INTRODUCTION

The We Honor Veterans task force is comprised of members of LMHPCO who volunteer to help promote the program and awareness throughout Louisiana and Mississippi.

LMHPCO VA Taskforce

Mission Statement:
To enhance and ensure quality end of life care for Veterans and the family members enrolled into hospice agencies in Louisiana and Mississippi.

Our Goals:
- Educate LMHPCO members on the unique needs of Veterans and their families at the end of life;
- Encourage participation in the We Honor Veterans program;
- Solidify partnerships with VA facilities and organizations serving Veterans throughout Louisiana and Mississippi, so that hospice agencies and their partners may be mutual and supportive resources in providing care at the end of life to Veterans.
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.

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

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 your 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
The first step is making a commitment

Keith Stark
Community Liaison
Baton Rouge, LA

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 WVH 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 1

Provide Veteran-centric education for staff and volunteers, and identify patients with military experience

Rob Walls
Chaplain
Lake Charles, LA

Level One

- Ask about military history and know what to do with the answer. Using the Military History Checklist or similar questions, hospice staff can learn more about the Veteran’s military service and the implications it may have for the care and services to be provided by the hospice staff. We Honor Veterans Educational materials are designed to ensure the staff are prepared to meet the Veteran’s needs.

<table>
<thead>
<tr>
<th>MILITARY HISTORY CHECKLIST</th>
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<tbody>
<tr>
<td><strong>VETERAN'S SERVICE INFORMATION</strong></td>
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<tr>
<td>1. What is the Veteran's name?</td>
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<td>2. What is the Veteran's military branch?</td>
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<tr>
<td>3. What are the Veteran's dates of service?</td>
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<td>4. What is the Veteran's rank or rating?</td>
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<td>5. What are the Veteran's station or duty stations?</td>
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<tr>
<td>6. What is the Veteran's discharge date and status?</td>
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<tr>
<td><strong>VETERAN'S SERVICE HISTORICAL EVENTS</strong></td>
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<tr>
<td>7. Was the Veteran a prisoner of war?</td>
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<tr>
<td>8. Did the Veteran experience any hazardous duty or environments?</td>
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<tr>
<td>9. Did the Veteran experience any combat-related injuries?</td>
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<tr>
<td>10. Did the Veteran experience any combat-related illnesses?</td>
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<tr>
<td><strong>VETERAN'S SERVICE HONORS &amp; ACKNOWLEDGMENTS</strong></td>
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<tr>
<td>11. Did the Veteran receive any awards or recognitions?</td>
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<tr>
<td>12. Did the Veteran receive any citations or commendations?</td>
</tr>
<tr>
<td>13. Did the Veteran receive any medals or decorations?</td>
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<tr>
<td><strong>VETERAN'S SERVICE MEDICAL HISTORY</strong></td>
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<tr>
<td>14. Has the Veteran experienced any combat-related injuries?</td>
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<tr>
<td>15. Has the Veteran experienced any combat-related illnesses?</td>
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<tr>
<td>16. Has the Veteran experienced any medical conditions related to military service?</td>
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<tr>
<td><strong>VETERAN'S SERVICE FAMILY HISTORY</strong></td>
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<tr>
<td>17. Has the Veteran's family experienced any combat-related injuries?</td>
</tr>
<tr>
<td>18. Has the Veteran's family experienced any combat-related illnesses?</td>
</tr>
<tr>
<td>19. Has the Veteran's family experienced any medical conditions related to military service?</td>
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Level 1 Requirements

Level 1 Documentation

- STAFF EDUCATION
  - Conduct at least three different (types, size, audience) veteran-specific presentations for administrative and clinical staff and volunteers within your organization.
  - PowerPoint presentations and additional resources can be found at: www.woww-veterans.org/education

- FIRST VETERAN-CONTROLLED STAFF PRESENTATION
  - Presentation Topic: *
  - Date of Presentation: *
  - Time: 2023-04-10
  - Length: 90 minutes
  - Total # of Participants: *

- SECOND VETERAN-CONTROLLED STAFF PRESENTATION
  - Presentation Topic: *
  - Date of Presentation: *
  - Time: 2023-04-10
  - Length: 90 minutes
  - Total # of Participants: *

- ORGANIZATIONAL POLICIES AND PROCEDURES
  - Review the Veteran Health Repository (VHR) and update with staff and volunteers.
  - Date of Review: *
  - Total # of Participants: *
  - Integrate the Military History Checklist process (or equivalent) into referral/take procedures within your organization.
  - Mark Date of Integration: *

