

Family Evaluation of Hospice Care

Quarterly Summary of Results and Comparisons

Sample Hospice 2nd Quarter, 2011

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Introduction

About This Report

NHPCO is pleased to introduce the revised report for the Family Evaluation of Hospice Care (FEHC) survey results. This report was developed by NHPCO with extensive input from hospices that participate in NHPCO's program of data collection and reporting for the FEHC survey and in collaboration with health services researchers and experts in quality measurement at Brown University's Center for Gerontology and Health Care Research and the University of Pennsylvania.

NHPCO is committed to providing meaningful and useful reports for the FEHC survey results that can be readily understood and contain actionable information for hospices to incorporate into their Quality Assessment/Performance Improvement (QAPI) programs. Our goal in revising the report is to maximize the value of the FEHC report to meet hospices' performance improvement needs.

The report includes five key new features:

- 1) A shift in focus to respondent perceptions of opportunities to improve presented as Problem Scores
- 2) Use of benchmark scores and national and state averages for the entire reporting year which will provide stability for comparison of a hospice's performance relative to other hospices
- 3) The introduction of a 0-100 Composite Score that demonstrates performance on a set of core FEHC items
- 4) The introduction of a Quality Improvement Score (QIS) that offers a new means for setting improvement goals and tracking progress toward improvement
- 5) Introduction of overall performance results (overall rating, composite score, and domain scores) broken out by month of death which will allow tracking of trends over time and assessment of the influence of contextual factors on quality

Focus on Opportunities to Improve and Problem Scores

In a performance improvement framework it is the awareness of deficiencies that enables progress toward improving quality. Accordingly, the majority of results in the FEHC report are presented with a primary focus on identifying opportunities for improvement to emphasize the principle that those persons who did not get the right care can best inform efforts to improve the quality of care.

- ▶ **Quality Indicator Questions:** Quality indicator questions reflect the survey respondents' evaluation of the quality of care. The quality indicator questions are the 27 survey questions that are indicators of performance and should be used for quality assessment and performance improvement activities (e.g. did you have enough instruction to do what was needed?). In contrast, descriptive and screening questions provide information but ask about subject matter that cannot be influenced by the hospice (e.g., did you participate in taking care of the patient?).

Comparative and benchmark results are provided only for quality indicator questions. However, results for all responses to each survey question are reported in the Response Frequency Results section. A reference page with survey questions grouped by category is provided at the end of the report.

- ▶ **Problem Scores:** A problem score is the percentage of responses to a survey question other than the most desirable response. Scores for quality indicator questions are presented as Problem Scores. Performance improvement is demonstrated by a decrease in the problem Score for a given question. In setting performance improvement goals, a hospice should try to achieve a lower Problem Score than the current Problem Score.
- ▶ **Benchmark Comparisons:** Survey responses from hospices that submitted FEHC data over the past two years were used to calculate the Benchmark Comparison scores. The Benchmark Comparison score represents the average of the scores of the top 10% of hospices for each of the 27 quality indicator questions. Benchmark comparison scores will remain the same for the entire reporting year.





Introduction (continued)

- ▶ **Problem Score Color Zones:** Problem Scores are color coded based on their relative distance from the Benchmark Score. A Problem Score that falls within the Green zone meets or exceeds the Benchmark Score. The Yellow, Orange, and Red zones represent progressively greater distances from the Benchmark Score and, consequently, greater opportunity for improvement.

The percentages of hospices represented by each color zone for the Benchmark Comparisons are:

- Green: The top 10% of hospices
 - Yellow: The next 40% of hospices
 - Orange: The next 40% of hospices
 - Red: The bottom 10% of hospices
- ▶ **The Quality Improvement Score (QIS):** The Quality Improvement Score (QIS) is a numerical indication of how much improvement is needed to reach the Benchmark Score. The aim of the QIS is to put the Problem Score in context by providing a means to assess how great a task achieving the Benchmark would be.

The QIS is expressed as a percentage. The higher the percentage the greater the improvement needed to achieve the Benchmark. For example, a QIS of 84% means that an 84% increase in best possible responses to a question is needed to achieve the Benchmark Score. It is possible to have a QIS of over 100%. A QIS score over 300% will appear as: 300+% in the report. In setting performance improvement goals, a hospice should try to reduce the QIS to a smaller percentage than the current QIS.

Executive Summary

The Executive Summary is intended to provide a readily accessible concise summary of overall performance and areas of care provision that call for particular scrutiny.

- ▶ **The Composite Score:** The Composite Score is a statistically derived overall measure of a hospice's performance. The Composite Score represents a weighted combination of responses from 17 core questions on the FEHC survey presented as a single score ranging from 0 to 100. The Composite Score and the Overall Rating Score (Question G1) together provide a general indication of a hospice's performance. Both the Composite Score and the Overall Rating Score are based on the percent of best possible responses to the survey questions.
- ▶ **Top Three Opportunities for Improvement:** These are the three quality indicator questions for which the hospice's Problem Scores are farthest from the Benchmark Scores. The Problem Score for each of these questions is represented on a dial that indicates the color zone the Problem Score falls within as a way to visualize the score's distance from the benchmark.

Note: It is possible for a hospice's Problem Score for a given question to be in the red zone, yet that question may not be included in the Top Three Opportunities for Improvement. This is because for some quality indicator questions almost all hospices perform well so the distance of each color zone from the Benchmark Score is not large, even for the red zone (which represents the bottom 10% of hospices). For other quality indicator questions the scores are distributed over a wider range, so the color zones are wider and farther from the Benchmark.

Where to Get Help

NHPCO maintains a dedicated email address for questions related to all aspects of the FEHC survey process: FEHC@nhpco.org.



Executive Summary

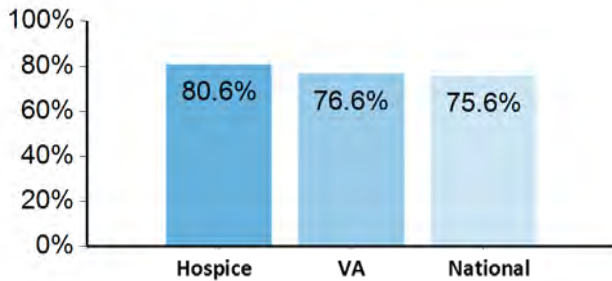
The Executive Summary provides an overview of your hospice's performance and the quality indicator questions that offer the greatest opportunity for improvement. Your hospice's results are based on the surveys returned this quarter. State and national comparison numbers represent the average of the results from the previous two years.

Overall Rating (G1)

The Overall Rating is an indication of the overall quality of care that primary caregivers felt was given to the patient by your hospice. Your score represents the percent of respondents who felt that the quality of care your hospice gave was "excellent."

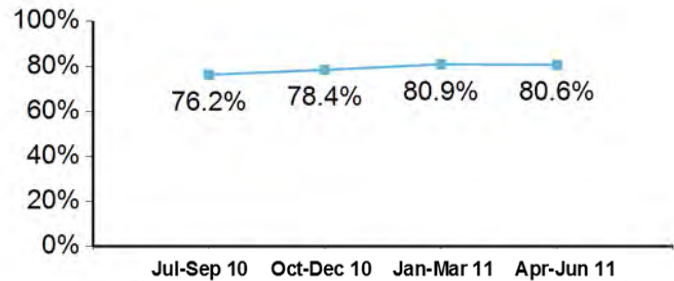
Q2 2011 State and National Comparison

State and National results are 2-year averages.



Quarterly Trend

Results are based on the date surveys were returned.

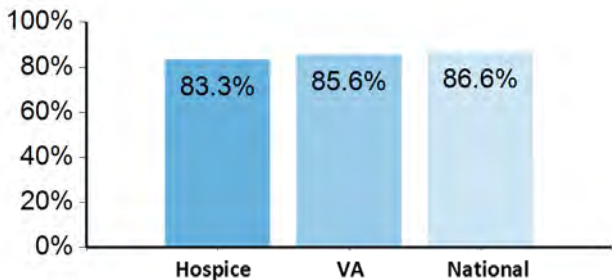


Composite Score

The Composite Score is an overall measure of a hospice's performance presented as a single score ranging from 0 – 100. The Composite Score is statistically derived and based on the percent of best possible responses to 17 core FEHC survey questions.

