a better way to save entries. We lost hours of work on multiple occasions. It is also frustrating that every time you save your progress, you get kicked out of the application.
  - There should be a way to view/print our entire application AND the attachments prior to submission. Considering the volume of information and attachments required, the current system is very cumbersome.
  - Frequency options are lacking. You should offer "one time" or "ongoing" or "as needed".
3. As of November 1, 2023, our agency is reverting to its original name of Heartland Hospice. However, during 2022 and January - October 2023 we were ProMedica Hospice.

## VA Fact Sheet for Hospice Partners

**Local Veterans Administration Medical Center (VAMC):**

Lebanon VAMC, 1700 S Lincoln Ave, Lebanon, PA 19042; Phone: 717-2[REDACTED]1; [www.lebanon.va.gov](http://www.lebanon.va.gov)

**Name and contact for Regional Veterans Integrated Service Network (VISN) office:**

Erin [REDACTED], VA Hospice Social Worker, Phone: 717-272-[REDACTED] ext. 4[REDACTED]; Fax: 717-228-[REDACTED]

Local VA service area covers 9 counties including Berks, Lebanon and Schuylkill.

**Brief description of palliative and hospice care program:**

12 bed inpatient care, 3 local VA centers, 22 contracted community nursing homes in our service area.

**Process for expedited enrollment and approval of VA-paid services:**

Fax Form 10-10EZ and the patient's DD214 (discharge papers) to Erin [REDACTED]s at 717-288-[REDACTED].

Patient may be eligible for numerous benefits if seen by a VA doctor at least once within the past 12 months. Make appointment and bring patient's hospice diagnosis paperwork.

- Name and contact information for approval of VA paid hospice:

Sharon [REDACTED] RN, VA Community Health Nurse Coordinator; Phone: 717-272-[REDACTED] ext. 43[REDACTED]; Fax: 717-228-[REDACTED]

- Name and number to contact for Veteran admission to VA inpatient hospice unit:

Erin [REDACTED], VA Social Worker; Phone: 717-272-[REDACTED] ext. 4[REDACTED]

VSO: Elizabeth [REDACTED]; Phone: 484-577 [REDACTED]

**Support for homeless veterans:**

Homeless Coordinator: Keisha [REDACTED] Phone: 717-[REDACTED] ext. 4196; [REDACTED]

Case Worker for Berks, Lebanon & Schuylkill Counties: Stephen [REDACTED] LSW; Phone: 717-376-[REDACTED]

Email: [REDACTED]

**Vet Center:**

Berks County VA Clinic, 2762 Century Blvd., Suite 120, Wyomissing, PA 19610, Phone: 484-220-2[REDACTED]

Schuylkill County VA Clinic, 1410 Laurel Blvd., Suite 2, Pottsville, PA 17901, Phone: 570-628-5[REDACTED]

**RESOURCES:**

Director, Berks County's Veteran Center and County Veterans Service Officer (CVSO)

726 Cherry Street; Reading PA 19602

Phone: 610-378-[REDACTED]; Fax: 610-378-[REDACTED]; [REDACTED] National Suicide

Prevention Lifeline: 1-800-273-TALK

National Cemetery information: [www.cem.va.gov/](http://www.cem.va.gov/)

Death and Burial benefits [www.cem.va.gov/bbene/benvba.asp](http://www.cem.va.gov/bbene/benvba.asp)

Military Discharge Information: [www.va.gov/records/discharge-documents/](http://www.va.gov/records/discharge-documents/)

We Honor Veterans: [www.wehonorveterans.org](http://www.wehonorveterans.org)



**Hospice Partner - Activity Report : Entry # 41800****Activity Title**

Untold Stories and WHV Refresher & Update

**Activity Description**

Staff member presented the highlights of Deborah Grassman's presentation Untold Stories, Untold needs. In addition she reviewed the team's 2022 WHV activities, read the names of all current veteran patients, and reminded staff of the availability of stars to present to any Veteran.

