



PROMISE CENTER NEWS

August 2012



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

Visit our website:

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for:

* Articles on initiatives being successfully implemented in VA facilities

* Archived PROMISE Center Newsletters

* PROMISE Staff information

* FAQ regarding our programs

Data Inquiries:

Do you have questions about your data? Would you like your data presented differently? Are there additional data you would like to see? Would you like to schedule a hot seat call or additional data breakouts? Please contact our Data Manager, Dawn Smith, at dawn.smith2@va.gov to discuss your needs.

Applying Veteran and Family Feedback to Care

This month we are highlighting the Key Words at Key Times (KWAKT) intervention which has been successfully implemented in VISN 21 Fresno VA facility. Staff in this facility has worked on asking Veterans and their families to define what they envision to be “excellent” care. The staff brings the findings from these conversations back to staff meetings. The VISN 21 Fresno overall score in the data we currently have from Q3 (all of April and May, and half of June) is 69.7% (n=33). At the Q3 point last year in FY11, Fresno’s overall score was 55% (n=71). [Read the full story here.](#)

BFS-ICARE Live Meetings Every 4th Thursday

The BFS-ICARE Live Meetings is a series of web-based interactive meetings focusing on the national “Strive for 65” goal and the BFS (Bereaved Family Survey) Implementation Package developed by the Quality Improvement Resource Center (QuIRC). They are being held the 4th Thursday of every month at 3:00 pm Eastern Time. Looking ahead to FY13, we will be looking at how BFS QI projects may be aligned with national, VISN, and local strategic planning. For example, what types of projects are in line with the direction of the national program? How do projects support Network Director Performance Plan goals? How can projects strengthen local HPC program sustainability? The Live Meeting link and phone number will be announced prior to each BFS-ICARE meeting. VA staff that received grants for the ICARE and Serious Illness project are especially encouraged to participate. Please note that these calls are recorded and can be accessed on the SharePoint. [Read more information about the Implementation Center here.](#)

OMB Approval and Minor Edit to BFS

The Bereaved Family Survey applied for and received OMB extension through 6/30/2015. As a result of feedback from the field, the submission included a request to change the phrase “doctors and other staff” in the questions to simply “staff”. The survey also now includes a clarifying statement about what staff includes - “Some of the questions ask about the staff. By staff, we mean doctors, nurses, social workers, chaplains, nursing assistants, therapists and other personnel.” The new version of the survey will be utilized beginning with Q1FY2013 deaths (October 1, 2012).

