



# Family Evaluation of Hospice Care

---

## *2014 National Summary Report*

### **I. INTRODUCTION / HOW TO USE THIS REPORT**

Specifically developed and tested for hospice, the Family Evaluation of Hospice Care (FEHC) is a tool designed to measure the quality of end-of-life care provided to patients. Hospices participating in the FEHC receive a quarterly report with national and state level data along with their own quarterly results. As the primary means for performance evaluation, the quarterly reports also include two-year average hospice scores of key quality indicators for comparison and evaluation.

This, the FEHC National Summary Report, provides additional contextual information to supplement and enhance those data presented in the hospice-level quarterly reports. This report presents details on the number of submitting hospice locations, number of submitted surveys, and overall response rates for each quarter and the year. The report also contains full year totals for the frequency of every response to every question on the survey, as well as the number of responses included in the calculation of the Benchmarks and two-year National Average comparison results.

As with the FEHC quarterly reports, the FEHC National Summary Report is intended as a quality improvement tool to allow hospices to identify needed programmatic changes in care delivery and monitor the effect of those changes on the quality of care. NHPCO does not provide reports to hospices with annual totals for their own results. To make the best use of this National Summary Report, hospices should calculate their own totals for the year from their quarterly reports. No results included in this report can or should be used to replace those results already provided in the quarterly reports.

For questions or additional assistance in interpretation or use of this report or the Family Evaluation of Hospice Care, please contact our FEHC team at [fehc@nhpco.org](mailto:fehc@nhpco.org).

### **Table of Contents**

I.	Introduction / How to Use this Report .....	1
II.	FEHC Year 2014 .....	2
	A. Participation and Response Rate .....	2
	B. Response Frequency Results .....	2
	C. Patient Demographics .....	5
	D. Respondent Demographics .....	6
III.	2014 Benchmark and Comparison Results Participation .....	7



## II. FEHC YEAR 2014

Results in this section are for those surveys collected during the 2014 calendar year. All surveys collected and reported to NHPCO are included in these results.

### A. Participation and Response Rate

Quarter	Total Agencies	Total Surveys Mailed	Total Responses	Response Rate (%)
1st Quarter 2014	1,409	160,272	55,825	34.80%
2st Quarter 2014	1,390	189,571	66,344	35.00%
3st Quarter 2014	1,434	152,044	53,996	35.50%
4st Quarter 2014	1,383	149,723	49,150	32.80%
All Quarters	1,610	651,610	225,315	34.60%

### B. Response Frequency Results

Yes/No	Yes		No	
	Resp.	%	Resp.	%
<b>A3 Patient's wishes for medical treatment were discussed</b>	167,276	85.22%	28,992	14.77%
<b>A4 Hospice care inconsistent with end-of-life wishes</b>	10,245	5.19%	187,053	94.80%
<b>B1 Patient had pain or took medicine for pain</b>	179,231	85.77%	29,718	14.22%
<b>B4 More information wanted on pain medications</b>	10,985	6.26%	164,417	93.73%
<b>B5 Patient had trouble breathing in Hospice care</b>	107,451	52.08%	98,867	47.91%
<b>B8 Family wanted more breathing treatment info</b>	6,365	6.35%	93,733	93.64%
<b>B9 Patient had anxiety or sad feelings in Hospice care</b>	97,639	48.32%	104,390	51.67%
<b>D1 Family participated in patient care while in Hospice</b>	149,557	71.75%	58,862	28.24%
<b>D2 Family had enough instruction on patient care</b>	139,285	96.65%	4,818	3.34%
<b>D6 Family received information on dying process</b>	185,186	89.95%	20,675	10.04%
<b>D7 Wanted more info on dying process</b>	30,164	14.57%	176,744	85.42%
<b>E1 Hospice discussed religious / spiritual beliefs</b>	159,139	77.17%	47,061	22.82%
<b>E2 Right amount of religious or spiritual contact</b>	195,763	95.49%	9,232	4.50%
<b>F2 One nurse identified as being in charge of care</b>	187,820	91.84%	16,684	8.15%
<b>F3 Problem NOT knowing patient's medical history</b>	9,608	4.69%	195,129	95.30%
<b>G5 Under the care of hospice, patient was in a nursing home</b>	54,603	27.29%	145,472	72.70%



