

## 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 organization needs to email [STAR@nhpco.org](mailto: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?**

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

**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 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 organization may be willing to extend the deadline.

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

Only person(s) 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 organization 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 STAR Administrators**

**1. I am a STAR administrator. Should I complete the survey?**

Yes

**2. Should volunteer clinical staff take the STAR survey?**

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

**3. What is the difference between the STAR report and the National STAR report?**

There are two STAR reports—an individual report and a national level report. The individual STAR report contains your organization’s survey results and is available only to your organization’s STAR Administrator. This report is an NHPCO member benefit.

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](#).