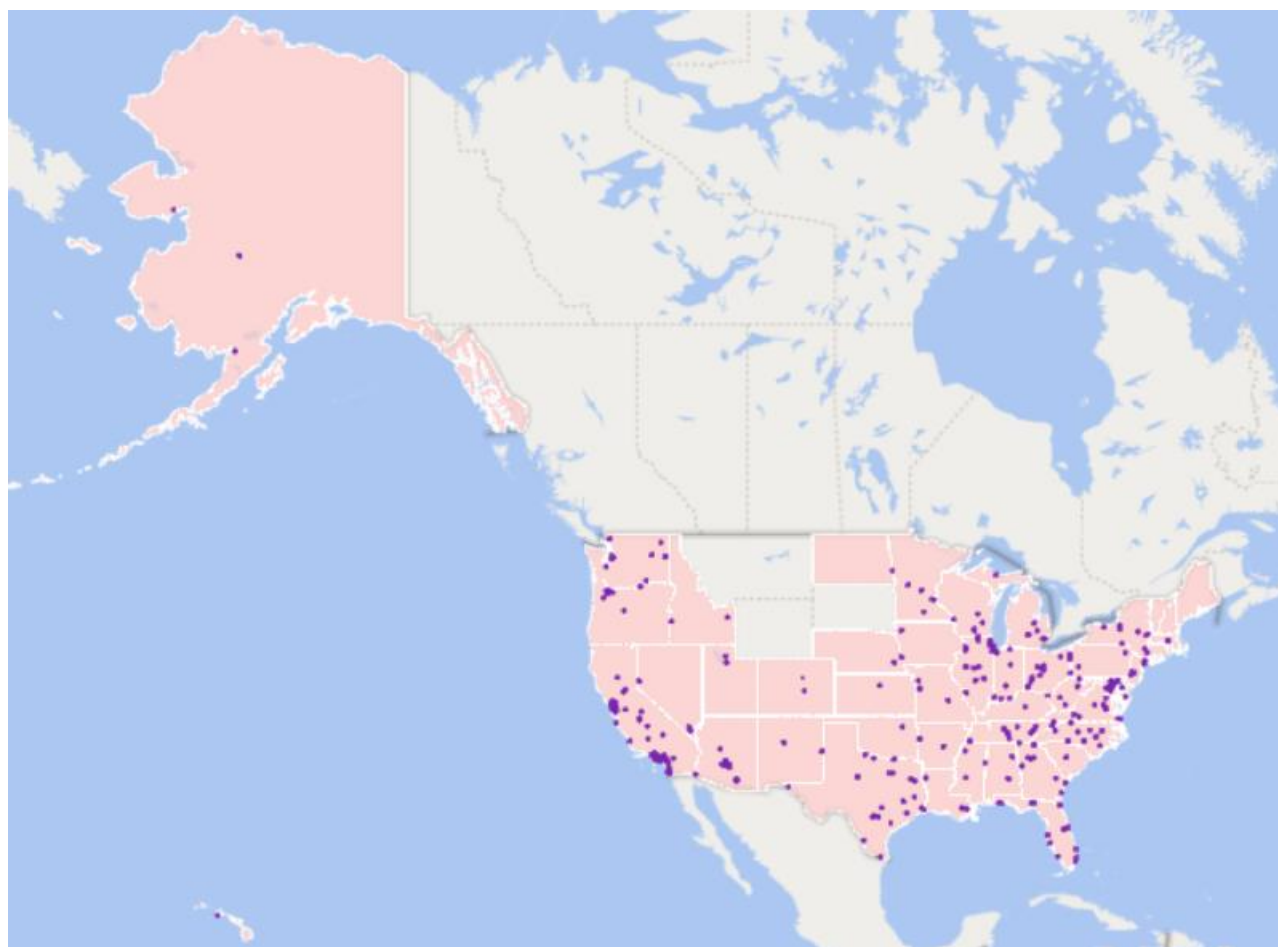
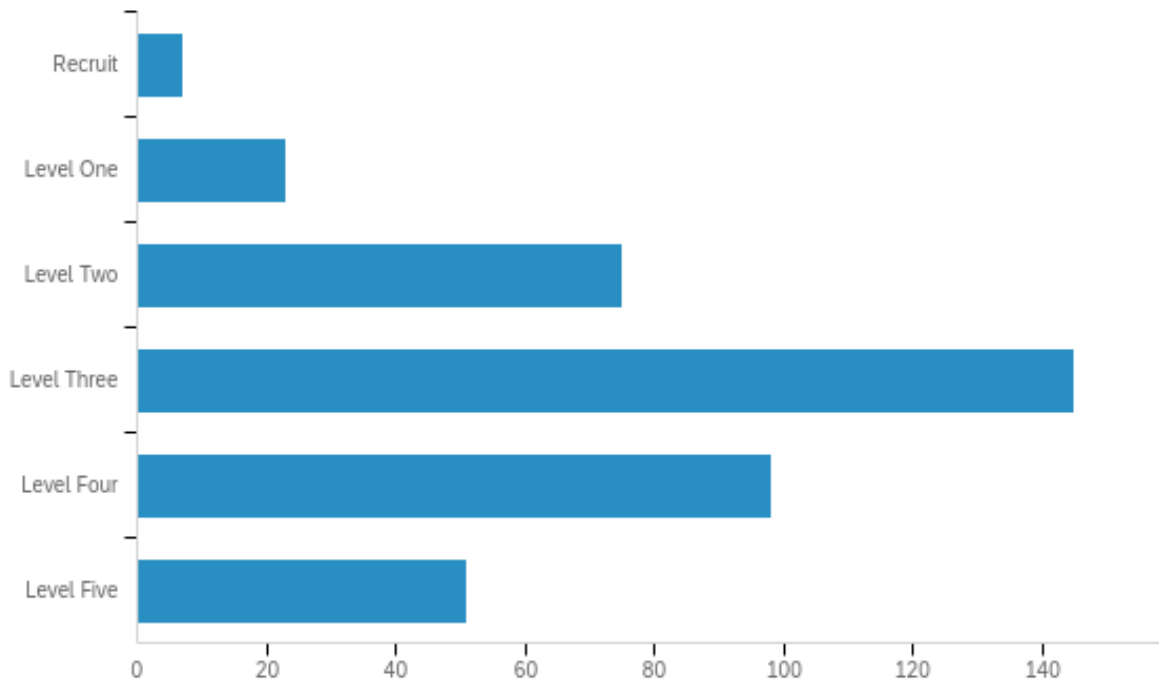

Trauma-Informed Care for Veterans on Hospice

Initial Evaluation May 2021

Survey Respondents:

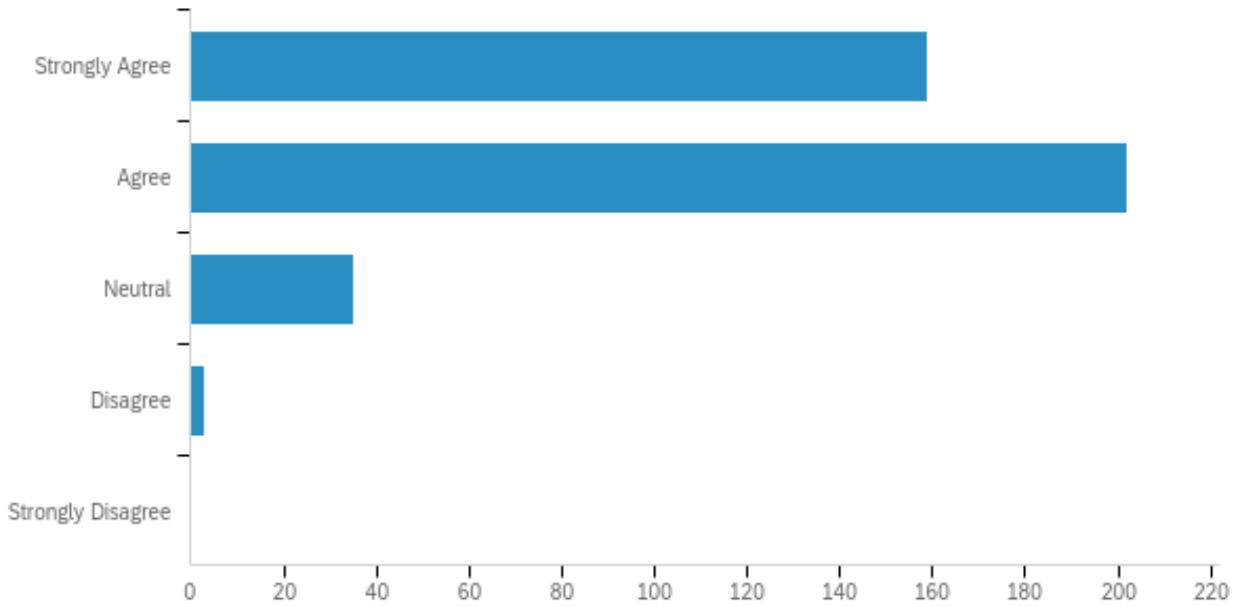


What level in the We Honor Veterans program has your organization achieved?



