



# PROMISE CENTER NEWS

## April 2012



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

### MAIL SURVEYS!

- *We're piloting mail surveys to improve efficiency. We'll transition several VISNs to mail surveys each quarter. VISNs with BFS as a Network Director's Performance Measure will transition starting in FY12*
- *Your Q1FY12 report is now available. Contact [dawn.smith2@va.gov](mailto:dawn.smith2@va.gov) to discuss how to interpret your results.*

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

- \* Success stories from the PROMISE team
- \* Archived PROMISE Center newsletters
- \* Meet the PROMISE staff
- \* Go to the FAQ section of the PROMISE website



## Strive for 65 Implementation Package Released

The Quality Improvement Resource Center (QuIRC) has released The Strive for 65 Implementation Package! The Strive for 65 Implementation package is a compilation of tools, resources, and interventions, submitted by VA palliative care programs nationwide, aimed at improving Veteran and family satisfaction with the care provided to them near the end of life. The Hospice and Palliative Care program has identified the Strive for 65 goal as part of our FY 2012-2013 strategic plan. This plan aims to achieve a national mean of 65% of inpatient decedent families rating care as "excellent" on the bereaved family survey. Through the use of these tools and resources our plan is to empower staff and facilities in their efforts to achieve this goal. The Package contains information to implement all of the tools and is organized according to Veteran's care timeline: before Veteran's arrival to inpatient care, upon arrival, during the inpatient stay, approaching death, and after death. Some of the featured tools include: "The Comfort Care Order Set", "Family Meeting Template", "Decedent Affairs Coordination", "Comfort and Communication in the ICU", and the "Nursing Assistant Project." This package can be accessed on the National VA Comprehensive End-of-Life Care Implementation Center SharePoint site:

<https://vaww.visn3.portal.va.gov/sites/NationalImplementationCenter>

. If you have any questions or comments regarding the Package please contact Hannah Schreiber-Baum, MPH ([Hannah.Schreiber-Baum@va.gov](mailto:Hannah.Schreiber-Baum@va.gov)) or Sangeeta Ahluwalia, PhD ([Sangeeta.Ahluwalia@va.gov](mailto:Sangeeta.Ahluwalia@va.gov)).

## Outstanding Success Story from Erie VA Medical Center

The Erie VA Medical Center has one of the highest scores on two questions on the Bereaved Family Survey for all of FY11:

1. Score 87%: How often did the doctors and other staff take time to listen?
2. Score 88%: How often did the doctors and other staff keep family members informed about Veteran's condition and treatment?

We asked some members of the Erie Hospice and Palliative Care team to share the lessons they have learned about building such a successful program, and how to continuously improve care. The essential elements are: a multidisciplinary team with shared goals, leadership's commitment and support, and a dedicated facility designed to meet patient and family needs. [Full story here.](#)