



PROMISE CENTER NEWS

November 2011



A COLLABORATION BETWEEN VA HOSPICE AND PALLIATIVE CARE (HPC) AND THE CENTER FOR HEALTH EQUITY RESEARCH AND PROMOTION (CHERP)

IN THIS ISSUE

- *Exploring the Power of Nursing Assistants*
- *Join a Special Interest Group with the Implementation Center!*
- *Schedule a “hot seat” call with the PROMISE Center!*
- *Consider scheduling a training with the QuIRC!*

Click [here](#) to read more success stories from the PROMISE team

Click [here](#) for archived PROMISE Center newsletters

Click [here](#) to meet the PROMISE staff

Click [here](#) to go to the FAQ section of the PROMISE website

November Success Story

Exploring the Power of the Nursing Assistant in Veteran's End-of-Life Care

VISN 21 is pursuing a project designed to improve end-of-life care for Veterans by enhancing the care delivered by Nursing Assistants (NA). NA's will receive special training and the program's impact on Veteran's care will be assessed using the Bereaved Family Survey. For more information on this project, please read this month's [Success Story](#).

From the CELC Implementation Center

There are opportunities to participate in several Special Interest Groups. Each group focuses on delivering care to Veterans in different contexts, such as in small facilities or intensive care units. You can learn more about these groups, along with other updates from the Implementation Center by [clicking here](#).

From the CELC PROMISE Center

Please schedule a “hot seat” call with [Dawn Smith](#) to discuss the contents of the Q3FY2011 reports and make sure to have your monthly death data posted by the 10th of each month. More updates from the PROMISE Center can be found [here](#).

From the CELC QuIRC

QuIRC is developing the **Strive for 65 Implementation Package**. The package will serve as a “roadmap” to increasing the national average of families indicating Veterans end-of-life care was excellent to 65%. QuIRC will be soliciting you for ideas, tools and resources to improve satisfaction with care. [Click here](#) to find out how you can submit your ideas for the package.

QuIRC recently completed a series of trainings focusing on the critical elements of workload capture. If you would like to schedule a one-on-one or group training, please contact [Tayla Ash](#).



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