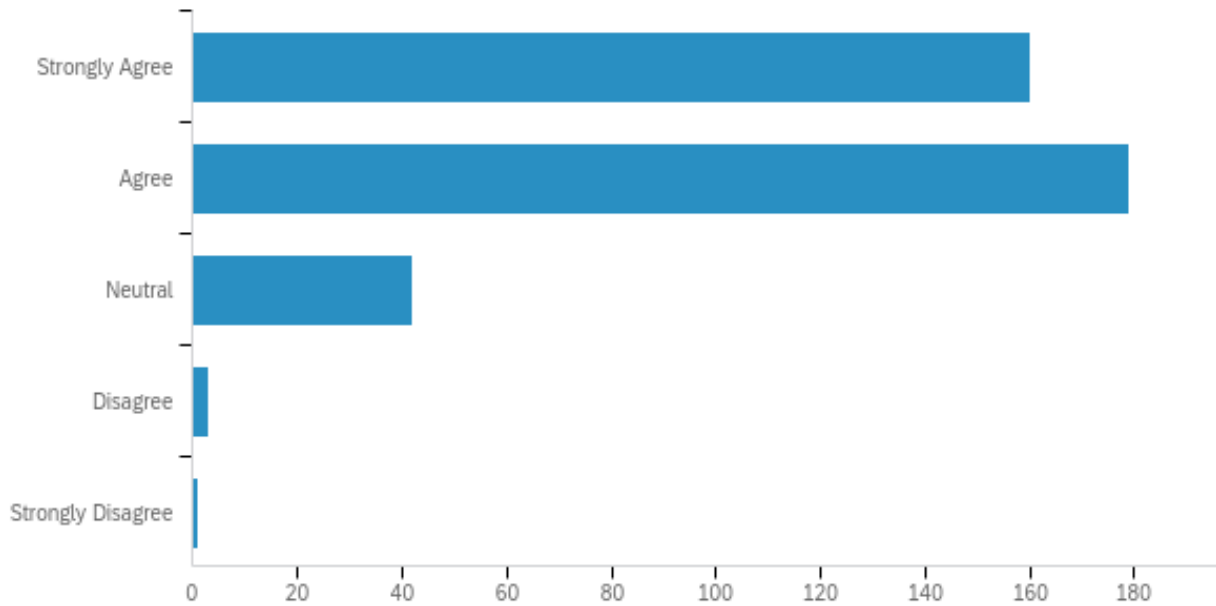
	%	Count
Recruit	1.75%	7
Level One	5.76%	23
Level Two	18.80%	75
Level Three	36.34%	145
Level Four	24.56%	98
Level Five	12.78%	51
Total	100%	399

The updated WHV website is user friendly and easy to navigate.



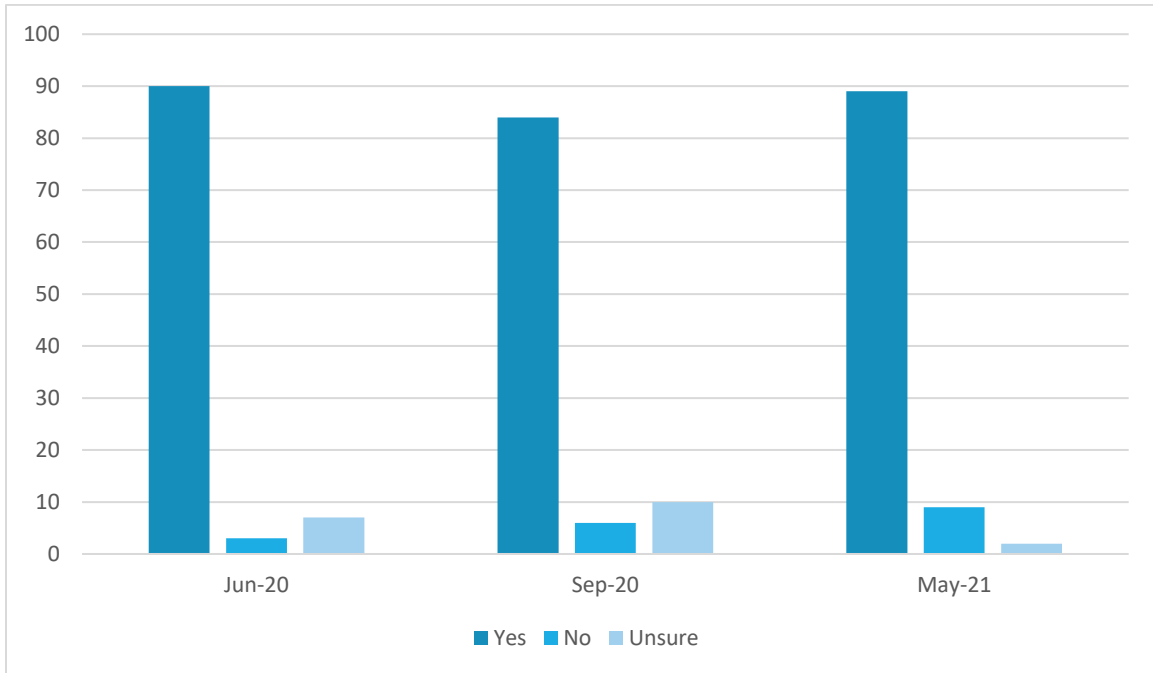
Answer	%	Count
Strongly Agree	39.85%	159
Agree	50.63%	202
Neutral	8.77%	35
Disagree	0.75%	3
Strongly Disagree	0.00%	0
Total	100%	399

****If you have had contact with the WHV team in the last 12 months: My experience with customer service from WHV has been excellent.***



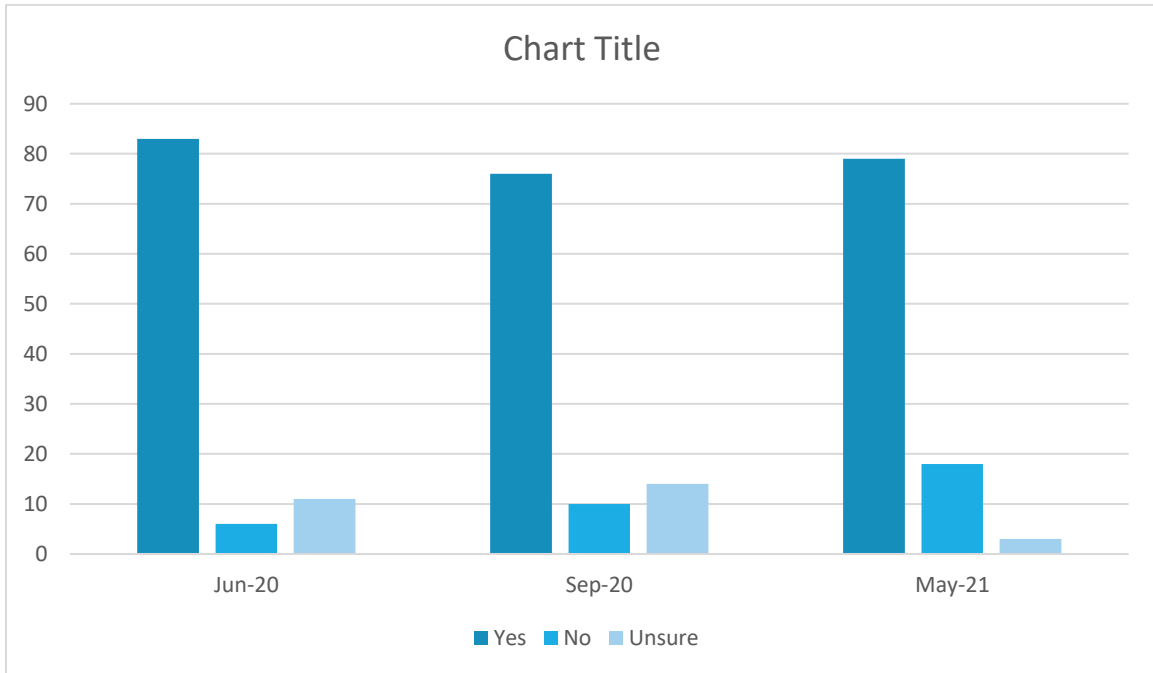
Answer	%	Count
Strongly Agree	41.56%	160
Agree	46.49%	179
Neutral	10.91%	42
Disagree	0.78%	3
Strongly Disagree	0.26%	1
Total	100%	385

Is Veteran status obtained?



