



NHPCO Family Evaluation of Bereavement Services 2007 January - June Provider Summary Report

Prepared For:
Sample Hospice Provider

Introduction

*****THIS IS A SAMPLE REPORT AND DOES NOT CONTAIN ACTUAL SURVEY RESULTS. THE DATA PRESENTED IN THIS SAMPLE REPORT ARE FOR ILLUSTRATIVE PURPOSES ONLY. SUMMARY REPORTS ARE RELEASED ON A SEMI-ANNUAL BASIS TO PARTICIPATING PROVIDERS.*****

All questions regarding the FEBS survey, data collection and online submission, and reporting should be directed to: febs@nhpco.org. The complete FEBS survey and data collection guidelines may be downloaded from NHPCO's Web site at www.nhpco.org/febs.

Response Rate

Total Surveys Returned:	100	Program Response Rate (%):	20.0
Total Surveys Mailed:	500	National Response Rate (%):	33.3

Hospice Bereavement Services

Q1a. Hospice communicated information about grief and loss

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Yes	94	97.9	4,500	90.0
No	2	2.1	250	5.0
Don't know	0	0.0	250	5.0

Q1b. Hospice communicated that what you are going through is 'normal'

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Yes	90	97.8	4,750	95.0
No	2	2.2	125	2.5
Don't know	0	0.0	125	2.5

Q1c. Hospice communicated an understanding of personal grieving process

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Yes	86	95.6	3,750	75.0
No	4	4.4	1,000	20.0
Don't know	0	0.0	250	5.0

Q2a. Received info on availability of support groups sponsored by hospice

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Yes	94	97.9	4,000	80.0
No	2	2.1	750	15.0
Don't know	0	0.0	250	5.0

Q2b. Received info on availability of hospice-sponsored individual grief counseling

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Yes	84	94.4	4,250	85.0
No	5	5.6	250	5.0
Don't know	0	0.0	500	10.0

Hospice Bereavement Services

Q3a. Information on availability of support groups

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Very helpful	52	70.3	2,500	50.0
Somewhat helpful	18	24.3	1,250	25.0
Not very helpful	0	0.0	500	10.0
Not helpful at all	4	5.4	250	5.0

Q3b. Information on availability of in-person counseling

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Very helpful	40	67.8	2,500	50.0
Somewhat helpful	16	27.1	1,250	25.0
Not very helpful	0	0.0	500	10.0
Not helpful at all	3	5.1	250	5.0

Q3c. Information on upcoming memorial services or events

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Very helpful	38	62.3	4,000	80.0
Somewhat helpful	20	32.8	500	10.0
Not very helpful	0	0.0	250	5.0
Not helpful at all	3	4.9	250	5.0

Q3d. Information on how to cope with grief and loss

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Very helpful	63	76.8	4,250	85.0
Somewhat helpful	15	18.3	250	5.0
Not very helpful	2	2.4	250	5.0
Not helpful at all	2	2.4	250	5.0

Hospice Bereavement Mailings

Q4. Received mail from hospice

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Yes	94	95.9	4,750	95.0
No	4	4.1	250	5.0

Q5a. Received bereavement newsletters

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Yes	79	94.0	4,500	90.0
No	5	6.0	500	10.0

Q5b. Received bereavement notes and letters

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Yes	80	96.4	4,250	85.0
No	3	3.6	750	15.0

Q5c. Received invitations to hospice memorial services or events

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Yes	83	92.2	4,500	90.0
No	7	7.8	500	10.0

Q6. Timing of hospice mailings

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
All of the mailings were well timed	60	67.4	3,500	70.0
Most of the mailings were well timed	21	23.6	1,000	20.0
Some of the mailings were well timed	7	7.9	250	5.0
None of the mailings were well timed	1	1.1	250	5.0

