



Defining  
**EXCELLENCE**  
in the 21st Century



# PROMISE

The Bereaved Family Survey  
Honoring America's Heroes



## 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:

**P**erformance **R**eporting and **O**utcomes **M**easurement to **I**mprove the **S**tandard of care at **E**nd 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.



**PROMISE**

Performance Reporting and Outcomes Measurement  
to Improve the Standard of care at End of life



**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