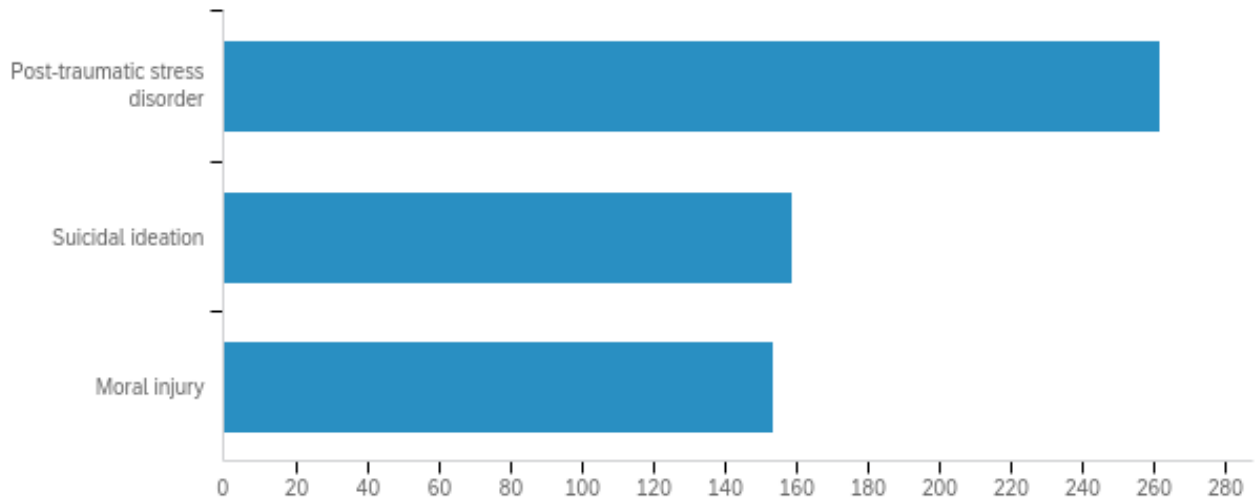
	June 2020		Sept 2020		May 2021	
Yes	90%	201	84%	200	89%	333
No	3%	6	6%	15	9%	35
Unsure	7%	16	10%	23	2%	8
Total	100%	223	100%	238	100%	376

Is the war era(s) defined and documented?



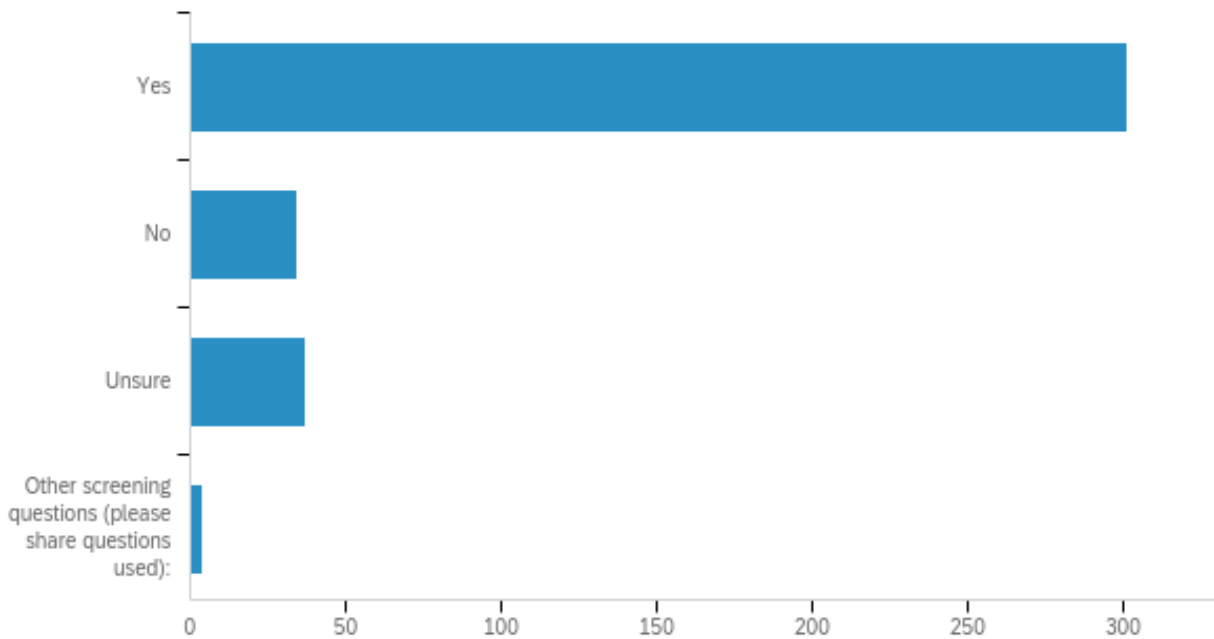
	June 2020		Sept 2020		May 2021	
Yes	83%	170	76%	181	79%	298
No	6%	13	10%	24	18%	68
Unsure	11%	23	14%	33	3%	10
Total	100%	206	100%	238	100%	376

Do you routinely screen admissions for (check all that apply):



Answer	%	Count
Post-traumatic stress disorder	45.57%	262
Suicidal ideation	27.65%	159
Moral injury	26.78%	154
Total	100%	575

My hospice is currently using protocols available (the Veteran's Care Planning Guide available on the WHV website - click [HERE](#)) to screen for PTSD, Suicidal Ideation, and Moral Injury.

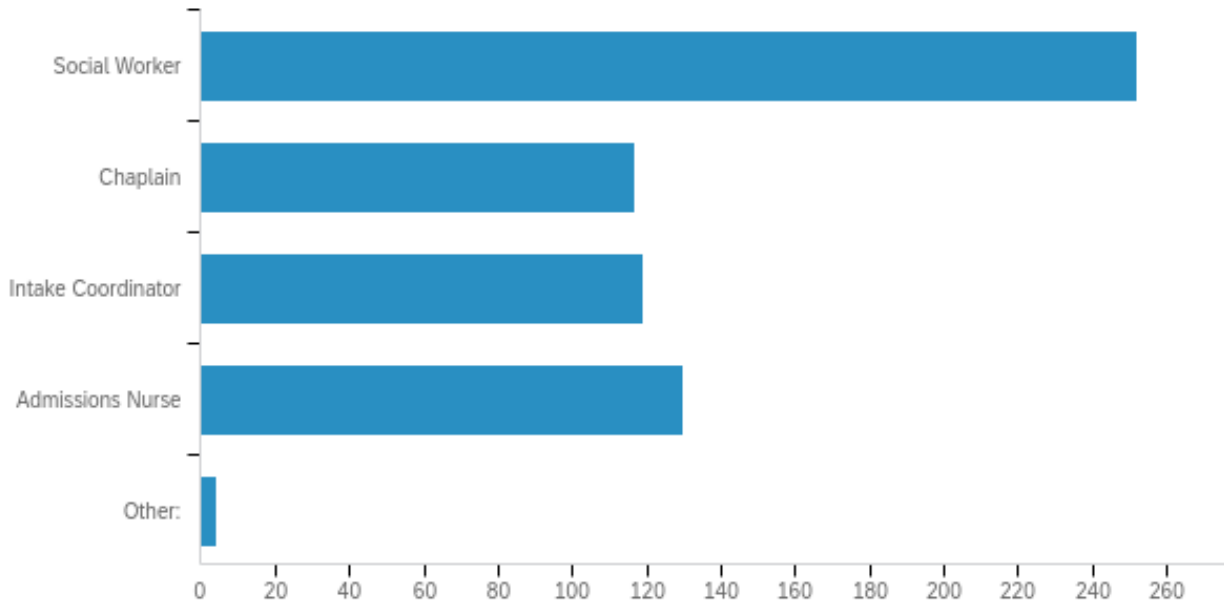


	Sept 2020		May 2021	
Yes	73%	224	80.05%	301
No	13%	41	9.04%	34
Unsure	14%	43	9.84%	37
Other screening questions (please share questions used):		n/a	1.06%	4
Total		308	100%	376

Other screening questions (please share questions used):

- Questions in our EMR
- We are just getting started! So we will be using this Guide for screening
- We ask if the spouse is a Veteran

Staff responsible for screening process (check all that apply):

