What is the PROMISE Center?

The PROMISE Center reviews the quality of your Veteran’s end-of-life care at the Milwaukee VA Medical Center.

PROMISE stands for: Performance Reporting and Outcomes Measurement to Improve the Standard of care at End of life.

The PROMISE Center contacts families of Veterans who have died in a VA facility. You will be sent a Bereaved Family Survey (BFS) that asks about your loved one’s end of life care.
The Milwaukee VA Medical Center is honored to care for your loved one at the end of his or her life.

Our goal is to provide Veterans with excellent care and to honor their preferences for care.

Approximately 6-10 weeks after your loved one has passed away, a written survey will be sent to the address of the next of kin.

It will include a self-addressed stamped envelope to return the completed survey.

What kind of questions will I be asked?

The survey has about 20 questions that will ask you to rate the care your Veteran had as an inpatient at the Milwaukee VA. The questions are the same across the country and are only used by the Department of Veterans Affairs.

Some examples of questions:

- Did staff take time to listen to you and your loved one?
- Did you and your family get emotional and spiritual support before and after the Veteran’s death?
- Did you receive information about burial and survivor benefits?

The survey uses the simple rating scale of excellent, good, fair, and poor. There are also 2-3 open-ended questions. These give you a chance to include any issues, concerns, praise, criticisms or comments you may have.

What if I don’t want to participate in the survey?

Participation in the survey is optional. We know that this may still be a difficult time for your family as you continue your grieving process.

Our hope is that the care that you and your Veteran received was excellent- with a focus on comfort and quality of life. Your opinions and suggestions could help us improve end-of-life care for other Veterans.

If you have questions about this survey or would like more information, call: 414-384-2000 (toll-free 1-888-469-6614)

Palliative Care Coordinator
Don Weir, MSW
extension 46742

Chaplain
Andrew Russell
extension 42156

Psychologist
Nancy Krueger, PhD
extension 41653
We always want to know what we can do to improve your loved one’s care. Please share your thoughts and ideas with any member of the Palliative Care Team.

We will be here to support you even after the death of your loved one.

Finally, we thank you for your Veteran's service to our great nation and we will continue to honor them throughout all of the phases of their lives.

Thank You!
Palliative Care Team