NHPCO
Assessment of Patient Perception of Care (APPC) Survey
Feasibility Study

Fast Facts

About the Survey

- The APPC survey is designed to evaluate hospice and palliative care services from the perspective of the patient.
- There are two versions of the survey – one (APPC-H) for the hospice patient population and one (APPC-P) for the palliative care patient population who receive palliative care in a non-hospital based community setting (e.g., patient’s home, nursing home, residential care).
- Hospices may choose to include both hospice and palliative care populations. If this option is chosen, the data collection and submission requirements must be fulfilled separately for both patient populations.
- The survey is comprised of 19 questions. In pre-testing, patients answered the survey questions in 10 minutes on average.
- Survey administration is by phone. The survey is administered to patients 7 – 14 days after admission to hospice or palliative care services.

About the Study

- Participating hospices will receive $2,000 in compensation for administrative costs and staff time. In addition, hospices will receive $100.00 for each completed survey.
- Each hospice participating in the feasibility study is required to designate one individual to act as Study Coordinator. The Study Coordinator is responsible for the implementation and conduct of the study and for the training and oversight of other staff or volunteers who carry out any study related tasks.
- Participating hospices must agree to keep the survey contents confidential and to not share the survey with other hospices or organizations, including vendors. A signed Survey Use Agreement Form must be submitted to NHPCO prior to initiation of the feasibility study.
- Copies of the survey instruments will be provided to participating hospices after NHPCO receives a signed Survey Use Agreement Form and contact information for the hospice’s study coordinator.
Each participating hospice is expected to submit a minimum of 20 completed surveys per study population (i.e., 20 hospice patient surveys and/or 20 palliative care patient surveys). Submission of more than 20 completed surveys is encouraged, up to a total of 50 surveys. Basic patient data for all admissions, including data for patients excluded from survey administration, also must be collected and submitted.

Data collection and submission must be completed no later than December 1, 2014. All study data will be submitted online through a link provided by NHPCO.

NHPCO will provide ample ongoing assistance to enable successful implementation and completion of the feasibility study by participating hospices.