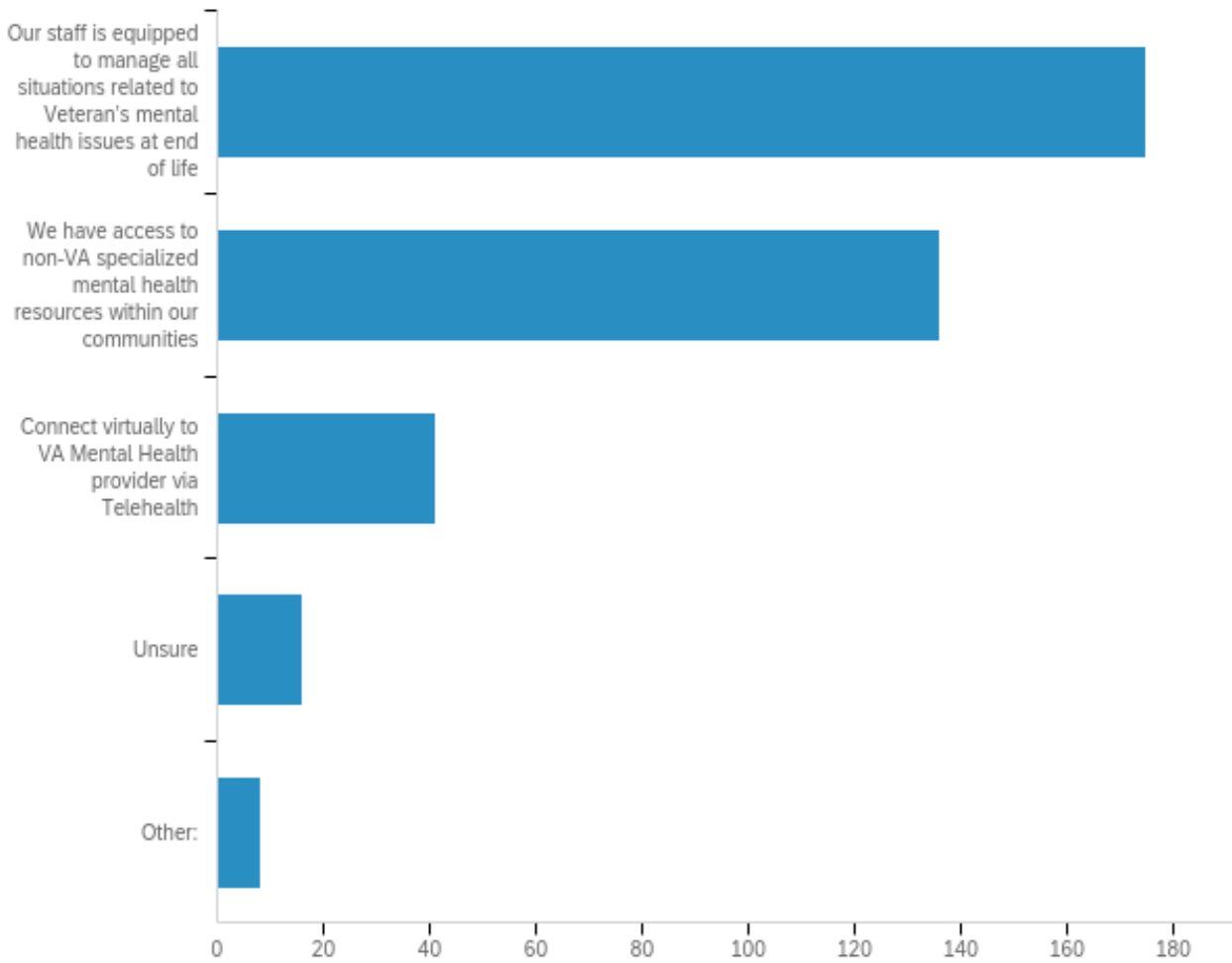


Answer	%	Count
Social Worker	40.51%	252
Chaplain	18.81%	117
Intake Coordinator	19.13%	119
Admissions Nurse	20.90%	130
Other:	0.64%	4
Total	100%	622

Other:

- CRM
- Admission liaison
- MSW admit assessment is where bulk of this screen is
- Manager of Volunteer Services and Community Outreach

For Veterans screening positive in at least one domain (PTSD, Moral Injury, risk of suicide), our process is to:

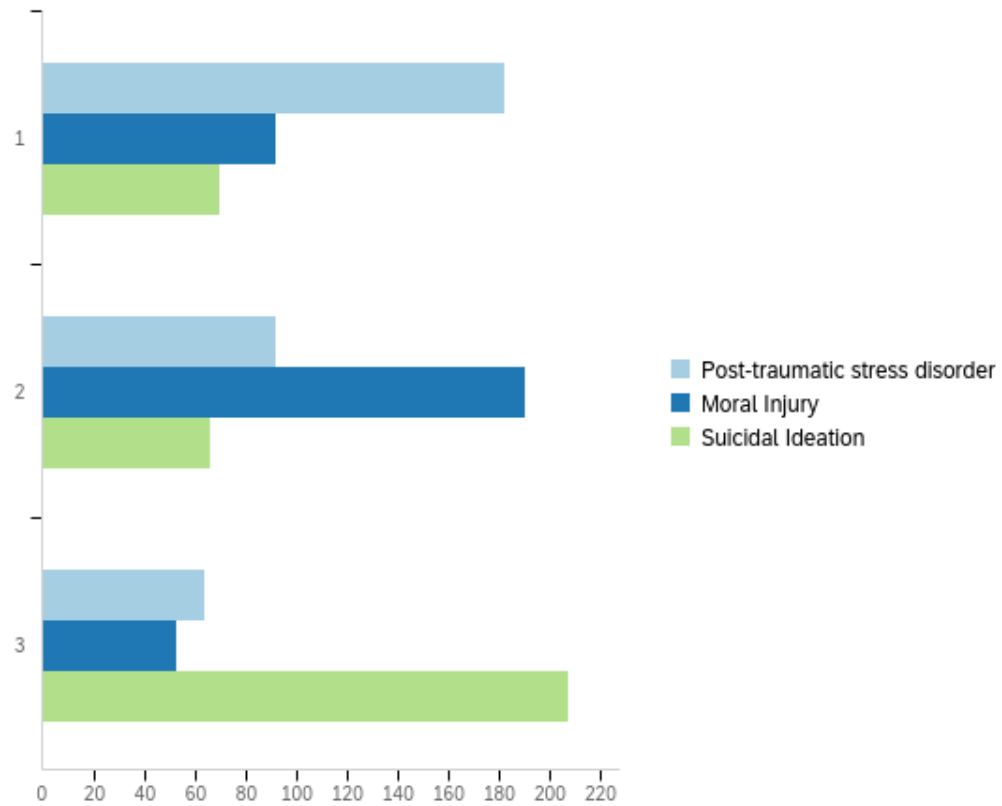


	Answer	%	Count
	Our staff is equipped to manage all situations related to Veteran's mental health issues at end of life	46.54%	175
	We have access to non-VA specialized mental health resources within our communities	36.17%	136
	Connect virtually to VA Mental Health provider via Telehealth	10.90%	41
	Unsure	4.26%	16
	Other:	2.13%	8
	Total	100%	376

Other:

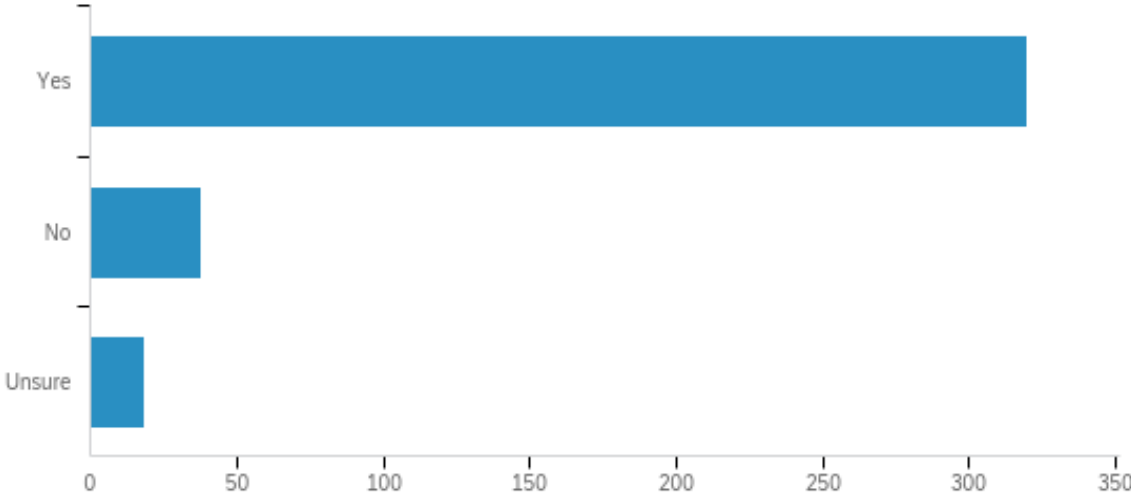
- Our social work team can refer to local mental health resources and reach out to local VA
- care plan
- We sometimes refer to VA professionals for guidance and support
- We would reach out to the Veterans Mental Health Provider for guidance if we can't help bring comfort to the patient
- We use a combination of processes
- Care is based on Veteran need
- There has not been a need

For Veterans that screen positive, please rank the following in terms of frequency (1 being the most common):



