

# Hospice QAPI Performance Manager Bereavement Satisfaction Survey Administration & Reporting System

# **Survey Instrument & Report Samples**



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# Performance Management Systems



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# Samples: Survey Instrument & Reports

#### **Overview:**

Below are a listing of Deyta's survey instrument and reports that are representative of the reports to be utilized by your Hospice:

- Evaluation of Bereavement Care Survey Instrument
- Performance Trends Report Key Satisfaction Drivers
- Control Trend Report
- Question Summary Report
- Question Ranking Report
- Response Distribution Report
- Team/Location Benchmark Report
- Period Comparison Report
- Demographic Report
- Comment Report

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Survey Instrument





P.O. Box 8239 Louisville, KY 40257

012345678987

HOS-EBS-8

Thank you for allowing us to serve you and your loved ones over the past many months. Please find below several questions concerning our bereavement services and the bereavement process. We are interested in your opinion of the services provided to you since the death of your loved one and how you are progressing.

Please take a moment to answer the questions below and return the completed survey in the postage-paid envelope provided with this mailing. Feel free to share with us your thoughts concerning services you believe we can improve. Your candid comments will enable us to provide better service to others in the future.

Our thoughts and prayers go out to you and your family as you move forward.

With warmest regards,

John Smith

John Smith, Hospice Executive Director

#### Would you rather fill this survey out online? It's easy and remains confidential!

To begin your satisfaction online survey, just go to <u>https://secure.deyta.com/esurvey2/</u> and enter this number:

CVO0133700

**NOTE:** If you complete this survey online, there is no need to return a survey by mail. If you choose **NOT** to complete this survey online, please complete this mailed survey and return it in the enclosed postage-paid envelope as soon as possible.

The questions in this survey focus on the bereavement services we may have provided to you by <u>mail</u>, by <u>telephone</u>, or <u>in-person</u> during the time since the death of your family member or friend.

#### Marking Instructions:

• Please use a **blue or black pen** to complete the survey.

 $\bigcirc$ 

 $\bigcirc$ 

 $\bigcirc$ 

- Please skip if the question does not apply.
- Example: Correct Mark  $\bigcirc$

#### HOSPICE BEREAVEMENT SERVICES

| 1. | Which of the following were of | communicated to vou b                 | v hospice in the time | period since the death occurred: |
|----|--------------------------------|---------------------------------------|-----------------------|----------------------------------|
|    |                                | · · · · · · · · · · · · · · · · · · · |                       |                                  |

|    | <ul> <li>a) Information about grief and loss?</li></ul>   | 000 |          | $\bigcirc$ | Don't know<br>Don't know<br>Don't know |
|----|---|-----|----------|------------|--|
| 2. | Do you remember being given information about:  |     |          |            |  |
|    | a) The availability of support groups sponsored by hospice? $\bigcirc$ Yes b) The availability of individual grief counseling sponsored by hospice? $\bigcirc$ Yes  | -   | No<br>No | _          | Don't know<br>Don't know               |
| 3. | <ul> <li>How helpful was the information hospice provided to you about:<br/>Scale: VH=Very Helpful, SH=Somewhat Helpful, NV=Not Very Helpful, NH=Not Helpful at All,<br/>DA=Does Not Apply</li> <li>a) The availability of support groups</li> <li>b) The availability of in-person counseling</li> </ul> |     |          | NH<br>O O  |  |
|    | <ul> <li>c) Upcoming memorial services or events</li> <li>d) How to cope with grief and loss</li> </ul>   |     |          | 000        | 0 0                                    |
|    | DETITAT: www.deyta.com<br>© 2007 All rights reserved. Survey type: HOS-EBS-8  |     |          |            | pg. 1                                  |

# HOSPICE BEREAVEMENT MAILINGS

- During this first year after the death, did hospice stay in touch with you by mail?
   Yes
   No → If No, skip to the next section (Hospice Bereavement Telephone Calls)
- 2. Which of the following hospice mailings do you remember receiving?
  - a) Bereavement newsletters
    - $\bigcirc$  Yes  $\bigcirc$  No
  - b) Bereavement notes and letters
    - $\bigcirc$  Yes  $\bigcirc$  No
  - c) Invitations to hospice memorial services or events  $\bigcirc$  Yes  $\bigcirc$  No
- 3. How was the timing of the hospice mailings?
  - All of the mailings were well timed
     Some of the mailings were well timed
- $\bigcirc$  Most of the mailings were well timed

 $\bigcirc$  None of the mailings were well timed

4. How helpful did you find the hospice mailings?
 ○ Very helpful
 ○ Somewhat helpful
 ○ Not very helpful
 ○ Not helpful at all

## HOSPICE BEREAVEMENT TELEPHONE CALLS

- 1. How often did hospice contact you by telephone after your family member or friend died? ○ Often ○ A few times ○ Only once or twice ○ Hospice did not call
- 2. Was the number of telephone calls you received from hospice:  $\bigcirc$  Too few  $\bigcirc$  Just about right  $\bigcirc$  Too many
- 3. Aside from any telephone calls hospice may have made to you after the death of your family member or friend, did you make any calls to hospice during this period?
  - $\bigcirc$  Yes  $\bigcirc$  No → If No, skip to Question 6
- How often would you say you called hospice for information or support during this period?
   Often A few times Only once or twice I did not call hospice for information or support
- 5. When you called hospice for information or support, how would you rate hospice's performance in getting someone to talk to you?
  - $\bigcirc$  Excellent  $\bigcirc$  Very good  $\bigcirc$  Good  $\bigcirc$  Fair  $\bigcirc$  Poor
- 6. If you take all your telephone conversations with hospice, including the ones hospice made to you and the ones you made to hospice, how helpful were the individuals with whom you spoke?
  - $\bigcirc$  Very helpful  $\bigcirc$  Somewhat helpful  $\bigcirc$  Not very helpful  $\bigcirc$  Not helpful at all
  - $\bigcirc$  I had no telephone contact with hospice

