



A program of the National Hospice and Palliative Care Organization
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We Honor Veterans Newsletter

Fall 2024

FEATURED ANNOUNCEMENT

The National Association for Home Care & Hospice and the National Hospice and Palliative Care Organization have come together to form the National Alliance for Care at Home (the Alliance). Integration efforts are still underway, and this historic alliance will create the most powerful voice our community has seen fighting for our membership.



The Alliance will represent, advocate for, educate, and connect providers of care in the home for millions of families across the nation who depend on that care, creating the most powerful voice our community has seen fighting for our membership. It will represent providers of home health care, hospice care, palliative care, home care, Medicaid home and community-based services, and pediatric care.

Coming together means we are better positioned to help you prepare for what's to come, and to ensure that our larger, collective voice is heard on the issues that matter most, including care and support for the Veteran community.

The Alliance will continue to serve providers caring for Veterans and give them the tools they need to meet Veterans' unique needs and will further benefit the Veteran community through an expanded focus on support throughout the full continuum of home care.

We will keep you updated every step of the way. In the meantime, learn more on the new [Alliance website](#).

FEATURED PARTNER STORY

WHV 2024 Outstanding Program Award: Geisinger Hospice

WHV is excited to announce [Geisinger Hospice](#), Danville, PA, as the recipient of the 2024 We Honor Veterans Outstanding Program Award. The We Honor Veterans Outstanding Program Award recognizes the extraordinary investment, commitment, and achievement of hospice organizations providing high-quality, end-of-life care to Veterans and their families. Geisinger Hospice established their affiliation with WHV in 2015 and achieved Level 5 status in January 2023.

Located in Pennsylvania, the state with the fourth largest Veteran population in the nation, Geisinger Hospice is acutely aware of the necessity of ensuring hospice staff are skilled in providing care attuned to the unique needs of Veteran patients. Geisinger's motto, "We care for people, and people are far more than their medical conditions," is reflected in their affiliation with WHV and dedication to caring for Veterans and their families at the end of life.

Geisinger's creative and thoughtful processes for honoring Veterans at the end of life, collaboration with the VA, development of fruitful relationships with Veteran-centric organizations, and demonstrated commitment to caring for Veterans is evidence of their outstanding performance as a Level 5 WHV partner. [Read more about Geisinger's WHV program!](#)

WHV is also excited to provide honorable mentions to our 2024 Salute to Service Recipients, [Main Line Health](#), Radnor, PA and [Tidewell Hospice](#), Lakewood Ranch, FL.

Geisinger Hospice was presented with this award at the 2024 NHPCO Annual Leadership Conference in Denver, CO. During this event, WHV was also honored to award Dr. Scott Shreve with the [We Honor Veterans 2024 Leadership Award](#) in recognition of his exceptional leadership and significant Veteran-centric partnership with Legacy NHPCO.



Geisinger Hospice's chaplain officiates a vow renewal for a Veteran hospice patient and his wife on their 45th wedding anniversary.



Representatives of Geisinger Hospice wave to the crowd during a Veteran's Parade.

NEWS FROM WHV

Recording Available! Dementia Series Part 2: Supporting Caregivers of Veterans with Dementia at End of Life

The WHV Webinar recording for [Dementia Series Part 2: Supporting Caregivers of Veterans with Dementia at End of Life](#), is now available in the Resource Library. In this webinar, Nicholas Koufacos, LCSW, ACHP-SW, Dr. Judith Howe, and Eugenia Dorisca, BS, integrated findings from their study, [Supporting Caregivers of Veterans with Dementia](#), focusing on stress reduction techniques for caregivers of Veterans with dementia at the end of life. Check out the recording of [Dementia Series Part 1: Veterans with Dementia at End of Life](#).

Veterans Day Toolkit – We Honor Veterans Resources

November 11 is Veterans Day, a date reserved to thank those who have served in the United States Armed Forces. We extend our deepest gratitude to all Veterans, as well as the hospice and palliative care providers across the nation who take special care to honor Veteran patients and guide them through their life stories toward a peaceful ending. In honor of this day, we invite you to review some of our most-used materials:

- Host a [Pinning Ceremony](#) to honor a critically-ill Veteran
- Connect with your nearest [Hospice-Veteran Partnership](#)
- Assign Veteran-centric education from our [Resource Library](#) to your staff.
- Browse our [Events Calendar](#) and find a way to get informed and stay involved
- Review WHV level requirements on [“Earn Your Stars”](#) and get inspired to reach the next level

Level 5 Partners Fall Cohort – Reports due October 31!