**Activity Date**

02/02/2023

**Total Number of Participants**

31

**Frequency**

Yearly

**Activity Comments**

Discussion topics included talking about the upcoming Vietnam Veterans Day, the significance of Vietnam beads, and our Welcome Home Ceremony. Other topics included creating a safe environment for the veteran, honoring family requests in particular when family does not want the patient to know they are on hospice.

**Hospice Partner - Activity Report : Entry # 41778****Activity Title**

Pinning/Recognition for Hospice Patients

**Activity Description**

Staff member presents certificate and pin to every veteran patient. Patient is recognized for their service, with family present if possible. Recognition takes place within a few days of admission.

**Activity Date**

01/01/2023

**Total Number of Participants**

152

**Frequency**

Daily

**Activity Comments**

This activity is ongoing and also includes pinning from other events which are described later in this application. We receive many comments from staff regarding the impact on our veteran patients. Bereaved have placed the veteran pin on the lapel of patients for funeral services.

**Hospice Partner - Activity Report : Entry # 41275****Activity Title**

Vet to Vet Cafe West Reading

**Activity Description**

Several hospice staff and one veteran volunteer met with three patients at a local nursing facility for supportive conversation. Cupcakes and refreshments were served. All veterans were given a gift bag, created by a local church group, of snacks, games, and personal care items.

Conversation revolved around the veterans' military service, life history and current life. One veteran was bedbound, so our Vet Volunteer and Volunteer Coordinator visited with him after the café.

**Activity Date**

10/23/2023

**Total Number of Participants**

9

**Frequency**

Not Applicable

**Activity Comments**

It was nice to have a small group. That gave us more time to sit and talk.

**Hospice Partner - Activity Report : Entry # 41205****Activity Title**

Presentation to Bean Funeral Home

**Activity Description**

Presented WHV program to local funeral directors. Also, provided information to help families apply for VA benefits while making long-term plans, before there is a crisis.

**Activity Date**

07/14/2023

**Total Number of Participants**

8

**Frequency**

Yearly

**Activity Comments**

The Funeral Director and his staff were moved when we presented him a certificate and pin for his father, who had died a few month earlier. They were all very receptive to receiving this information and had several questions about hospice and supporting veterans and their families.

Our office received an email a week later from Bean Funeral Home, stating that our "presentation was educational, informative and entertaining" and "we all could clearly see how passionate you are for your work".

**Hospice Partner - Activity Report : Entry # 41209****Activity Title**

Presentation to Wernersville Women's Club

**Activity Description**

The Volunteer Coordinator and Manager of Business Development presented information on hospice basics. The presentation also included information on the We Honor Veterans program and our work to support veterans and their families.

**Activity Date**

09/20/2023

**Total Number of Participants**

21

**Frequency**

Yearly

**Key Resource**

[Wernersville Womens Club Photo docx](#)

**Activity Comments**

The audience was very engaged and stopped to ask numerous questions and share their end-of-life experiences, both with and without hospice support. Numerous women came up to thank us for this information and the work of hospice.

The following is a quote from one participant:

My father was on hospice, and as bad as it sounds, it was one of the greatest experiences. The hospice team even came out and presented him with a certificate of appreciation for his service in the military. It was a wonderful experience.

**Hospice Partner - Activity Report : Entry # 41220****Activity Title**

Panel Presentation Penn State University, Berks - Psychology Students

**Activity Description**

The panel consisted of two ProMedica staff members and two volunteers. They presented information about hospice basics, the WHV program and its community impact and the need for veterans to enroll in VA benefits. Information on careers in psychology was also shared.

**Activity Date**

10/09/2023

**Total Number of Participants**

28

**Frequency**

Yearly

**Key Resource**

- 

**Activity Comments**

Psychology students were introduced to hospice; and, as future clinicians, the need to identify patients who are veterans, so they can better support these individuals. They were also instructed on the need to encourage veterans to enroll in the VA system.

Two students shared with the panel. One thanked the panelists and talked about how he is requesting a class on the psychology of the military. The other student was interested in learning how hospice staff protect themselves emotionally while dealing with ongoing death.

Later the professor shared: "The student response papers I have been getting about the event are outstanding. The students loved your presentation and express their appreciation for you having come to present."



