



STAR Guidelines

How to Participate in the Survey of Team Attitudes and Relationships (STAR)

A Guide for Hospice Staff

I. Introduction

Job satisfaction has been demonstrated to be linked to staff morale, productivity, and turnover, as well as quality of care. Assessment of staff job satisfaction provides important feedback that administrators can use to make needed changes in organizational behavior and improvements to the work environment.

Other sectors of the healthcare industry use job satisfaction surveys tailored to their specific health care environments. However, until the creation of the Survey of Team Attitudes and Relationships (STAR) no survey existed specifically for hospice employees. The STAR was developed by researchers at the University of Pennsylvania in collaboration with NHPCO. Survey questions were generated from interviews with hospice staff and refined with additional interviews and comments from an expert panel. The tool has undergone multiple revisions and the final survey consists of 45 core questions across 6 domains.

STAR results can be used by your hospice's administration to take steps to foster the best possible work environment for staff. Your participation in STAR provides valuable information to your own hospice, and also provides important information that NHPCO will incorporate into a national-level STAR report that hospices can use to compare their results to others.

II. How to Participate in STAR

Your hospice administrator will determine when the staff at your hospice should participate in the STAR survey process. The timeframe for completing the survey, including the deadline, is set by your hospice. If you are uncertain about whether or when you should complete the STAR survey, please check with your supervisor.

The STAR is only administered online. You will need access to a computer in order to complete the survey.

Step 1: Access the STAR online system

When you have been instructed to participate in STAR by your hospice, go to the STAR page of the NHPCO Web site (www.nhpco.org/STAR) and click on the link labeled "Participate in STAR." *(This link will take you directly to the STAR online system.)*



Step 2: Log onto the STAR online system

Log onto the STAR online system using your NHPCO individual member ID and password.

Note: All staff members associated with a hospice that is a member of NHPCO are entitled to a NHPCO ID and password. If you do not know your individual ID and password, please contact the NHPCO Member Services Center at 800/646-6460.

Step 3: Verify your place of employment

After successfully logging into the STAR system, a screen appears displaying the name of the hospice where you work as listed in the NHPCO member database. You should check “Yes” if the information is correct. If the information displayed is not correct, you are instructed to contact the NHPCO Member Services Center at (800) 646-6460.

Step 4: Complete the online survey

The STAR consists of 45 core questions (40 for non-clinical staff) related to job satisfaction and a set of demographic questions at the end of the survey. If you are unable to finish the survey in one sitting, you may return to the STAR online system to complete it any time prior to the deadline set by your hospice administrator.

NOTE: It is extremely important that you answer every survey question to ensure the accuracy of your individual hospice’s report and to provide essential information for the NHPCO national STAR report.

III. Confidentiality

Your survey responses will be kept strictly confidential. 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. No one at your hospice will receive a copy of your individual survey, nor will the responses to any of your questions be disclosed to anyone at your hospice.

Responses from surveys will be grouped for reporting purposes and reports will include results for all staff combined. Reports will also include results for some sub-groups of staff (e.g. all clinical staff). In order to ensure confidentiality, no results will be reported for a sub-group that is comprised of less than 5 individuals.

The names of individuals who have completed the survey are not disclosed to your hospice. Only the number of surveys completed by staff at your organization is made available.