Q7. Helpfulness of hospice mailings

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Very helpful	51	60.7	2,500	50.0
Somewhat helpful	29	34.5	1,500	30.0
Not very helpful	1	1.2	500	10.0
Not helpful at all	3	3.6	500	10.0

Hospice Bereavement Telephone Calls

Q8. Frequency of telephone contacts by hospice after death

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Often	10	10.1	500	10.0
A few times	48	48.5	2,500	50.0
Only once or twice	23	23.2	1,250	25.0
Hospice did not call	18	18.2	750	15.0

Q9. Number of telephone calls received from hospice

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Too few	8	10.1	250	5.0
Just about right	71	89.9	4,500	90.0
Too many	0	0.0	250	5.0

Q10. Made calls to hospice during this period

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Yes	19	20.2	500	10.0
No	75	79.8	4,500	90.0

Q11. How often called hospice for information or support during this period

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Often	0	0.0	250	5.0
A few times	3	15.8	1,500	30.0
Only once or twice	16	84.2	3,250	65.0

Q12. Hospice's performance in getting someone to talk to

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Excellent	12	66.7	3,000	60.0
Very good	3	16.7	1,500	30.0
Good	1	5.6	250	5.0
Fair	1	5.6	200	4.0
Poor	1	5.6	50	1.0

Hospice Bereavement Telephone Calls

Q13. Helpfulness of individuals with whom respondent spoke

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Very helpful	56	67.5	3,250	65.0
Somewhat helpful	16	19.3	1,000	20.0
Not very helpful	1	1.2	250	5.0
Not helpful at all	2	2.4	250	5.0
I had no telephone contact with hospice	8	9.6	250	5.0

In Person Bereavement Visits

Q14. Met with someone from hospice for in-person grief support...

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Yes	21	22.3	1,000	20.0
No	73	77.7	4,000	80.0

Q15. How many in-person grief support visits...with hospice staff member or volunteer

<u>Program N</u>	<u>Program Mean Visits</u>	<u>Program Median Visits</u>	<u>National N</u>	<u>National Mean Visits</u>	<u>National Median Visits</u>
50	3.4	2.5	2000	1.9	3

Q16. The number of in-person visits for grief support was...

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Too few	4	20.0	500	10.0
Just about right	15	75.0	4,250	85.0
Too many	1	5.0	250	5.0

Q17. Helpfulness of in-person grief support

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Very helpful	16	80.0	3,500	70.0
Somewhat helpful	3	15.0	1,000	20.0
Not very helpful	1	5.0	250	5.0
Not helpful at all	0	0.0	250	5.0

Other Hospice Bereavement Contacts

Q18. Informed of support groups sponsored by the hospice

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Yes	85	94.4	4,750	95.0
No	5	5.6	125	2.5
Don't know	0	0.0	125	2.5

Q18a. Attended support group(s)

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Yes	16	18.2	750	15.0
No	72	81.8	4,250	85.0

Q18b. Rating of bereavement support groups

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Excellent	5	33.3	2,000	40.0
Very good	8	53.3	1,500	30.0
Good	0	0.0	1,000	20.0
Fair	2	13.3	250	5.0
Poor	0	0.0	250	5.0

Q19a. Attended hospice memorial services or events

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Yes	19	22.6	750	15.0
No	65	77.4	4,250	85.0

Q19b. Rating of memorial services or events

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Excellent	10	52.6	3,000	60.0
Very good	6	31.6	1,000	20.0
Good	1	5.3	500	10.0
Fair	2	10.5	250	5.0
Poor	0	0.0	250	5.0

Q20a. Attended holiday activities or programs

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Yes	9	12.7	1,500	30.0
No	62	87.3	3,500	70.0

Other Hospice Bereavement Contacts

Q20b. Rating of hospice sponsored holiday activities

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Excellent	6	66.7	2,500	50.0
Very good	3	33.3	1,500	30.0
Good	0	0.0	500	10.0
Fair	0	0.0	250	5.0
Poor	0	0.0	250	5.0