**HOSPICE**  
**FORMALLY KNOWN AS**  
**PROMEDICA HOSPICE**

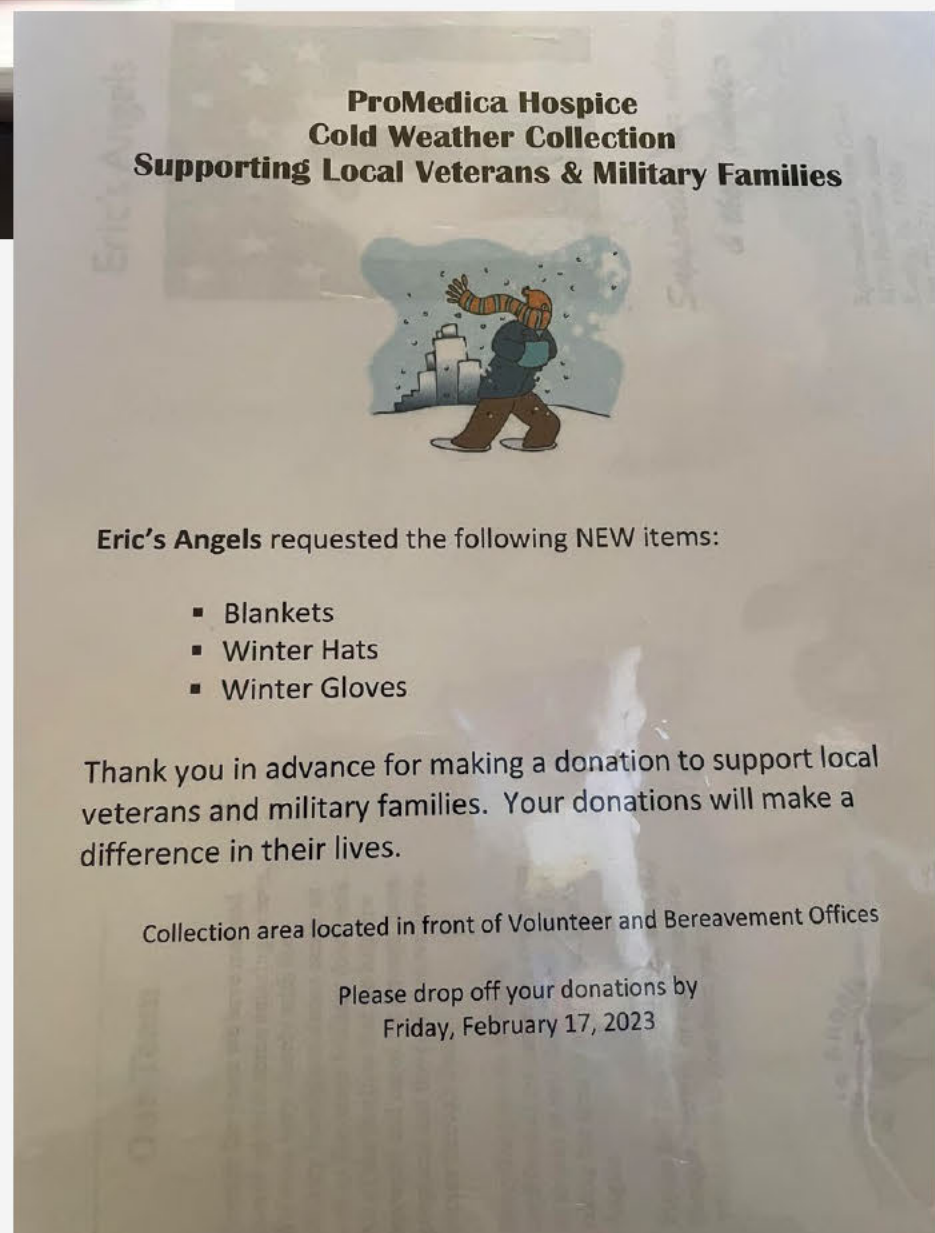
**WHV**  
**ANNUAL**  
**REPORT**

**2023**

# WINTER COLLECTION FOR VETS AND FAMILIES



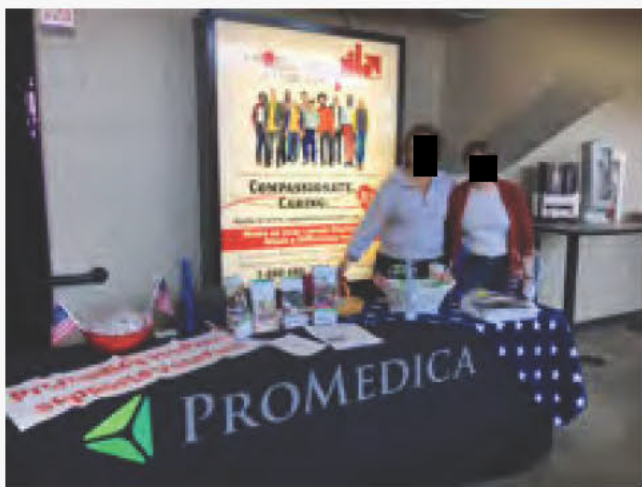
Collection of new blankets, winter hats and winter gloves for the organization *Eric's Angels*. Items were