

## After-Action Report: Question, Persuade, Refer Gatekeeper training (QPR), December 8, 2016

1. Vet to Vet Tennessee (V2VT) and the Knoxville Regional Veterans Mental Health Council provided a new designed QPR training to Covenant Homecare/Hospice, Knoxville, Tennessee.
2. The pioneering program was specifically designed to partner, teach and support with healthcare providers who are enrolled or want to enroll in the “We Honor Vets”<sup>1</sup> (WHV) program. A new theme was added to train civilian care givers the differences between civilians and veterans/military/first responder ethos.
3. Another new segment included discussions about out of date treatment as usual (TAU) programs and newer options; i.e. brief cognitive behavior treatment (BCBP) etc.
4. The program was conducted by Don & Sheryn Davis, Don Russell, Elizabeth Carr, Ed Junod, Freddie Owens, Karl Griffith, Rick Henley, Randall Scott.
5. QPR request was submitted to the Tennessee Suicide Prevention Network (TSPN) Coordinator Amy Dolinky; who referred the post to V2VT.
6. The QPR training session was two hours; Ed Junod is certified QPR Institute QPR Gatekeeper instructor.
7. Total attendance included:
  - a. 22 females and 6 males
  - b. 3 veterans, 1 combat veterans
  - c. 2 hospice Chaplains.
  - d. Average age of attendees was 48.5
  - e. Approximately 2% acknowledged they know someone who is or was suicidal.
  - f. First suicide prevention training for 85% of the attendees.
8. This is the first session which returned **100%** of the post survey; first session that had **64%** of the attendees completed the post-training survey.
9. QPR certificates were distributed after training.

### Course comments:

1. *“This was highly related to my career as a Hospice Chaplain. Thank you all for your service to our country.”*
2. *“Thank you. I grew up with a father that was in WWII & Korea as a combat engineer/PTSD/Malaria/No Help!”*
3. *“Good program, would like to have also heard more from other members about how they would handle also.”*
4. *“Training was very informative and interested.”*
5. *“Thank you so much for the education you are providing. I am a wife of a combat vet. We have seen too many friends struggle with this. Thank you.”*
6. *Thank you for taking the time. This has now made me much more aware of all aspects of suicide. Learned to ask, not to sweep under the carpet. Heartfelt and emotional presentation.*
7. *“Informative and helpful. Thank you!”*
8. *“Really enjoyed all the examples and videos. They helped make things more real & understandable.”*
9. *“Awesome!!!”*
10. *“Awesome presentation/training! May I suggest, more clear information on resources for people who are suicidal for both veterans and people who are not veterans in our area. Thank you, Awesome!”*

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<sup>1</sup> *We Honor Veterans*, a program of the **National Hospice and Palliative Care Organization** (NHPCO) in collaboration with the **Department of Veterans Affairs** (VA), invites hospices, state hospice organizations, Hospice-Veteran Partnerships and VA facilities to join a pioneering program focused on respectful inquiry, compassionate listening and grateful acknowledgment. By recognizing the unique needs of America’s veterans and their families, community providers, in partnership with VA staff, will learn how to accompany and guide them through their life stories toward a more peaceful ending.

11. *"My dad was a Vietnam Veteran whom passed away in July this year in Florida. I wish we would have known about this sooner. He died of idiopathic pulmonary fibrosis."*
12. *Excellent presentation. Very proud of having the opportunity to be in the presence of the veterans. I feel I have a much better understanding of vets and suicide. I am also a proud daughter of a Marine of 8 years who spent his time during Vietnam."*
13. *"Well done! The material was interesting, comprehensive and helpful."*
14. *"Completely furthered my understanding of how to approach & begin to address the needs of our patients struggling with depression and suicide."*
15. *"Outstanding training. Trainer is very passionate & knowledgeable of the material. Bringing in a veteran centric approach was invaluable."*
16. *"This was very informative and I feel I learned and understood things and know how to look @ things differently."*
17. *"I really enjoyed your program. My husband is a training officer for a local Sheriff's department. I think he would be really interested in you coming for their yearly in service."*
18. *"Thank you."*

### **Lessons Learned:**

1. Attendee suggested we spend more time on resources. PowerPoint presentation includes Department of Veterans Affairs Suicide Prevention Coordinator and Tennessee Suicide Prevention Network (TSPN) names and contact numbers and address. Eastern Tennessee Resource pamphlet provided by TSPN is included in the handout folder. Team will make sure we review the resources included information about Helen Ross McNabb services.
2. In response to the survey responses, V2VT will now include no less than two (2) V2VT WHV during the QPR presentation. Encourage other V2VT members to interact with the attendees at the end of the session.
3. New free Council's *"We honor Vets QPR program"* is an excellent outreach opportunity to educate non-VA healthcare and hospice care providers to learn more about veterans.<sup>2</sup>
4. New program will facilitate *"We Honor Vets"* providers meet tier compliance.
5. V2VT will continue to train caregivers how to present the Vietnam War Commemoration (VWC) pin and presidential proclamation. The personal presentation has an immense emotional impact not only with the veteran but also with the families and the caregiver. One of the hospice social workers reported that she presented the VWC material on Veterans Day and how she immediately sensed an emotional connection between herself and the veteran. Encouraged everyone to learn.

This is the last QPR training 2016. Next Council's *"We honor Vets QPR program"* is tentatively scheduled with Amedisys Hospice Care in Monroe County, Tennessee late January 2017.



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<sup>2</sup> Approximately 5,000 hospice programs operate in the United States. Large and small, non-profit and for-profit, independent and hospital-based, they serve 1.56 million ([NHPCO Facts and Figures: Hospice Care in America](#)) terminally ill patients a year, most in private homes or in skilled nursing facilities. Hospices assist family caregivers, and eventually provide bereavement support to family survivors.

VA hospice units have learned a critical lesson in caring for dying Veterans: a patient's military service history is highly relevant to providing the most appropriate, personalized end-of-life care. Although hospices routinely ask and record their patients' age, family make-up, racial/ethnic group and religion at the time of enrollment, *too few ask about service status*.

described in VA's Directive: [Community Hospice Care, Referral and Purchase Procedures](#). [Search for additional VA Directives \(Policies\)](#)