

We Honor Veterans Program

- What is it?
- What does it have to do with hospice?
- What's in it for me and my company?
- How do I get started?



ETIQUETTE

Please follow these tips out of respect for the other participants in this seminar.



WE HONOR VETERANS



Emma Harrison
Account Executive
New Orleans, LA



Seminar Etiquette

- Please place your cell phone / mobile device on silent or vibrate mode.
- Please do not interrupt the presenter. There will be appropriate Q&A times.
- Please refrain from side conversations at your seat.
- Feel free to quietly get a drink or water when you need to. Please leave the room if you need to make a phone call.





OVERVIEW

Here's what we'll be reviewing today...



Keith Stark
Community Liaison
Baton Rouge, LA



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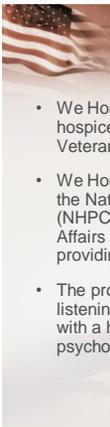




Objectives for this course

- Have an understanding of what the We Honor Veterans Program is, who designed the program and why.
- Feel comfortable participating in the program
- Be able to implement the program in you own center.
- Participate in LMHPCO task force objectives of climbing the steps to level four in the WHV program.
- Have a clear understanding why it is so important that we all join LMHPCO in the endeavor of delivering the best hospice care in Mississippi and Louisiana to our Veterans.





What is We Honor Veterans?

- We Honor Veterans (WHV) was designed to empower hospice professionals to meet the unique needs of dying Veterans.
- We Honor Veterans is an awareness campaign conducted by the National Hospice and Palliative Care Organization (NHPCO) in collaboration with the Department of Veterans Affairs (VA). NHPCO is actively supporting the campaign and providing resources for hospices to participate
- The program teaches respectful inquiry, compassionate listening and grateful acknowledgement — to comfort patients with a history of military service and possibly physical or psychological trauma.





What does it have to do with hospice?

- **One out of four dying Americans is a Veteran.**
 - Of 2.4 million deaths in the United States each year, approximately 680,000 are Veterans
 - A vast majority of Veterans are not enrolled in VA and may not be aware of end-of-life services and benefits available to them, including the Medicare Hospice Benefit and VA-paid hospice care
 - Community hospices can join other hospice providers across the country in honoring our Nation's Veterans and be listed on the We Honor Veterans website.





What's in it for me and my hospice?

- Is your hospice prepared to utilize Veteran Referrals?
- Do you feel your hospice is prepared to manage END OF LIFE CARE for Veterans?
- Do you realize the unique care needs of some Veteran's at the end of life?





What's in it for me and my hospice?

Hospices will have the ability to promote their level of commitment to Veterans by displaying the We Honor Veterans logo on their websites as well as community outreach and educational materials. By becoming a We Honor Veterans Partner, hospices will be better prepared to:

- Build professional and organizational capacity to provide quality care for Veterans
- Develop and/or strengthen partnerships with VA and other Veteran organizations
- Increase access to hospice and palliative care for Veterans living in their community
- Network with other hospices across the country to learn about best practice models





RECRUIT

The first step is making a commitment

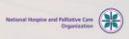


WE HONOR VETERANS



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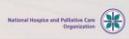


Making the commitment to WHV

Once you have made the decision to be in the We Honor Veterans program, you will be asked to sign a partner commitment by NHPCO that states you will participate by:

- Building professional and organizational capacity to provide quality care for Veterans.
- Develop and/or strengthen partnerships with the VA and other Veteran organization
- Promote our organization's commitment to serving Veterans in your community
- Expand community awareness of the unique care needs of Veterans
- Complete and submit brief Activity Reports to advance to the next partner level



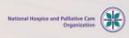




NHPCO / WHV commitment to you.

- To add your hospice's name to the We Honor Veterans Partner Directory
- Provide a We Honor Veterans Level-appropriate logo to use for your website and printed materials
- Conduct regularly scheduled conference calls to provide technical assistance to Partners
- Facilitate ongoing networking discussions with other WHV Partners.