distributed to Veterans and Military families in need.



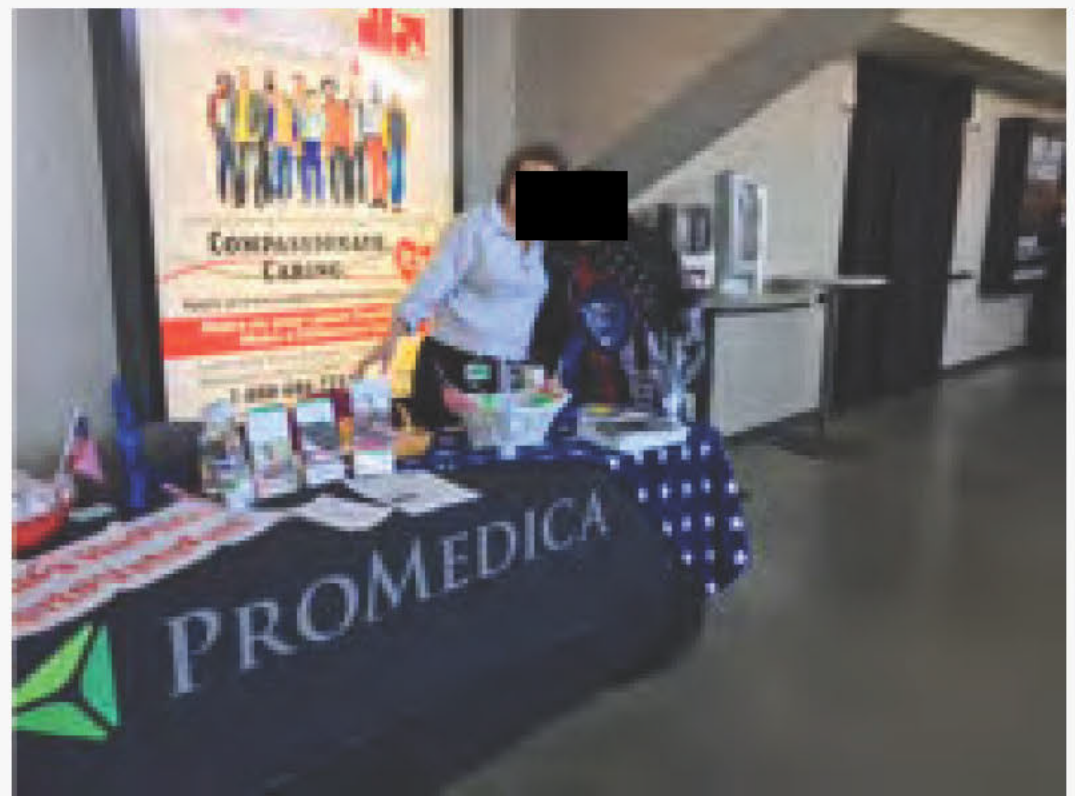
February 1-17, 2023



# INFORMATION TABLE AT READING ROYALS HOCKEY GAME



Staff ran a VA and hospice information table at a minor league hockey game. Veterans and hockey fans shared stories and experiences with the VA system and hospice services.