## IN-PERSON BEREAVEMENT VISITS

| 1. | In addition to any mailings and phone calls you may have received, did you meet with anyone from hospice for in-person grief support at your home, at the hospice facility, or somewhere else?<br>○ Yes ○ No → If No, skip to the next section (Other Hospice Bereavement Contacts) |
|----|---|
| 2. | How many in-person grief support visits have you had at your home, at the hospice facility, or somewhere else with a hospice staff member or volunteer?<br>O None O 1 visit O 2 visits O 3 visits O 4 visits or more  |
| 3. | Was the number of the in-person visits for grief support:<br>O Too few O Just about right O Too many  |
| 4. | How helpful was the in-person grief support provided by hospice?<br>O Very helpful O Somewhat helpful O Not very helpful O Not helpful at all   |

pg. 2

Survey type: HOS-EBS-8

**OTHER HOSPICE BEREAVEMENT CONTACTS** 

| 1. | During this first year, were you informed of any support groups sponsored by the hospice? $\bigcirc$ Yes $\bigcirc$ No $\bigcirc$ Don't know   |
|----|--|
|    | a) Did you attend any that were offered?<br>○ Yes ○ No ○ Does not apply  |
|    | <ul> <li>b) How would you rate the bereavement support groups you attended?</li> <li>○ Excellent ○ Very good ○ Good ○ Fair ○ Poor ○ Does not apply</li> </ul>  |
|    | estions 2 and 3 are about activities that may be offered by hospices to help with grieving during the<br>st year after a death.  |
| 2. | During this first year, were you invited to any hospice memorial services or events? $\bigcirc$ Yes $\bigcirc$ No $\bigcirc$ Don't know  |
|    | a) Did you attend any that were offered? $\bigcirc$ Yes $\bigcirc$ No $\bigcirc$ Does not apply  |
|    | <ul> <li>b) How would you rate the memorial services or events you attended?</li> <li>○ Excellent ○ Very good ○ Good ○ Fair ○ Poor ○ Does not apply</li> </ul>   |
| 3. | During this first year, were you informed by hospice about special activities or programs during any of the holiday periods?   |
|    | a) Did you attend any that were offered? $\bigcirc$ Yes $\bigcirc$ No $\bigcirc$ Does not apply  |
|    | <ul> <li>b) For all those in which you participated, how would you rate the hospice sponsored holiday activities?</li> <li>C Excellent</li> <li>O Very good</li> <li>O Good</li> <li>O Fair</li> <li>O Poor</li> <li>O Does not apply</li> </ul>   |
| 0  | VERALL   |
| 1. | How much emotional support did the hospice team provide to you <u>after</u> the patient's death?<br><ul> <li>Less than was wanted</li> <li>The right amount</li> <li>More than was wanted</li> </ul>   |
| 2. | How good a job did hospice do at delivering bereavement services in ways that were sensitive to your cultural and spiritual background?  |
| 3. | Considering only the time period after the death of your family member or friend, how well would you say hospice met your needs?<br>O Very well O Moderately well O Not very well O Not well at all  |
| 1. | How much support has been provided to you by each of the following during this first year after the death of your family member or friend?   |
| 0  | Scale: A=A Lot, S=Some, V=Very Little, N=None at All, DA=Does Not Apply       A       S       V       N       DA         a) Family members       0 |
| 2. | Was the support you got from         Scale: M=More than needed, J=Just about right, L=Less than needed, DA=Does not apply         a) Family members         b) Friends         c) Hospice         d) Faith community, Minister, Priest, Rabbi, or Imam         e) Private counselor or therapist         f) Non-hospice community services   |

|     | 1  |
|-----|--|
| 3.  | Is there anyone else who provided you with support during this period?   |
|     | ○ No ○ Yes → Who would that be?  |
|     | (Relationship or Title)  |
| 4.  | Have you experienced other deaths of family members or close friends in the last 13 months? $\bigcirc$ Yes $\bigcirc$ No   |
| 5.  | Overall, how well do you feel you are coping at this time?<br>O Very well O Moderately well O Not very well O Not well at all  |
| 6.  | Would you like someone from the hospice bereavement program to contact you now? $\bigcirc$ Yes $\bigcirc$ No   |
|     | If yes, please fill in your name and phone number:   |
|     | Name: Phone: ()  |
| A   | ΒΟυτ ΥΟυ   |
| Ple | ase provide the following information about yourself:  |
| 1.  | <ul> <li>Which of the following best describes your race?</li> <li>American Indian or Alaskan Native</li> <li>Asian or Pacific Islander</li> <li>Black or African-American</li> <li>White</li> </ul> |

- Hispanic/Spanish Family Background
- Another race or multiracial

(Please write in)

#### **OPEN-ENDED COMMENTS**

| Is there anything else that you would like to tell | us about the care | provided by the ho | spice team or an | y individual |
|--|-------------------|--------------------|------------------|--------------|
| whom we could thank?                               |                   |                    |                  |              |

| Would you like someone to | contact you con     | cerning questions | or issues vol | i might have? |
|---------------------------|---------------------|-------------------|---------------|---------------|
|                           | 00111a01 y 0 a 0011 | oonning quoonono  | 01 100000 900 | ingine navo.  |

○ Yes ○ No If yes, please provide your name and phone number:

Name:\_

Phone: (\_\_\_\_\_)

Thank you for taking the time to complete this survey. We recognize it may have caused you some distress to recall the events you have experienced in the past year. Please know that our bereavement services continue to be a resource to you.