Level 5 Reports and Renewal Reports for members of our Fall 2024 cohort are due on October 31. All submitted Fall cohort reports will be reviewed between October 31 and November 30. Reports requiring any additional revisions are due to resubmit with adjustments on December 31. More information on WHV’s new cohort system is [available in the WHV website](#). We encourage you to utilize the tools and resources available on the [Level 5 Requirements page](#) to assist you in completing Level 5.

Frequently Asked Question: I am new to WHV. What resources and support does WHV offer?

Check out our [WHV Top 10 Features Guide](#) to get oriented to WHV and learn about the resources and tools available to help your hospice organization earn your next star. This guide is also helpful for current WHV partners looking for a refresher on all that WHV offers.

New Resource! Caring for Veterans of Foreign Militaries (VoFM) at End of Life

In a survey of WHV hospice partners, 56% of respondents reported providing end-of-life support and recognition to VoFM. WHV's [Guide to Caring for Veterans of Foreign Militaries at End of Life](#) offers information and practical tools for identifying, honoring, and understanding the unique challenges faced by foreign Veterans receiving hospice care in the U.S. Additionally, WHV's customizable [Certificates of Recognition for VoFM](#) can be used to honor the service of foreign Veterans and their families

WHV EVENTS

WHV and Opus Peace: Bereavement Support for Veterans and their Loved Ones

Join WHV on Wednesday, November 6 at 2 p.m. ET as we welcome Opus Peace founder, Deborah Grassman, NP, and Opus Peace Executive Director, Angie Snyder, MSN, MHA, for a presentation highlighting the special circumstances surrounding grief and the military. This webinar will also include a sufficient amount of time for question and answer. Please come prepared with clinical questions to ask these Veteran bereavement experts. [Register to attend this webinar!](#)

WHV Office Hours

Join us for WHV Office Hours to ask questions, meet fellow WHV partners, and learn more about the amazing impact WHV is having across the nation! All partner levels are welcome. Sign up via the [WHV Events Calendar!](#)

Upcoming Webinars and Partner Events

Want to ensure you never miss another WHV event again? Bookmark the [WHV Events Calendar](#) to register for upcoming webinars and learn about community partner events.

VA NEWS HIGHLIGHTS

[How to Report a Veteran's Death to Veteran Affairs \(VA\)](#)

In this article, the VA reviews options for reporting a Veteran's death and offers guidance to avoid survivor benefit scams. The most efficient way to report a Veterans' death is via phone at 1(800)827-1000 ext. 5. The VA encourages reporting of a Veteran's death as soon as possible to prevent complications with benefits and avoid survivor benefit scams.

- [Planning Your Legacy: VA Survivors and Burial Benefits Kit](#) is a valuable VA resource for pre-need planning information, survivor benefits information, and record storage.
- [VSAFE: Veteran, Service Member, Family Fraud Evasion](#) provides instructions on identifying the signs of a scam, offers advice on what to do, and includes resources for reporting scams and identity theft.

VA NEWS UPDATES

- [2024 Veterans Day Poster Contest Winner](#): A retired, disabled Army Veteran from Queens, NY, Myisha Godette’s winning design was driven by a desire to represent all who have served.
- [VA Caregiver Resources: Virtual Psychotherapy Program for Caregivers](#): The VA Caregiver Support Program (CSP) has developed a program to offer virtual psychotherapy to caregivers who are participating in the Program of Comprehensive Assistance for Family Caregivers (PCAFC).
- [VA healthcare outperforms non-VA care in two independent, nationwide quality and patient satisfaction reviews](#)
- [VA extends presumptions of service connection for three new cancer types under the PACT Act](#)
- [VA and the Biden-Harris Administration announce new government-wide website, call center to protect Veterans from fraud and scams](#)
- [VA begins transition to simpler online sign-in experience for Veterans’ account access](#)
- [NCA adds options for commemorative plaques and urns](#)

MORE PARTNER NEWS



Navy Veteran Linda Collins accepts the Volunteers are the Foundation of Hospice Award.