April 2, 2023

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# CARDS FOR MILITARY SPOUSE DAY

Cards were handmade by hospice volunteers and distributed to military spouses. One spouse wrote a thank you letter for the recognition.



To all Hospice workers!!

For everything you've done...

for being the special people

that you are...

thank you so very much.

For your caring way with my husband and the recognition for Tom's military service. I really appreciated the card to me as an Army wife - ( [redacted] )



May 12, 2023



# VET TO VET CAFE



Resident veterans at ProMedica Laureldale were able to share their stories with staff and volunteers. Laureldale staff provided cupcakes and goody bags. Hospice team distributed US flags and Remembrance Poppies and discussed the significance of the poppies.



May 23, 2023

# WELCOME HOME CEREMONY

Ceremony to  
welcome home  
Vietnam Veterans  
and honor all  
Veterans at Phoebe  
Berks Village.



Vietnam Era  
Veterans  
were called  
to the stage  
and handed a  
certificate,  
Vietnam  
beads, a  
welcome  
card, and a  
Star.



July 11, 2023

# PANEL DISCUSSION

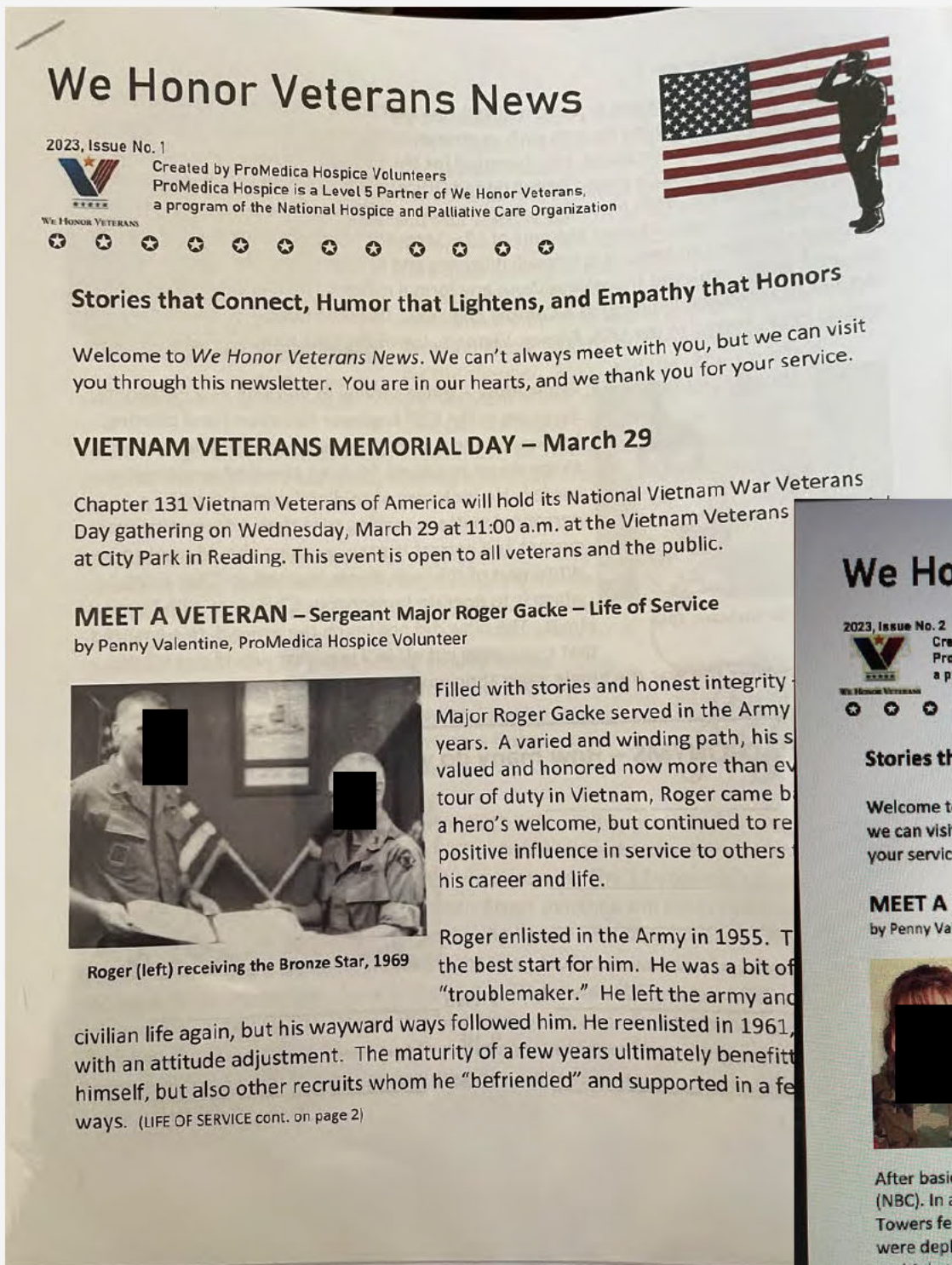


Three WHV volunteers gave a presentation at Phoebe Berks Village about the new PACT Act and the value of becoming enrolled in the VA to receive benefits. The two Veteran volunteers spoke about their positive experiences and how the VA system has changed over the years to become more welcoming. The third volunteer, a former VA nurse and current VA activist, provided information on how to apply for benefits.

September 21, 2023

# VETERAN NEWSLETTERS

Newsletters were distributed throughout the year to staff, residents at nursing facilities, and the local community. Newsletters received a lot of positive feedback.



## We Honor Veterans News

2023, Issue No. 1



Created by ProMedica Hospice Volunteers  
ProMedica Hospice is a Level 5 Partner of We Honor Veterans,  
a program of the National Hospice and Palliative Care Organization



### Stories that Connect, Humor that Lightens, and Empathy that Honors

Welcome to *We Honor Veterans News*. We can't always meet with you, but we can visit you through this newsletter. You are in our hearts, and we thank you for your service.

#### VIETNAM VETERANS MEMORIAL DAY - March 29

Chapter 131 Vietnam Veterans of America will hold its National Vietnam War Veterans Day gathering on Wednesday, March 29 at 11:00 a.m. at the Vietnam Veterans at City Park in Reading. This event is open to all veterans and the public.