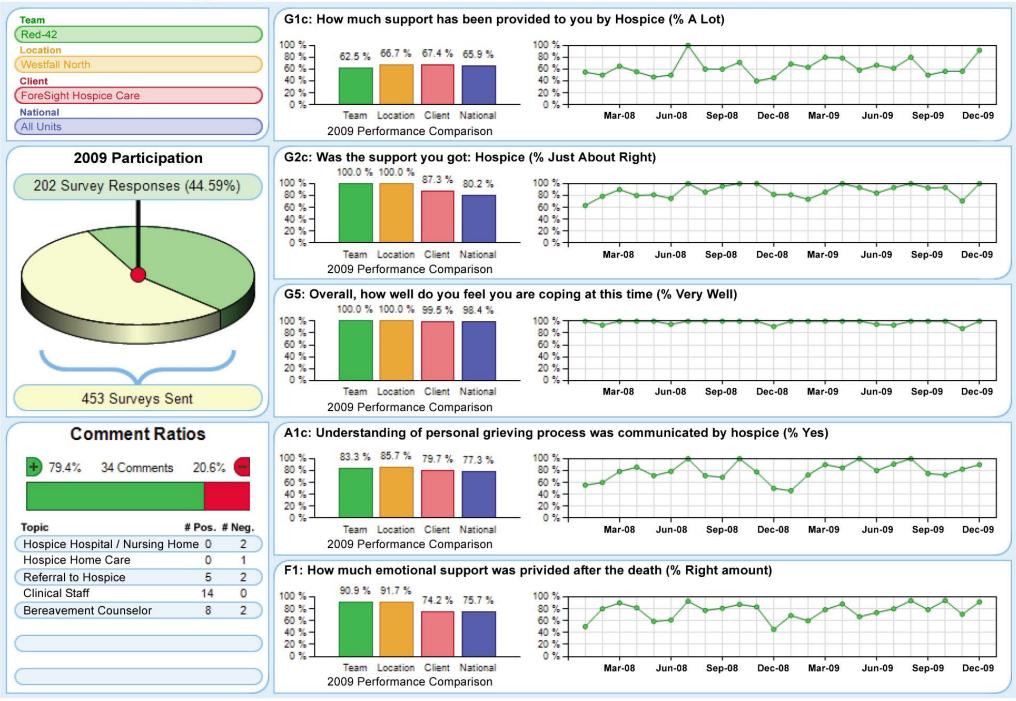
# Performance Trends Report – Key Satisfaction Drivers





# **Performance Trends - Key Satisfaction Drivers**

**Level Results** 



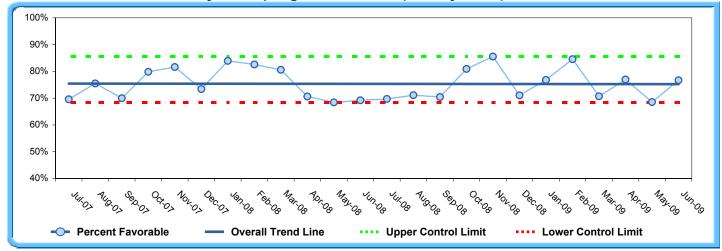
Control Trend Report



### **Trending Report**

Shows satisfaction trends over time Evaluation of Bereavement Services 2nd Quarter, 2009 Results





#### Overall, how well are you coping at this time (%Very Well)

| Month (Period 1-12): | Jun-09 | May-09 | Apr-09 | Mar-09 | Feb-09 | Jan-09 | Dec-08 | Nov-08 | Oct-08 | Sep-08 | Aug-08 | Jul-08 |
|----------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Percent Favorable:   | 76.7%  | 68.5%  | 76.9%  | 70.7%  | 84.5%  | 76.8%  | 71.0%  | 85.6%  | 80.9%  | 70.4%  | 71.1%  | 69.7%  |
| Average Score:       | 3.62   | 3.50   | 3.39   | 3.32   | 3.56   | 3.45   | 3.74   | 3.49   | 3.68   | 3.34   | 3.42   | 3.71   |
| Total Responses:     | 442    | 450    | 435    | 441    | 438    | 451    | 434    | 442    | 436    | 439    | 432    | 440    |

| Month (Period 13-24): | Jun-08 | May-08 | Apr-08 | Mar-08 | Feb-08 | Jan-08 | Dec-07 | Nov-07 | Oct-07 | Sep-07 | Aug-07 | Jul-07 |
|-----------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Percent Favorable:    | 69.2%  | 68.4%  | 70.6%  | 80.6%  | 82.6%  | 83.9%  | 73.4%  | 81.6%  | 79.8%  | 70.0%  | 75.5%  | 69.6%  |
| Average Score:        | 3.83   | 3.46   | 3.56   | 3.50   | 3.76   | 3.68   | 3.52   | 3.35   | 3.91   | 3.66   | 3.83   | 3.61   |
| Total Responses:      | 436    | 438    | 434    | 439    | 448    | 441    | 439    | 442    | 448    | 448    | 438    | 432    |

