



# PROMISE CENTER NEWS

## September 2009

A Collaboration between VA Hospice and Palliative Care (HPC) and the Center for Health Equity Research and Promotion (CHERP)

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### Promise Goals

1. To identify and reduce unwanted variation in the quality of end-of-life care throughout VHA.
2. To define and disseminate best practices to improve outcomes.

### New Success Stories:

Follow the links here!

Excellent pain management at the San Juan VAMC.  
Read the story [here!](#)

Excellent bereavement support at the Erie VAMC.  
Read the story [here!](#)

**CLICK HERE TO VISIT THE PROMISE WEBSITE**

### Is your VISN ready?

All VISNs have been asked to submit death data to PROMISE by September 15th, 2009. [Click here](#) to read the Deputy Undersecretary for Health's memo to VISN IT departments.

Approximately half of all VA facilities (acute care and Community Living Centers) are currently participating in PROMISE, which is more than 3,000 family interviews and more than 6,000 chart reviews this year. Beginning in October of 2009, we expect that all facilities will be participating as the Bereaved Family Survey becomes a Pilot Performance Measure.

### Did you know?

You can request additional data and analysis from the PROMISE Center. In addition to raw data and aggregate data for your VISN, we can also provide analysis and tables that you request. For instance, some VISNs are interested in comparing the quality of care that veterans receive with and without a palliative care consultation. Others want to see Bereaved Family Survey results broken down by site of death. We're happy to respond to these requests and can usually do so within one week. For requests, please contact Dawn Smith at [dawn.smith@va.gov](mailto:dawn.smith@va.gov).

Quarter 3 PROMISE reports will be available the last week in September. This quarter's reports will include cumulative results so facilities can compare their current scores with past performance. Other improvements include a streamlined format and separate tables for chart review items.

### Quality Improvement Resource Center (QuIRC) News

The Quality Improvement Resource Center (QuIRC) serves as part of the VA Comprehensive End of Life Care (CELC) Initiative to foster quality improvement care through identifying CPRS and other electronic tools for palliative care practice. Current QuIRC efforts include developing a national VA palliative care consultation template and prioritizing aspects of care to prioritize for QuIRC tool development. QuIRC recently convened a panel of 11 VA expert clinician leaders who evaluated and ranked aspects of care to be included in a palliative care consult electronic medical record template. The panel's recommendations will serve as the basis for a summary report that will be posted on Sharepoint for feedback from clinicians around the VA. This process will yield a set of priorities to guide the development of a national consultation template. We would value your feedback on these important projects intended to help all of us serve veterans more effectively. For more information, contact Dr. Karl Lorenz: [karl.lorenz@va.gov](mailto:karl.lorenz@va.gov)

### Implementation Center News

Lyndella Talamanco, the new Administrative Assistant for the Implementation Center, is developing the Sharepoint site. Access to the site will be available within the next 2 weeks. If you have materials you would like to contribute or suggestions for what should be posted, e-mail [Lyndella.Talamanco@va.gov](mailto:Lyndella.Talamanco@va.gov). The collaborative to improve Spiritual Support has begun. If you would like to participate in a collaborative please email Dr. Carol Luhrs: [carol.luhrs@va.gov](mailto:carol.luhrs@va.gov)



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