



## FEHC FAQs

### 1. Who can use the FEHC survey?

The FEHC survey is available to any organization that wishes to use the survey tool. However, the quarterly FEHC reports with comparative national and state results are only available to NHPCO provider members.

### 2. How do I download the survey?

The FEHC survey can be accessed by the following path:

- Enter [www.nhpc.org/FEHC](http://www.nhpc.org/FEHC) in your browser window
- Click on the link for [FEHC Survey Materials](#)
  - Download the desired version of the survey

### 3. The FEHC webpage has multiple versions of the survey. Which one should I use?

The 2011 FEHC survey is offered in a regular version and a compression version (see the link for [Survey Materials](#)). The compressed version includes all of the survey questions in a format that uses fewer pages than the regular survey. NHPCO recommends using the original version of the survey, but the compressed version can be used when fewer pages are a major concern.

The website also shows the FEHC-V survey in both a regular and compressed version. FEHC-V is the regular FEHC survey with 6 additional questions included at the end, specific to Veterans and their families. You can view the six questions alone by clicking on [2011 FEHC Veterans Module](#) on the Survey Materials page. If your hospice chooses to include the Veterans questions, NHPCO suggests you use the [2011 FEHC-V Survey](#) which is the regular version of the FEHC and the six additional Veterans questions.

### 4. Can I make changes to the survey?

NHPCO highly recommends that the survey be used in its entirety. Consistency across participating hospices is important for making comparisons. If a hospice changes the questions on a survey, then that hospice is not really being compared to other hospices on the same questions, and the trustworthiness of the results of the comparison is called into question.

The wording and order of the questions **may not be changed**. Hospices may add their logos or other graphic figures to individualize the survey. Hospices may also add questions but only after Section G (at the end of the quality indicator questions).

However, NHPCO recommends against adding questions because this may affect the reliability and validity of a tested survey. Data for added questions cannot be submitted with the data from the regular questions, and it is the responsibility of the participating hospice to analyze this data.



We recognize that some hospices may, for valid reasons, require a shorter survey. However, the following questions are essential and must be included: **B2, B4, B6, B8, B10, D3, D4, D5, D7, D8, D9, E2, E3, E4, F1, F2, F3, G1, G2.**\* In addition to being fundamental to the evaluation of quality, these questions comprise core features of the revised FEHC report. All of these questions **must** be included in your survey in order to compute a composite score (a new feature) and other key metrics for your hospice.

\*Some of the questions listed have “lead-in” or “parent” questions associated with them. These associated questions (B1, B3, B5, B7, B9, D1, E1) should also be included on the survey to maintain methodological soundness and to ensure that the sequence of the survey questions makes sense to respondents.

## 5. When should I mail the survey?

NHPCO recommends mailing the surveys from 1 to 3 months post-death.

## 6. How do I enter data into the DART system?

As soon as surveys are returned to your hospice, data submission can begin. Data submission is done online on a quarterly schedule through the FEHC web-based data submission system. The web-based system is accessed through DART (Data Analysis and Reporting Tools). The link for DART is located on the FEHC page ([www.nhpc.org/FEHC](http://www.nhpc.org/FEHC)) of the NHPCO website.

After clicking the link for the NHPCO DART System, the login screen will pop up. Enter your hospice's DART ID and password and you are ready to begin. The web-based system can be accessed by the following path:

- Log onto DART
- From the DART Home page, click on Family Evaluation of Hospice Care
- Click on NHPCO Web-based Data Entry System

The web-based system provides detailed instructions for each step in the data entry and submission process. Return dates entered for surveys **must** fall within the quarter for which data are being entered.

## 7. How can I get my DART ID and password?

If you do not know your hospice's DART ID and password, please contact NHPCO Member Services at 800-646-6460.

**NOTE:** The DART ID and password are NOT the same as your individual member ID/password. The DART ID and password are linked to your hospice and are used only to access DART.



## 8. How do I get my hospice's quarterly reports and when are they available?

FEHC quarterly reports are accessed through the DART system. Reports are posted for the current year and the previous year. Reports can be accessed by the following path:

- Log onto DART from the FEHC page of the NHPCO website ([www.nhpco.org/FEHC](http://www.nhpco.org/FEHC))
- Click on Family Evaluation of Hospice Care
- Click on the link for a specific quarter's report

Reports for each quarter are available two weeks after the data submission deadline for each quarter. A schedule with specific dates for data submission, online submission system blackout periods, and report availability is posted on the FEHC page of the NHPCO website ([www.nhpco.org/FEHC](http://www.nhpco.org/FEHC)).

## 9. Do you have any suggestions for how to increase my response rate?

Several hospices have shared practices they have employed to improve their response rate. Some of those suggestions have been listed below:

### Cover Letter

In the letter explain how the information gained from the family's response is used for quality improvement. [Click here to see a sample cover letter.](#)

### Volunteer or interdisciplinary team

Add a personalized note with the cover letter from a staff or volunteer that had direct contact with the family.

### Pre-addressed stamped envelope

For mailing back the survey to your hospice.

### Colored Paper

Print the survey on colored paper to draw attention to it. Be sure to choose a light color that does not make the survey difficult to read.

## 10. Who do I contact if I have questions related to the survey, data submission, or any other part of the FEHC process?

NHPCO maintains a dedicated email address for questions related to any aspect of the FEHC survey process: [FEHC@nhpco.org](mailto:FEHC@nhpco.org).

The FEHC email is the most efficient means to receiving assistance. Even if you would prefer to discuss your question via telephone, please send an email to FEHC and please send an email to FEHC and request a call. Be sure to provide your name, phone number, DART ID, and times you are available.