#### MEET A VETERAN - Sergeant Major Roger Gacke - Life of Service

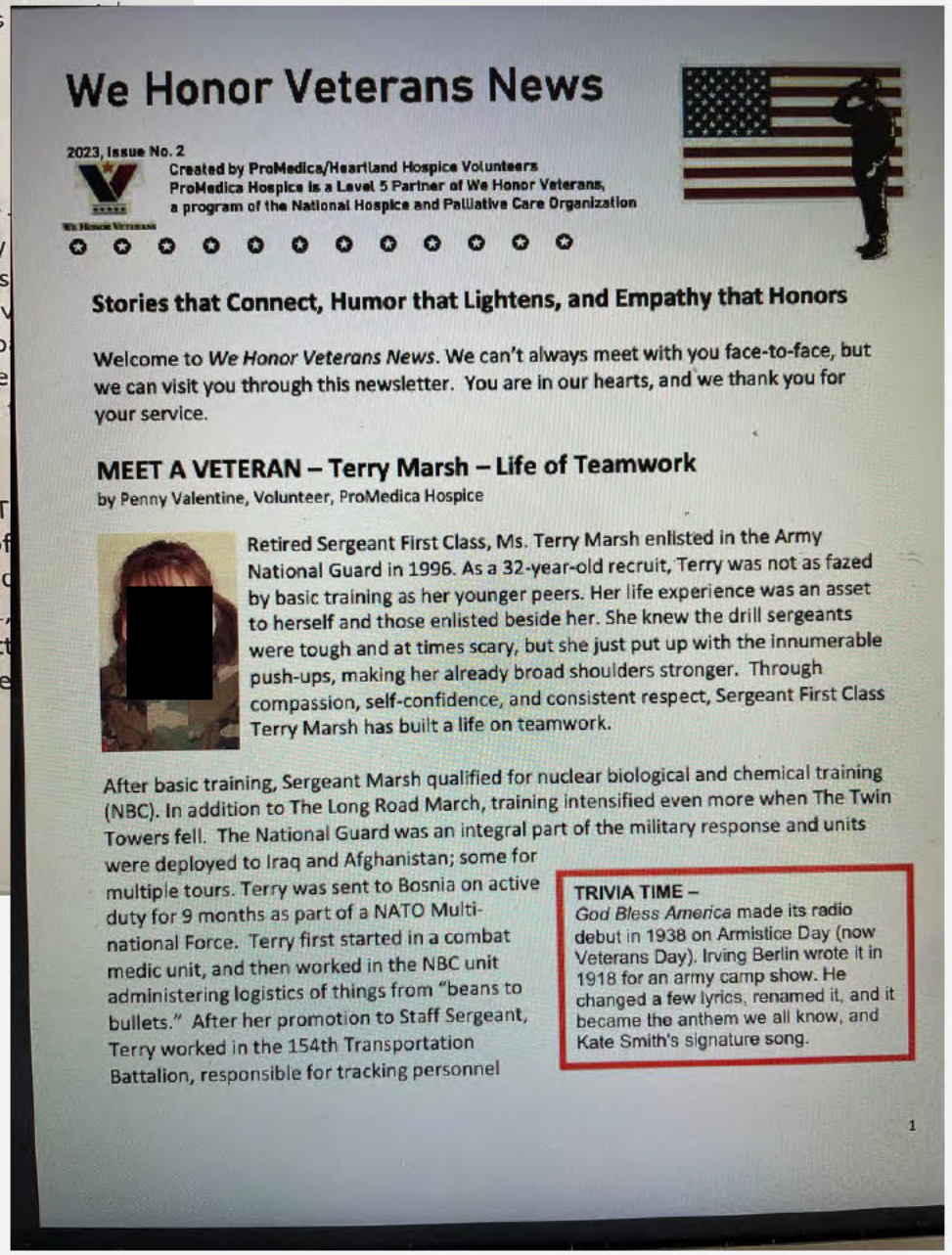
by Penny Valentine, ProMedica Hospice Volunteer



Roger (left) receiving the Bronze Star, 1969

Filled with stories and honest integrity, Major Roger Gacke served in the Army years. A varied and winding path, his valued and honored now more than ever. After a tour of duty in Vietnam, Roger came home with a hero's welcome, but continued to have a positive influence in service to others throughout his career and life.

Roger enlisted in the Army in 1955. That was the best start for him. He was a bit of a "troublemaker." He left the army and went back to civilian life again, but his wayward ways followed him. He reenlisted in 1961, with an attitude adjustment. The maturity of a few years ultimately benefited himself, but also other recruits whom he "befriended" and supported in a few ways. (LIFE OF SERVICE cont. on page 2)



## We Honor Veterans News

2023, Issue No. 2



Created by ProMedica/Heartland Hospice Volunteers  
ProMedica Hospice is a Level 5 Partner of We Honor Veterans,  
a program of the National Hospice and Palliative Care Organization



### Stories that Connect, Humor that Lightens, and Empathy that Honors

Welcome to *We Honor Veterans News*. We can't always meet with you face-to-face, but we can visit you through this newsletter. You are in our hearts, and we thank you for your service.

#### MEET A VETERAN - Terry Marsh - Life of Teamwork

by Penny Valentine, Volunteer, ProMedica Hospice



Retired Sergeant First Class, Ms. Terry Marsh enlisted in the Army National Guard in 1996. As a 32-year-old recruit, Terry was not as fazed by basic training as her younger peers. Her life experience was an asset to herself and those enlisted beside her. She knew the drill sergeants were tough and at times scary, but she just put up with the innumerable push-ups, making her already broad shoulders stronger. Through compassion, self-confidence, and consistent respect, Sergeant First Class Terry Marsh has built a life on teamwork.

