



## Building a Veteran-Centric Culture in Your Hospice Agency

VISN VISION: Promoting Partnership  
San Pedro, CA  
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## Objectives

- Articulate the unique needs of veterans at the end of life the unique needs of veterans at the end of life.
- Implement specific ideas and practices within hospice organizations that help facilitate a "veteran-centric" culture and mindset
- Describe the partnership needed between hospice and VA to meet veterans' needs

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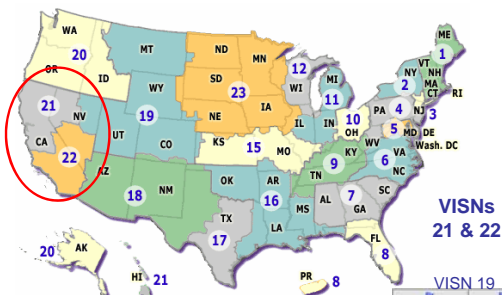
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## Veterans Health Administration 21 Veterans Integrated Service Networks



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## # Veteran Deaths in CA and NV (# Veterans living in CA and NV)

		FY2010	FY2011	FY2012	FY2013	FY2014
<b>CA</b>	66,751 (2,418,797)	62,843 (1,981,109)	61,727 (1,928,390)	60,530 (1,877,414)	59,269 (1,828,233)	57,958 (1,780,689)
<b>NV</b>	6,738 (244,295)	6,607 (238,464)	6,667 (237,509)	6,708 (235,355)	6,731 (232,971)	6,738 (230,445)

CA Peak Years: FY03 (FY00)  
NV Peak Years: FY14 (FY06)

< 4% of deaths are in  
VA facilities

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## Unique Needs of Veterans

- Impact of military service on veteran and family
- Clinical issues
- Psychosocial issues
- Veterans benefits

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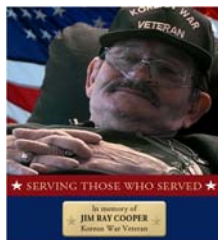
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### Remembering the Korean War

Veterans at Arlington National Cemetery mark the armistice which brought active fighting to an end in Korea on July 27, 1953. During the conflict, over 130,000 Americans were killed, wounded, or classified as missing in action.

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## How can we meet Veteran's unique needs?

- Identify patients who are veterans
- Determine their needs
  - Clinical
  - Benefits
  - Bereavement
  - Volunteer
- Educate hospice staff
- Work collaboratively with other providers and across venues

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## What is "Veteran-centric"?

- Focuses on the needs, desires and treatment of our Veteran community
- Requires Veteran responsibility and accountability
- Depends on communication, coordination and collaboration among healthcare providers

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## What is "Veteran-centric"?

- Focuses on the needs, desires and treatment of our Veteran community
  - Assessments identify
    - Health issues associated with military service
    - Benefits to which Veterans may be entitled
  - Goals of care honor Veterans' preferences

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## What is "Veteran-centric"?

- Requires Veteran responsibility and accountability
  - Equips Veterans and providers with practical health information
  - Emphasizes outreach activities
  - Provides Veteran and family education
  - Employs Advance Care Planning and goal setting

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## What is "Veteran-centric"?

- Depends on communication, coordination and collaboration among healthcare providers
  - Availability of patient records and health information
  - Flow of data and information among system participants
  - Clinical services and administrative processes are coordinated

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## The WIIFM Factor

- What's In It For Me?
- Acknowledges and respects all interest positions and cultural differences
  - Language of organization
  - Rules, regulations and SOP
  - Perceptions
- Provides opportunities to identify and address misunderstandings and barriers

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## Moving beyond WIIFM

- WIIFU – What’s In It For Us?
- Creates a culture that includes Veteran-centric activities
  - Moves the focus from self to others and the group
  - Moves from individual needs and goals to Veteran’s needs and goals
  - Taps into a shared value of honoring our Nation’s Veterans

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## Military History Toolkit

- Military History Checklist and Guide
- Slide sets
  - Service-related Clinical Issues
  - Homelessness
  - Veterans’ Benefits
- Resource and background materials

**MILITARY HISTORY CHECKLIST**

**PATIENT/FAMILY**

1. Did you ever receive a military service file or affidavit?  
 Yes  No  If yes, when?  
 2. Do you have a copy of the patient's military discharge papers?  
 Yes  No  If yes, when?  
 3. Do you have a copy of the patient's military discharge certificate?  
 Yes  No  If yes, when?

**MILITARY BACKGROUND**

4. What was the patient's military branch?  
 Army  Navy  Air Force  Marine Corps  Coast Guard  Other  (Specify)  
 5. What was the patient's military occupation?  
 6. What was the patient's military rank?  
 7. What was the patient's military service dates?  
 8. What was the patient's military discharge status?  
 9. What was the patient's military discharge code?  
 10. What was the patient's military discharge reason?

[www.NHPCO.org/veterans](http://www.NHPCO.org/veterans)

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## We Honor Veterans National Campaign

- National Provider Awareness campaign
- A commitment to honor Veterans by:
  - Assessing current ability to serve Veterans
  - Learning more about caring for Veterans
  - Finding resources to support Veterans at the end of life
  - Providing veteran-centric education for staff
  - Measuring quality and outcomes

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## Train-the-Trainer Seminar NHPCO's Clinical Team Conference

- Identify the unique needs of veterans in the last years of life;
- Describe the multiple models hospices can utilize to serve veterans;
- Delineate challenges hospices may encounter in working with VA facilities and outline potential solutions to each challenge;
- Develop an action plan to engage hospices, hospice staff and the community in activities to improve care of veterans; and
- Utilize the *We Honor Veterans* campaign resources to enhance the capacity of hospices to care for veterans

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