Question Summary Report



#### **Question Summary**

Lists question-by-question results (in survey order) Evaluation of Bereavement Services 2nd Quarter, 2009 Results

| From: 4/1/2009 To: 6/30/2009 Data B                           | Break By: None |               |                  |
|---|----------------|---------------|------------------|
|   |                |               |                  |
| Hospice Bereavement Services                                  | Responses      | Average Score | Percent Favorabl |
| Received information about grief and loss (%Yes)              | 455            | 1.71          | 71.2%            |
| Given reassurance that feelings of grief were "normal" (%Yes) | 426            | 1.63          | 62.7%            |
| Support from family was (%Just Right)                         | 491            | 2.63          | 70.9%            |
| Given help with your personal grieving process (%Yes)         | 354            | 1.79          | 79.4%            |
| Helpfulness of info about support groups (%Very Helpful)      | 433            | 3.61          | 77.6%            |
| Given info about hospice-sponsored support groups (%Yes)      | 413            | 1.80          | 79.7%            |
| Support from friends was (%Just Right)                        | 509            | 2.67          | 74.1%            |
| Given info about hospice-sponsored counseling (%Yes)          | 409            | 1.82          | 81.7%            |
| Helpfulness of info about in-person counseling (%V. Helpful)  | 422            | 3.59          | 74.6%            |
| Hospice Bereavement Mailings                                  | Responses      | Average Score | Percent Favorabl |
| Hospice stayed in touch by mail during first year (%Yes)      | 436            | 1.67          | 66.5%            |
| Support from hospice was (%Just Right)                        | 476            | 2.64          | 72.3%            |
| How much support: Family members (%A Lot)                     | 410            | 3.57          | 75.1%            |
| How much support: Friends (%A Lot)                            | 435            | 3.62          | 77.9%            |
| Overall, how well are you coping at this time (%Very Well)    | 467            | 3.55          | 71.9%            |
| Mailing received: Bereavement newsletters (%Yes)              | 385            | 1.79          | 79.2%            |
| Helpfulness of info about mem. services/events (%V. Helpful)  | 441            | 3.59          | 73.7%            |
| How much support: Hospice (%A Lot)                            | 420            | 3.59          | 74.0%            |
| Mailing received: Bereavement notes and letters (%Yes)        | 357            | 1.79          | 79.3%            |
| Helpfulness of info about coping w/ grief/loss (%V. Helpful)  | 459            | 3.55          | 71.5%            |
| Mailing received: Invitations to mem. services/events (%Yes)  | 425            | 1.60          | 60.5%            |
| Informed about hospice support groups during 1st year (%Yes)  | 421            | 1.68          | 67.9%            |
| Was the number of hospice phone calls received (%Just Right)  | 502            | 2.67          | 74.5%            |
| Was the number of visits for grief support (%Just Right)      | 524            | 2.66          | 72.1%            |
| Hospice Bereavement Phone Calls                               | Responses      | Average Score | Percent Favorab  |
|   |                |               |                  |
| How often hospice contacted by phone after death (%Often)     | 483            | 2.67          | 77.4%            |
| •   | 483<br>464     | 2.67<br>2.68  | 77.4%<br>78.2%   |

436

482

497

488

480

369

519

1.63

2.65

2.64

4.34

4.29

1.71

2.66

Invited to hospice mem. service/events during 1st yr. (%Yes)

Support from private counselor/therapist was... (%Just Right)

Rate bereavement support groups you attended (%Excellent)

Rate hosp. sponsored holiday activities attended(%Excellent)

Support from non-hospice community services was... (%Just Right)

Attended hospice memorial service/events 1st year (%Yes)

Support from faith community was... (%Just Right)

62.8%

71.8%

71.6%

69.3%

67.7%

70.7%

71.3%

Question Ranking Report



#### Ranked Scoring Summary A ranked summary of survey ratings

A ranked summary of survey ratings Evaluation of Bereavement Services 2nd Quarter, 2009 Results

| From: 4/1/2009 To: 6/30/2009 Data Break                       | By: None  | Ranking On:   | Percent Favorable |
|---|-----------|---------------|-------------------|
| Survey Question   | Responses | Average Score | Percent Favorabl  |
| Given reassurance that feelings of grief were "normal" (%Yes) | 406       | 1.82          | 82.0%             |
| Given info about hospice-sponsored support groups (%Yes)      | 400       | 1.81          | 81.3%             |
| Received information about grief and loss (%Yes)              | 474       | 1.78          | 78.1%             |
| How much support: Family members (%A Lot)                     | 419       | 3.63          | 77.3%             |
| Attended hospice memorial service/events 1st year (%Yes)      | 496       | 1.77          | 76.6%             |
| Was the number of visits for grief support (%Just Right)      | 507       | 2.68          | 75.5%             |
| How often hospice contacted by phone after death (%Often)     | 491       | 2.64          | 75.4%             |
| Support from family was (%Just Right)                         | 479       | 2.70          | 74.5%             |
| How often did you call hospice during this period (% Often)   | 468       | 2.65          | 74.4%             |
| Informed about hospice support groups during 1st year (%Yes)  | 498       | 1.74          | 74.3%             |
| Helpfulness of info about coping w/ grief/loss (%V. Helpful)  | 437       | 3.55          | 73.9%             |
| Helpfulness of info about support groups (%Very Helpful)      | 446       | 3.57          | 73.8%             |
| Support from non-hospice community services was (%Just Right) | 516       | 2.66          | 73.6%             |
| Overall, how well are you coping at this time (%Very Well)    | 434       | 3.58          | 73.5%             |
| Helpfulness of info about in-person counseling (%V. Helpful)  | 414       | 3.57          | 73.4%             |
| How much support: Friends (%A Lot)                            | 444       | 3.59          | 73.4%             |
| Helpfulness of info about mem. services/events (%V. Helpful)  | 409       | 3.53          | 73.3%             |
| Attended hospice support groups during first year (%Yes)      | 412       | 1.73          | 73.3%             |
| Mailing received: Bereavement notes and letters (%Yes)        | 490       | 1.73          | 73.3%             |
| Support from faith community was (%Just Right)                | 509       | 2.65          | 73.1%             |
| How much support: Hospice (%A Lot)                            | 448       | 3.58          | 73.0%             |
| Mailing received: Bereavement newsletters (%Yes)              | 379       | 1.73          | 72.8%             |
| Support from private counselor/therapist was (%Just Right)    | 482       | 2.67          | 72.8%             |
| Mailing received: Invitations to mem. services/events (%Yes)  | 434       | 1.72          | 72.4%             |
| Given help with your personal grieving process (%Yes)         | 451       | 1.72          | 72.3%             |
| Support from friends was (%Just Right)                        | 495       | 2.64          | 71.9%             |
| Given info about hospice-sponsored counseling (%Yes)          | 466       | 1.71          | 71.0%             |
| Support from hospice was (%Just Right)                        | 528       | 2.64          | 71.0%             |
| Was the number of hospice phone calls received (%Just Right)  | 506       | 2.64          | 70.4%             |
| Hospice stayed in touch by mail during first year (%Yes)      | 417       | 1.69          | 69.1%             |
| Invited to hospice mem. service/events during 1st yr. (%Yes)  | 417       | 1.68          | 68.1%             |
| Rate hosp. sponsored holiday activities attended(%Excellent)  | 519       | 4.28          | 63.6%             |
| Rate bereavement support groups you attended (%Excellent)     | 488       | 4.31          | 63.5%             |

