

Dear FEBS Participant,

We would like to thank-you for participating in the Family Evaluation of Bereavement Services (FEBS) data collection and reporting process. We trust that you have found your FEBS report to be a valuable tool in assessing the quality of and planning improvements to your hospice's bereavement program.

We are contacting you to remind you that there is a three week grace period for requesting changes/corrections to your FEBS report from the date that the reports posted. Please review your FEBS report looking for discrepancies, especially in the number of surveys mailed and returned.

The most frequent cause of errors in reporting the number of surveys returned is incorrect DART ID's entered in the online data submission form. The DART ID is used to link a survey to the hospice that submitted it. When the DART ID entered in the online submission form is not accurate, the survey cannot be associated with the hospice and the survey's responses cannot be included in the hospice's report.

NHPCO wants every hospice's FEBS report to be accurate and continues to work with the affected hospices to identify the missing surveys and create corrected reports. However, each time a new report is produced for an individual hospice, NHPCO must repeat the analysis of the entire FEBS database, which takes considerable time and resources.

Therefore, to maximize efficiency, NHPCO limits the time to request a corrected report to **3 weeks** after the FEBS reports are posted. We then perform a single repeat analysis and issue the corrected reports as soon as possible after the 3 week correction request period has ended.

NHPCO strongly recommends that you immediately review your FEBS reports after they are posted.

If there are any discrepancies in your report please email us using our dedicated FEBS email address (febs@nhpco.org) and indicate the changes needed. Please include your DART ID in the email.

<p>NOTE: It is easier to take preventive action rather than corrective action. When entering survey data, be sure your hospice's DART ID is accurately entered on the first page after you select the 'Start Assessment' link. The DART ID is the same number that you used to log into the DART system.</p>

Thank you for your time and for using the Family Evaluation of Bereavement Survey performance measurement tool.

Respectfully,
The NHPCO Research and Quality Department Team