



STAR Participant's Manual

How to Participate in the Survey of Team Attitudes and Relationships (STAR)

A Guide for Hospice Staff

I. Introduction

Job satisfaction has been demonstrated to be linked to staff morale, productivity, and turnover, as well as quality of care. Assessment of staff job satisfaction provides important feedback that administrators can use to make needed changes in organizational behavior and improvements to the work environment.

Other sectors of the healthcare industry use job satisfaction surveys tailored to their specific health care environments. However, until the creation of the Survey of Team Attitudes and Relationships (STAR) no survey existed specifically for hospice employees. The STAR was developed by researchers at the University of Pennsylvania in collaboration with NHPKO. Survey questions were generated from interviews with hospice staff and refined with additional interviews and comments from an expert panel. The tool has undergone multiple revisions and the final survey consists of 45 core questions across 6 domains.

STAR results can be used by your hospice's administration to take steps to foster the best possible work environment for staff. Your participation in STAR provides valuable information to your own hospice, and also provides important information that NHPKO will incorporate into a national-level STAR report that hospices can use to compare their results to other hospices.

II. How to Participate in STAR

Your hospice's leadership will determine when the staff at your hospice should participate in the STAR survey process. The timeframe for completing the survey, including the deadline, is set by your hospice. If you are uncertain about whether or when you should complete the STAR survey, please check with your supervisor.

The STAR is only administered online. You will need access to a computer in order to complete the survey.

Step 1: Look for an email from STAR sent to the email address NHPKO has on file for you

When you have been instructed to participate in STAR by your hospice, you will receive an email from NHPKO STAR that provides you with an individual link to access the survey. Be sure to save the email until you have completed the survey. **DO NOT forward the email to anyone!**



Step 2: Click on the link to the survey in the email from STAR

Clicking on the link will take you directly to the STAR.

Step 3: Complete the online survey

The STAR consists of 45 core questions (40 for non-clinical staff) related to job satisfaction and a set of demographic questions at the end of the survey. If you are unable to finish the survey in one sitting, you may access it again by clicking on the link in the email you received from STAR.

NOTE: It is extremely important that you answer every survey question to ensure the accuracy of your individual hospice's report and to provide essential information for the NHPCO national STAR report.

III. Confidentiality

Your survey responses will be kept strictly confidential. 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. No one at your hospice will receive a copy of your individual survey, nor will the responses to any of your questions be disclosed to anyone at your hospice.

Responses from surveys will be grouped for reporting purposes and reports will include results for all staff combined. Reports will also include results for some sub-groups of staff (e.g. all clinical staff). In order to ensure confidentiality, no results will be reported for a sub-group that is comprised of fewer than 5 individuals.

The names of individuals who have completed the survey are not disclosed to your hospice. Only the total number of surveys completed by staff at your organization is made available.

IV. Where to get help

If you have questions about STAR, contact NHPCO by sending an email to STAR@nhpco.org. If you have a problem completing the survey, first inform your supervisor then contact NHPCO at 800/787-1500.