



# PROMISE CENTER NEWS

## March 2012



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

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Go to <http://www.cherp.research.va.gov/PROMISE.asp> for:

\* Success stories from the PROMISE team

\* Archived PROMISE Center news- letters

\* Meet the PROMISE staff

\* Go to the FAQ section of the PROMISE website

## NQF Approves BFS for Endorsement

The PROMISE Bereaved Family Survey (BFS) has been approved for endorsement by The National Quality Forum (NQF) Board of Directors. These NQF measures address a wide range of palliative and end-of-life care concerns, including pain management, psychosocial needs, care transitions, and experiences of care.

For this project, NQF sought measures focused on care concerns such as managing pain, weight loss, and depression. It also sought measures that would directly assess - and promote improvements over time - in the experience of patients undergoing palliative and end-of-life care, as well as the experience of their families. In all, 22 measures were evaluated against NQF's endorsement criteria by a panel of providers, measurement experts, and consumer representatives; PROMISE's BFS is one of 14 measures endorsed. Link here [the NQF press release](#).

## PROMISE CENTER Piloting Mail Surveys

To improve efficiency for FY13 and beyond, the PROMISE Center is moving from conducting the BFS through telephone survey to a mail survey. We are piloting mail survey methods and evaluating results with a 10% random sample of Q1FY12 deaths. Starting with Q3 deaths, we will begin to transition several VISNs to the mail survey each quarter. PLEASE NOTE: VISNs that have selected the BFS as a 2012 Network Directors' Performance Measure will not transition to the mail survey until the first quarter 2013.

The full Q1FY12 PROMISE report will be released April 1. We encourage every VISN to schedule a "hot seat" call with [Dawn Smith](#) to discuss your results and assist with interpretation.

## National AACT/ELI Audio Conference on April 5

Carol Luhrs, MD, Director, CELC Implementation Center and Karl Lorenz, MD, MSHS, Director, QuiRC, will lead the ELI/AACT audio conference on April 5, 3 pm ET. Topics will include: "Strive for 65" implementation package, BFS scores in hospice and non-hospice care, and how BFS scores correlate with SHEP scores. Call 1-800-767-1750, Access Code 35929#.



Address: The Comprehensive End-of-Life Care PROMISE Center, Philadelphia VAMC  
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