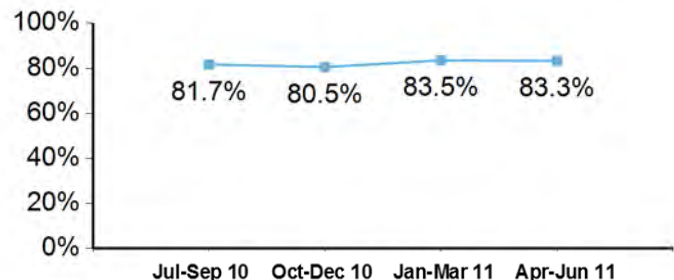
Q2 2011 State and National Comparison

State and National results are 2-year averages.



Quarterly Trend

Results are based on the date surveys were returned.





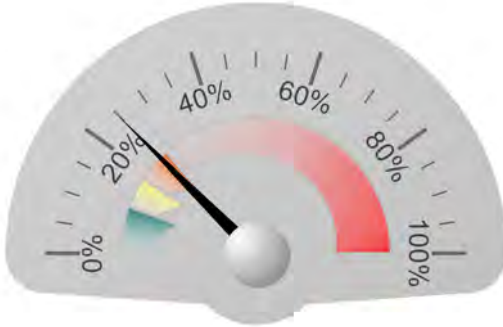
Top Three Opportunities For Improvement

The Top Three Opportunities for Improvement are the three quality indicator questions for which your hospice's Problem Scores are the farthest from the Benchmark Scores. Your hospice's Problem Score is the percentage of responses other than the most desirable response to the question. The dial indicates the color zone the Problem Score falls within.

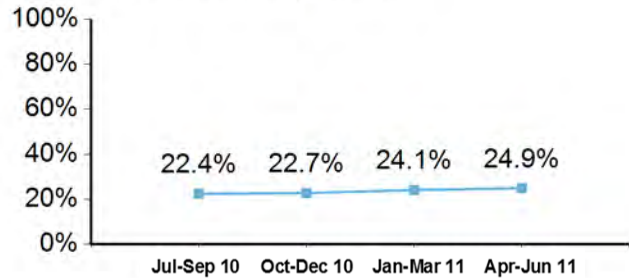
D5. Family was kept informed of patient's condition

Problem Score: 24.9% QIS: 18.3%

Your hospice's QIS score of 18.3% indicates that your hospice needs to increase the number of best possible responses by 18.3% to achieve the benchmark.



Problem Score Quarterly Trend



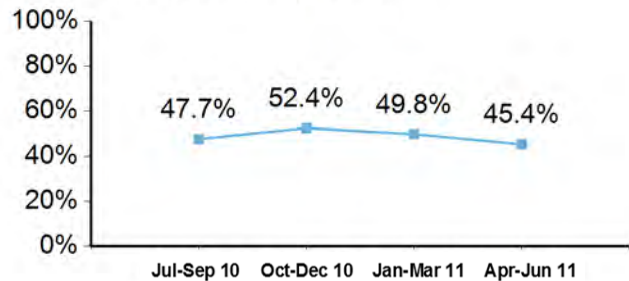
D8. Confidence in expectations while patient was dying

Problem Score: 45.4% QIS: 20.3%

Your hospice's QIS score of 20.3% indicates that your hospice needs to increase the number of best possible responses by 20.3% to achieve the benchmark.



Problem Score Quarterly Trend



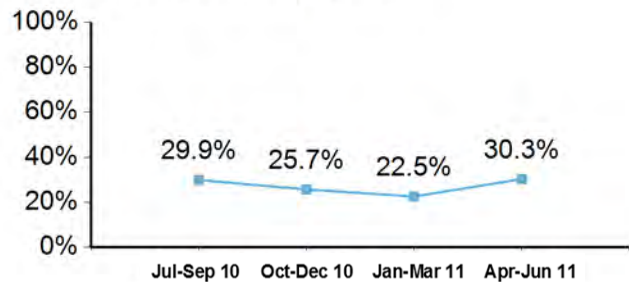
C1. Patient's personal needs were taken care of

Problem Score: 30.3% QIS: 25.0%

Your hospice's QIS score of 25.0% indicates that your hospice needs to increase the number of best possible responses by 25.0% to achieve the benchmark.



Problem Score Quarterly Trend





Domain Performance

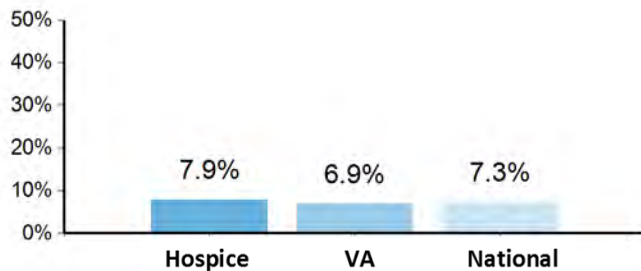
Domain Performance represents your hospice's performance in four domains of hospice care. Domain Scores are presented as Problem Scores and indicate your hospice's overall performance across the questions that comprise the domain.

Provide Coordination of Care

Your hospice's results are based on surveys returned this quarter. State and national comparisons represent the average of the previous two years.

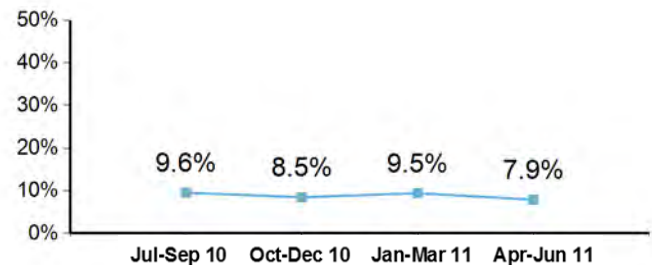
Q2 2011 State and National Comparison

State and National results are 2-year averages.



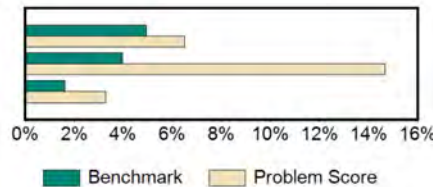
Quarterly Trend

Results are based on the date surveys were returned.



Domain Elements

- F1.** Hospice gave confusing or contradictory treatment info
- F2.** One nurse identified as being in charge of care
- F3.** Problem NOT knowing patient's medical history



Benchmarks Scores

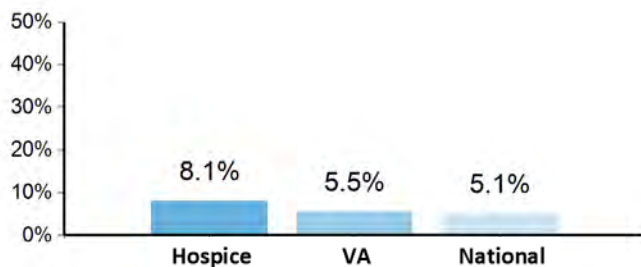
4.9%	6.5%
4.0%	14.7%
1.6%	3.3%

Attend to Family Needs

Your hospice's results are based on surveys returned this quarter. State and national comparisons represent the average of the previous two years.

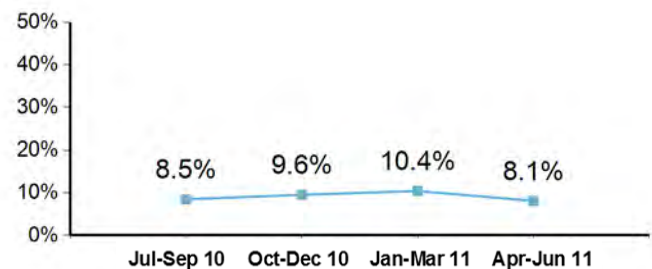
Q2 2011 State and National Comparison

State and National results are 2-year averages.