Resources are available to help

www.WeHonorVeterans.org is a great place to start. Here you can find practical resources such as downloadable forms, descriptions of Veteran benefits, and a discussion forum where hospice professionals can exchange ideas and tips. The website provides community hospices, state hospice organizations, Hospice Veteran Partnerships and VA programs with tools and resources that encourage them to:

- Commit to honoring Veterans at the end of life
- Assess their current ability to serve Veterans
- Learn more about caring for Veterans
- Find resources to support Veterans at the end of life
- Provide Veteran-centric education for staff
- Measure Quality and Outcomes





www.WeHonorVeterans.org

Additional Resources from this web site include:

- Unique care needs of the Veteran
- Military History Checklist
- VA benefits and VA organizational structure
- Recognition ceremonies
- Veteran to Veteran volunteer programs
- Outreach materials
- Staff and volunteer training modules





Recruit

- **Recruit** - Complete and submit the **WHV Partner Commitment form**.
- <http://www.wehonorVeterans.org/node/add/recruit-form>

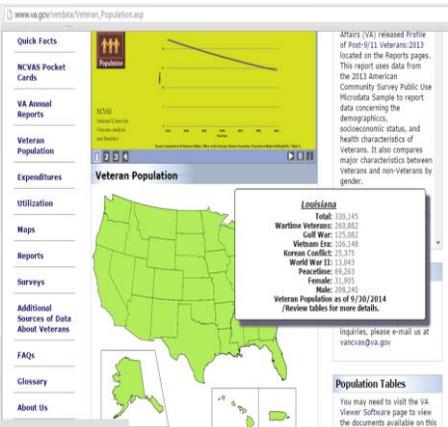




Level 2

- The need for Veteran focused end of life care is immense.
- According to the "Armed Forces Veterans Homes Foundation" there are roughly 10 million Veterans aged 65 and over, about 39% of all Veterans. *This proportion will remain unchanged for the next 20 years*
- The number of Veterans age 85 and over is roughly 2 million



www.va.gov/vetdata/Veteran_Population.asp

Quick Facts

- NCVAS Pocket Cards
- VA Annual Reports
- Veteran Population
- Expenditures
- Utilization
- Maps
- Reports
- Surveys
- Additional Sources of Data
- About Veterans
- FAQs
- Glossary
- About Us

Veteran Population

Louisiana

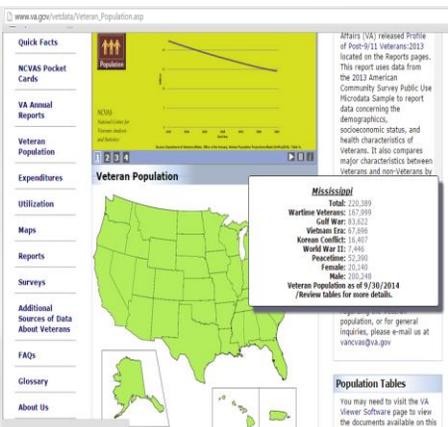
Total:	202,245
Wartime Veterans:	160,882
- Gulf War:	115,882
- Vietnam Era:	296,548
- Korean Conflict:	25,375
- World War II:	33,983
- Peacetime:	69,263
Females:	31,065
Male:	219,240

Veteran Population as of 9/30/2014
/ Review tables for more details.

Inquiries, please e-mail us at vanvas@va.gov.

Population Tables

You may need to visit the VA Viewer Software page to view the documents available on this

www.va.gov/vetdata/Veteran_Population.asp

Quick Facts

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Veteran Population

Mississippi

Total:	228,389
Wartime Veterans:	167,919
- Gulf War:	167,622
- Vietnam Era:	67,856
- Korean Conflict:	16,407
- World War II:	7,446
- Peacetime:	52,290
Females:	31,196
Male:	203,244

Veteran Population as of 9/30/2014
/ Review tables for more details.

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Population Tables

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Level 2

- Roughly 1:5 persons age 65 or older living in Louisiana and Mississippi are Veterans.






Level 2 - Partner to improve care

- Through *Hospice-Veteran Partnership (HVP)* development between community hospices, state hospice organizations and VA facilities, collaborative efforts ensure that excellent care at the end of life is available for our nation's Veterans and their families.






