



STAR FAQ'S

General

1. Who can use the STAR survey?

The STAR survey is available to anyone. However, only NHPCO provider members can use the online survey administration and reporting offered by NHPCO. Anyone interested in implementing STAR in their hospice needs to email STAR@nhpco.org.

2. I've been instructed by my hospice to complete the STAR survey. How do I do that?

Once your hospice has started the STAR, you will receive an email from NHPCO STAR directing you to complete the survey online. *A direct link to the survey is included in our email to you.* An employee may return to the survey for as many times as is needed to complete the survey. However, once the survey is completed, then your response is recorded and the survey link will no longer function.

3. Do I need to log into the NHPCO website before accessing STAR?

If you are an employee that will be taking the survey:

No, logging into the NHPCO Website simply gives you access to members-only sections of the website and is completely separate from STAR.

For hospice administrators that want to implement STAR:

You must log in to the NHPCO website to update your roster before implementing STAR. See Question 1 below in the "For Administrators and Primary Contacts" section.

4. I am an employee who did not receive an email from NHPCO STAR or I accidentally deleted the email from NHPCO STAR. What should I do?

Please let your hospice administrator know, and they will contact us. We will resend the email to you that will have the direct link to the survey.

5. If I am unable to complete the survey in one sitting, can I return to my survey to complete it?

It is preferred to complete the survey in one sitting and only takes about 10 minutes to do so. However, you do not need to complete the survey in one sitting. You receive an email with the survey link in order to start the STAR. You can click on the link to the survey and it will take you back to the spot where you left off.

Once the survey is completed, you may print a copy of your responses. You will then be taken to a 'thank you' message page. If you click on the link to the survey after you have completed it, it will take you back to the 'thank you' message page.

6. I missed the survey deadline set by my hospice, what should I do?

Check with your supervisor. Your hospice may be willing to extend the deadline.

7. Can I see the STAR report for my hospice?

Only persons designated as STAR Administrators can access the report.



8. How is confidentiality maintained? Will my supervisor be able to see my survey responses?

All information you provide by completing the STAR survey will be kept private, including your name and the agency where you work. No one at your hospice will receive a copy of your survey, nor will the responses to any of your questions be disclosed to anyone at your hospice. 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.

During survey administration, information is available to your STAR Administrator related to the number of surveys completed by staff at your organization. The names of individuals who have completed the survey are not provided.

For Administrators and Primary Contacts

1. I am the primary contact from my hospice and am having trouble updating my roster online.

Who do I contact for help?

To view members-only sections of our updated website like My Organization, we require that members log in utilizing the email address we have on file for you and your NHPCO password. If you'd like someone other than the Primary Contact to update the roster, we can also add the designation Roster Manager. This is a new designation and it functions similarly to Primary Contact in being able to view and edit your roster. For assistance, contact star@nhpco.org.

2. I am a hospice administrator. Should I complete the survey?

Even if you do not complete Part I (Job Satisfaction) of STAR, you are urged to complete Part II of the survey. This section provides NHPCO with demographic information which is essential to ensure the accuracy and completeness of the national level report.

3. Should volunteer clinical staff take the STAR survey?

If your hospice has volunteers acting as clinical staff, check with NHPCO regarding the appropriateness of those individuals taking the survey.

4. What is the difference between the hospice-level STAR report and the National STAR report?

There are two STAR reports—an individual hospice report and a national level report. The individual STAR report contains your hospice's survey results and is available only to your hospice's STAR Administrator. This report is an NHPCO member benefit. A sample report is available online at www.nhpco.org/STAR.

The National STAR report includes overall national averages for STAR domains and questions, as well as results broken out by selected demographics such as clinical/non-clinical, discipline, and hours worked categorized by hospice size and location. The report also includes information on salaries. To have your hospice's results included in the National STAR Report, your hospice's STAR should be completed by December 15.

The member price is \$200 and the non-member price is \$350. The National STAR Report is available for purchase through the [NHPCO Marketplace](#).