Overall

Q21. Sensitivity of bereavement services to cultural and spiritual background

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Excellent	40	48.8	2,500	50.0
Very good	32	39.0	1,250	25.0
Good	8	9.8	500	10.0
Fair	1	1.2	500	10.0
Poor	1	1.2	250	5.0

Q22. How well hospice met needs

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Very well	70	79.5	3,750	75.0
Moderately well	17	19.3	750	15.0
Not very well	0	0.0	250	5.0
Not well at all	1	1.1	250	5.0

Background

Q25a. Level of support received from family members

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
A lot	60	66.7	3,500	70.0
Some	20	22.2	500	10.0
Very little	7	7.8	250	5.0
None at all	3	3.3	250	5.0
Does not apply	0	0.0	500	10.0

Background

Q25b. Level of support received from friends

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
A lot	56	62.2	3,000	60.0
Some	25	27.8	1,500	25.0
Very little	5	5.6	250	5.0
None at all	2	2.2	250	5.0
Does not apply	2	2.2	250	5.0

Q25c. Level of support received from hospice

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
A lot	34	37.8	2,000	40.0
Some	44	48.9	2,250	45.0
Very little	6	6.7	250	5.0
None at all	1	1.1	250	5.0
Does not apply	5	5.6	250	5.0

Q25d. Level of support received from faith community, minister, priest, rabbi, or imam

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
A lot	25	27.8	1,500	30.0
Some	25	27.8	1,500	30.0
Very little	6	6.7	500	10.0
None at all	10	11.1	1,000	20.0
Does not apply	24	26.7	500	10.0

Q25e. Level of support received from private counselor or therapist

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
A lot	1	1.1	500	10.0
Some	3	3.4	250	5.0
Very little	3	3.4	250	5.0
None at all	32	36.0	1,500	30.0
Does not apply	50	56.2	2,500	50.0

Background

Q25f. Level of support received from non-hospice community services

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
A lot	2	2.3	250	5.0
Some	9	10.2	500	10.0
Very little	6	6.8	250	5.0
None at all	23	26.1	1,000	20.0
Does not apply	48	54.5	3,000	60.0

Q26a. Rating of support from family members

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
More than needed	8	9.4	250	5.0
Just about right	61	71.8	3,750	75.0
Less than needed	14	16.5	500	10.0
Does not apply	2	2.4	500	10.0

Q26b. Rating of support from friends

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
More than needed	3	3.4	125	2.5
Just about right	72	81.8	4,250	85.0
Less than needed	10	11.4	500	10.0
Does not apply	3	3.4	125	2.5

Q26c. Rating of support from hospice

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
More than needed	4	4.6	250	5.0
Just about right	64	73.6	4,000	80.0
Less than needed	7	8.0	250	5.0
Does not apply	12	13.8	500	10.0

Q26d. Rating of support from faith community, minister, priest, rabbi, or imam

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
More than needed	1	1.1	250	5.0
Just about right	44	50.0	2,500	50.0
Less than needed	10	11.4	500	10.0
Does not apply	33	37.5	1,750	35.0

Background

Q26e. Rating of support from private counselor or therapist

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
More than needed	1	1.2	250	5.0
Just about right	12	14.5	750	15.0
Less than needed	1	1.2	250	5.0
Does not apply	69	83.1	3,750	75.0

Q26f. Rating of support from non-hospice community services

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
More than needed	1	1.2	250	5.0
Just about right	11	12.9	1,000	20.0
Less than needed	4	4.7	250	5.0
Does not apply	69	81.2	3,500	70.0

Q27. Received support in addition to sources in Q25

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Yes	23	28.8	1,250	25.0
No	57	71.3	3,750	75.0

Q28. Experienced other deaths...in the last 13 months

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Yes	44	50.0	2,500	50.0
No	44	50.0	2,500	50.0

Q29. Rating of overall coping

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Very well	41	46.1	2,500	50.0
Moderately well	42	47.2	2,000	40.0
Not very well	2	2.2	250	5.0
Not well at all	4	4.5	250	5.0

Adequacy of Support Received From Hospice

The table below presents combined results for Questions #25c (Amount of support provided by hospice) and #26c (Level of support provided by hospice). These combined results provide a detailed picture of how well the hospice did in providing the right amount of support to meet individual needs.