- HOSPICE-VETERAN PARTNERSHIPS
  - Provide information on Hospice-Veteran Partnerships.
  - Review the Hospice-Veteran Partnership Guide.
As you move through Level 2 you will build on the foundation you began in Level 1. You are working to increase the knowledge base of your staff and volunteers so that they can better understand the unique needs of the Veterans entrusted to your care.
• 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.
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

**WHY Partner Level Two Required Activities**

<table>
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<tr>
<th>EDUCATION</th>
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<tr>
<td>Staff and Volunteer Education and Programs. Conduct a minimum of two (2) different (topic, and audience) veteran-specific presentations for administrative and clinical staff and volunteers within your organization. Different venue presentations delivered for Level One activities. Educational PowerPoint presentations and additional resources can be found at <a href="http://www.eserviceveterans.org/education">www.eserviceveterans.org/education</a>. Integrate veteran-specific content into staff and volunteer orientation within your organization - based on educational PowerPoint presentations and additional resources found at <a href="http://www.eserviceveterans.org/education">www.eserviceveterans.org/education</a>.</td>
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<tr>
<th>Community Education</th>
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<tr>
<td>Conduct veteran-specific outreach presentations in at least 2 veteran organization venues (VFW and other VSOs, state veterans' home, etc. PowerPoint presentations and additional resources can be found at listed above.</td>
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**ORGANIZATIONAL POLICIES AND PROCEDURES**

Continue to integrate Military History 'Checklist' process (or equivalent) into reference/online procedures with VSOs.
Level 2 Requirements (continued)

**ORGANIZATIONAL POLICIES AND PROCEDURES**
Continue to integrate Military History Check list process (as outlined) into intake/assessment procedures.}

**HOSPICE-VETERAN PARTNERSHIPS**
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 (continued)

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<tr>
<th>Title</th>
<th>Description</th>
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| Staff Education | - Educational Presentations can include topics such as  
   - Building a Veteran Centric Culture  
   - Hospice Veteran Partnership Program  
   - Homeless Veteran’s at Life’s End  
   - Service Related Diseases, Illnesses and Conditions  
   - Understanding the Department of Veteran Affairs  
   - Wounded Warriors: Their Last Battle with Deborah Grassman  
   - Other: any topic that's Veteran Focused |

### WHV Partner Resources

- [WHV Partner Resources](#)
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 3: Hospice Veteran Partnerships

- VA Medical Centers
- Veteran Service Organizations (i.e. American Legions, DAV, VFW, independent organizations started by Veterans to serve Veterans, etc)
- Local, regional or state Hospice-Veteran Partnership
  - State Hospice-Veteran Partnership (LMHPCO-VA Taskforce)

Honoring Veterans

"As we celebrate our nation’s heroes this Veterans Day – and every day of the year – we must not forget that it is never too late to give them a hero’s welcome home."

www.WeHonorVeterans.org
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

Level 4 Requirements

Level 4 Requirements (continued)

Level 4 Requirements

IVW 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-specific training programs.

Community Education
Conduct at least three Veteran-specific presentations in any combination of communities, healthcare facilities, and Veteran service organizations – different from Level Three activities.
If presenting to some organizations repeated in Level Three, programs must include different/updated topics and information.

ORGANIZATIONAL, POLICIES, AND PROCEDURES

Conduct an evaluation of the Military History Checklists process (or equivalent) for intake/admission procedures.

Ensure that annual review of Veteran-specific Practice Examiners to ensure the program is staff and volunteer within your organization.

Using information gathered through the use of the Military History Checklist (or equivalent), conduct a review and evaluate demographics of Veterans served by your organization since joining the TVC program.

Evaluate procedures for assisting Veterans and families to access benefits (see Veteran Benefits handout or your website and/or online course provided by IVW).

Ensure, standardize, and outline procedures for transitioning Veterans across various systems of care, including VA medical centers.

Engage in the Veteran-Wide Initiative for the Family Evaluation of Respite Care (FENC-V), or similar survey, within your organization. www.vetgov.org

Develop and implement key performance improvement projects, one of which must include Veteran-specific data for IVW’s Family Evaluation of Respite Care (FENC-V) or similar survey, or measurement and reporting of care and services for Veterans.

ORGANIZATIONAL, POLICIES, AND PROCEDURES

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RESPECT PROGRAM PARTNERSHIPS

...
Level 4 Requirements (continued)

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

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 kcamps@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.