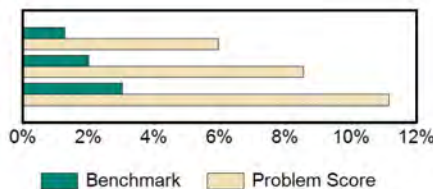
Quarterly Trend

Results are based on the date surveys were returned.



Domain Elements

- E2.** Right amount of religious or spiritual contact
- E3.** Emotional support to family PRIOR to patient's death
- E4.** Emotional support to family AFTER patient's death



Benchmarks Scores

1.3%	5.9%
2.0%	8.6%
3.0%	11.2%

* = No data submitted for your hospice





Domain Performance (continued)

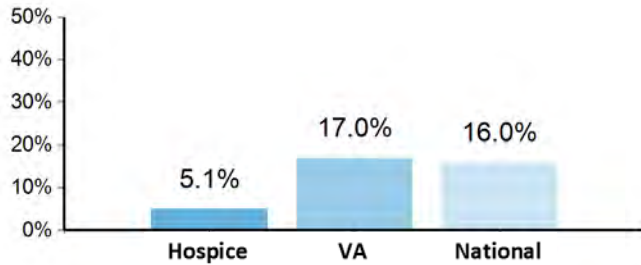
Domain Performance represents your hospice's performance in four domains of hospice care. Domain Scores are presented as Problem Scores and indicate your hospice's overall performance across the questions that comprise the domain.

Provide Information about Symptoms

Your hospice's results are based on surveys returned this quarter. State and national comparisons represent the average of the previous two years.

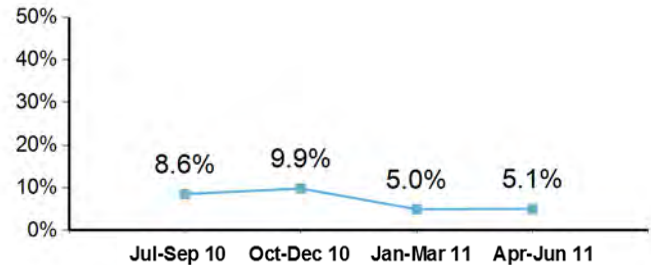
Q2 2011 State and National Comparison

State and National results are 2-year averages.



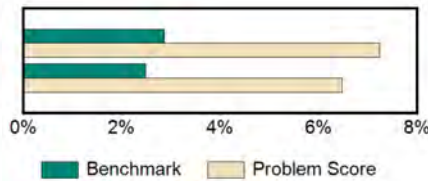
Quarterly Trend

Results are based on the date surveys were returned.



Domain Elements

- B4.** More information was wanted on pain medications
- B8.** More info was wanted on treatments for breathing



Benchmarks Scores

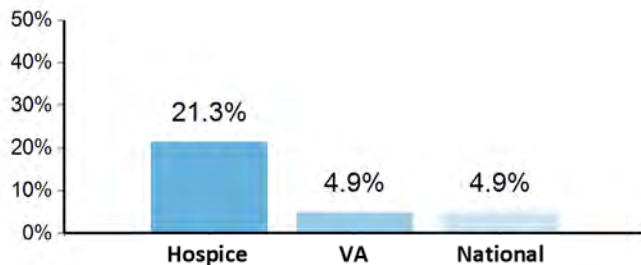
2.9%	7.2%
2.5%	6.5%

Inform and Communicate about Patients

Your hospice's results are based on surveys returned this quarter. State and national comparisons represent the average of the previous two years.

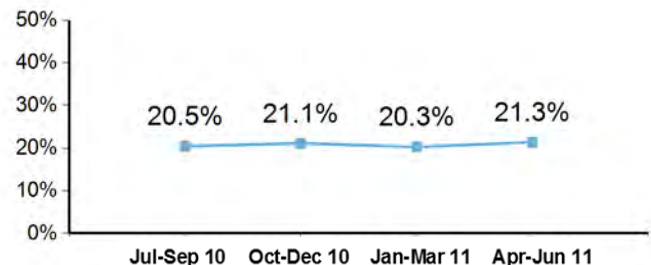
Q2 2011 State and National Comparison

State and National results are 2-year averages.



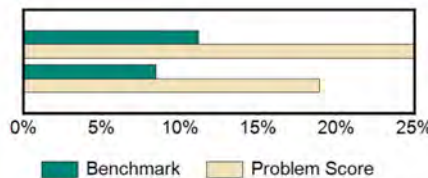
Quarterly Trend

Results are based on the date surveys were returned.



Domain Elements

- D5.** Family was kept informed of patient's condition
- D7.** Family wanted more information on the dying process



Benchmarks Scores

11.2%	24.9%
8.5%	18.9%

* = No data submitted for your hospice





Monthly Trends by Date of Death*

The monthly trend graphs present results broken out by the month of death as reported by survey respondents. Monthly trend results can be used to assess the influence of situational factors and events on quality. Surveys without or with a partially reported date of death are not included in these results, but are included in the quarterly results.

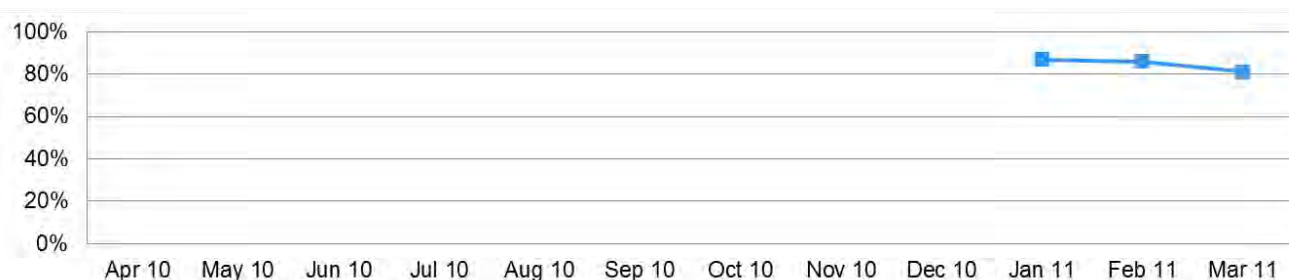
Overall Rating (G1)

The Overall Rating is an indication of the overall quality of care that primary caregivers felt was given to the patient by your hospice. Results are based on the percent of respondents who felt that the quality of care your hospice gave was “excellent.”



Composite Score

The Composite Score is an overall measure of a hospice’s performance presented as a single score ranging from 0 – 100. The Composite Score is statistically derived and based on the percent of best possible responses to 17 core FEHC survey questions.



* Results for the current quarter will be presented in the next report.



Monthly Trends by Date of Death* (continued)

Domain 1 -- Provide Coordination of Care (F1, F2, F3)



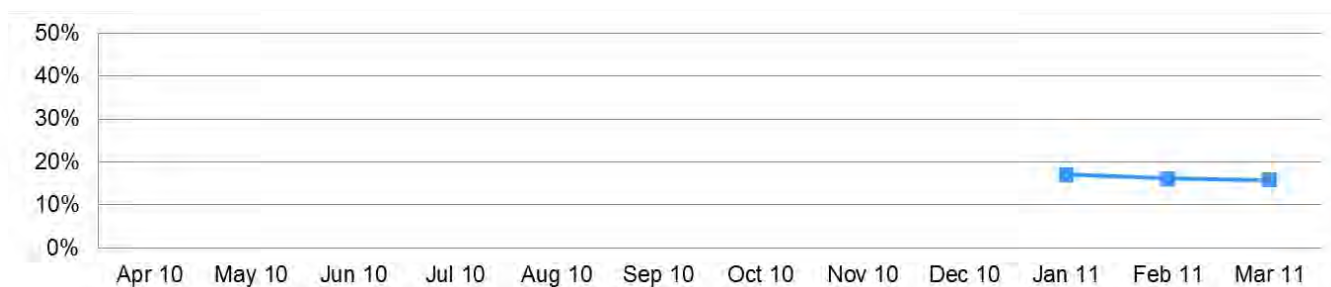
Domain 2 -- Attend to Family Needs (E2, E3, E4)



Domain 3 -- Inform & Communicate about Patients (D5, D7)



Domain 4 -- Provide Information about Symptoms (B4, B8)



* Results for the current quarter will be presented in the next report.