Volunteers are the Foundation of Hospice WHV Awardee: Linda Collins

U.S. Navy Veteran, Linda Collins was selected as the recipient of the [2024 Volunteers are the Foundation of Hospice](#) We Honor Veterans Volunteer Award. Linda began her Navy career in 1986 in Rhode Island. Following September 11, 2001, Linda served as a member of Global War on Terrorism, Operation Noble Eagle, Operations: Enduring Freedom/Iraqi Freedom. As a hospice Veteran volunteer, Linda has dedicated more than 2,000 hours to Level 5 WHV partner, [Empath Tidewell Hospice](#) in Englewood, FL. Linda shares, “To provide each Veteran their final salute and to express heartfelt gratitude for what they endured is gratifying. No one left behind is the Military Code of Honor.” [Learn more about Linda’s service and dedication to supporting Veterans.](#)

Offering WHV Community Education at Conferences: KAHPC & MACVC

Providing Veteran-focused education at conferences is an impactful way to spread awareness of WHV's mission and help your organization meet its WHV level-specific community education requirement. This summer, Andrea Arnett, BS, CVA, and Tracy Adkins, MSW, CSW, of [Community Hospice](#) of Ashland, KY, a level 5 WHV partner, presented "We Honor Veterans – Level 5: What You Need to Know" at the Kentucky Association of Hospice and Palliative Care's annual conference.



Andrea Arnett (left) and Tracy Adkins (right) presented a WHV Level 5 overview at KAHPC.

Meanwhile, over 500 miles north, Erin Maroni from [Heart to Heart Hospice](#) of Flint, MI, a level 5 WHV partner, shared hospice education and WHV information with Veteran Service Officers at the Michigan Association of County Veteran Counselors conference in Gaylord, MI.



Navy Veteran, Kyu Cho, poses for a photo with his wife and daughter and sister, Anna.

Granting Dreams for Veterans at End of Life – Dreams for Veterans Calls for Applicants

Upon learning that his cancer was terminal, Navy Veteran, Kyu Cho, dreamed of seeing his sister, Anna, one final time. The distance between Kyu, who resides in Sacramento, CA, and Anna, located in Maui, HI, presented an obstacle to their reunion. To assist Kyu in realizing this Dream, a hospice social worker from [U.C. Davis Hospice](#), a level 4 WHV partner, submitted a referral to [Dreams for Veterans](#). As a result of this referral, the Dreams for Veterans team arranged an intimate and emotional reunion for this brother and sister. [Read the whole story and submit a referral to help a Veteran achieve their end-of-life dream!](#)

Do You Have a Photo or Story to Share?

We want YOU to send us any highlights of your WHV program and events or noteworthy volunteer and patient stories. [Share your story here!](#) If you need assistance, please contact veterans@nhpco.org.

NHPCO UPDATES AND EVENTS

Press Room and Alerts

- [Alliance Leads National Coalition for Continued Telehealth Flexibilities](#)

- [Alliance Sees Hospice CARE Act as Opportunity to Advance Hospice Benefit Discussion](#)
- [NHPCO Hosts Final Annual Leadership Conference, Welcomes Evolution to National Alliance for Care at Home](#)
- [NHPCO and the National Alliance for Care at Home Celebrate Healthcare Leader and Volunteer Award Honorees at Final NHPCO Conference](#)

Upcoming Events

- October 10: Webinar - [Developing All-Star Volunteer Leadership](#) +
- October 15: [Effective Strategies to Engage Your Latino/Hispanic/Latinx Community Members](#) +
- October 16: [Open Forum: Recruiting Volunteers](#) +
- October 21: [Change Management](#) +
- October 22: [Part 2: Unlock Insights from Your Hospice Cost Reports!](#) +

* Indicates accredited education with CE/CME credit available to live attendees.

+ MyNHPCO Chats are regular webinars developed by members for members. They are produced by the discipline-based MyNHPCO Steering Committees, participation is open to employees and volunteers of all NHPCO member organizations.

VA Support Resources

VA Crisis Line: 988 Select 1 if a Veteran | VA Caregiver Support Line: 855-260-3274 | VA Health Benefits Line: 877-222-8387 | [Find VA Locations](#)

If you need help finding the right contact to connect with VA telehealth resources, please contact veterans@nhpco.org.



[We Honor Veterans](#)

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