Yes/No/Didn't Explain	Yes		No		Didn't Explain	
	Resp.	%	Resp.	%	Resp.	%
<b>G2A</b> Team clearly explained plan of care to patient's family	193,169	95.67%	2,520	1.24%	6,220	3.08%

Yes/No/Don't Know	Yes		No		Don't know	
	Resp.	%	Resp.	%	Resp.	%
<b>B3</b> Information given on pain management medications	162,627	92.44%	6,497	3.69%	6,795	3.86%

Yes/No/Don't Know/No Treatment	Yes		No		Don't know		No treatments used	
	Resp.	%	Resp.	%	Resp.	%	Resp.	%
<b>B7</b> Information given on treatment for breathing problems	92,093	89.30%	4,789	4.64%	4,415	4.28%	1,820	1.76%

Definitely No/ Probably No / Probably Yes / Definitely Yes	Definitely No		Probably No		Probably Yes		Definitely Yes	
	Resp.	%	Resp.	%	Resp.	%	Resp.	%
<b>G3</b> Family would recommend this hospice to others	3,325	1.58%	2,820	1.34%	19,231	9.17%	184,292	87.89%

Less Than Wanted / Right Amount / More Than Wanted	Less than wanted		Right amount		More than wanted	
	Resp.	%	Resp.	%	Resp.	%
<b>B10</b> Help with patient's feelings of anxiety/sadness	6,343	6.77%	84,939	90.69%	2,371	2.53%
<b>B2</b> Medicine received for patient's pain	5,263	3.05%	163,457	95.01%	3,309	1.92%
<b>B6</b> Help with patient's breathing	4,172	4.00%	98,311	94.46%	1,588	1.52%
<b>E3</b> Emotional support to family PRIOR to patient's death	8,657	4.16%	196,023	94.37%	3,026	1.45%
<b>E4</b> Emotional support to family AFTER patient's death	11,138	5.41%	190,450	92.55%	4,171	2.02%

Less Than Wanted / Right Amount / More Than Wanted / No Services	Less than wanted		Right amount		More than wanted		Did not receive services	
	Resp.	%	Resp.	%	Resp.	%	Resp.	%
<b>E5</b> Help received from volunteers	4,293	2.29%	115,996	61.95%	1,683	0.89%	65,241	34.84%

Improved / Stayed the same / Decreased	Improved		Stayed the same		Decreased	
	Resp.	%	Resp.	%	Resp.	%
<b>G5A</b> Quality of care improved after hospice was involved	31,253	63.16%	16,638	33.62%	1,591	3.21%



Always / Usually / Sometimes / Never	Always		Usually		Sometimes		Never	
	Resp.	%	Resp.	%	Resp.	%	Resp.	%
<b>C2</b> Patient treated with respect	201,131	96.32%	6,299	3.01%	1,018	0.48%	348	0.16%
<b>D5</b> Family kept informed of patient's condition	167,710	80.60%	27,714	13.31%	9,236	4.43%	3,407	1.63%
<b>F1</b> Hospice gave confusing or contradictory treatment info	5,263	2.54%	2,333	1.12%	17,457	8.44%	181,567	87.87%

Always / Usually / Sometimes / Never / No changes made	Always		Usually		Sometimes		Never		No changes	
	Resp.	%	Resp.	%	Resp.	%	Resp.	%	Resp.	%
<b>G2B</b> Family agreed with changes in the plan of care	93,734	50.77%	27,042	14.64%	3,728	2.01%	3,319	1.79%	56,783	30.75%

Always / Usually / Sometimes / Never / Hospice Wasn't Needed	Always		Usually		Sometimes		Never		Wasn't Needed	
	Resp.	%	Resp.	%	Resp.	%	Resp.	%	Resp.	%
<b>C1</b> Patient's personal needs taken care of	129,151	63.10%	22,061	10.77%	9,272	4.53%	3,385	1.65%	40,801	19.93%

