



With only 5% of Veteran deaths occurring in Veterans Health Administration (VHA) facilities and over 60% of Veterans relying on home hospice care, WHV plays a critical role in equipping hospice providers to understand and support the unique needs of Veterans.

As hospice partners progress through the five WHV levels, providers complete specific activities and integrate practical resources to progressively increase their capacity to provide high quality end-of-life care to Veteran patients.

Level 1 Breakdown

Organization Education

- Conduct three Veteran-specific presentations for organization staff & volunteers

Community Engagement

- Review Hospice-Veteran Partnership Toolkit

Policies & Procedures

- Review the Military History Checklist
- Begin integration of Military History Checklist into intake procedures
- Identify Key VA Contact

Level 2 Breakdown

Organization Education

- Conduct three Veteran-specific presentations for organization staff & volunteers
- Integrate Veteran-specific content into staff and volunteer orientation

Community Engagement

- Conduct two Veteran-Centric Outreach Presentations
- Stay active with your Hospice-Veteran Partnership

Policies & Procedures

- Integrate the Military History Checklist into intake process
- Review Standards of Practice

Questions?

Connect with a Level 5 mentor via the Partner Portal. To find a list of our mentors, please login to the Partner Portal and navigate to “Mentors for You” on the lefthand side.

Reach out to the WHV Team at veterans@nhpco.org!

Level 3 Breakdown

Organization Education

- Conduct three Veteran-specific presentations for organization staff & volunteers

Community Engagement

- Conduct two Veteran-Centric Outreach Presentations
- Stay active with your Hospice-Veteran Partnership

Volunteer Program

- Review Vet to Vet Factsheet
- Implement a Veteran-to-Veteran Volunteer Program

Policies & Procedures

- Evaluate Military History Checklist (MHC) implementation
- Describe MHC demographics
- Review Standards of Practice
- Describe process for benefits assistance

Level 4 Breakdown

Organization Education

- Continue to incorporate educational material into staff & volunteer trainings and orientation

Community Engagement

- Conduct three Veteran-Centric Outreach Presentations
- Stay active with your Hospice-Veteran Partnership

Volunteer Program

- Evaluate Veteran-to-Veteran volunteer program including:
 - recruitment
 - orientation
 - activities

Policies & Procedures

- Evaluate Military History Checklist implementation
- Review Standards of Practice
- Incorporate NHPCO's Veteran Specific Questions (VSQs)
- Performance Improvement Plan (PIP)

Level 5 Activity Breakdown

1 Organization Education

- 4 Staff & Volunteer Trainings
- PsychArmor's "15 Things"
- Vietnam Focused Trainings
- VA Accredited Agent
- VA Fact Sheet
- Screening Guide

2 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)

3 Volunteer Program

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

4 Data Collection

- Veterans Served
 - VA Service Usage
 - By conflict
 - Incidents of PTSD, Moral Injury, and Suicidality & treatment used
- Pinning Ceremonies
- Data Workbook
- Annual Report