

STAR FAQ'S

General

1. Who can use the STAR survey?

The STAR survey is available to anyone. However, only NHPCO provider members can use the online survey administration and reporting offered by NHPCO. Non-member providers who are interested in STAR should send an email to STAR@nhpco.org.

2. I've been instructed by my hospice to complete the STAR survey. How do I do that?

The survey is completed through the online STAR administration system which is accessed from the STAR page of the NHPCO Web site: www.nhpco.org/STAR. Select "Participate in STAR" link on the page and you will be taken to the survey administration site.

3. Do I need to log into the NHPCO Web site before accessing STAR?

No, logging into the STAR online survey administration is separate from logging into the NHPCO Website – although you use your NHPCO individual member ID and password for both. If you log onto the NHPCO Web site (www.nhpco.org), you will be asked to login again to the STAR online system.

4. I don't remember my ID and password. Who should I contact?

Each staff member listed on the NHPCO member database roster for a hospice has an individual ID and password. If you are uncertain of your ID and/or password, please contact the NHPCO Member Services Center for assistance at 800/646-6460.

5. I attempted to login to the STAR online survey system, but got an error message. What should I do?

Contact the NHPCO Member Services Center at 800/646-6460 to verify your ID and password and/or place of employment.

6. I was able to log into the STAR system, but got an error message when I tried to access the survey. What is the problem?

Check with your supervisor. Your hospice may not currently be participating in STAR or the deadline for participation set by your hospice administrator has passed. Each hospice determines when its staff should participate in the STAR survey process.

7. If I am unable to complete the survey in one sitting, can I return to my survey to complete it?

You do not need to complete the survey in one sitting. You can log back in to complete the survey or modify your answers at any time between the survey starting and ending dates set for employees at your hospice to take the survey.

8. I missed the survey deadline set by my hospice, what should I do?

Check with your supervisor. Your hospice may be willing to extend the deadline.

9. Can I see the STAR report for my hospice?

Only persons designated as primary contacts can access the report in the STAR system.

10. How is confidentially maintained? Will my supervisor be able to see my survey responses?

All information you provide by completing the STAR survey will be kept private, including your name and the agency where you work. No one at your hospice will receive a copy of your survey, nor will the responses to any of your questions be disclosed to anyone at your hospice. At no time will any of your responses be linked to your name or to any other information that could be used to identify you.

During survey administration, information is available to your hospice administrator related to the number of surveys completed by staff at your organization. The names of individuals who have completed the survey are not provided.

11. What is contained in the STAR report?

There are two STAR reports—an individual hospice report and a national level report. The individual STAR report that hospices create online through the report launcher contains tabulations for the individual survey responses associated with a particular hospice. This report is free and is a NHPCO member benefit. A sample report is available online at www.nhpco.org/STAR.

Beginning in 2008, NHPCO created an annual National STAR Report summary of STAR results at the national level. Based on STAR survey responses entered throughout the year, the National STAR report includes overall national averages for STAR domains and questions, as well as results broken out by selected demographics such as clinical/non-clinical, discipline, and hours worked categorized by hospice size and location. The report also includes information on salaries.

12. How much does the National level STAR report cost?

The pre-order member discounted rate is \$175. The normal member price is \$200 and the non-member price is \$350. The National STAR Report is available for purchase through the NHPCO Marketplace.

For administrators and Primary Contacts

1. I am the primary contact from my hospice and am having trouble updating my company roster online. Who do I contact for help?

If you need assistance with the updating process, please contact the NHPCO Member Services Center at 800/646-6460.

2. **I get an error message when I attempt to access the Survey Management sections of the STAR online system Web site. What is the problem?**

Each NHPCO member hospice is asked to designate one individual as the Primary Contact when completing the membership form. If your organization has multiple locations, each location should have a Primary Contact. The Survey Management sections can be accessed ONLY by individuals who are designated as the Primary Contact for their hospice in the NHPCO member database.

If you are designated as the primary contact for your hospice and cannot access the survey management page of the STAR administration site – or if you are uncertain who is the designated Primary Contact for your hospice - contact the NHPCO Member Services Center at 800/646-6460.

3. **I am a hospice administrator. Should I complete the survey?**

Even if you do not complete Part I (Job Satisfaction) of STAR, you are urged to complete Part II of the survey. This section provides NHPCO with demographic information which is essential to ensure the accuracy and completeness of the national level report.

3. **Should volunteer clinical staff take the STAR survey?**

If your hospice has volunteers acting as clinical staff, check with NHPCO regarding the appropriateness of those individuals taking the survey.