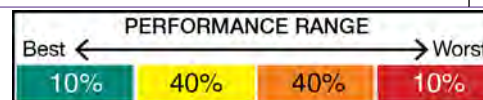
Quality Indicator Results: Benchmark, State, and National Comparisons

Proportion of Questions in Each Color Category



Quality Indicator Question (% not most favorable responses)	Color	Problem Score**	QIS	Benchmark	VA 2 yr. Avg	National 2 yr. Avg
A4 Hospice care inconsistent with end-of-life wishes	*	*	*	2.7%	5.8%	5.7%
B2 Medicine received for patient's pain	Orange	5.8%	3.7%	2.4%	5.9%	5.3%
B4 More information was wanted on pain medications	Orange	7.2%	4.7%	2.9%	6.8%	6.9%
B6 Help dealing with patient's breathing	Yellow	2.7%	1.0%	1.7%	4.9%	4.8%
B8 More info was wanted on treatments for breathing	Orange	6.5%	4.3%	2.5%	6.4%	6.3%
B10 Help with patient's feelings of anxiety or sadness	Orange	12.4%	10.0%	3.7%	9.9%	8.8%
C1 Patient's personal needs were taken care of	Orange	30.3%	25.0%	12.9%	23.7%	22.4%
C2 Patient was treated with respect	Orange	3.9%	3.4%	0.7%	3.3%	3.2%
D2 Family had enough instruction on patient care	Orange	4.3%	4.5%	0.0%	3.2%	3.0%
D3 Confidence doing what was needed to care for patient	Orange	30.0%	13.5%	20.5%	29.4%	28.0%
D4 Confidence in knowing enough about medications	Yellow	27.2%	6.5%	22.5%	30.1%	30.2%
D5 Family was kept informed of patient's condition	Orange	24.9%	18.3%	11.2%	19.8%	18.8%
D6 Family received information on the dying process	Orange	11.6%	7.9%	4.6%	9.9%	9.2%
D7 Family wanted more information on the dying process	Orange	18.9%	12.9%	8.5%	15.1%	14.1%
D8 Confidence in expectations while patient was dying	Orange	45.4%	20.3%	34.3%	44.5%	42.0%
D9 Confidence in knowing what to do at the time of death	Orange	40.8%	17.2%	30.6%	39.1%	38.0%
E2 Right amount of religious or spiritual contact	Orange	5.9%	5.0%	1.3%	4.1%	3.8%
E3 Emotional support to family PRIOR to patient's death	Red	8.6%	7.2%	2.0%	5.4%	5.0%
E4 Emotional support to family AFTER patient's death	Red	11.2%	9.1%	3.0%	7.9%	7.0%
E5 Help received from volunteers	--	0.0%	--	--	--	--
F1 Hospice gave confusing or contradictory treatment info	Yellow	6.5%	1.7%	4.9%	9.1%	10.2%
F2 One nurse identified as being in charge of care	Red	14.7%	12.5%	4.0%	8.5%	8.8%
F3 Problem NOT knowing patient's medical history	Yellow	3.3%	1.7%	1.6%	3.7%	4.2%
G2 Team response to needs evening and weekend needs	Yellow	26.2%	5.0%	22.5%	32.4%	32.7%
G2A Team clearly explained plan of care to patient's family	*	*	*	0.6%	3.6%	3.1%
G2B Family agreed with changes in the plan of care	*	*	*	17.7%	26.3%	24.5%
G5A Quality of care improved after hospice was involved	*	*	*	23.5%	35.9%	33.8%

KEY: % of hospices in each color category



**See Benchmark Reference Table for values for color categories for each question

* = No data submitted for your hospice

-- = No comparison data available



Peer Group Comparisons

Description	Problem	Tax Status (Not Profit)		ADC group (251-1000)		Area Served (Mixed)			
		Avg	Sig	Avg	Sig	Avg	Sig		
A4	Hospice care inconsistent with end-of-life wishes	*		5.7%		5.0%		5.8%	
B2	Medicine received for patient's pain	5.8%		5.2%		5.7%		5.3%	
B4	More information was wanted on pain medications	7.2%		6.7%		7.7%		7.0%	
B6	Help dealing with patient's breathing	2.7%		4.6%		5.5%	↓	5.0%	↓
B8	More info was wanted on treatments for breathing	6.5%		5.9%		7.2%		6.5%	
B10	Help with patient's feelings of anxiety or sadness	12.4%		8.2%		11.0%		9.1%	
C1	Patient's personal needs were taken care of	30.3%		21.1%	↑	23.9%	↑	23.1%	↑
C2	Patient was treated with respect	3.9%		2.9%		4.5%		3.4%	
D2	Family had enough instruction on patient care	4.3%		2.6%		4.2%		3.3%	
D3	Confidence doing what was needed to care for patient	30.0%		28.0%		29.6%		28.2%	
D4	Confidence in knowing enough about medications	27.2%		29.7%		32.4%	↓	30.9%	
D5	Family was kept informed of patient's condition	24.9%		17.7%	↑	21.3%		19.4%	↑
D6	Family received information on the dying process	11.6%		8.4%		10.7%		9.5%	
D7	Family wanted more information on the dying process	18.9%		13.8%	↑	16.0%		14.6%	↑
D8	Confidence in expectations while patient was dying	45.4%		42.3%		44.4%		42.2%	
D9	Confidence in knowing what to do at the time of death	40.8%		37.5%		41.0%		38.3%	
E2	Right amount of religious or spiritual contact	5.9%		3.5%	↑	4.5%		3.9%	
E3	Emotional support to family PRIOR to patient's death	8.6%		4.6%	↑	6.0%		5.3%	↑
E4	Emotional support to family AFTER patient's death	11.2%		6.7%	↑	8.2%		7.4%	↑
E5	Help received from volunteers	0.0%		--		--		--	
F1	Hospice gave confusing or contradictory treatment info	6.5%		9.5%	↓	12.4%	↓	10.8%	↓
F2	One nurse identified as being in charge of care	14.7%		9.0%	↑	8.5%	↑	8.3%	↑
F3	Problem NOT knowing patient's medical history	3.3%		4.0%		5.0%		4.5%	
G2	Team response to needs evening and weekend needs	26.2%		30.5%		36.4%	↓	33.6%	↓
G2A	Team clearly explained plan of care to patient's family	*		3.1%		4.2%		3.2%	
G2B	Family agreed with changes in the plan of care	*		24.3%		28.1%		25.3%	
G5A	Quality of care improved after hospice was involved	*		34.8%		31.9%		33.7%	

Statistical Significance: A statistically significant value indicates that an outcome has a greater probability of occurring than simply by chance. Statistical significance is indicated by arrows:



Score is significantly higher than the Peer Group score
Score is significantly lower than the Peer Group score



* = No data submitted for your hospice

-- = No comparison data available



Response Frequency Results

Yes/No	Yes		No		Total N
	N	%	N	%	
A3 Patient's wishes for medical treatment were discussed	*	*	*	*	*
A4 Hospice care inconsistent with end-of-life wishes	*	*	*	*	*
B1 Patient had pain or took medicine for pain	230	81.6	52	18.4	282
B4 More information was wanted on pain medications	16	7.2	205	92.8	221
B5 Patient had trouble breathing	152	54.5	127	45.5	279
B8 More info was wanted on treatments for breathing	9	6.5	130	93.5	139
B9 Patient had feelings of anxiety or sadness	127	45.8	150	54.2	277
D1 Family participated in the patient's care while in hospice	212	76.5	65	23.5	277
D2 Family had enough instruction on patient care	200	95.7	9	4.3	209
D6 Family received information on the dying process	245	88.4	32	11.6	277
D7 Family wanted more information on the dying process	53	18.9	227	81.1	280
E1 Hospice discussed religious or spiritual beliefs with family	217	78.6	59	21.4	276
E2 Right amount of religious or spiritual contact	253	94.1	16	5.9	269
F2 One nurse identified as being in charge of care	233	85.3	40	14.7	273
F3 Problem NOT knowing patient's medical history	9	3.3	265	96.7	274
G5 Under the care of hospice, patient was in a nursing home	*	*	*	*	*