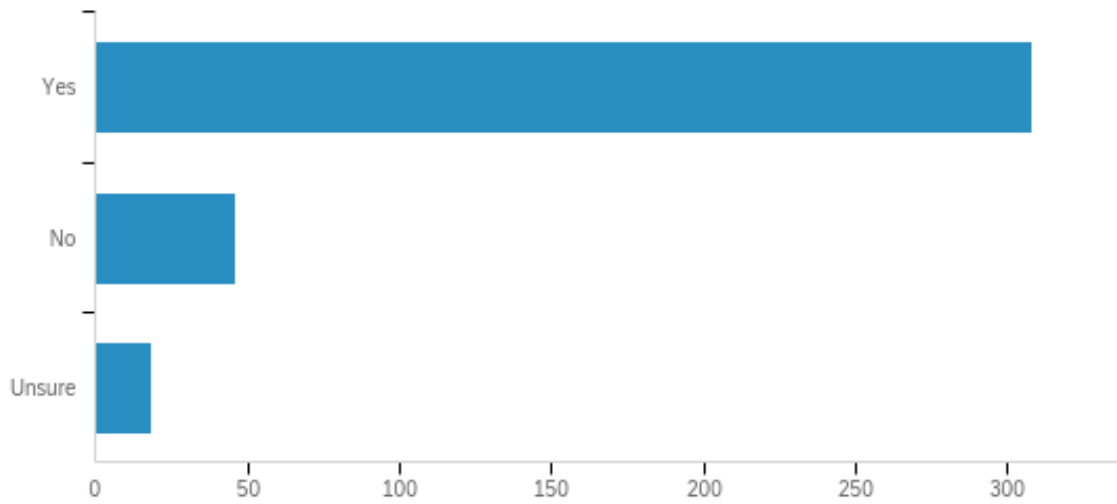
Question	1	2	3	Total
Post-traumatic stress disorder	53.85% 182	27.22% 92	18.93% 64	338
Moral Injury	27.46% 92	56.72% 190	15.82% 53	335
Suicidal Ideation	20.41% 70	19.24% 66	60.35% 207	343

In the last year, was training provided to staff for addressing PTSD, Moral Injury, and Suicidal Ideation?



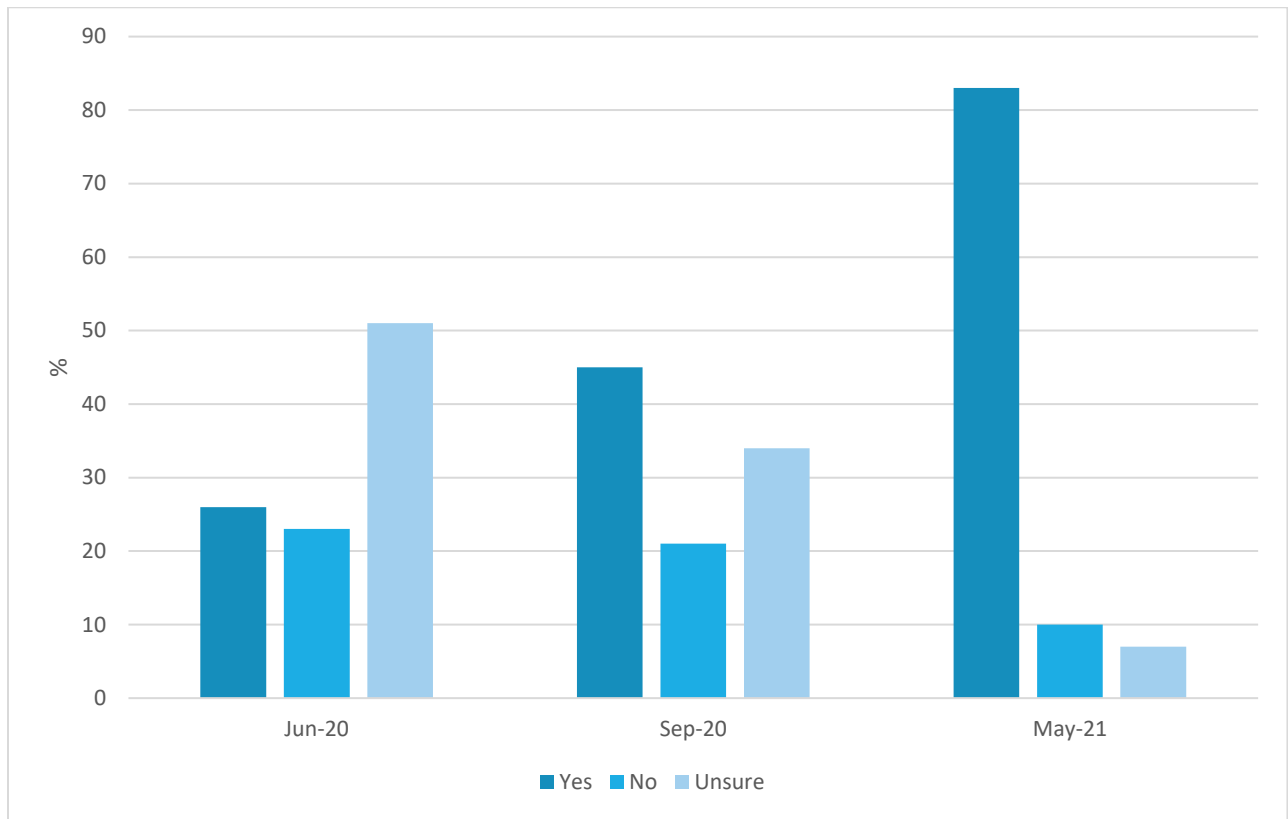
Answer	%	Count
Yes	85.11%	320
No	10.11%	38
Unsure	4.79%	18
Total	100%	376

If so, is this part of the orientation process?



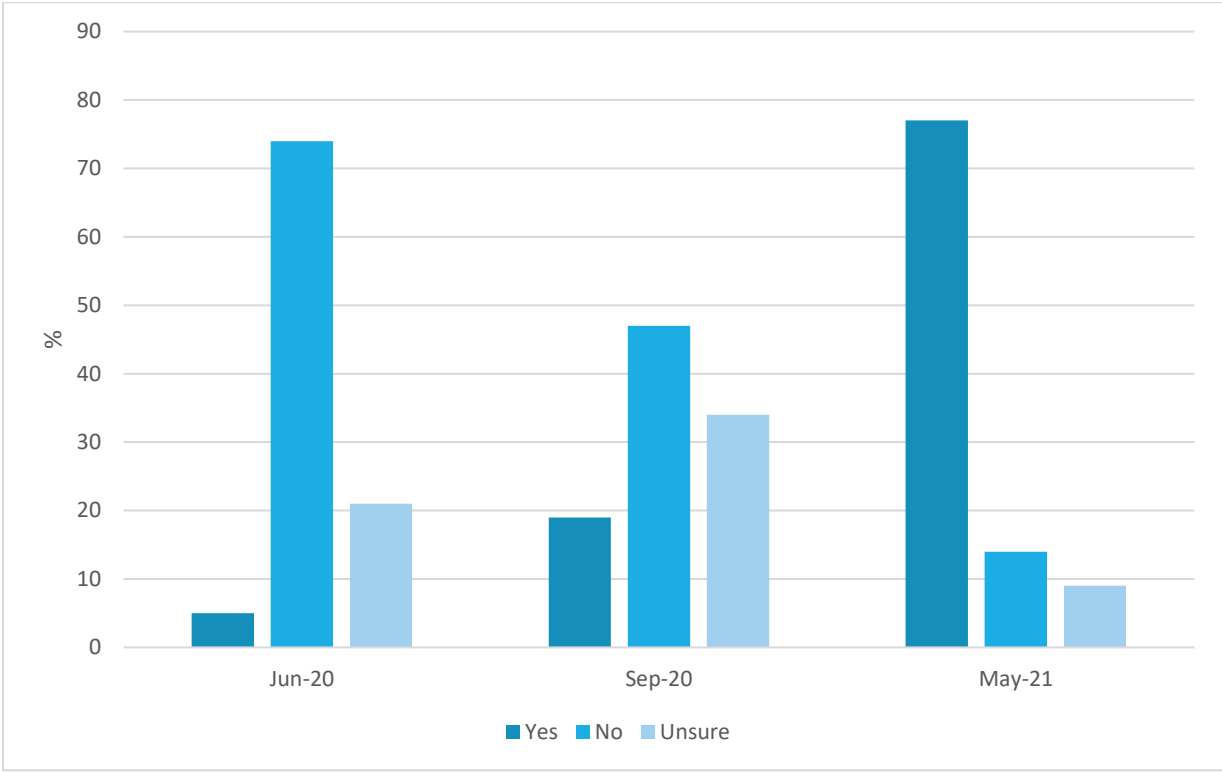
Answer	%	Count
Yes	82.80%	308
No	12.37%	46
Unsure	4.84%	18
Total	100%	372

Is a Psychologist or other Mental Health Provider readily available to treat these common Veteran issues within 24-48 hours of diagnosis?



