# VA Fact Sheet for Hospice Partners

Name of VAMC, address, main phone number, web site, [website URL for HPC services]:

Name: JBVAMC  
Address: 820 S Damen Ave  
Chicago, Illinois 60611  
Phone: 312.569.8387  
Lynne.odonnell@va.gov  
URL:  

**Name and contact for Regional (VISN) office:**  
Jolene Renda DNP APN/CNP  
VISN 12 Palliative Care Program Manager  
500 E. Veterans St.  
Tomah, WI  54660  
608-372-1217  
jolene.renda@va.gov  

**Palliative care contact and alternate: name, title, phone number; fax; email:**  
Lynne O’Donnell, RN, MSN, ANP, HTPA  
JBVAMC  
820 S Damen Ave #118  
Chicago, Illinois 60611  
312.569.7842  

**After hours contact:**  
Palliative care physician on call  
Pager 312.569.8387 ask to page palliative care physician  

**Service area covered by VA:** Palliative Care Consult Team; evaluation and assistance to veterans and families with end of life planning; symptom management in end of life care; bereavement support for veterans and families; referrals to community hospice partners for home hospice services and bereavement care; coordination of hospice community services.

**Brief description of palliative and hospice care program:** (Hospice unit, palliative care consult team, palliative care outpatient clinics): Palliative Care Consult Team. Services as above

**Process for expedited enrollment and approval of VA-paid hospice services:** [Include the name and contact information and a brief description of the process]:

- Name and contact information for approval of VA paid hospice: thru Community Health Coordinators, Jude Valery-Avinger, RN, at 312.569.6363 or at ABJ - Sandra Crane-Kupchik, RN, at 219-662-5010
- Name and number for person who approves changes in hospice levels of care: Dr. U. Jayakumar, Dr. J. Hauser or Lynne O’Donnell, NP at 312.569.6828 or 312.569.7842
- Name and number to contact for Veteran admission to VA inpatient hospice unit: VA in-patient hospice unit is at Hines VA. Please contact Hines VA or JBVAMC, PCCT social
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<tr>
<th>worker</th>
<th>Kay Kezele, LCSW at 312.569.7907</th>
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<tr>
<td><strong>Death notification requirement:</strong> Please contact JBVAMC Details Clerk – Wanda Scott, at 312.569.6107</td>
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<td><strong>Business office contact for reimbursement and billing issues:</strong> Please start with Wanda Scott for information 312.569.6107</td>
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<td><strong>Decedent Affairs Officer:</strong> Wanda Scott – 312.569.6107</td>
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| **PTSD resource:** name, title, phone number:  
Mark Allen, OEF/OIF Case Manager, 312.569.7549 |
| **Homeless coordinator:** name, title, phone number:  
Mike Gates, Homeless Coordinator, 312.569.6929 |
| **Vet Center:** location, name, title, phone number: |
| **RESOURCES:**  
National Suicide prevention Lifeline: 1-800-273-TALK  
National Cemetery information: [www.cem.va.gov](http://www.cem.va.gov)  
Death and Burial benefits [www.cem.va.gov/bbene/benvba.asp](http://www.cem.va.gov/bbene/benvba.asp)  
Military discharge information: [www.vba.va.gov/vba/benefits/offices.asp](http://www.vba.va.gov/vba/benefits/offices.asp)  
*We Honor Veterans:* [www.wehonorveterans.org](http://www.wehonorveterans.org) |