Yes/No/Didn't Explain	Yes		No		Didn't Explain		Total N
	N	%	N	%	N	%	
G2A Team clearly explained plan of care to patient's family	*	*	*	*	*	*	*

Yes/No/Don't Know	Yes		No		Don't Know		Total N
	N	%	N	%	N	%	
B3 Information was given on pain medications used	209	92.5	9	4.0	8	3.5	226

Yes/No/Don't Know/No Treatment	Yes		No		Don't Know		No Treatment		Total N
	N	%	N	%	N	%	N	%	
B7 Information was given on treatments for breathing problems	133	90.5	9	6.1	3	2.0	2	1.4	147

Definitely No/Probably No/Probably Yes/Definitely Yes	Definitely No		Probably No		Probably Yes		Definitely Yes		Total N
	N	%	N	%	N	%	N	%	
G3 Family would recommend this hospice to others	2	0.7	3	1.1	76	26.8	203	71.5	284

* = No data submitted for your hospice



Response Frequency Results (continued)

Less Than Wanted/Right Amount/More Than Wanted	Less Than Wanted		Right Amount		More Than Wanted		Total N
	N	%	N	%	N	%	
B2 Medicine received for patient's pain	4	1.8	211	94.2	9	4.0	224
B6 Help dealing with patient's breathing	4	2.7	145	97.3	0	0.0	149
B10 Help with patient's feelings of anxiety or sadness	8	6.6	106	87.6	7	5.8	121
E3 Emotional support to family PRIOR to patient's death	15	5.6	246	91.4	8	3.0	269
E4 Emotional support to family AFTER patient's death	19	6.8	247	88.8	12	4.3	278

Less Than Wanted/Right Amount/More Than Wanted/No Services	Less Than Wanted		Right Amount		More Than Wanted		No Services		Total N
	N	%	N	%	N	%	N	%	
E5 Help received from volunteers	0	0.0	103	73.6	0	0.0	37	26.4	140

Improved/Stayed the same/Decreased	Improved		Stayed the same		Decreased		Total N
	N	%	N	%	N	%	
G5a Quality of care improved after hospice was involved	*	*	*	*	*	*	*

Always/Usually/Sometimes/Never	Always		Usually		Sometimes		Never		Total N
	N	%	N	%	N	%	N	%	
C2 Patient was treated with respect	269	96.1	9	3.2	2	0.7	0	0.0	280
D5 Family was kept informed of patient's condition	208	75.1	46	16.6	17	6.1	6	2.2	277
F1 Hospice gave confusing or contradictory treatment info	0	0.0	3	1.1	15	5.4	259	93.5	277

Always/Usually/Sometimes/Never/No changes made	Always		Usually		Sometimes		Never		No changes made		Total N
	N	%	N	%	N	%	N	%	N	%	
G2B Family agreed with changes in the plan of care	*	*	*	*	*	*	*	*	*	*	*

Always/Usually/Sometimes/Never/Hospice Wasn't Needed	Always		Usually		Sometimes		Never		Wasn't Needed		Total N
	N	%	N	%	N	%	N	%	N	%	
C1 Patient's personal needs were taken care of	147	53.5	34	12.4	16	5.8	14	5.1	64	23.3	275

* = No data submitted for your hospice



Response Frequency Results (continued)

Very Confident/Fairly Confident/Not Confident	Very Confident		Fairly Confident		Not Confident		Total N
	N	%	N	%	N	%	
D3 Confidence doing what was needed to care for patient	145	70.0	58	28.0	4	1.9	207
D4 Confidence in knowing enough about medications	150	72.8	50	24.3	6	2.9	206
D8 Confidence in expectations while patient was dying	153	54.6	105	37.5	22	7.9	280
D9 Confidence in knowing what to do at the time of death	164	59.2	81	29.2	32	11.6	277

Excellent/Very Good/Good/Fair/Poor	Excellent		Very Good		Good		Fair		Poor		Total N
	N	%	N	%	N	%	N	%	N	%	
G1 Overall care patient received while under care of hospice	229	80.6	38	13.4	10	3.5	4	1.4	3	1.1	284
G2 Team response to needs evening and weekend needs	189	73.8	42	16.4	16	6.3	6	2.3	3	1.2	256

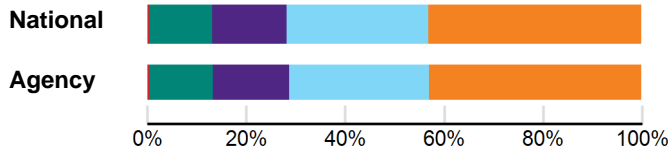
Too Early/At the Right Time/Too Late	Too Early		At the Right Time		Too Late		Total N
	N	%	N	%	N	%	
G4 Timing of referral to hospice	0	0.0	229	83.6	45	16.4	274

* = No data submitted for your hospice



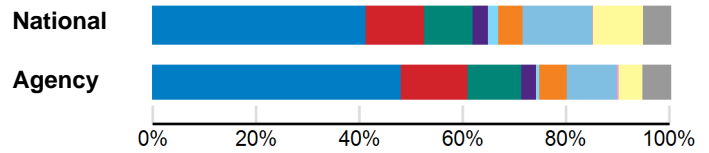
Patient Characteristics

Age Category



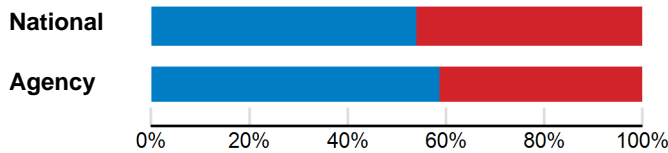
	N	Agency	National
0-24 years old	0	0.0%	0.2%
25-34 years old	1	0.3%	0.2%
35-64 years old	37	12.9%	12.7%
65-74 years old	44	15.4%	15.1%
75-84 years old	81	28.3%	28.8%
85+ years old	123	43.0%	43.1%

Primary Disease



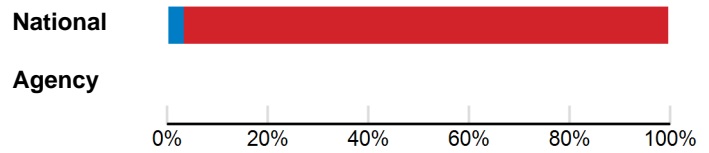
	N	Agency	National
Cancers - All Types	138	47.9%	41.1%
Heart & Circulatory Diseases	37	12.8%	11.2%
Lung & Breathing Diseases	30	10.4%	9.4%
Kidney Diseases	8	2.8%	3.0%
Liver Diseases	2	0.7%	1.9%
Strokes	15	5.2%	4.7%
Dementia & Alzheimer's Disease	28	9.7%	13.4%
AIDS & Other Infectious Diseases	1	0.3%	0.1%
Frailty & Decline Due to Old Age	13	4.5%	9.6%
Other	16	5.6%	5.4%

Sex



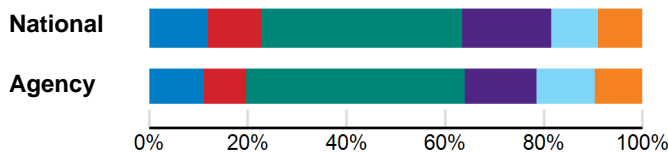
	N	Agency	National
Female	168	58.7%	54.0%
Male	118	41.3%	46.0%

Ethnicity



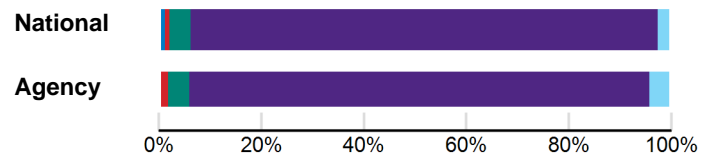
	N	Agency	National
Hispanic	*	*	3.0%
Non-hispanic	*	*	97.0%

Education



	N	Agency	National
Grade 8	31	11.1%	11.9%
Some high school	24	8.6%	10.8%
High school/GED	124	44.3%	40.8%
1-3 years college	41	14.6%	18.0%
4 year college	33	11.8%	9.5%
>4 years college	27	9.6%	8.9%

Race



	N	Agency	National
American Indian-Alaskan Native	0	0.0%	0.7%
Asian/Pacific Islander	4	1.4%	0.9%
Black/African American	12	4.2%	4.1%
White	258	90.5%	92.0%
Other/Multi-Racial	11	3.9%	2.2%

* = No data submitted for your hospice





Caregiver Characteristics

Response Rate

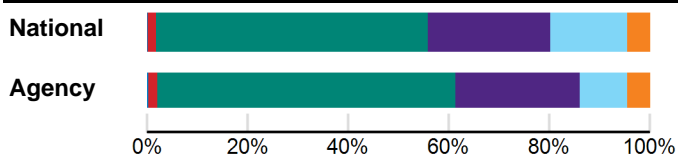
The response rate is the portion of surveys returned out of surveys sent.