	June 2020		Sept 2020		May 2021	
Yes	26%	58	45%	107	83%	311
No	23%	51	21%	51	10%	37
Unsure	51%	112	34%	80	7%	28
Total	100%	221	100%	238	100%	376

My hospice is currently collaborating virtually with a VA Mental Health Provider via Telehealth.



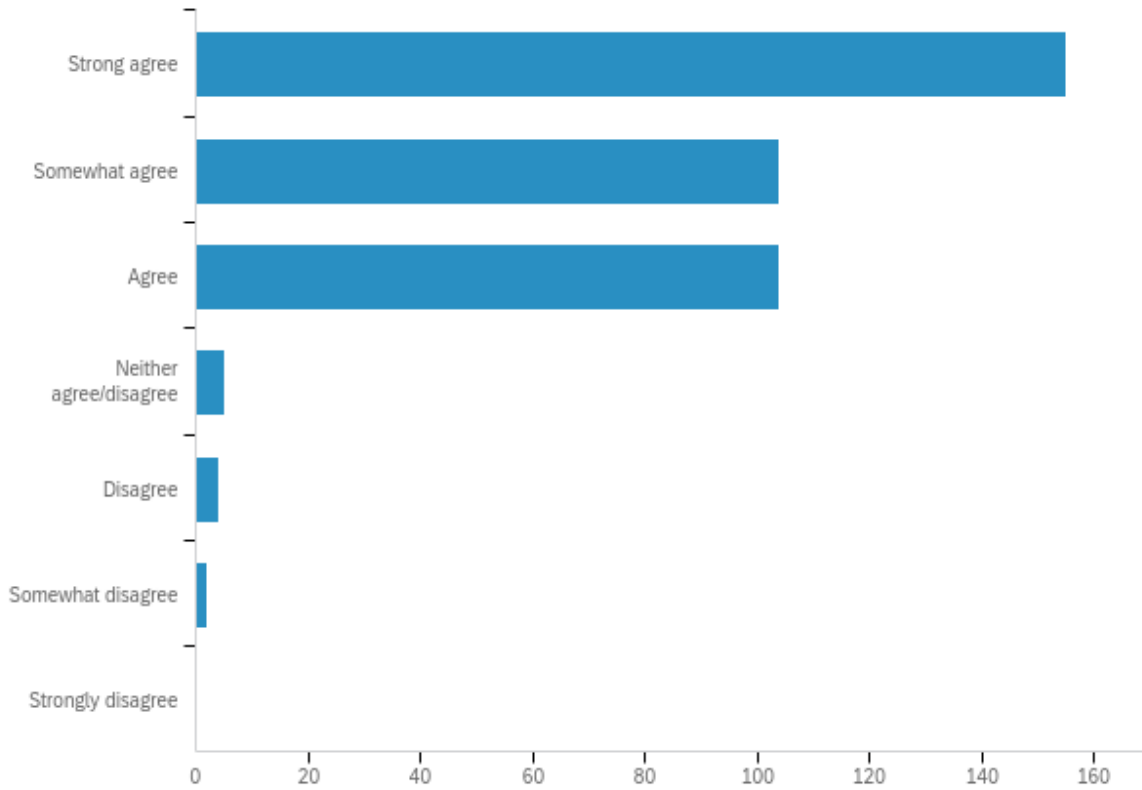
	June 2020		Sept 2020		May 2021	
Yes	5%	11	19%	46	77%	291
No	74%	162	47%	111	14%	53
Unsure	21%	46	34%	81	9%	32
Total	100%	219	100%	238		376

Please provide any comments, current barriers, or feedback for NHPCO and the We Honor Veterans team.

- we have VERY low accounts of PTSD, suicide, and moral injury and our staff would like to move to other trainings.
- We are very active in recognizing our veterans; however, we are just getting active in all aspects of WHV
- We are fairly new, less than 1 year, and have serviced 200 patients! We are now ready to begin the journey for the WHV program.
- We are currently retraining our staff/volunteers and integrating the WHV program into our protocols
- We are currently resuming our WHV which has been on hold due to staffing issues and COVID. This survey allowed me greater insight into the issues we need to screen for and how to ensure we provide veteran centered care. I am new to WHV and would like to know how to connect more so I can develop a wonderful program
- These questions surprise me. Our orgs main point of contact on this initiative has not provided any insights re: assessment and training of those specific pieces above (e.g. suicidal ideation, PTSD and moral injury) as requirements/needs/opportunities for next steps. It seemed unclear what the remaining levels were about and how we would ever be able to achieve them.
- The information you provide is valuable in helping staff to meet the specific needs of our Veteran patients.
- The help to me is obvious
- Thank You for these resources.
- It is hoped that advances in medical care will improve the health of veterans
- Have suicidal tendencies
- Getting phone calls back and length of stay is a barrier.
- Enhance psychological counseling for veterans
- Due to COVID last year, we were not able to provide as many staff/volunteer training on veterans needs, but have a plan in place to ensure staff is learning how to help n these situation.
- We are always concerned about the mental health of our veterans
- Strengthen the psychological guidance for veterans.
- The levels reporting is a little clunky in that we can't advance forward in the reporting to enter data and then go back. It'd be nice if we could freely move between the reporting screens.
- More psychotherapy is recommended
- Thank you for your company's help and support for our physical and mental health
- Language should be used to ease the psychological pain of veterans and avoid verbal stimulation
- More professional nurses and doctors are needed
- Take care of people suffering from mental health problems
- They find it difficult to speak their minds to others
- Always worthy of respect
- It's actually pretty good
- People don't pay enough attention to veterans. They have few friends
- Teasing out difference and relationship in Moral Injury vs. PTSD is difficult to articulate.
- This is a very good organization
- The staff was sometimes sloppy
- Excellent team

- Psychological problems are the biggest obstacle
- We should pay more attention to our physical and mental health and establish meaningful physical activities
- The whole team is very positive
- The rules are a little rigid
- People should be in harmony with each other.
- Our cross-cultural approach to diversity training starts with understanding and respecting different groups as different cultures with unique histories. This basic understanding is learned that we cannot stereotype people from another culture if we want to work effectively, and this understanding easily translates to all the different groups in our own culture
- It's still in the clinical stage.
- It's bound to get better
- I often feel helpless You guys are great
- Everyone is very positive
- Lack of rehabilitation training equipment and psychological counseling doctors
- NHPCO has provided very good service to our veterans, thank you
- Our agencies work diligently with the local VA's across the country to access all VA assistance they might need during their EOL care
- Care for the spiritual life of veterans
- Pay attention to the mental health of veterans
- Great team.
- Communicate with them more and let them express their feelings
- American soldiers are very for the sake of the country, so the country should also be good to the soldiers
- Call on more people in the society to pay attention to the veterans and help them. They are worthy of respect
- So far we are satisfied with it
- It is of great help to the recovery and health of veterans
- The mental health of veterans should be paid immediate attention
- I hope we can organize some activities for veterans so that they can interact with each other.

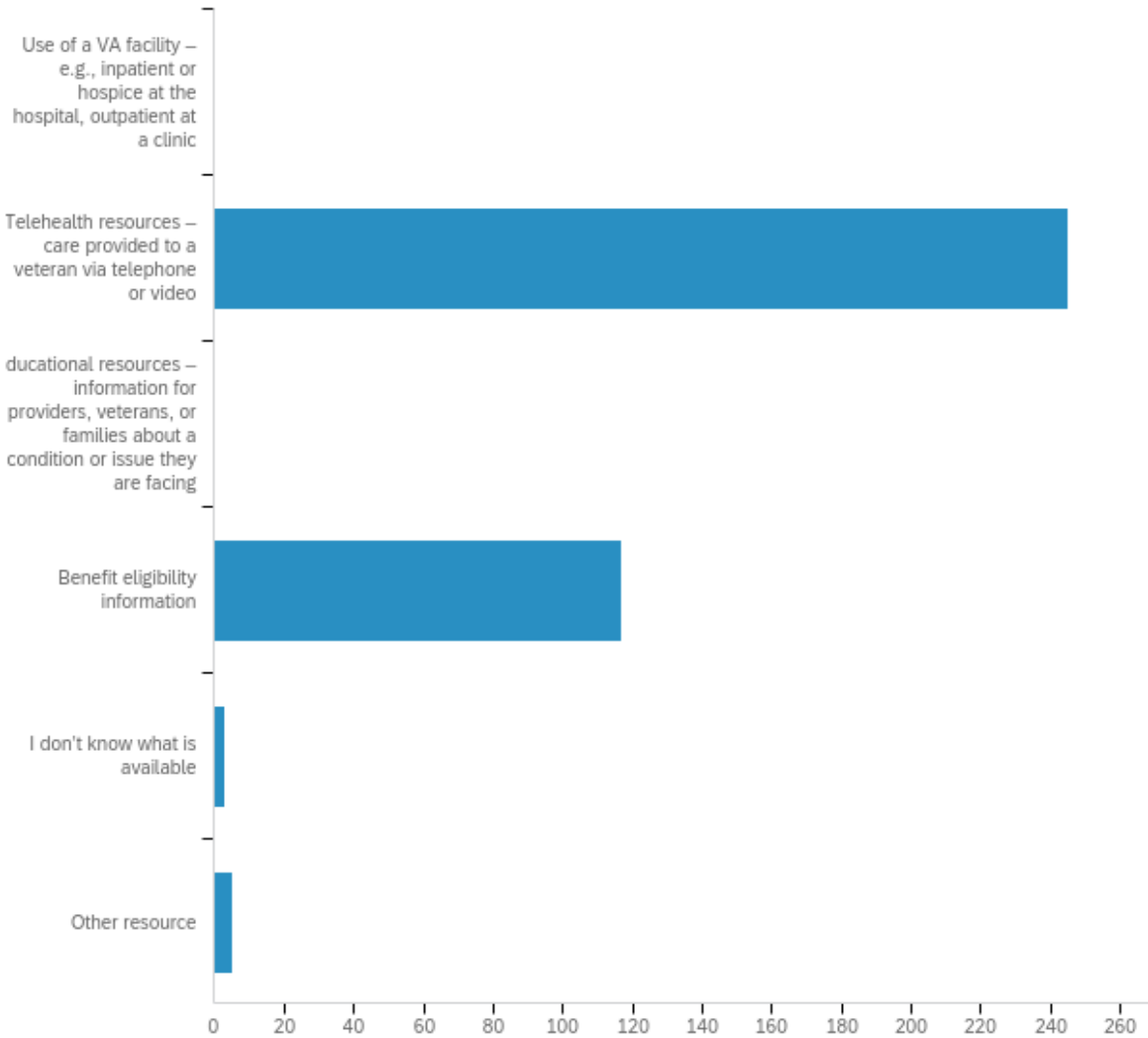
The VA has resources (e.g., care and information) that would help me care for Veterans.



Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
The VA has resources (e.g., care and information) that would help me care for Veterans.	1.00	6.00	1.94	0.96	0.92	374

	Answer	%	Count
1	Strongly agree	41.44%	155
2	Somewhat agree	27.81%	104
3	Agree	27.81%	104
4	Neither agree/disagree	1.34%	5
5	Disagree	1.07%	4
6	Somewhat disagree	0.53%	2
7	Strongly disagree	0.00%	0
	Total	100%	374

What VA resources would be most helpful to you or could be helpful in supporting your care of Veterans and their families? Check all that apply.



#	Answer	%	Count
1	Use of a VA facility – e.g., inpatient or hospice at the hospital, outpatient at a clinic	0.00%	0
2	Telehealth resources – care provided to a veteran via telephone or video	66.22%	245
3	Educational resources – information for providers, veterans, or families about a condition or issue they are facing	0.00%	0
4	Benefit eligibility information	31.62%	117
5	I don't know what is available	0.81%	3
6	Other resource	1.35%	5
	Total	100%	370

Other resource

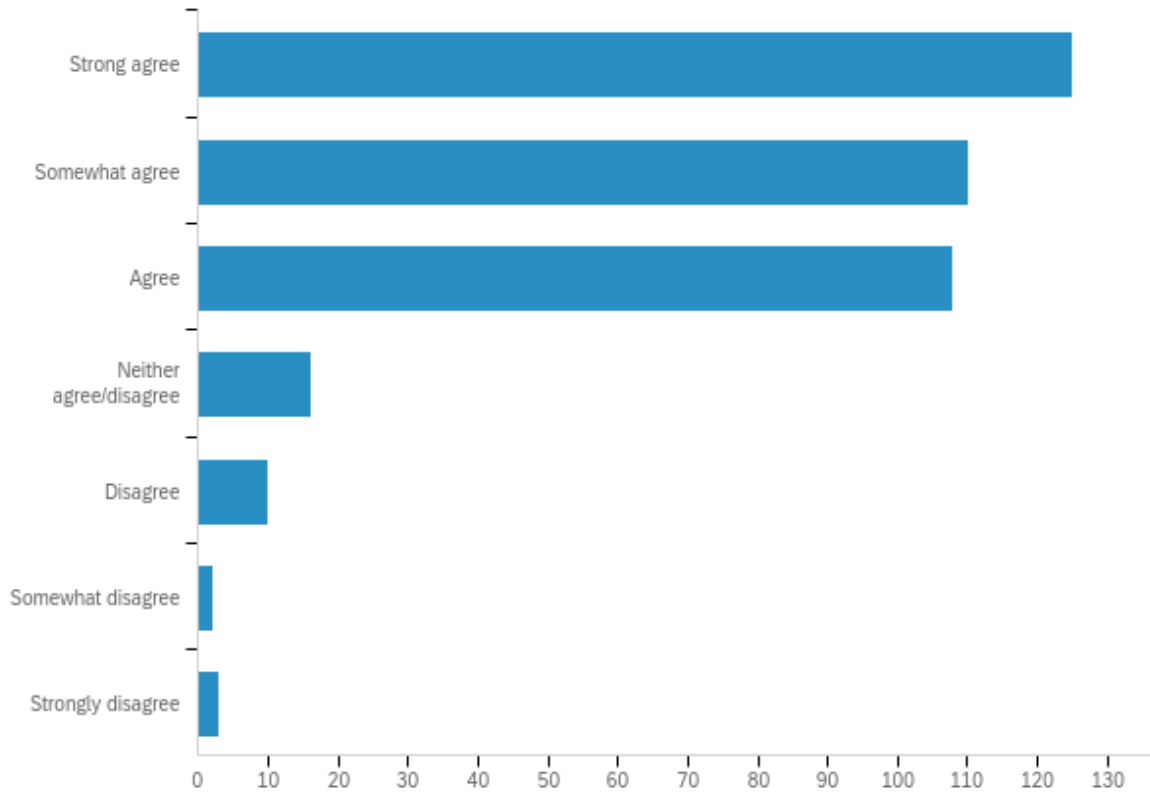
just ability to collaborate, they are very hard to engage with

guest speakers for our clinical staff

N/A

There is a need for a VA representative that is knowledgeable in both Medicare and VA guidelines as applicable to VA concurrent care. Many of our veterans receive both and have to choose between hard choices just to receive the care they deserve because these two governmental entities do not understand how each other work as far as reimbursement to the hospice for EOL care.

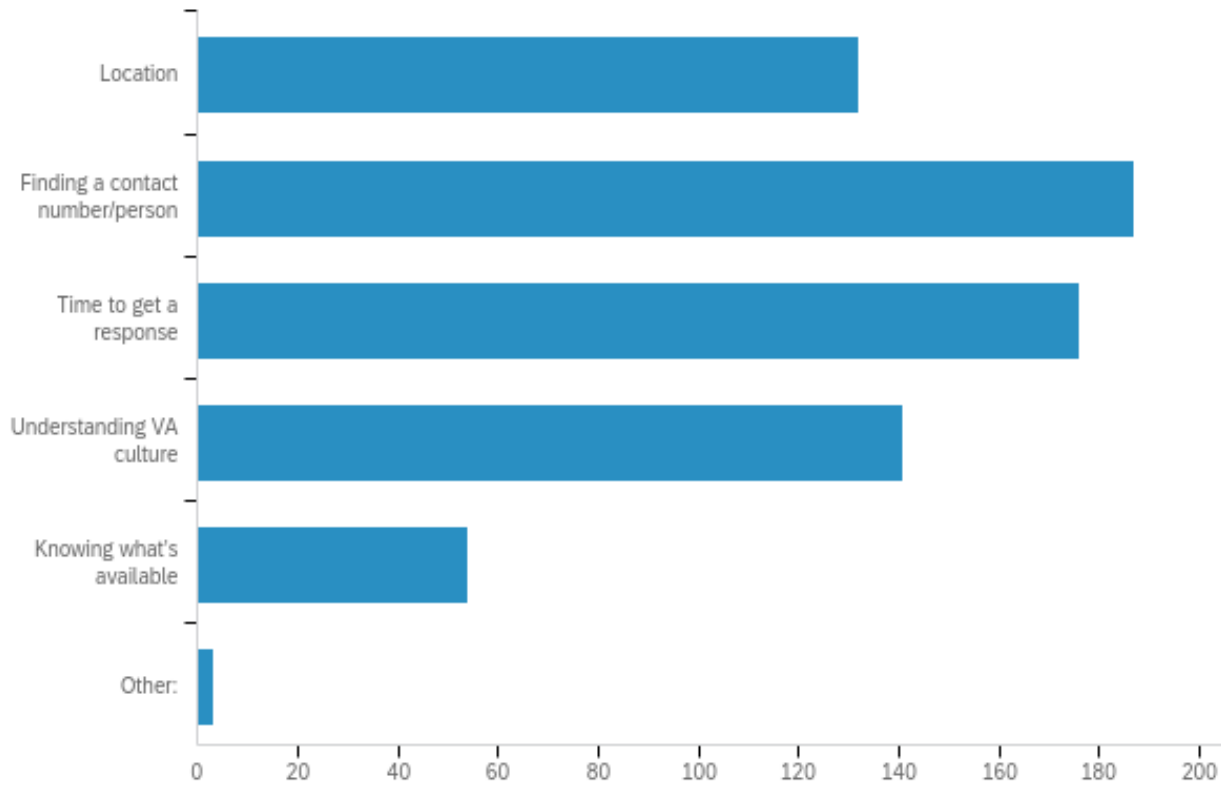
When I need to speak with someone at the VA, I know who to contact and they are able to provide the assistance I need.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	When I need to speak with someone at the VA, I know who to contact and they are able to provide the assistance I need.	1.00	7.00	2.18	1.13	1.29	374

#	Answer	%	Count
1	Strong agree	33.42%	125
2	Somewhat agree	29.41%	110
3	Agree	28.88%	108
4	Neither agree/disagree	4.28%	16
5	Disagree	2.67%	10
6	Somewhat disagree	0.53%	2
7	Strongly disagree	0.80%	3
	Total	100%	374

What is the biggest barrier to accessing the VA/VA resources? Check all that apply.



