



PROMISE: Measuring the impact of the VA Comprehensive End of Life Care Initiative

A collaboration between VA Hospice and Palliative Care (HPC) and the Center for Health Equity Research and Promotion (CHERP)

In This Issue

- PROMISE Center
- Success Stories
- Quality Improvement
- Implementation Resources

PROMISE goals:

1. To identify and reduce unwanted variation in the quality of end-of-life care throughout VHA.
2. To define and disseminate best practices to improve outcomes.

Visit the PROMISE website

Introducing the Comprehensive End of Life Care (CELC) Initiative

The overall goals of the CELC Initiative are to:

1. Improve access to hospice and palliative care in all settings
2. Enhance the environment of care by establishing new hospice and palliative care units;
3. Implement meaningful quality and outcome measures to identify and disseminate best practices;
4. Increase expertise through staff training and leadership development in palliative care.

Three CELC Centers will be working together to help the CELC achieve its goal of improving end of life care for Veterans: The PROMISE Center, the QI Resource Center, and the Implementation Center.

The PROMISE Center (Performance Reporting and Outcomes Measurement to Improve the Standard of care at End-of-Life)

The PROMISE Center's goal is to measure and report on the impact of the VA's Comprehensive End-of-Life Care Initiative (CELC), and its main activities focus on reducing unwanted variation in quality and disseminating best practices to improve outcomes. PROMISE staff review the charts of Veterans who die in VA facilities, and interview families to seek their opinions about the care that Veterans receive.

Visit the [PROMISE web site](#), where you can:

- [Learn about the data that PROMISE collects](#)
- [See a sample PROMISE report](#)
- [Register a QI project that your facility is working on](#)
- [Read about success stories](#)

Success story of the month: Providing excellent bereavement support

Where: The Lebanon VAMC

What they did: The Lebanon VAMC had the highest bereavement score on the Bereaved Family Survey (BFS) of any facility participating in PROMISE in FY08 and the first half of FY09.

How they did it

The Lebanon VAMC offers:

1. A counseling support group for Veterans' family members
2. Information for family members (pre-death, at the time of death, and immediately post-death)
3. A telephone contact within one week for the Veterans' family members
4. Quarterly letters to the family members up to one year post-death
5. A memorial service open to all family members

Read about other success stories below or [suggest your own success story here](#).

- [Success in Implementing PROMISE Results in VISN 22](#)
- [Communicating PROMISE Results in VISN8](#)
- [Providing enough information about funeral benefits: Success at the DC VAMC](#)
- [Honoring Veterans: Flag Protocol at the White River Junction VAMC](#)
- [Documenting surrogate decision makers: Success at West Los Angeles VAMC](#)
- [Providing excellent bereavement support: Success at Lebanon VAMC](#)

Quality Improvement Resource Center

The Quality Improvement Resource Center (QuIRC) will identify and develop effective palliative care quality improvement tools and interventions, particularly in the area of clinical informatics. QuIRC's current projects are to standardize essential elements of palliative care consultations and develop templates for consultation notes. The center is also assisting in ensuring adequate capture of palliative care workload data to support the national Transformational Measure. For more information, please email Dr. Karl Lorenz (karl.lorenz@va.gov)

Implementation Center

The Implementation Center is assembling two collaboratives that will focus on improving spiritual support and bereavement care for Veterans' families. The Center is also developing a Sharepoint site that will be a warehouse of practical tools and resources for improving end-of-life care for Veterans. If you would like to participate in a collaborative or suggest materials for the Sharepoint site, please email Dr. Carol Luhrs (carol.luhrs@va.gov)

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