	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Respondents who received a lot of support said it was				
More than needed	3	8.8	250	5.0
Just about right	28	82.4	4,250	85.0
Less than needed	1	2.9	250	5.0
Does not apply	2	5.9	250	5.0
Respondents who received some support said it was				
More than needed	1	2.4	500	10.0
Just about right	33	80.5	4,000	80.0
Less than needed	4	9.8	450	9.0
Does not apply	3	7.3	50	1.0
Respondents who received very little support said it was				
More than needed	0	0.0	250	5.0
Just about right	0	0.0	750	15.0
Less than needed	2	33.3	1,500	30.0
Does not apply	4	66.7	2,500	50.0
Respondents who received none at all said it was				
More than needed	0	0.0	50	1.0
Just about right	1	100.0	1,200	24.0
Less than needed	0	0.0	1,250	25.0
Does not apply	0	0.0	2,500	50.0
Respondents who marked "Does not Apply"				
More than needed	0	0.0	750	15.0
Just about right	2	40.0	500	10.0
Less than needed	0	0.0	250	5.0
Does not apply	3	60.0	3,500	70.0

Impact of Other Deaths on Perception of Hospice Meeting Bereavement Needs

The table below presents combined results for Questions #28 (Experienced other death) and #22 (How well hospice met needs). These combined results allow comparison of overall rating of bereavement services for respondents who experienced multiple losses and those with a single loss. This comparison shows how well hospice bereavement services met the needs of both of these groups.

	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
How well hospice bereavement services met needs for respondents who experienced other death				
Very well	30	76.9	4,000	80.0
Moderately well	9	23.1	750	15.0
Not very well	0	0.0	125	2.5
Not well at all	0	0.0	125	2.5
How well hospice bereavement services met needs for respondents who did not experience other death				
Very well	32	80.0	4,250	85.0
Moderately well	8	20.0	250	5.0
Not very well	0	0.0	250	5.0
Not well at all	0	0.0	250	5.0

Respondent Demographics

Q31. Respondent relationship to deceased

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Spouse or partner	33	33.0	1,250	25.0
Child	19	19.0	1,250	25.0
Parent	15	15.0	1,000	20.0
Sibling	8	8.0	500	10.0
Other relative	3	3.0	250	5.0
Friend	4	4.0	250	5.0
Other	1	1.0	400	8.0
Not reported	17	17.0	100	2.0

Q32. Respondent age (on last birthday)

<u>Program N</u>	<u>Program Mean</u>	<u>Program Median</u>	<u>National N</u>	<u>National Mean</u>	<u>National Median</u>
100	65.6	64.0	2,657	64.4	64.0

Q33. Respondent gender

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Male	28	28.0	1,000	20.0
Female	59	59.0	3,500	70.0
Not reported	13	13.0	500	10.0

Q34. Respondent ethnicity

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
Hispanic	2	2.0	250	5.0
Non-Hispanic	81	81.0	4,000	80.0
Not reported	17	17.0	750	15.0

Q35. Respondent race

<u>Response</u>	<u>Program N</u>	<u>Program %</u>	<u>National N</u>	<u>National %</u>
American Indian or Alaskan Native	1	1.0	250	5.0
Asian or Pacific Islander	1	1.0	250	5.0
Black or African-American	1	1.0	250	5.0
White	79	79.0	3,500	70.0
Another race or multiracial	2	2.0	250	5.0
Not reported	16	16.0	500	10.0