Sample Hospice: 42.3%

VA: 41.0%

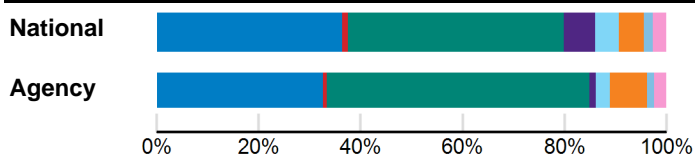
National: 37.8%

Age Category



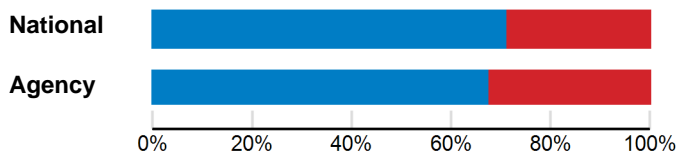
	N	Agency	National
0-24 years old	1	0.3%	0.2%
25-34 years old	5	1.7%	1.6%
35-64 years old	170	59.2%	54.0%
65-74 years old	71	24.7%	24.4%
75-84 years old	27	9.4%	15.2%
85+ years old	13	4.5%	4.6%

Relationship to Patient



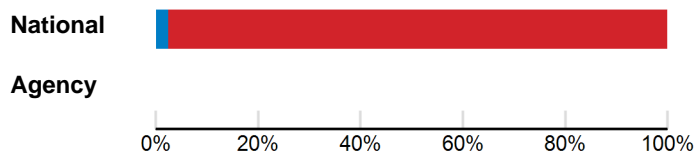
	N	Agency	National
Spouse	95	32.6%	36.4%
Partner	2	0.7%	1.2%
Child	150	51.5%	42.4%
Parent	4	1.4%	6.1%
Sibling	8	2.7%	4.6%
Other relative	21	7.2%	4.9%
Friend	4	1.4%	1.8%
Other	7	2.4%	2.6%

Sex



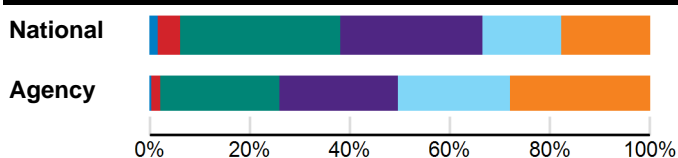
	N	Agency	National
Female	195	67.5%	71.1%
Male	94	32.5%	28.9%

Ethnicity



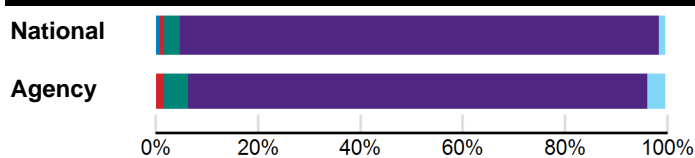
	N	Agency	National
Hispanic	*	*	2.4%
Non-hispanic	*	*	97.6%

Education



	N	Agency	National
Grade 8	1	0.3%	1.6%
Some high school	5	1.7%	4.5%
High school/GED	68	23.8%	31.9%
1-3 years college	68	23.8%	28.4%
4 year college	64	22.4%	15.8%
>4 years college	80	28.0%	17.8%

Race



	N	Agency	National
American Indian-Alaskan Native	0	0.0%	0.7%
Asian/Pacific Islander	4	1.4%	0.8%
Black/African American	14	4.9%	3.1%
White	256	90.1%	94.1%
Other/Multi-Racial	10	3.5%	1.2%

* = No data submitted for your hospice





Benchmark Reference Table

Problem Scores for the quality indicator questions are color coded based on their relative distance from the Benchmark Score. The Benchmark Reference Table presents the starting point (maximum) values for Problem Scores for the Green, Yellow, and Orange color zones. A Problem Score needs to be at or below the value to be included in each color zone. The Red color zone consists of all values greater than the values in the Orange zone.

Description		Green	Yellow	Orange	Red
A4	Hospice care inconsistent with end-of-life wishes	2.70%	5.47%	8.72%	> 8.72%
B2	Medicine received for patient's pain	2.35%	5.12%	8.29%	> 8.29%
B4	More information was wanted on pain medications	2.86%	6.12%	10.51%	> 10.51%
B6	Help dealing with patient's breathing	1.67%	4.53%	8.21%	> 8.21%
B8	More info was wanted on treatments for breathing	2.48%	6.02%	10.32%	> 10.32%
B10	Help with patient's feelings of anxiety or sadness	3.68%	8.45%	13.85%	> 13.85%
C1	Patient's personal needs were taken care of	12.89%	21.82%	31.89%	> 31.89%
C2	Patient was treated with respect	0.68%	3.03%	5.79%	> 5.79%
D2	Family had enough instruction on patient care	0.00%	2.75%	5.84%	> 5.84%
D3	Confidence doing what was needed to care for patient	20.50%	27.76%	35.77%	> 35.77%
D4	Confidence in knowing enough about medications	22.45%	30.28%	38.05%	> 38.05%
D5	Family was kept informed of patient's condition	11.18%	18.60%	26.77%	> 26.77%
D6	Family received information on the dying process	4.59%	8.86%	14.04%	> 14.04%
D7	Family wanted more information on the dying process	8.46%	14.08%	19.67%	> 19.67%
D8	Confidence in expectations while patient was dying	34.28%	42.18%	49.54%	> 49.54%
D9	Confidence in knowing what to do at the time of death	30.61%	38.21%	45.14%	> 45.14%
E2	Right amount of religious or spiritual contact	1.27%	3.58%	6.44%	> 6.44%
E3	Emotional support to family PRIOR to patient's death	1.99%	4.76%	8.00%	> 8.00%
E4	Emotional support to family AFTER patient's death	3.03%	6.88%	10.85%	> 10.85%
E5	Help received from volunteers	--	--	--	--
F1	Hospice gave confusing or contradictory treatment info	4.94%	9.99%	15.44%	> 15.44%
F2	One nurse identified as being in charge of care	3.97%	7.89%	13.83%	> 13.83%
F3	Problem NOT knowing patient's medical history	1.60%	4.06%	6.88%	> 6.88%
G2	Team response to needs evening and weekend needs	22.47%	32.38%	43.69%	> 43.69%
G2A	Team clearly explained plan of care to patient's family	0.60%	3.09%	5.35%	> 5.35%
G2B	Family agreed with changes in the plan of care	17.65%	24.74%	31.42%	> 31.42%
G5A	Quality of care improved after hospice was involved	23.47%	33.66%	44.58%	> 44.58%

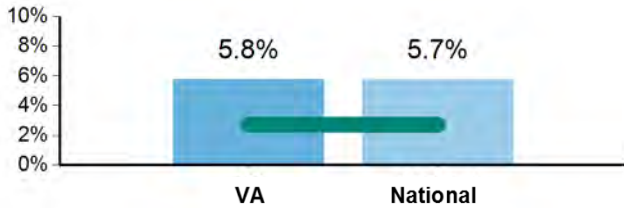
-- = No comparison data available



State and National 2-Year Averages with Benchmarks

The State and National 2-Year Averages are a graphic depiction of the state and national 2-year average scores for each quality indicator question. The state and national averages are based on the scores for all hospices over the preceding two years. The Benchmark Score is included as a green horizontal line to show the relationship of the Benchmark Score and the state and national average.

