Workbook

Caring for Veterans Through the End of Life

Healthcare Providers

PSYCH/ARMOR®

This curriculum is made possible by the generous donation of a Vietnam Veteran and his family.

Content created in collaboration with In Their Honor

In Their Honor

Contents

Note: If you have completed prompts from the first workbook in this collection entitled, *Compassionate Communities*, some prompts will be familiar.

We have marked prompts that are unique to this workbook with this healthcare icon: However, we recommend reflecting on the prompts you've already completed from *Compassionate Communities* as you journey through this workbook.

Introduction 4

Notes 5

Initial Reflections 7

Reflecting on Personal Connections to the Military and Veteran Community 8

Part 1:
Reflecting on End-of-life Care: Your Journey 9

Exercise 1: Identifying Your Strengths

Exercise 2: Identifying Your Challenges

Exercise 3: Setting Intentions

Exercise 4: Practicing Self-Compassion

Part 2:

Exploring Your Values and Beliefs 15

Exercise 1: Identifying Your Values

Exercise 2: Considering Cultural Diversity

Exercise 3: Honoring Preferences and Choices

Exercise 4: Navigating Intersectionality

Contents cont.

Exercise 5: Providing Compassionate Care

Exercise 6: Reflecting on Your Values in Practice

Part 3:

The Power of Communication and Connection 23

Exercise 1: Reflecting on Your Communication Experiences

Exercise 2: Practicing Active Listening

Exercise 3: Exploring Communication Styles

Exercise 4: Breaking Through the Stoic Barrier in Veteran Care

Exercise 5: Expressing Empathy and Compassion

Exercise 6: Reflecting on Your Growth

Coloring Page 31

Part 4:

Your Vision for End-of-Life Care 32

Exercise 1: Envisioning the Ideal End-of-Life Care Experience

Exercise 2: Identifying Barriers and Challenges

Exercise 3: Empowering Veterans, Caregivers, and Loved Ones through Advanced Care Planning

Exercise 4: The Role of Compassion in End-of-Life Care

Exercise 5: Acting towards Your Vision

Exercise 6: Creating a Personal Commitment

Part 5:

Creating Partnerships: Collaborating for Comprehensive Care in the

Contents cont.

Veteran Community **40**

Exercise 1: List and Collaborate

Exercise 2: Keeping Up to Date

Exercise 3: Engaging with Volunteer Organizations

Exercise 4: Enhancing Community Awareness

Exercise 5: Establishing Partnerships

Introduction

Welcome, dear friend, to the Honoring Service: Reflections on Caring for Veterans through the End-of-Life Workbook. We are delighted you have joined us on this journey to support our Nation's Veterans and their loved ones.

This workbook is designed to support you in providing end-of-life care for Veterans and their loved ones. Through self-reflective prompts, open-ended questions, and creative exercises, this workbook aims to empower you and help you confidently approach end-of-life care. While this can be a challenging task, we know that it is deeply meaningful, and by using this workbook, you can build upon your existing skills and knowledge. In addition, by reflecting on your experiences and learning from them, you will be able to provide compassionate and high-quality care to those who need it most.

This workbook is more than just a resource; it is a tool designed to support and empower you as you navigate the complexities of end-of-life care. Whether you are a healthcare provider, social worker, family member, or friend of a Veteran receiving end-of-life care, this workbook is intended to help you.

One of the key strengths of this workbook is its flexibility. It is designed to be adaptable to your unique needs and circumstances. You can use it to work through your own emotions and feelings, gain insights into the perspectives of others, and develop practical skills and strategies that will help you provide the best possible care and support to the Veterans in your care. Additionally, the workbook is also designed to be a tool for collaboration and communication. It can be a starting point for discussions with colleagues, family members, and others involved in end-of-life care.

Whether you are just starting on this journey or have been working in this field for years, this workbook is sure to be an invaluable resource that you can return to time and time again. So, let us embark on this journey together and create a more supportive, caring, and compassionate world for those we serve.

