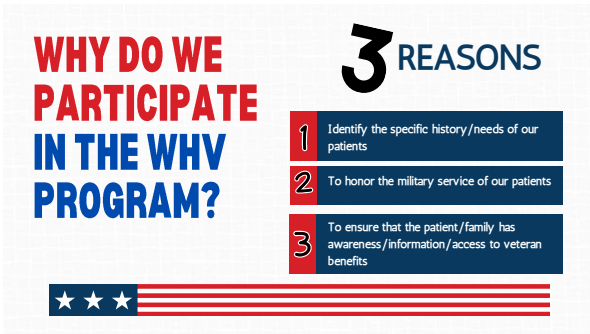




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3

WHY BOTHER ASKING ABOUT MILITARY SERVICE?



- Identify Veterans to honor their service
- Military Experience may create unique EOL needs
- Service-related issues can impact care plans
- Veterans may qualify for VA benefits
- The MHC can act as a conversation guide that provides greater understanding



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Level 1 Requirements



Provide Veteran Centric Education

- Organizational Education
- Conduct 3 presentations
- Community Engagement
- Review Hospice Veteran Partnership Toolkit
- Policies and Procedures
- Review Military History Checklist
- Begin integration into intake process
- Identify Key VA Contact

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Level 2 Requirements



Organizational Capacity

- Organizational Education
- Conduct 3 presentations
- Integrate content into staff training
- Community Engagement
- Conduct 2 outreach presentations
- Stay active with partnership
- Policies and Procedures
- Integrate MHC into intake process
- Review standards of practice

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Level 3 Requirements



Strategic Partnership

Organizational Education

Conduct 3 presentations

Community Engagement

Conduct 2 outreach presentations

Stay active with your Hospice Veteran Partnership

Volunteer Program

Review Vet to Vet fact sheet

Implement a Vet to Vet Volunteer Program

Policies and Procedures

Evaluate Military History Checklist

Describe MHC demographics

Review standards of practice

Describe process for benefit assistance

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Level 4 Requirements



Increase Access and Quality

Organizational Education

Continue to incorporate educational material to training and orientation

Community Engagement

Conduct 3 outreach presentations

Stay active with partnership

Volunteer Program

Evaluate Vet to Vet volunteer program

recruitment

orientation

activities

Policies and Procedures

Evaluate MHC implementation

Review standards of practice

Incorporate NHPCO's VSQs

Use a PIP to improve areas of deficiency

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Level 5 Requirements



Expand and Mentor

Organization

- 4 Staff & Volunteer trainings & Psych Armor's "IS Things"
- Vietnam Focused Trainings
- VA Accredited Agent
- VA Fact Sheet
- Screening Guide
- Standards of Practice

Community Engagement

- 3 Community Presentations (including 1 panel)
- 4 Vet-to-Vet Cafes
- 2 Community & State-wide events (one must be a Welcome Home Vietnam Veterans Day)

Volunteer Program

- Vet-to-Vet Volunteers
- Orientation Process
- Volunteer Activities

Data Collection

- Veterans Served
 - VA Service Usage
 - By Conflict
 - Incidents of PTSD, Moral Injury, and Suicidality and Treatment Used
- Pinning Ceremonies
- Annual Report



NHPCO membership is required to become a level 5 WHV partner

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THE FIRST STEP

Needs Assessment:
Military History Checklist

Requires Rapport And Openness




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MOST IMPORTANT QUESTION:


"Did you serve in the Military?"




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FOCUS ON IMPACT



TO GET THE CONVERSATION STARTED
"What impact did your service have on you?"



POSITIVE OR NEGATIVE?



EFFECTS ON SENSE OF IDENTITY



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PINNING CEREMONIES

- 1 Veteran Pinning Ceremonies honor veterans and their families, offering recognition, comfort and closure
- 2 Planned ceremonies can be arranged if the patient will be on service for a while, although it is best to arrange it soon after admission - family members, other care team members and a music therapist may be in attendance
- 3 Spontaneous ceremonies are for sudden declines, so keeping flag pins and generic certificates available is helpful
- 4 Ask the veteran about their military service including when and where they served and meaningful memories they would like to share
- 5 Document the pinning ceremony in the Narrative note and record your pinning ceremonies or let your Veteran Coordinator know for inclusion in the WHV report
- 6 Offer to take photographs with the Veteran holding the certificate if permission is given

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VET TO VET CAFE

- A place for intentional conversation
- A gathering for veterans
- Allowing dialogue and shared stories
- Offer resources, referrals and guidance



- Use your sales or marketing team to help set up
- Have team members host and facilitate informal conversations
- Keep it informal: encourage casual conversations
- Focus on creating a space where Veterans feel comfortable sharing and connecting

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ORGANIZATION AND EDUCATION

Partner with your Education Team



- Collaborate with your hospice education staff
- Determine the best times and delivery methods
- Quarterly meetings to review progress toward goals and identify emerging educational needs specific to Veterans
- Establish a system to track the education provided for reporting purposes
- Integrate Veteran-centered care into employee orientations
- Use microlearning opportunities in IDG meetings, monthly team meetings and virtual staff presentations



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////// EDUCATION MODULES ////

- Provide an overview of Veterans' needs for your hospice team
- Use your Learning Management System (LMS) to assign modules to different service locations based on their program engagement levels
- Enhance engagement by adding live training sessions

- Custom Content Options:
 - Pinning/Honoring ceremonies
 - Military culture education

- Special Speakers from Veteran Organizations:
 - Benefit specialists
 - Veterans Service Officers (VSOs)
 - Local VA hospital social workers (e.g., on topics like PTSD, suicide prevention, and moral injury)
 - National Cemetery representatives
 - End-of-life doulas specializing in Veteran care
 - Veteran guest speakers
- Speaker Panels where clinical staff can engage in Q&A sessions.