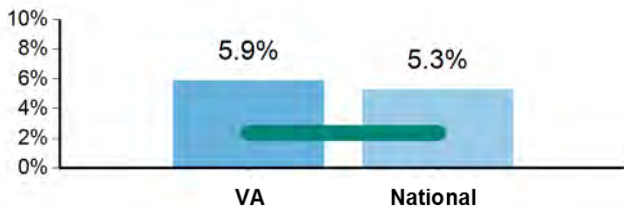
A4 – Hospice care was inconsistent with patient’s end of life wishes



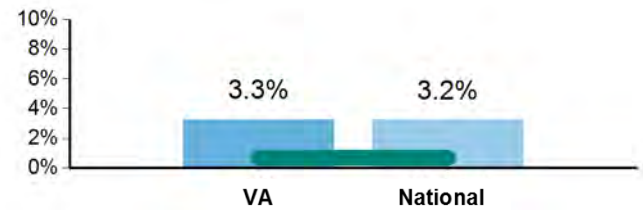
B10 – Help dealing with patient’s feelings of anxiety or sadness



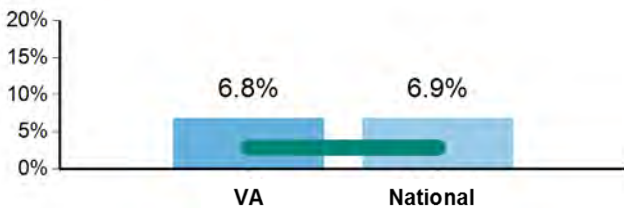
B2 – Medicine received for patient’s pain



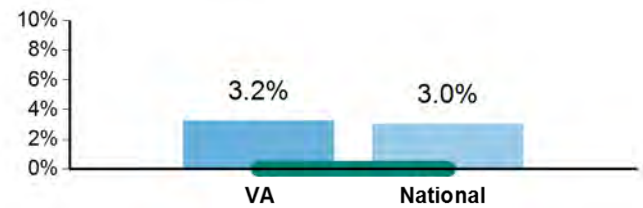
C2 – Patient was treated with respect



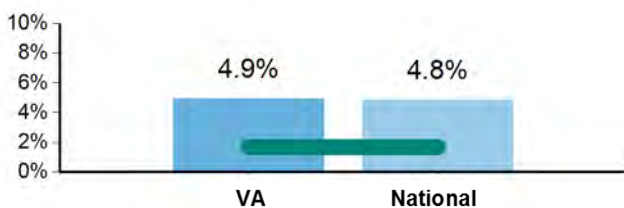
B4 – More information was wanted on pain medications



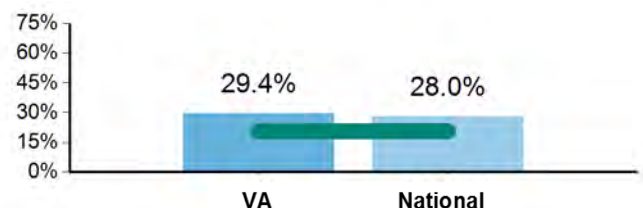
D2 – Family had enough instruction on patient care



B6 – Help dealing with patient’s breathing



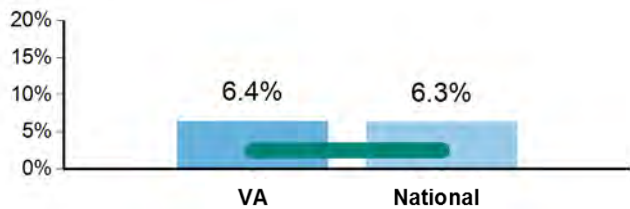
D3 – Confidence in doing what was needed to care for patient



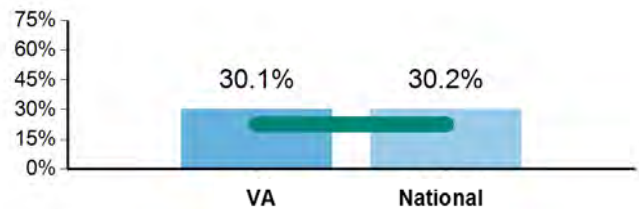


State and National 2-Year Averages with Benchmarks (continued)

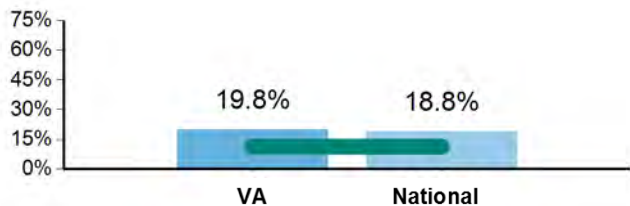
B8 – More information was wanted on treatments for breathing



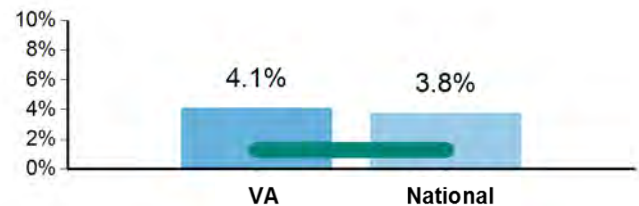
D4 – Confidence in knowing enough about medications



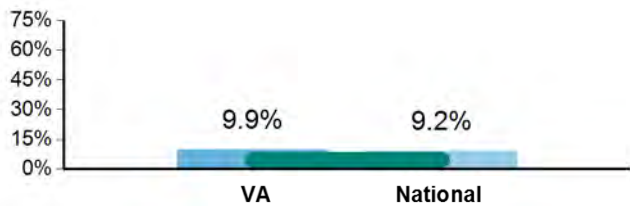
D5 – Family was kept informed of patient’s condition



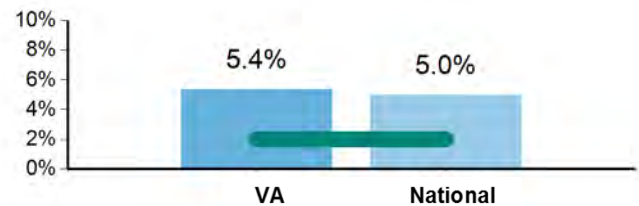
E2 – Right amount of religious or spiritual contact



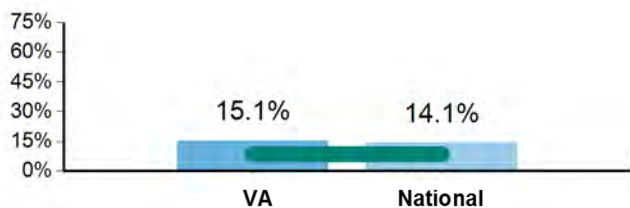
D6 – Family received information on the dying process



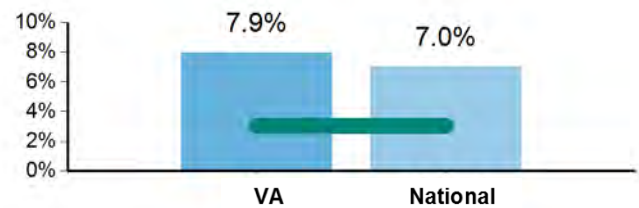
E3 – Emotional support to family PRIOR to patient’s death



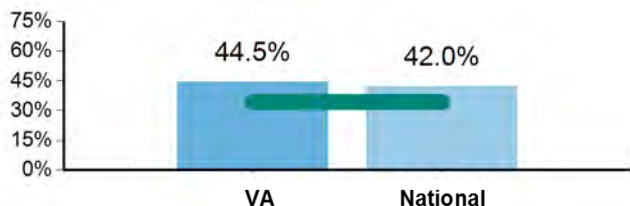
D7 – Family wanted more information on the dying process



E4 – Emotional support to family AFTER patient’s death



D8 – Confidence in expectations while patient was dying



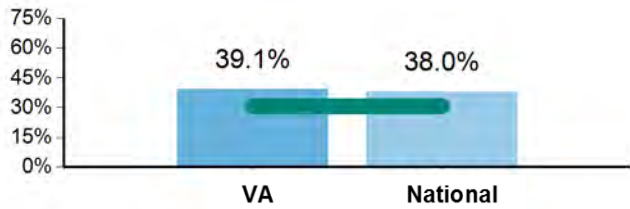
E5 – Help received from volunteers

New Question. Benchmark and state and national averages available starting in 2012.