Notes

Use the next few pages to write down your thoughts and reflections as you complete this course. Feel free to revisit it anytime to track your progress. We recommend setting aside some dedicated time each week to reflect and take action on the insights gained from this course. Remember, even small actions can make a big difference. Thank you for your commitment to supporting our Veterans and their loved ones through the end of life.

Notes

Initial Reflections

Congratulations on completing the Healthcare Providers course. We hope you found the content informative and empowering. This page is a tool for you to reflect on your experience and take action toward making a difference in the lives of those who have served our country.

Here are some suggested prompts to guide your reflection:

1. What are your initial thoughts and feelings following the video?
2. What aspects of a Veteran's life or care have you not considered before watching this video?
3. What steps can you take now to better connect and care for a Veteran through the end of life?

Reflecting on Personal Connections to the Military and Veteran Community

As we embark on this journey to support our beloved Veterans and their loved ones, we must reflect on our connections to military culture.

Write a brief reflection on your connections to the military and Veteran community and how it might inform your approach to caring for Veterans. For example, you may have served or have had a family member or close friend who served, influencing your perspective on the importance of honoring and respecting Veterans. Alternatively, you may have no personal connections to military culture, in which case you may want to reflect on how you can approach caring for Veterans and their loved ones with an open mind and heart. Additionally, you may want to consider how the war era a Veteran may have served in or any of their cultural identities might influence your approach.

Part 1:
Reflecting on End-of-life Care: Your Journey

End-of-life care can be challenging for everyone involved, including healthcare providers, family members, friends, and the community. It is a time when emotions are heightened, and it can be difficult to best support those going through it. This section is designed to help you reflect on your experiences with end-of-life care, whether you are a healthcare provider with years of experience or a loved one who is new to the process.

Exercise 1: Identifying Your Strengths

What strengths do you bring when supporting Veterans and their loved ones through end-of-life care? For example, are you a good listener? Are you empathetic? Do you have experience with grief or loss? Take time to reflect on your strengths and how you can use them to provide the best possible support.

Exercise 2: Identifying Your Challenges

What challenges may you face when supporting Veterans and their loved ones through end-of-life care? Are there areas where you could improve? Take time to reflect on these challenges and think about ways to address them.

Exercise 3: Setting Intentions

What intentions do you want to set for yourself as you move forward in supporting Veterans and their loved ones through end-of-life care? These intentions could relate to self-care, communication, or simply being present with those you support. Write them down and refer back to them when needed.

Exercise 4: Practicing Self-Compassion

End-of-life care can be emotionally taxing for everyone involved. Practicing self-compassion and caring for yourself as you support others is important. What are some self-compassionate practices you can incorporate into your daily routine? These could include mindfulness, meditation, taking breaks to practice deep breathing, spending time in nature, journaling to process your emotions, seeking support from colleagues or friends, or engaging in hobbies and activities that bring you joy.

Remember, providing end-of-life care is an important and meaningful task. By reflecting on your experiences, identifying your strengths and challenges, setting intentions, and practicing self-compassion, you can provide the best possible support to those in need.

Part 2:
Exploring Your Values and Beliefs

The way we care for Veterans and their loved ones through the end of their lives reflects our values and beliefs. Taking the time to explore and define these values can help you provide more compassionate and meaningful care. Reflect on your values and beliefs related to end-of-life care for Veterans.

Exercise 1: Identifying Your Values

Take a moment to think about the values that guide your work or personal life. These could be values such as compassion, empathy, respect, or integrity. Please write down your top five values and consider how they relate to your work with Veterans and their loved ones. Then, how can you incorporate these values into your care?

Exercise 2: Considering Cultural Diversity

Cultural values and beliefs can shape how individuals and families approach end-of-life care. Take some time to learn about the cultural backgrounds of the Veterans and their loved ones you support. Then, how can you ensure their cultural beliefs and values are respected and incorporated into their care?

Exercise 3: Honoring Preferences and Choices

Each individual has unique preferences and choices when it comes to end-of-life care. It's important to honor these choices and preferences as much as possible. Consider ways you can support Veterans and their loved ones in making informed decisions about their care. How can you ensure that their wishes are respected and followed?