Level 2 Requirements

WHV Partner Level Two Required Activities	
EDUCATION	
Staff and Volunteer Education and Programs	
Conduct a minimum of three (3) different (<i>topics, not audiences</i>) Veteran-specific presentations for administrative and clinical staff and volunteers within your organization - <i>different from presentations delivered for Level One Activities</i> . Educational PowerPoint presentations and additional resources can be found at www.wvhonorveterans.org/education .	
Integrate Veteran-specific content into staff and volunteer orientation within your organization - based on educational PowerPoint presentations and additional resources be found at www.wvhonorveterans.org/education .	
Community Education	
Conduct veteran-specific outreach presentations in at least 2 Veteran organization venues (VFW and other VSOs, State Veterans Homes, etc).	
PowerPoint presentations and additional resources can be found as listed above.	
ORGANIZATIONAL POLICIES AND PROCEDURES	
Continue to Integrate Military History Checklist process (or equivalent) into referral/intake procedures within your organization. Set up an annual evaluation of the process.	



Level 2 Requirements *(continued)*

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PowerPoint presentations and additional resources can be found as listed above.

ORGANIZATIONAL POLICIES AND PROCEDURES
Continue to Integrate Military History Checklist process (or equivalent) into referral/intake procedures within your organization. Set up an annual evaluation of the process.
Conduct review of Veteran-specific Practice Examples of NHPCO's Standards of Practice for Hospice Programs
HOSPICE-VETERAN PARTNERSHIPS
VA Medical Centers and Veterans Service Organizations
Develop ongoing relationships with designated VA contact person and one or more Veterans service organizations. Identified in Level One activities.
Local, regional and statewide Hospice-Veteran Partnerships
Continue review of the Hospice-Veteran Partnership Guide.
Identify a local, regional or state-wide Hospice-Veterans Partnership in your area. Contact your state hospice organization for contact information as needed.



LEVEL 3

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Develop and strengthen relationships with VA medical centers and other Veteran organizations to improve care and access.



Kisha Cooper
Bereavement
Coordinator
Monroe, LA



Level 3 Requirements

NHPV Partner Level Three Required Activities

EDUCATION
Staff and Volunteer Education and Programs
Conduct a minimum of three (3) different (topics, not audiences) Veteran-specific presentations for administrative and clinical staff and volunteers within your hospice organization - different from presentations delivered for Level One and Two Activities. Educational PowerPoint presentations and additional resources can be found at www.wehonorveterans.org/education .
Continue to integrate Veteran-specific content into staff and volunteer orientation and education within your organization.
Develop, implement and set up evaluation of a Veteran-to-Veteran Volunteer Program.
Community Education
Conduct veteran-specific outreach presentations in at least 1 Veteran organization venue and 1 community organization venue (rotary, chamber of commerce, churches, etc) OR 1 healthcare venue (hospitals, nursing homes, adult day health care, etc). Educational PowerPoint presentations and additional resources can be found at www.wehonorveterans.org/education .
ORGANIZATIONAL POLICIES AND PROCEDURES
Integrate Military History Checklist process (or equivalent) into referral/intake procedures. Conduct an annual evaluation of the process.





Level 3: Veteran to Veteran Volunteer

- Go to WHV Partner Resources
 - On that Tab, go to Volunteer Programs
 - Review the Veteran to Veteran Volunteer Fact Sheet
 - Hospice Veteran Volunteer Outreach and Support [PPT]
 - Follow the link to the “Volunteers: An Essential Ingredient in Caring for Veterans at the EOL” [PPT]
 - Look at the sample V2V Program Resources to gain an vision of what the program can be.





Veteran to Veteran Volunteer

Utilizing Veteran Volunteers

Call or visit Veterans on Veterans Day and Memorial Day

- Visit Veterans in their homes, nursing facilities, assisted living facilities or hospitals and VA programs
- Veteran volunteers might consider wearing their uniform and take part in the ceremony
- Volunteers could distribute certificates for Veterans Day
- Children could make Veteran Day cards for distribution





Level 3: Organizational Policies/Procedures

- Conduct an Annual Evaluation of the Integration of the Military History Checklist
- Trends of demographics from Military History Checklist
- Review Standards of Practice for Hospice Programs
- Develop, implement, and review procedures for access to Veteran Benefits [PPT]





LEVEL 4

Increase access and improve quality of care for Veterans in your community by **measuring the impact** of VA and community interventions.