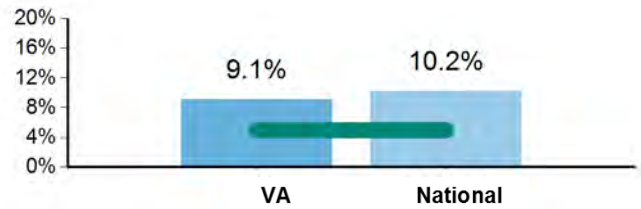


State and National 2-Year Averages with Benchmarks (continued)

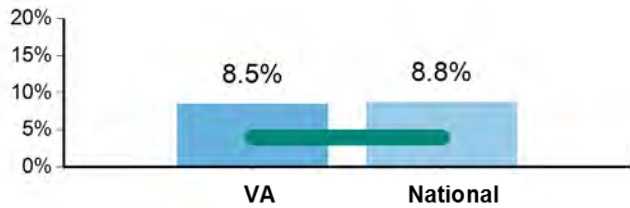
D9 – Confidence in knowing what to do at the time of death



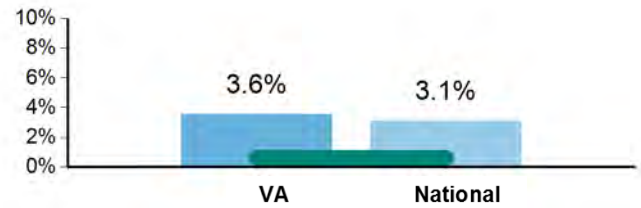
F1 – Hospice gave confusing or contradictory treatment information



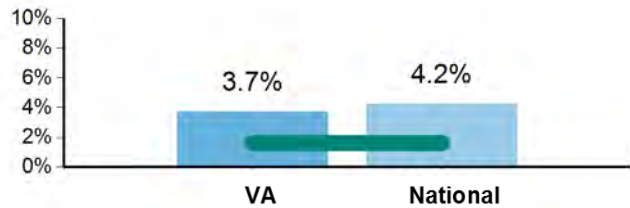
F2 – One nurse was identified as being in charge of the patient's care



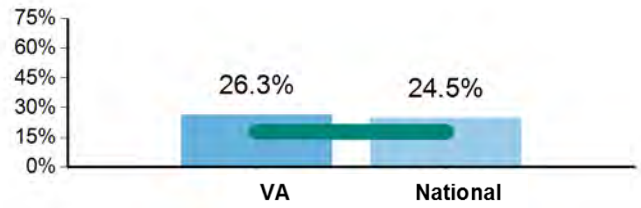
G2A – Hospice team clearly explained the plan of care to the family



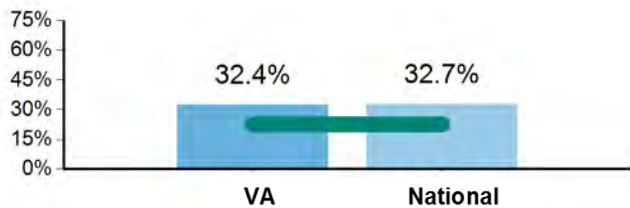
F3 – Problem with hospice NOT knowing patient's medical history



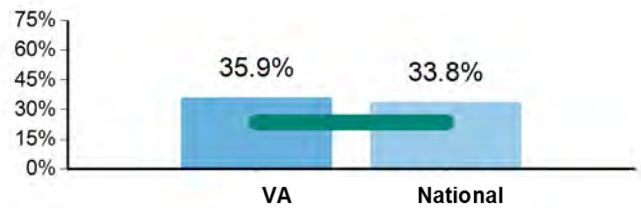
G2B – Family agreed with changes in the plan of care



G2 – Hospice team responds to needs in the evenings and weekends



G5A – Quality of care improved after hospice became involved





2011 FEHC Survey Questions by Category

SCREENING/DESCRIPTOR QUESTIONS

- A1) In what month and year did the patient die?
- A2) For about how many days or months did the patient receive hospice services?
- A3) As far as you know, did any member of the hospice team speak to the patient or to a family member about the patient's wishes for medical treatment as he/she was dying?
- B1) While under the care of hospice, did the patient have pain or take medicine for pain?
- B3) Did you or your family receive any information from the hospice team about the medicines that were used to manage the patient's pain?
- B5) While under the care of hospice, did the patient have trouble breathing?
- B7) Did you or your family receive any information from the hospice team about what was being done to manage the patient's trouble with breathing?
- B9) While the patient was under the care of hospice, did he/she have any feelings of anxiety or sadness?
- D1) While the patient was under the care of hospice, did you participate in taking care of him/her?
- E1) Did any member of the hospice team talk with you about your religious or spiritual beliefs?
- G4) In your opinion, was the patient referred to hospice too early, at the right time, or too late during the course of his/her final illness?
- G5) While under the care of hospice, was the patient in a nursing home?

INDICATOR QUESTIONS

- A4) At any time while the patient was under the care of hospice, did the doctor or another hospice team member do anything with respect to end-of-life care that was inconsistent with the patient's previously stated wishes?
- B2) How much medicine did the patient receive for his/her pain?
- B4) Did you want more information than you got about the medicines used to manage the Patient's pain?
- B6) How much help in dealing with his/her breathing did the patient receive while under the care of hospice?
- B8) Did you want more information than you got about what was being done for the patient's trouble with breathing?
- B10) How much help in dealing with these feelings did the patient receive?
- C1) How often were the patient's personal care needs - such as bathing, dressing, and changing bedding taken care of as well as they should have been by the hospice team?
- C2) How often did the hospice team treat the patient with respect?





2011 FEHC Survey Questions by Category (continued)

INDICATOR QUESTIONS (continued)

- D2) Did you have enough instruction to do what was needed?
- D3) How confident did you feel about doing what you needed to do in taking care of the patient?
- D4) How confident were you that you knew as much as you needed to about the medicines being used to manage the patient's pain, shortness of breath, or other symptoms?
- D5) How often did the hospice team keep you or other family members informed about the patient's condition?
- D6) Did you or your family receive any information from the hospice team about what to expect while the patient was dying?
- D7) Would you have wanted more information about what to expect while the patient was dying?
- D8) How confident were you that you knew what to expect while the patient was dying?
- D9) How confident were you that you knew what to do at the time of death?
- E2) Did you have as much contact of that kind as you wanted? (refers to spiritual care)
- E3) How much emotional support did the hospice team provide to you prior to the patient's death?
- E4) How much emotional support did the hospice team provide to you after the patient's death?
- E5) How much help did the patient and/or you receive from volunteers while under the care of hospice?
- F1) How often did someone from the hospice team give confusing or contradictory information about the patient's medical treatment?
- F2) While under the care of hospice, was there always one nurse who was identified as being in charge of the patient's overall care?
- F3) Was there any problem with hospice doctors or nurses not knowing enough about the patient's medical history to provide the best possible care?
- G2) How would you rate the way the hospice team responded to your needs in the evenings and weekends?
- G2A) Did the hospice team explain the plan of care to you in a way that you could understand?
- G2B) How often did you agree with changes in the plan of care?
- G5A) After hospice became involved, would you say the quality of end-of-life care the patient received: (refers to nursing facility care)

OTHER QUESTIONS

- G1) Overall, how would you rate the care the patient received while under the care of hospice?
- G3) Based on the care the patient received, would you recommend this hospice to others?