Exercise 4: Navigating Intersectionality

Veterans may struggle with issues related to intersectionality—or identifying with two or more groups that define both identity and systemic disadvantage—such as LGBTQ Veterans. How can you be more culturally sensitive to Veterans at the end-of-life now that you know more about the topic?

Exercise 5: Providing Compassionate Care

Consider what is most important to you when providing care and support for someone at the end of their life. Is it providing physical comfort? Emotional support? Ensuring dignity and respect? How would your provision of care differ among Veterans of different eras? As you write down your thoughts and feelings, consider how your values and beliefs can guide you in providing compassionate care. Then, think about how you can integrate these values into your approach to end-of-life care and how they can help you support the needs and wishes of Veterans and their loved ones.

Exercise 6: Reflecting on Your Values in Practice

Think about a time when you provided care to a Veteran or their loved one. How did your values and beliefs guide your approach to care? Were there any challenges or areas where you needed help to align your values with your care? How can you continue to reflect on and improve your practice to ensure that your care is aligned with your values?

Remember, providing end-of-life care for Veterans and their loved ones requires understanding your values and beliefs.

Part 3:
The Power of Communication and Connection

Effective communication is vital to providing compassionate end-of-life care. Conversations about end-of-life care can be challenging, and knowing where to start can be difficult. However, as a healthcare provider, social worker, family member, or friend of a Veteran receiving end-of-life care, you can use communication to create a space for openness, honesty, and trust.

Exercise 1: Reflecting on Your Communication Experiences

Think about a time when you had a difficult conversation with a Veteran or a loved one about end-of-life care. How did you approach the conversation? What worked well, and what didn't? What did you learn from this experience that you can apply in the future?

Exercise 2: Practicing Active Listening

Think about a time when you felt truly heard and understood by one of your healthcare providers or someone else.

What did they do to make you feel that way? How can you use active listening skills to create a safe and supportive space for Veterans and their loved ones to express their needs and concerns?

Exercise 3: Exploring Communication Styles

Think about your communication style as a provider. Do you tend to be more direct or indirect? How do you handle difficult emotions in conversations? How can you adapt your style to better communicate with Veterans and their loved ones in end-of-life care situations?

Exercise 4: Breaking Through the Stoic Barrier in Veteran Care

Many Veterans carry the strength of their stoic persona from their military service into their lives beyond. While these characteristics have their place in the military, they can present challenges towards the end of life. How might this influence and potentially restrict the range of treatment options you offer to Veterans? How can you effectively support Veterans, their families, and caregivers in breaking through this barrier to enhance their well-being?

Exercise 5: Expressing Empathy and Compassion

Think about a time when you felt truly heard and understood by one of your healthcare providers or someone else.

What did they do to make you feel that way? How can you use active listening skills to create a safe and supportive space for Veterans and their loved ones to express their needs and concerns?

Exercise 6: Reflecting on Your Growth

Think about how your communication skills have grown since you started your journey in end-of-life care. What have you learned about communication and connection? How can you continue to develop and improve your skills to serve Veterans and their loved ones better?

Remember to create a safe space for your Veteran. Ask them how they are feeling and listen actively to their response. Provide support and encouragement along the way.

Coloring Page

Color this peaceful landscape and let your mind wander as you reflect on the importance of caring for our Veterans and their loved ones during the end of life. Imagine the calmness and tranquility that they deserve, and let this picture remind you of the vital role you play in supporting them during this difficult time.

Share your completed page with us on Social Media by using the hashtag #CaringForVets and #InTheirHonor and tagging PsychArmor on social media.

Part 4:
Your Vision for End-of-Life Care

As we look toward the future of end-of-life care for Veterans and their loved ones, we must reflect on our hopes and visions for how this care should be provided. How we approach this care impacts the individuals receiving it, those who provide it, and the broader community. So let's explore your values and desires for end-of-life care for Veterans and their loved ones.

Exercise 1: Envisioning the Ideal End-of-Life Care Experience

Imagine the ideal end-of-life care experience for a Veteran or loved one. What does this experience look like? What aspects of care are most important to you? How would you like to see the care team approach and interact with the Veteran or loved one and their family? Write about your vision for this ideal experience, including any details important to you like how the care team communicates.