Kisha Cooper
Bereavement Coordinator
Monroe, LA

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Level 4 Requirements

WHV Partner Level Four Required Activities

EDUCATION
Staff and Volunteer Education and Programs
Continue to integrate Veteran-specific content into staff and volunteer orientation and education within your organization.
Evaluate organization's Veteran-to-Veteran Volunteer Program.
Community Education
Conduct at least three Veteran-specific presentations in any combination of community, healthcare and Veteran organization venues - different from Level Three activities.
<i>If presenting to same organizations reported in Level Three, programs must include different/updated topics and information.</i>
ORGANIZATIONAL POLICIES AND PROCEDURES
Conduct an evaluation of the: Military History Checklist process (or equivalent) for intake/admission procedures.
Provide an annual review of Veteran-specific Practice Examples from NHPCO's <i>Standards of Practice for Hospice Programs</i> for staff and volunteers within your organization.





Level 4 Requirements (continued)

If presenting to same organizations reported in Level Three, programs must include different/updated topics and information.

ORGANIZATIONAL POLICIES AND PROCEDURES
Conduct an evaluation of the: Military History Checklist process (or equivalent) for intake/admission procedures.
Provide an annual review of Veteran-specific Practice Examples from NHPCO's <i>Standards of Practice for Hospice Programs</i> for staff and volunteers within your organization.
Using information gathered through the use of the Military History Checklist (or equivalent), continue to monitor and evaluate demographics of Veterans served by your organization since joining the WHV program.
Evaluate procedures for assisting Veterans and families to access benefits (see Veterans Benefits PowerPoint on WHV website and/or online course provided by NHPCO).
Develop, implement and evaluate procedures for transitioning Veterans across venues of care, including VA Medical Centers.
Implement the Veterans Module of the Family Evaluation of Hospice Care (FEHC-V), or similar survey, within your organization. www.nhpco.org/fehc
Develop and implement one or more Performance Improvement Projects, one of which must include Veteran-specific items from NHPCO's Family Evaluation of Hospice Care (FEHC-V) or similar survey, in measurement and reporting of care and services for Veterans.
HOSPICE-VETERAN PARTNERSHIPS



Level 4 Requirements *(continued)*

organization, the veterans' member of the Family Evaluation of Hospice Care (FEHC-V) or similar survey, select your organization. www.lmhpc.org/felic

Develop and implement one or more Performance Improvement Projects, one of which must include Veteran-specific items from NHPCO's Family Evaluation of Hospice Care (FEHC-V) or similar survey, in measurement and reporting of care and services for Veterans.

HOSPICE-VETERAN PARTNERSHIPS

VA Medical Centers and Veterans Service Organizations

Continue ongoing relationship development with designated VA contact person and one or more Veterans Service Organizations.

Document meetings or other activities.

Local, regional and statewide Hospice-Veteran Partnerships

Continue active participation in local, regional or statewide HVP.

List participating organizations, date(s) of recent meetings, and outcomes of participation.

Questions

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The next segment of our presentation is an opportunity for the participants to ask our panel their questions.



Emma Harrison
Account Executive
New Orleans, LA

Frequently Asked Questions (FAQs)

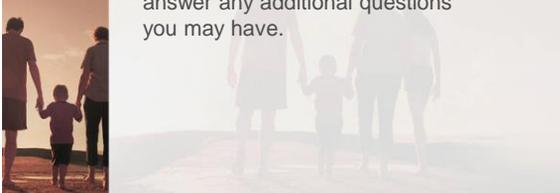
1. What is the LMHPCO Taskforce?
2. What is the LMHPCO-VA Partnership?
3. What resources are available through LMHPCO?




Open Forum

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Now we'll take a few minutes to answer any additional questions you may have.






Task Force Contacts

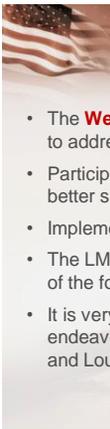
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NHPCO Coordinator

- Kelsey Campbell kcampbell@nhpco.org





Summary

- The **We Honor Veterans** program is designed for hospices to address the unique needs of our dying Veterans.
- Participation in the program helps hospices be prepared to better serve our Veterans.
- Implementation in your center starts with a commitment.
- The LMHPCO task force is here to help you achieve each of the four levels of the WHV program.
- It is very important that we all join LMHPCO in this endeavor of delivering the best hospice care in Mississippi and Louisiana to our Veterans.