After basic training, Sergeant Marsh qualified for nuclear biological and chemical training (NBC). In addition to The Long Road March, training intensified even more when The Twin Towers fell. The National Guard was an integral part of the military response and units were deployed to Iraq and Afghanistan; some for multiple tours. Terry was sent to Bosnia on active duty for 9 months as part of a NATO Multi-national Force. Terry first started in a combat medic unit, and then worked in the NBC unit administering logistics of things from "beans to bullets." After her promotion to Staff Sergeant, Terry worked in the 154th Transportation Battalion, responsible for tracking personnel

**TRIVIA TIME -**  
*God Bless America* made its radio debut in 1938 on Armistice Day (now Veterans Day). Irving Berlin wrote it in 1918 for an army camp show. He changed a few lyrics, renamed it, and it became the anthem we all know, and Kate Smith's signature song.

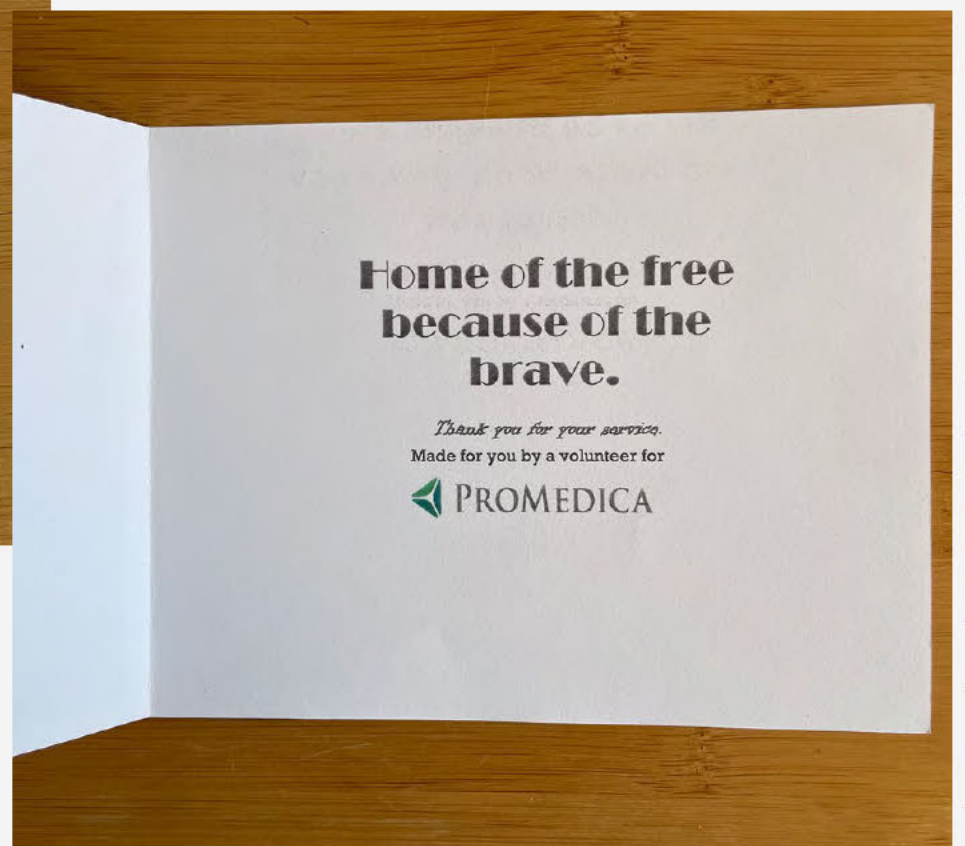


March - Present

# CARDS FOR VETERANS DAY



Handmade cards with personalized notes written by volunteers were mailed out to Veteran patients.



November 11, 2023

# GIFT BAGS FOR VETERANS

Hospice volunteer organized members of Faith Lutheran Church in Reading, PA to create 25 gift bags for Veterans which were distributed at the Vet Cafés. Bags included snacks, decks of cards, activity/puzzle books, pencils, Kleenex, Chapstick, lotion, and a card of thanks from the Congregation.



★  
September–November 2023