Response Distribution Report



#### **Response Distribution** Tally of responses to each survey question

Average

Tally of responses to each survey question Evaluation of Bereavement Services 2nd Quarter, 2009 Results

| <b>REPORT BY:</b> | Date of Death |
|-------------------|---------------|

| -     |          |               |
|-------|----------|---------------|
| From: | 4/1/2009 | To: 6/30/2009 |

|     | Data Bro | eak By: Nor | ie             |            |
|-----|----------|-------------|----------------|------------|
| 5.1 | Somewhat | Not Very    | Not Helpful at | Total Cour |

| Survey Question  | Very Helpful             | Helpful              | Helpful             | All                 | • | Total Count | Score |
|--|--------------------------|----------------------|---------------------|---------------------|---|-------------|-------|
| Helpfulness of info about support groups<br>(%Very Helpful)    | <b>329</b><br>(73.8%)    | <b>68</b><br>(15.2%) | <b>24</b><br>(5.4%) | <b>25</b><br>(5.6%) |   | 446         | 3.57  |
| Helpfulness of info about in-person counseling (%V. Helpful)   | <b>304</b><br>(73.4%)    | <b>64</b><br>(15.5%) | <b>24</b><br>(5.8%) | <b>22</b><br>(5.3%) |   | 414         | 3.57  |
| Helpfulness of info about mem. services/events (%V. Helpful)   | <b>300</b><br>(73.3%)    | <b>56</b><br>(13.7%) | <b>24</b><br>(5.9%) | <b>29</b><br>(7.1%) |   | 409         | 3.53  |
| Helpfulness of info about coping w/ grief/lo.<br>(%V. Helpful) | ss <b>323</b><br>(73.9%) | <b>60</b><br>(13.7%) | <b>25</b><br>(5.7%) | <b>29</b><br>(6.6%) |   | 437         | 3.55  |

|   | A Lot                 | Some                 | Very Little         | None at All         | Total Count | Average<br>Score |
|---|-----------------------|----------------------|---------------------|---------------------|-------------|------------------|
| How much support: Family members (%A Lot) | <b>324</b><br>(77.3%) | <b>52</b><br>(12.4%) | <b>25</b><br>(6%)   | <b>18</b><br>(4.3%) | 419         | 3.63             |
| How much support: Friends (%A Lot)        | <b>326</b><br>(73.4%) | <b>73</b><br>(16.4%) | <b>26</b><br>(5.9%) | <b>19</b><br>(4.3%) | 444         | 3.59             |

|  | Less than<br>Needed | Just Right            | More than<br>Needed   | Total Count | Average<br>Score |
|--|---------------------|-----------------------|-----------------------|-------------|------------------|
| Support from friends was (%Just Right)                       | <b>40</b><br>(8.1%) | <b>356</b><br>(71.9%) | <b>99</b><br>(20%)    | 495         | 2.64             |
| Support from hospice was (%Just Right)                       | <b>38</b><br>(8.3%) | <b>375</b><br>(78.4%) | <b>115</b><br>(13.3%) | 528         | 2.64             |
| Was the number of hospice phone calls received (%Just Right) | <b>33</b><br>(6.5%) | <b>356</b><br>(70.4%) | <b>117</b><br>(23.1%) | 506         | 2.64             |

|  | Yes                   | No                    | Total Count | Average<br>Score |
|--|-----------------------|-----------------------|-------------|------------------|
| Received information about grief and loss (%Yes)                 | <b>370</b><br>(78.1%) | <b>104</b><br>(21.9%) | 474         | 1.78             |
| Given reassurance that feelings of grief were<br>"normal" (%Yes) | <b>333</b><br>(82%)   | <b>73</b><br>(18%)    | 406         | 1.82             |
| Given help with your personal grieving process (%Yes)            | <b>326</b><br>(72.3%) | <b>125</b><br>(27.7%) | 451         | 1.72             |
| Given info about hospice-sponsored support groups (%Yes)         | <b>325</b><br>(81.3%) | <b>75</b><br>(18.8%)  | 400         | 1.81             |
| Given info about hospice-sponsored counseling (%Yes)             | <b>331</b><br>(71%)   | <b>135</b><br>(29%)   | 466         | 1.71             |
| Hospice stayed in touch by mail during first year (%Yes)         | <b>288</b><br>(69.1%) | <b>129</b><br>(30.9%) | 417         | 1.69             |
| Mailing received: Bereavement newsletters (%Yes)                 | <b>276</b><br>(72.8%) | <b>103</b><br>(27.2%) | 379         | 1.73             |
| Mailing received: Bereavement notes and letters (%Yes)           | <b>359</b><br>(73.3%) | <b>131</b><br>(26.7%) | 490         | 1.73             |
| Mailing received: Invitations to mem. services/events (%Yes)     | <b>314</b><br>(72.4%) | <b>120</b><br>(27.6%) | 434         | 1.72             |

