

Hospice & Palliative Care



*Honoring preferences and providing
excellent care for those who have
borne the battle...*



Objectives

- List 3 facts about Veteran demographics and deaths
- Define “Veteran-Centered Care”
- Differentiate between palliative care and hospice
- Describe your role in addressing the psychosocial, emotional and spiritual needs of Veterans

Veteran Demographics

- US Veterans – 22 million
- More than 6.3 million Veterans cared for at VA facilities every year
- Veterans who receive VA care
 - ✓ More than 44% are over age 65
 - ✓ More than 21% are 75 or older
- More than 1.4 million living Veterans are 85 or older



Volume of Veteran Deaths



- More than 50,000 Veterans die every month (600,000/year)
- At least 400 WWII Veterans die each day
- Veteran deaths account for approximately 1 in 4 of all deaths in the US
- Less than 3.5% of Veteran deaths (20,000/year) occur in VA inpatient settings



Veteran-Centered Care

The mission of VA's Hospice and Palliative Care Program is to honor Veterans' preferences for care at end of life.





Veteran-Centered Care

Consider 3 essential questions:

- ✓ Are you comfortable?
- ✓ What matters most to you?
- ✓ What are your wishes?

Veteran-Centered Care

- CONNECTING through STORY...
 - Stories are where history and truth reside and Veteran-Centered Care begins
 - We honor their stories by listening, understanding and affirming



Hospice and Palliative Care (HPC)

... is Veteran-Centered Care

Both palliative care and hospice are provided to the Veteran and family by an interdisciplinary team with the goal of preventing and relieving suffering and supporting quality of life – but there are differences . . .

| PALLIATIVE CARE | HOSPICE |
|---|--|
| Can begin at the time of life-threatening diagnosis with no limit on prognosis | Can begin when the Veteran has a limited prognosis of 6 months or less to live |
| Veteran can receive palliative care along with life-prolonging treatments | Veteran chooses not to receive aggressive interventions to prolong life |
| Veteran can access palliative care at any time | Veteran can choose to receive hospice care |
| Balances comfort measures and curative treatments | Focus shifts to comfort care rather than cure |
| Specialized medical care for people living with advanced chronic or serious illness | Provides aggressive symptom control and supportive services |

All hospice care is palliative, but not all palliative care is hospice...

Key Domains of Quality Veteran-Centered Care

Physical

- Functional ability
- Strength/fatigue
- Sleep & rest
- Pain/symptoms

Social

- Financial
- Caregiver status
- Roles & relationships
- Affection/sexual function
- Appearance



Psychological

- Cognition/attention
- Happiness
- Enjoyment/leisure
- Depression/anxiety
- Fear/distress

Spiritual

- Value/dignity
- Meaning/hope
- Suffering/distress
- Spirituality/religiosity
- Transcendence



Evaluation of HPC Bereaved Family Survey (BFS)

- Our goal is to provide excellent care
- BFS evaluates the quality of end-of-life care based on responses from Veterans' Next-of-Kin (NOK) regarding the care their loved one received in the last month of life
- You have a copy of the 17 survey questions – take a moment to imagine how you might respond if asked to evaluate the care a loved one of yours received...even if it wasn't at the end of life

Connecting through story

Jim Cooper's Legacy: A Veteran's story



Consider your responses as Jim Cooper shares his experience of hospice and palliative care...

<http://www.paloalto.va.gov/features/jimcooper.asp#sthash.56Nu73eJ.dpuf>



Excellent Veteran-Centered Care

- Jim Cooper could be any Veteran you meet during the course of your day and the work you do.
- Six years...think about the number of people who had an impact on Jim Cooper's life.
- *What impact will you have on the care Veterans receive?*





Palliative Care Team Members

Facility/VISN HPC Contact Information

- ...
- ...
- ...
- ...
- ...

If you have questions about Hospice or Palliative Care (HPC), please feel free to contact your PCCT Coordinator. If you do not know your PCCT Coordinator, you can call your medical center operator and ask for the Hospice and Palliative Care Program.