



PROMISE CENTER NEWS

May 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. Several VISNs will transition each quarter. VISNs with BFS as a Network Director's Performance Measure will transition starting in FY13*
- *Your Q1FY12 report is now available. Contact 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



Tomah VAMC Team Makes Wishes Come True

Karel Tormey, RN, BSN was working evenings and nights when she thought of creating a program for hospice patients at Tomah VAMC modeled on the Make A Wish Foundation and similar initiatives. "After visiting hours are over and their family members go home, or in the middle of the night when they can't sleep, they get to thinking about something they haven't done, or have left unresolved," says Tormey. "We want to make their final journey easier." [Read full story and examples here.](#)

Focus on Sustaining Program Success

Sustainability is the focus of the Implementation Center's quarterly calls with VISN Program Managers and Clinical Champions. Second Quarter calls are underway and incorporate new VISN "Information Sheets" that provide an overview of each facility, including key data points that are tracked over several years. The information sheets, along with the facility reports prepared by the Program Managers and Clinical Champions, guide the discussions and help identify opportunities for leadership development, team building, outcomes measurement and strategic planning – the key components to sustaining programs.

- VISNs 8 through 16 – May
- VISNs 17 through 23 – June

Kudos for Good to Great Refresher Completion

Congratulations to teams from the Durham VA medical Center, Ralph H. Johnson VA Medical Center (Charleston, SC) and VA Caribbean healthcare System (Puerto Rico) for completing their Good to Great VA-PCLC Refresher Courses in February and March 2012. Plans are underway to offer additional Refresher Courses in FY 12 with a focus on Palliative Care in the ICU. Announcements of upcoming Refresher Courses will be made through the Program Managers.

BFS-ICARE Live Meetings and Special Interest Group Calls

Here are details of valuable [Live Meetings](#) and [Special Interest Group Calls](#) to expand achievement of our "Strive for 65" goals.