Team / Location Report



#### **Team: National Comparison** Compares up to five groups against a single focus group.

Compares up to five groups against a single focus group. Evaluation of Bereavement Services 2nd Quarter, 2009 Results

4/1/2009 - 6/30/2009

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| FOCUS: Red Team   |                                   |              |            |       |    |      |                  |        |
|---|-----------------------------------|--------------|------------|-------|----|------|------------------|--------|
| Group   | Client                            | Natio        | nal        |       |    |      |                  |        |
| ForeSight Hospice   | Deyta Hospice Group               | All Hospices | Combined   |       |    |      |                  |        |
| Received information about  | t grief and loss (%Yes)           |              |            | Resp: | 20 | Avg: | 1.74 Fav:        | 68.3%  |
| 81 1.66 63.6% 🛣   | 414 1.62 62.1% 🛧                  | 3,933 1.76   | 67.4%      |       |    |      |                  |        |
| Given reassurance that fee  | lings of grief were "normal" ('   | (Yes)        | (          | Resp: | 20 | Avg: | 1.81 <b>Fav:</b> | 76.2%  |
| 81 1.87 84.9%   |                                   | 3,097 1.71   | 77.5% 🖶    | nesp. | 20 | Avg. | rior Fav.        | 70.270 |
|   |                                   |              | ••••••     |       |    |      |                  |        |
| Support from family was   | (%Just Right)                     |              |            | Resp: | 20 | Avg: | 2.71 Fav:        | 77.7%  |
| 81 2.75 75.9% •   | 481 2.68 74.0% •                  | 4,570 2.61   | 72.0% 🛣    |       |    |      |                  |        |
| Given help with your person   | nal grieving process (%Yes)       |              | (          | Resp: | 20 | Avg: | 1.59 <b>Fav:</b> | 64.1%  |
| 81 1.72 69.1%   | 482 1.67 67.4% •                  | 4,579 1.65   | 66.4% 🔵    | nesp. |    | Avg. | 140.             | 0      |
|   |                                   | .,           |            |       |    |      |                  |        |
| Helpfulness of info about su  | upport groups (%Very Helpfu       | )            |            | Resp: | 20 | Avg: | 3.97 Fav:        | 81.8%  |
| 81 3.70 76.2% 🛧   | 437 3.61 74.4% 🕒                  | 4,152 1.93   | 39.7%      |       |    |      |                  |        |
|   |                                   |              |            |       |    |      |                  |        |
|   | ponsored support groups (%)       |              |            | Resp: | 20 | Avg: | 1.83 <b>Fav:</b> | 89.2%  |
| 81 1.82 79.5% ●   | 410 1.78 77.6% 🛧                  | 3,895 1.72   | 75.1%      |       |    |      |                  |        |
| Support from friends was  | . (%Just Right)                   |              | 1          | Resp: | 20 | Avg: | 2.58 Fav:        | 63.3%  |
| 81 2.72 72.1% 🐺   | 499 2.66 70.3% 🖶                  | 4,741 2.59   | 68.6% •    |       |    |      |                  |        |
|   |                                   |              |            |       |    |      |                  |        |
|   | ponsored counseling (%Yes)        |              |            | Resp: | 20 | Avg: | 1.83 <b>Fav:</b> | 81.4%  |
| 81 1.89 86.9% 🕂   | 368 1.85 84.8% •                  | 3,496 1.81   | 83.0%      |       |    |      |                  |        |
| Helpfulness of info about in  | -person counseling (%V. He        | oful)        | (          | Resp: | 20 | Avg: | 3.81 Fav:        | 84.1%  |
| 81 3.72 78.4%   | 434 3.63 76.5% <b></b>            |              | 35.6% 🔵    | nesp. | 20 | Avg. | 1 1 1 1 1 1      | 0 / 0  |
|   |                                   |              |            |       |    |      |                  |        |
| Hospice stayed in touch by  | mail during first year (%Yes)     |              |            | Resp: | 20 | Avg: | 1.69 <b>Fav:</b> | 67.0%  |
| 81 1.72 69.4% ●   | 517 1.68 67.7% 🗨                  | 4,912 1.71   | 69.0% •    |       |    |      |                  | ĺ      |
| Current from bearing and  | (9/ Just Disht)                   |              | 4          |       | 20 | A    | 2.59 -           | 69.00/ |
| Support from hospice was.           81         2.72         75.3%         ● | (%Just Right)<br>513 2.65 73.5% 🕂 | 4,874 2.58   | 71.5% 🕒    | Resp: | 20 | Avg: | 2.58 <b>Fav:</b> | 68.3%  |
| 01 2.72 13.370  | - 515 2.05 75.5%                  | 2.30         | / 1.3 /0 U | ¯     |    |      |                  |        |
| How much support: Family  | members (%A Lot)                  |              | 1          | Resp: | 20 | Avg: | 3.41 Fav:        | 62.2%  |
| 81 3.68 75.0% 퐞   | 444 3.59 73.2% 퐞                  | 4,218 3.55   | 72.3% 🕂    |       |    |      |                  |        |
|   |                                   |              |            |       |    |      |                  |        |

Resp. = Number of Responses Avg. = Average Score % F = Percent Favorable (e.g. "Excellent" / Resp.) Sig. = Statistical Significance (see below)

The focus level %F score is significantly higher than the %F score for this column (single = 95% confidence / double = 99% confidence)

No statistically significant difference between %F scores

Focus level %F score is significantly lower than the %F score for this column (single = 95% confidence / double = 99% confidence)

Includes national data as collected up to the reporting period.

