CARING AND HONORING THOSE WHO HAVE SERVED
VA Medical Center, Chillicothe Ohio
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“To care for him who shall have borne the battle, and for his widow, and his orphan”

Our Mission:
The Mission is to honor our Veterans’ service and sacrifices by providing exceptional care.

Our Vision:
Our Vision is to be a healthcare provider of choice for Veterans; improve Veterans’ quality of life by enhancing services, access and safety; and to be the workplace of choice.

Relationship Based Care Implementation started at the Chillicothe VA Medical Center in 2010. The journey has included many areas of the Medical Center including all inpatient Units and many special ancillary services. One goal is that our Medical Center be integrated and transformed to a business of caring, healing, collaboration and growth not just for Veterans but staff as well. This is who we are and how we do business everyday.

Create a Caring and Healing Environment honoring our Nations Heroes at the End of life
Supporting those left behind with Caring and Healing actions and gestures of Respect and gratitude for the “sacrifice.”
Create a Caring and Healing environment for grieving families and loved ones
Improve the Experience for Families, Loved ones, Staff and fellow Veterans

HONOR TABLE
“All Gave Some, Some Gave All”
• Veterans are usually residents of Long Term Care units and have developed relationships with staff and fellow Veterans. This provides a place to pay respects, salute, leave cards or have a moment of silence.
• EMS also presents a flag pin to the family when Veteran is admitted to Hospice. Built by Engineering Service

THE PATRIOT COMFORT CART
• Provide non-perishable foods to family and loved ones who have gathered at the bedside when Veterans death is eminent
• Support caring and healing for families and Loved ones

TAPS
A traditional symbol of respect, Taps are played as the Veteran’s remains are escorted off the unit as a final farewell. Staff and fellow residents on the long term care unit are able to stand by and salute as the procession occurs.

HERO ANGELS
The Community Living Centers present a Hero Angel to the Veteran and Family on Admission to Hospice Care. Memorial Services are also held for Veterans once they have passed. A Candles flickers with the Veterans name on a placard for 7 days, the light is extinguished and the name is placed on a memorial tree.

Participants
Hopewell House
Veteran’s Homeland
Sherman Terrace
Environmental Management Service
Nutrition & Food Service

Bereaved Family Survey/PROMISE report

“…demonstrated compassion beyond what you might expect”
“…surrounded by friends from what became his home- VA stuff”
“They are truly extraordinary individuals who care for their patients.”