

Hospice-Veterans Partnership Protocol for TLC Honor Flights

1. Work with the state Hospice-Veterans Partnership
 - Identify a “TLC Point Person” for each State HVP
 - Should be someone familiar with the local hospices and the work of HF
 - TLC PP will educate local hospices of the opportunity with HF to fly terminally ill WWII (or Korean or Viet Nam) veterans to their War Memorial, if they qualify
 - Filter all TLC HF candidates through the TLC PP, who then reports the progress of the program to HF and HVP, in order to keep the process running smoothly
 - State HVPs should be linked to HF website

2. Notify local hospices of the work of HF (and the TLC option)
 - TLC PP identify self as Point Person for HF, explain (general) HF Program
 - Encourage local hospices to be aware of those terminally ill veterans who would be good candidates for TLC HF and make the application process available to them *at the onset* of their hospice experience (as soon after admission as is possible)
 - Keep the entire TLC HF Application, Medical Information form and Covenant not to Sue in a packet for veteran (and/or family), PHI Release to use when applying for the TLC to make the next available flight
 - Get packet of TLC HF info to pt as soon as possible, so the completed material can be faxed to HF for placement on next flight, should pt qualify

3. Pre-flight Checklist
 - After veteran/pt’s signed Medical Release form is received by HF, the local hospice contact person should release a copy of the pt’s Advanced Directive (DNR, DNRCC), History & Physical, Face Sheet (including primary DX) to the TLC PP, so these items can be kept in a secure place with the HF Medical Personnel before flight; TLC PP will forward this documentation to HF for their use on the TLC flight
 - Hospice contact person should review with TLC and his/her family the protocol of HF, especially as pertains to Advanced Directives; if the pt is in the air and distress occurs, the airline protocols will be followed (potentially disavowing the pt’s Advanced Directive); otherwise, when on the ground, if the Advanced Directive is *in hand* the medical personnel in DC will be required to follow the pt’s pre-determined wishes

- TLC PP should review with pt's Guardian any specific needs that may need special attention (i.e., how to work HF's oxygen concentrators, when in DC or on the ground) and Guardian should be someone with expertise with the pt (his/her RN, LPN, PCG who are comfortable administering pt's meds)
- If possible, veteran pt should meet his Guardian *before* the TLC flight to begin to develop relationship, if this is not already the case; this will help to assuage any fears the veteran may have prior to the flight

4. Day of the flight

- Vet's Guardian should arrive at the airport at least 30 minutes before the veteran pt, to get his/her materials ready and get final instructions pertinent to the day's flight; Guardian will be dressed in "Guardian" t-shirt, ready to go when the pt arrives
- Guardian should greet the veteran/pt when he/she arrives at the door, and walk him/her through the steps of getting ready for the flight (t-shirt, name badge, team identification, removing items from his/her pocket and placing them in the sealed bag, etc.)
- Guardian assists vet pt through the TSA process, guiding him through each step so pt is not afraid
- Guardian sits next to pt on the flight
- Guardian will assist pt at all steps along the way while in DC and when returning to the point of origin