Period Comparison Report



#### Two Period Comparison Statistical comparison between two timeframes

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Statistical comparison between two timeframes Evaluation of Bereavement Services 2nd Quarter, 2009 Results

REPORT BY: Date of Death

**(Data Break By:** None

|   | 1st ( | Quarter, 20 | 009   | 2nd Q | uarter, 20 | 09             |
|---|-------|-------------|-------|-------|------------|----------------|
| Survey Question   | Resp. | Avg.        | % F   | Resp. | Avg.       | % F Sig.       |
| Received information about grief and loss (%Yes)                | 363   | 1.68        | 73.1% | 378   | 1.77       | 77.0% 🚖        |
| Given reassurance that feelings of grief were "normal" (%Yes)   | 402   | 1.72        | 74.1% | 417   | 1.76       | 76.0% 🚹        |
| Support from family was (%Just Right)                           | 498   | 2.76        | 76.5% | 513   | 2.70       | 74.7% 🖊        |
| Given help with your personal grieving process (%Yes)           | 341   | 1.86        | 84.5% | 356   | 1.84       | 83.7% •        |
| Helpfulness of info about support groups (%Very Helpful)        | 388   | 3.53        | 75.4% | 403   | 3.56       | 76.2% <b>●</b> |
| Given info about hospice-sponsored support groups (%Yes)        | 440   | 1.68        | 73.1% | 455   | 1.77       | 76.9% 🚖        |
| Support from friends was (%Just Right)                          | 489   | 2.74        | 71.7% | 504   | 2.61       | 68.3% 🔻        |
| Given info about hospice-sponsored counseling (%Yes)            | 464   | 1.57        | 62.3% | 479   | 1.66       | 65.6% 🚖        |
| Helpfulness of info about in-person counseling (%V. Helpful)    | 389   | 3.44        | 73.8% | 404   | 3.62       | 77.7% 🛣        |
| Hospice stayed in touch by mail during first year (%Yes)        | 461   | 1.70        | 68.7% | 476   | 1.68       | 68.1% 🔍        |
| Support from hospice was (%Just Right)                          | 481   | 2.76        | 76.0% | 496   | 2.69       | 74.2% 🖊        |
| How much support: Family members (%A Lot)                       | 407   | 3.59        | 71.6% | 422   | 3.55       | 70.9% •        |
| How much support: Friends (%A Lot)                              | 407   | 3.53        | 71.3% | 422   | 3.57       | 72.0% ●        |
| Overall, how well are you coping at this time (%Very Well)      | 380   | 3.65        | 77.5% | 395   | 3.62       | 76.7% •        |
| Mailing received: Bereavement newsletters (%Yes)                | 495   | 1.73        | 73.8% | 510   | 1.75       | 74.5% ●        |
| Helpfulness of info about mem. services/events (%V. Helpful)    | 424   | 3.50        | 72.2% | 439   | 3.59       | 74.0% 🕇        |
| How much support: Hospice (%A Lot)                              | 405   | 3.84        | 83.3% | 420   | 3.65       | 79.3% ¥        |
| Mailing received: Bereavement notes and letters (%Yes)          | 310   | 1.91        | 88.9% | 325   | 1.87       | 86.8% 🖊        |
| Helpfulness of info about coping w/ grief/loss (%V.<br>Helpful) | 416   | 3.49        | 71.5% | 431   | 3.58       | 73.3% 🕈        |
| Mailing received: Invitations to mem.<br>services/events (%Yes) | 367   | 1.69        | 68.0% | 382   | 1.67       | 67.3% •        |

Resp. = Number of Responses Avg. = Average Score % F = Percent Favorable (e.g. "Excellent" / Resp.) Sig. = Statistical Significance (see below)

1 x % F score for this column is significantly higher than the comparison period (single = 95% confidence / double = 99% confidence)

• No statistically significant difference between %F scores

븆 🟹 % F score for this column is significantly lower than the comparison period (single = 95% confidence / double = 99% confidence)

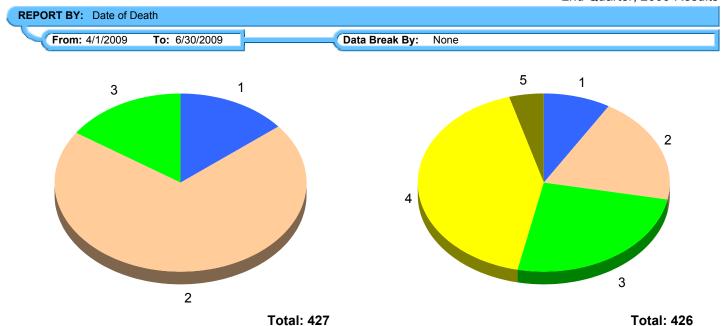
Results for all Foresight Hospice locations combined.

Demographic Report



#### **Demographics** Summary of respondent details

Summary of respondent details Evaluation of Bereavement Services 2nd Quarter, 2009 Results



 How much emotional support did the hospice team provide to you AFTER the patient's death?