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SYSTEM TRAINING SET UP

- Develop a system for WHV education, tailored to each certification level
- Plan ahead for when these courses will be offered throughout the year
- At the end of each calendar year, review the training content to ensure it still meets requirements
 - Refresh your course list at least every 2 years
- Consider the length of each course to maximize staff participation



- Resources to support training:
- [VA Training Resources](#): Provides ready-made content for easy integration into your organization's training program.
 - [Edgewise](#): Offers free training courses that staff can access with an account.

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////// PROVIDING YOUR STAFF WITH TOOLS ////

Develop toolkits for ceremonies and Veteran-focused activities (e.g., Vet-to-Vet cafes) to guide staff in executing these tasks effectively

Create a resource binder with additional training materials to further support staff development

Encourage staff engagement and involvement in training to foster a supportive environment for Veteran care

This framework will help ensure your team is well-prepared to deliver compassionate and knowledgeable care for Veterans in hospice settings.

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WOULD YOU LIKE TO TALK TO SOMEONE ABOUT BENEFITS?


YES

HERE'S WHAT YOU DO:

- HAND OUT 1-800-MICH-VET CARD TO ALL INTERESTED VETERAN PATIENTS/FAMILIES
- THE MICHIGAN VETERANS RESOURCE SERVICE CENTER (MVRSC) HELPS VETERANS AND THEIR FAMILIES GET DISCHARGE DOCUMENTS, CONNECT WITH VETERAN SERVICE OFFICERS (VSOs), AND FIND NEEDED SERVICES. GIVE THESE CARDS TO YOUR PATIENTS AND FAMILY MEMBERS. CALL 1-800-MICH-VET TO ACCESS THE CENTER
- TO FIND A VSO, VISIT THE MICHIGAN VETERANS AFFAIRS AGENCY WEBSITE (WWW.MICHIGAN.GOV/MVAA) UNDER "GET CONNECTED," CLICK "FIND A VETERAN SERVICE OFFICER" AND ENTER THE PATIENT'S COUNTY
- EACH COUNTY BOX HAS A GREEN "CONTACT INFORMATION" TAB, WHICH PROVIDES THE VSO'S NAME AND NUMBER UNDER LIST VIEW. USE MAP VIEW TO FIND THE NEAREST OFFICE TO THE PATIENT'S LOCATION FOR FURTHER CONFIRMATION

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Accessing Benefits



- 2 basic components for accessing benefits:
 - Discharge Papers (DD214)
 - Enrollment in the VA
- Requires a 1-time medical visit to the nearest VA Medical Center or Clinic
- Enrollment visit can be waived by the VA for Hospice or a person with catastrophic disability

Becoming an "enrolled Veteran" may allow you to obtain medical prescriptions, tests and scans at low rates, hearing aids, and even dental insurance. Keep your preferred doctor/clinic but tap into these savings when expensive tests or medicines are prescribed.

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Locating a Veteran Service Officer

VSOs are trained and accredited to provide free assistance to veterans and their dependents and survivors. This includes not only applying for federal and state benefits but also providing resources related to the following:
Compensation and Pensions, Education & Training, Employment, Burial & Survivor, Housing, Permits, Military Records, and more

- ➔ Select your state of residence on the National Veterans Foundations website: nvf.org/veteran-service-officers
- ➔ Some states have special organizations of VSO's:
 - Internet search your "state and Veteran" In a Michigan search, the Michigan Veterans Affairs Agency is found
 - Internet search your "state county and veteran" for county VSO's
 In Illinois, every county has a Veteran Assistance Commission
- ➔ Veteran organizations including VFW's, American Legions, AMVETS, Disabled American Veterans, etc. have VSO's (these groups are not connected to the VA computer system so are generally not a first choice.)



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Types of Pensions

The Veteran Pension

- A needs-based benefit for wartime veterans who meet certain age or disability requirements, along with income and net worth limits

Survivor Pension, VA Dependency and Indemnity Compensation (VA DIC)

- If you're the surviving spouse, child, or parent of a service member who died in the line of duty, or the survivor of a Veteran who died from a service-related injury or illness, you may be able to get a tax-free monetary DIC benefit

Aid and Attendance (A&A) and Housebound Benefits:

- Additional monetary benefits that can be added to the monthly pension if the veteran or their survivor requires the aid and attendance of another person or is housebound due to disability

Each of these pensions has specific eligibility requirements related to service duration, discharge status, income, net worth, and in some cases, disability status

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REFERENCES AND RESOURCES

- We Honor Veterans, Exposure Ed App: www.wehonorveterans.org
- US Dept. of Veteran Affairs: www.va.gov
- Michigan Veterans Affairs Agency: www.mvaa.gov
- PACT Act: www.va.gov/files/2022-08/PACTAct_0.pdf
- US Dept. of Veteran Affairs: www.va.gov
- Psych Armor: www.psycharmor.org

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