Very Confident / Fairly Confident / Not Confident	Very confident		Fairly confident		Not confident	
	Resp.	%	Resp.	%	Resp.	%
<b>D3</b> Doing what was needed to take care of patient	104,808	71.74%	38,291	26.21%	2,989	2.04%
<b>D4</b> Knowledge of medications for symptoms	101,801	70.19%	38,263	26.38%	4,957	3.41%
<b>D8</b> Knowledge of what to expect when patient was dying	119,128	57.85%	74,142	36.00%	12,635	6.13%
<b>D9</b> What to do at the time of death	125,794	61.50%	63,904	31.24%	14,843	7.25%

Excellent / Very Good / Good / Fair / Poor	Excellent		Very good		Good		Fair		Poor	
	Resp.	%	Resp.	%	Resp.	%	Resp.	%	Resp.	%
<b>G1</b> Care patient received while under care of hospice	153,844	73.26%	41,928	19.96%	9,475	4.51%	3,131	1.49%	1,602	0.76%

Excellent / Very Good / Good / Fair / Poor / Never Contacted	Excellent		Very good		Good		Fair		Poor		Never contacted	
	Resp.	%	Resp.	%	Resp.	%	Resp.	%	Resp.	%	Resp.	%
<b>G2</b> Team response to needs evening and weekend needs	125,477	60.94%	40,625	19.73%	13,442	6.52%	4,607	2.23%	2,743	1.33%	18,980	9.21%

Too Early / At the Right Time / Too Late	Too early		Right time		Too late	
	Resp.	%	Resp.	%	Resp.	%
<b>G4</b> Timing of referral to hospice	3,150	1.54%	184,559	90.42%	16,390	8.03%



## C. Patient Demographics

		Responses	%
Patient's Age at Death	<i>80 years or older</i>	124,098	60.44%
	<i>65 - 79 years</i>	56,942	27.73%
	<i>20 - 64 years</i>	24,072	11.72%
	<i>19 years or younger</i>	198	0.09%
Patient's Ethnicity	<i>Hispanic</i>	5,600	3.18%
	<i>Non-Hispanic</i>	169,987	96.81%
Patient's Gender	<i>Male</i>	90,716	47.49%
	<i>Female</i>	100,269	52.50%
Patient's Highest Education Reached	<i>8th grade or less</i>	18,133	10.39%
	<i>Some high school but didn't graduate</i>	16,667	9.55%
	<i>High school graduate or GED</i>	73,084	41.89%
	<i>1-3 years of college</i>	31,904	18.28%
	<i>4-year college graduate</i>	16,544	9.48%
	<i>More than a 4-year college degree</i>	18,128	10.39%
Patient's Primary Illness	<i>Cancers - all types</i>	65,944	39.12%
	<i>Heart &amp; Circulatory Disease</i>	20,312	12.05%
	<i>Lung &amp; Breathing disease</i>	16,388	9.72%
	<i>Kidney disease</i>	5,545	3.28%
	<i>Liver Disease</i>	3,575	2.12%
	<i>Stroke</i>	8,148	4.83%
	<i>Dementia &amp; Alzheimer's disease</i>	25,216	14.95%
	<i>AIDS &amp; other infectious disease</i>	173	0.10%
	<i>Frailty &amp; Decline due to old age</i>	14,401	8.54%
	<i>Other</i>	8,856	5.25%
Patient's Race	<i>American Indian or Alaskan Native</i>	1,009	0.57%
	<i>Asian or Pacific Islander</i>	2,143	1.21%
	<i>Black or African-American</i>	7,303	4.14%
	<i>White</i>	163,976	92.97%
	<i>Another race or multiracial</i>	1,928	1.09%