Exercise 2: Identifying Barriers and Challenges

What are some current barriers and challenges in providing quality end-of-life care for Veterans and their loved ones in your area of practice or in healthcare generally? How might these barriers be addressed and overcome? Are there any changes you would like to see in the current approach to end-of-life care? Write your thoughts and ideas for addressing these challenges and improving the end-of-life care experience.

Exercise 3: Empowering Veterans, Caregivers, and Loved Ones through Advanced Care Planning

How can you empower Veterans, their caregivers, and loved ones to engage in meaningful conversations about end-of-life care? Explore the unique considerations and challenges faced by Veterans and their support network, and discuss effective strategies for facilitating advanced care planning discussions that honor their values, preferences, and military service.

Exercise 4: The Role of Compassion in End-of-Life Care

Compassion is a crucial aspect of end-of-life care for the person receiving care and their loved ones. Think about a time when you or someone you know experienced compassionate care in an end-of-life healthcare context. What made the care experience exceptionally compassionate? How did this compassion impact the experience for everyone involved? Write about your reflections on the role of compassion in end-of-life care.

Exercise 5: Acting towards Your Vision

Based on your reflections and values, what steps can you take to move towards your ideal vision for end-of-life healthcare for Veterans and their loved ones? Is there a particular role or contribution you can make? Are there organizations or initiatives that align with your vision that you can support? Write about your thoughts and ideas for taking action toward creating the end-of-life care experience you envision.

Exercise 6: Creating a Personal Commitment

Think about the insights and lessons you've gained from reflecting on your experiences and envisioning the future of end-of-life care for Veterans and their loved ones. What personal commitment can you make to support your vision? It could be something small, like having a conversation with a loved one about their end-of-life wishes, or something more significant, like volunteering with a local hospice organization. Write down your commitment and reflect on how you can make it a reality.

Remember, even small actions can make a big difference in a Veteran and their loved ones' end-of-life experience.

Part 5:
Creating Partnerships: Collaborating for Comprehensive Care in the Veteran Community

As a healthcare provider, you have the power to weave together the threads of support from collaborative organizations, creating a tapestry of care that wraps around those who served.

Exercise 1: List and Collaborate

Identify resources in your area that specifically serve the military and Veteran population. Make a comprehensive list of organizations or programs providing Veterans support, services, or specialized care. How can you collaborate with these resources to enhance the quality of care and support for your Veteran patients?

Exercise 2: Keeping Up to Date

Reflect on the resources you are aware of or familiar with in your area that cater to Veterans nearing the end of life. When was the last time you contacted them or updated the information you have on the organization and its offerings? Take proactive steps to ensure you have the most current and accurate information to provide optimal support to your veteran patients.

Exercise 3: Engaging with Volunteer Organizations

Explore volunteer organizations in your community that are dedicated to supporting Veterans and their specific needs. How can you engage with these organizations to access additional resources or services that can enhance your Veteran patients' well-being and end-of-life care? Brainstorm ways to collaborate and tap into the expertise of volunteers to provide holistic care.

Exercise 4: Enhancing Community Awareness

Develop strategies to raise awareness within your community about the unique needs and challenges faced by Veterans. How can you educate the public, fellow healthcare providers, and community organizations about the importance of supporting Veterans, particularly at the end of life? Consider organizing workshops, seminars, or informational campaigns to foster a more supportive and understanding environment.

Exercise 5: Establishing Partnerships

Explore opportunities for establishing partnerships with community organizations, such as Veteran service organizations, nonprofits, or advocacy groups. How can you work together to create a network of support that addresses the diverse needs of veteran patients and their families? Seek collaboration to improve access to resources, share knowledge, and provide comprehensive care.

Remember, collaboration is not just a strategy; it's a commitment to honoring our Veterans' journey with dignity.

Copyright © 2023 PsychArmor

You may view, download, or print copyrighted materials from PsychArmor's platforms solely for personal, educational and non-commercial use. This content cannot be reproduced, edited or used for commercial purposes without explicit permission from PsychArmor. If you would like to collaborate on future projects related to this topic/content or have a specific request, please contact info@psycharmor.org