#	Answer	%	Count
1	Location	19.05%	132
2	Finding a contact number/person	26.98%	187
3	Time to get a response	25.40%	176
4	Understanding VA culture	20.35%	141
5	Knowing what's available	7.79%	54
6	Other:	0.43%	3
	Total	100%	693

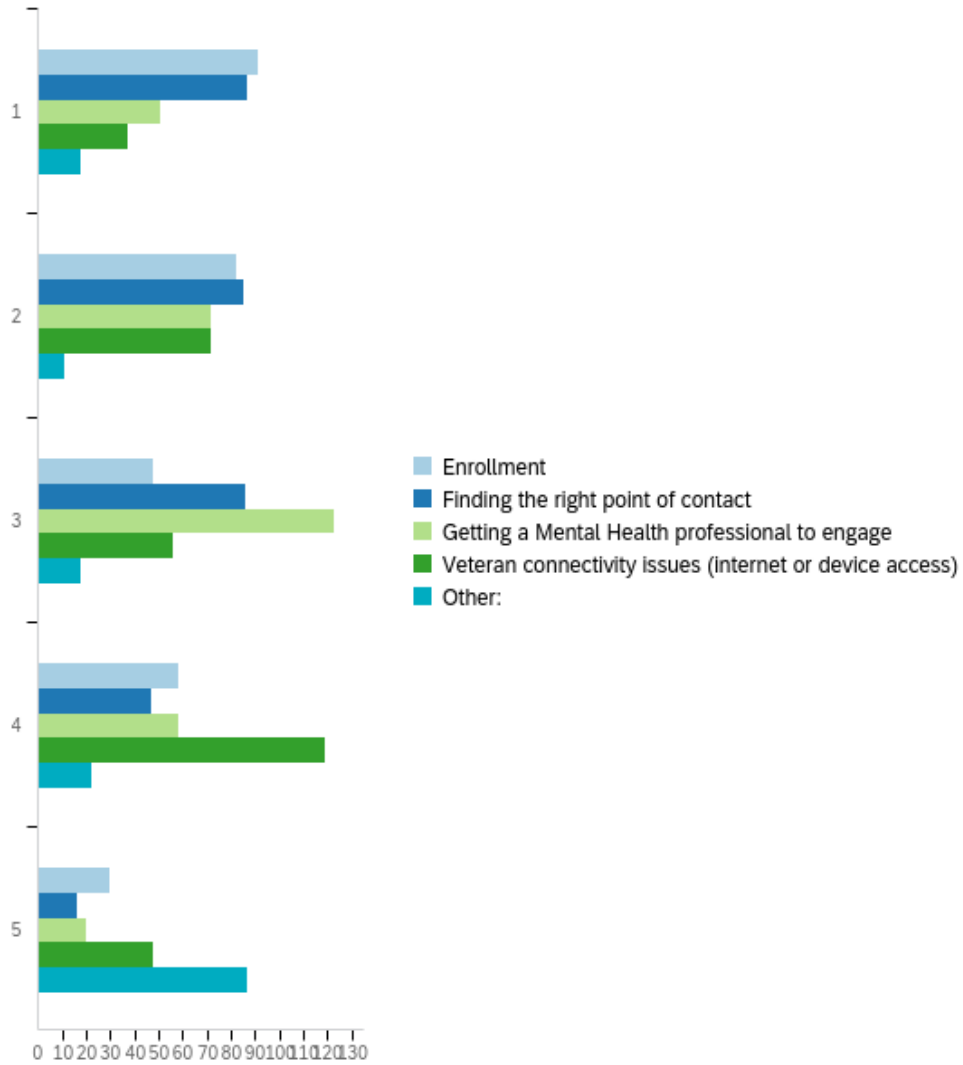
Other:

Turnover in positions

N/A

no issues

Specifically, what are the barriers to telehealth? Please rank (1 being the most common barrier):



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Enrollment	1.00	5.00	2.53	1.34	1.80	309
2	Finding the right point of contact	1.00	5.00	2.44	1.17	1.38	321
3	Getting a Mental Health professional to engage	1.00	5.00	2.77	1.11	1.22	324
4	Veteran connectivity issues (internet or device access)	1.00	5.00	3.21	1.25	1.56	332
5	Other:	1.00	5.00	3.96	1.41	1.99	156

#	Question	1	2	3	4	5	Total					
1	Enrollment	29.45%	91	26.54%	82	15.53%	48	18.77%	58	9.71%	30	309
2	Finding the right point of contact	27.10%	87	26.48%	85	26.79%	86	14.64%	47	4.98%	16	321
3	Getting a Mental Health professional to engage	15.74%	51	22.22%	72	37.96%	123	17.90%	58	6.17%	20	324
4	Veteran connectivity issues (internet or device access)	11.14%	37	21.69%	72	16.87%	56	35.84%	119	14.46%	48	332
5	Other:	11.54%	18	7.05%	11	11.54%	18	14.10%	22	55.77%	87	156

Is there anything else you would like to share with us about your experiences accessing VA care, information, or resources for the Veterans you care for?

- When contacting local VA (Montgomery, AL) trying to get assistance we can never reach anyone via phone or they never call back after messages are left. If they call back its not in a timely manner. Most of time the patient expires and doesn't get the full benefits of being a veteran.
- We should be concerned about the mental health of our veterans at all times, right
- We often do counseling for veterans.
- we have a VA facilities in our area who are great to work with!
- we have 2 veteran clinics locally and a very active regional rep for hospice
- Those who serve in the United States military have a mission to protect and defend. When they get home, veterans may need our help navigating the complex health care system
- There are other things to talk about each day to distract the veterans from their past grief
- There are a lot of veterans out there who need our help
- Tele-therapy can solve the time and distance issues, but it's hard to get to know them better than face-to-face
- Taking care of those who need help makes me feel a sense of accomplishment
- Strengthen vocational education
- Some veterans are not familiar with the Internet and need our patient guidance
- Slowly guide them and give them warmth
- Pay close attention to the family status of veterans and try to help them as much as possible
- Our social workers don't often use the VA for services themselves; if patients are already enrolled they work as a team with their providers. However, we have only a small veteran population. Our veterans typically don't express interest in pursuing a relationship with the local VA. The social workers reach out as needed for additional education and assistance as needed.
- Open Your Heart to Communication
- Nothing to share at the moment

- Nothing to share about the care of veterans
- Not much experience. Telemedicine needs to be developed and improved
- No, there's nothing to share
- Make sure our veterans get the care they deserve
- It is recommended to pay more attention to the quality of life of veterans and the lives of their families
- I would like to see less politics in the VA. I think most of the staff truly care about our Veterans however the same federal regulations are often interpreted differently across the nation and often in the same state resulting in some veterans being able to access benefits while in hospice care that other veterans 100 miles away and in a different VISN cannot.
- I lack experience.
- I hope more people pay attention to the mental health of veterans
- I haven't wanted to share my experience yet.
- I have called our VA Hospice and Palliative Care representative several times, left messages but have not gotten return calls.
- I have a good relationship with VA mental health since I work with them in Stand Downs!
- Give them more love and care
- Get the best benefits and resources for them, of course
- Facilities can be further developed to provide better care.
- Every veteran is different, has different problems, and has different family status, which urges us to help more comprehensively
- Empathize with them and really stand in their shoes
- Communicate more to understand the situation of military personnel
- Careful attention should be paid to the health and psychological condition of the veterans
- Better Care
- Be a good listener.
- Barriers are pandemic related. Accessibility to Residence Inn facilities make veteran interviews and relationship a challenge.
- Access to VA care makes it easier for us to care for veterans.