## D. Respondent Demographics

		Responses	%
Respondent's Age (at Last Birthday)	<i>80 years or older</i>	11,037	12.25%
	<i>65 - 79 years</i>	33,587	37.29%
	<i>20 - 64 years</i>	45,396	50.40%
	<i>19 years or younger</i>	44	0.04%
Respondent's Ethnicity	<i>Hispanic</i>	6,036	3.36%
	<i>Non-Hispanic</i>	173,315	96.63%
Respondent's Gender	<i>Male</i>	51,531	28.13%
	<i>Female</i>	131,604	71.86%
Respondent's Highest Education Reached	<i>8th grade or less</i>	2,184	1.20%
	<i>Some high school but didn't graduate</i>	6,353	3.51%
	<i>High school graduate or GED</i>	55,176	30.50%
	<i>1-3 years of college</i>	52,122	28.81%
	<i>4-year college graduate</i>	28,695	15.86%
	<i>More than a 4-year college degree</i>	36,355	20.09%
Respondent's Race	<i>American Indian or Alaskan Native</i>	1,025	0.57%
	<i>Asian or Pacific Islander</i>	2,204	1.22%
	<i>Black or African-American</i>	7,214	4.01%
	<i>White</i>	167,276	93.10%
	<i>Another race or multiracial</i>	1,948	1.08%
Respondent's Relationship to the Patient	<i>Spouse</i>	75,321	37.37%
	<i>Partner</i>	2,290	1.13%
	<i>Child</i>	90,573	44.94%
	<i>Parent</i>	6,760	3.35%
	<i>Sibling</i>	9,256	4.59%
	<i>Other relative</i>	8,927	4.43%
	<i>Friend</i>	3,600	1.78%
	<i>Other</i>	4,781	2.37%



### III.2014 BENCHMARK AND COMPARISON RESULTS PARTICIPATION

Results in this section are for those surveys included in the calculations of the Benchmark and two-year national averages. Data for this section were collected from 2013 through 2014. Surveys from organizations submitting less than a total of 25 surveys for the two years are excluded.

	Facilities Included	Surveys Included
<b>Composite Score</b>	1,469	192,208
<b>Global Score</b>	1,478	209,980
<b>Domains</b>		
<b>Provide Coordination of Care (F1, F2, F3)</b>	1,475	210,918
<b>Attend to Family Needs (E2, E3, E4)</b>	1,477	212,191
<b>Inform &amp; Communicate about Patients (D5, D7)</b>	1,477	211,543
<b>Provide Information about Symptoms (B4, B8)</b>	1,454	189,645
<b>Quality Indicator Questions</b>		
<b>A4: Hospice care inconsistent with end-of-life wishes</b>	1,375	197,298
<b>B2: Medicine received for patient's pain</b>	1,438	172,029
<b>B4: More information was wanted on pain medications</b>	1,441	175,402
<b>B6: Help dealing with patient's breathing</b>	1,304	104,071
<b>B8: More info was wanted on treatments for breathing</b>	1,277	100,098
<b>B10: Help with patient's feelings of anxiety or sadness</b>	1,272	93,653
<b>C1: Patient's personal needs were taken care of</b>	1,417	163,869
<b>C2: Patient was treated with respect</b>	1,466	208,796
<b>D2: Family had enough instruction on patient care</b>	1,399	144,103
<b>D3: Confidence doing what was needed to care for patient</b>	1,399	146,088
<b>D4: Confidence in knowing enough about medications</b>	1,408	145,021
<b>D5: Family was kept informed of patient's condition</b>	1,475	208,067
<b>D6: Family received information on the dying process</b>	1,453	205,861
<b>D7: Family wanted more information on the dying process</b>	1,470	206,908
<b>D8: Confidence in expectations while patient was dying</b>	1,433	205,905
<b>D9: Confidence in knowing what to do at the time of death</b>	1,431	204,541
<b>E2: Right amount of religious or spiritual contact</b>	1,470	204,995
<b>E3: Emotional support to family PRIOR to patient's death</b>	1,474	207,706
<b>E4: Emotional support to family AFTER patient's death</b>	1,471	205,759
<b>E5: Help received from volunteers</b>	1,402	151,970
<b>F1: Hospice gave confusing or contradictory treatment information</b>	1,458	206,620
<b>F2: One nurse identified as being in charge of care</b>	1,466	204,504
<b>F3: Problem NOT knowing patient's medical history</b>	1,457	204,737
<b>G2: Team response to evening and weekend needs</b>	1,454	186,894
<b>G2A: Team clearly explained plan of care to patient's family</b>	1,396	201,909
<b>G2B: Family agreed with changes in the plan of care</b>	1,278	127,823
<b>G5A: Quality of care improved after hospice was involved</b>	923	49,482