 Slice #
 Group
 Count
 Percent

| Chee n |   | Croup                | oount | 1 broom |
|--------|---|----------------------|-------|---------|
|        | 1 | Less than was wanted | 61    | 14.3%   |
|        | 2 | The right amount     | 300   | 70.4%   |
|        | 3 | More than was wanted | 66    | 15.4%   |

Patient Race Slice # Group Count Percent Am. Indian / Nat. Alaska 37 8.8% 1 Asian / Pac. Islander 82 19.2% 2 3 Black / Afr. Amer. 108 25.4% 180 42.2% White 4 5 Other 19 4.4%

Comment Report



# **Comments**

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|   |   |  |  |  | 2nd Quarte   | er, 2009 Resu  |
|---|---|--|--|--|--|--|
| REPORT BY: Date of Death  |   |  |  |  |  |  |
| From: 4/1/2009 To:  | 6/30/2009   | Da   | ita Break By:  | None   |  |  |
| <b>Fopic:</b> Grief Coun  | cilors  |  |  |  |  |  |
| Positive  | Resp. Name:<br>Patient:<br>Team:  | William Hartnel<br>Susan Hartnel<br>Red-14   | Phone:<br>Relation:<br>Unit:                             | (814) 555-2392<br>Spouse<br>New England Care   | Control No:<br>Date of Death:<br>Group:  | 00200034849<br>06/12/200<br>Eastern Regio  |
| Christopher and Richard w<br>following Susan's death. I<br>patience with me. I'm not s  | was always able   | e to reach them  | when I nee   | eded a sympathetic   |  |  |
| Positive  | Resp. Name:<br>Patient:<br>Team:  | Abby Brown<br>Bill Williams<br>Yellow-08   | Phone:<br>Relation:<br>Unit:                             | (512) 555-6636<br>Father<br>Maine Hope Center  | Control No:<br>Date of Death:<br>Group:  | 00200033244<br>06/30/200<br>Eastern Regio  |
| think I am very fortunate t<br>and supportive. She was a<br>hrough this difficult period.<br>Suggestions /  | as comforting to  | me as any fami   |  |  |  |  |
| Requests  | Patient:  | Robert Lindsey   | Relation:  | Brother  | Date of Death:   | 07/06/200  |
|   | Team:   | Green-01   | Unit:  | Sacramento Hosp.   | Group:   | -  |
| mprove your staff responsi-<br>were times when I had to le<br>assigned counselor right av<br>someone is aware of my ne  | help and comfo<br>iveness. I know<br>eave more than<br>way, I'd apprecia<br>eeds and is tryin   | rt provided by y<br>I can't expect c<br>one message b<br>ate an actual pe  | our hospice<br>counselors t<br>efore some<br>rson return | e during this trial, I<br>to be available imm<br>cone returned my ca   | want to recomr<br>ediately, 24/7,<br>all. Even if I ca   | mend you<br>but there<br>in't reach my   |
| improve your staff responsi-<br>were times when I had to le<br>assigned counselor right av<br>someone is aware of my ne<br><b>Fopic: Newsletters</b>  | help and comfo<br>iveness. I know<br>eave more than<br>way, I'd apprecia<br>eeds and is tryin   | rt provided by y<br>I can't expect c<br>one message b<br>ate an actual pe  | our hospice<br>counselors t<br>efore some<br>rson return | e during this trial, I<br>to be available imm<br>cone returned my ca   | want to recomr<br>ediately, 24/7,<br>all. Even if I ca   | nend you<br>but there<br>in't reach my<br>o that I know<br>00800100407<br>08/01/200  |
| improve your staff responsi-<br>were times when I had to be<br>assigned counselor right as<br>someone is aware of my ne<br><b>Copic:</b> Newsletters<br>Negative<br>You've really missed an op<br>everyone in the bereavement<br>people who have lost loved<br>mailings. I didn't get the Ne                              | help and comfo<br>iveness. I know<br>eave more than<br>way, I'd apprecia<br>eeds and is tryin<br>Resp. Name:<br>Patient:<br>Team:<br>portunity with yo<br>ent program and<br>d ones under you<br>ovember newsle                         | rt provided by y<br>I can't expect c<br>one message b<br>ate an actual pe<br>ig to find help fo<br>Richard Harper<br>Chris Taylor<br>Purple-06<br>Dur so-called ne<br>clue them in to<br>ur care. But in r<br>etter until the mo                     | Phone:<br>Relation:<br>Unit:<br>wsletters                | e during this trial, I<br>to be available imm<br>one returned my ca<br>ing my call within a<br>(210) 555-8787<br>Stp. Brother<br>East Coast Care<br>these were a seen<br>s services, events, a<br>e is very little useful<br>ore than half over! | want to recomr<br>lediately, 24/7,<br>all. Even if I ca<br>n hour or to, so<br>Date of Death:<br>Group:<br>ningly great wa<br>and options op<br>I information in<br>This means I v | nend you<br>but there<br>in't reach my<br>o that I know<br>00800100407<br>08/01/200<br>Eastern Regio<br>by to contact<br>en to the<br>these<br>vas unaware |
| mprove your staff responsi-<br>were times when I had to be<br>assigned counselor right and<br>someone is aware of my ne<br><b>Topic: Newsletters</b><br>Negative<br>You've really missed an op<br>everyone in the bereavement<br>people who have lost loved<br>mailings. I didn't get the Ne<br>of many events and opport | help and comfo<br>iveness. I know<br>eave more than<br>way, I'd apprecia<br>eeds and is tryin<br>Resp. Name:<br>Patient:<br>Team:<br>portunity with yo<br>ent program and<br>d ones under you<br>ovember newsle                         | rt provided by y<br>I can't expect o<br>one message b<br>ate an actual pe<br>g to find help fo<br>Richard Harper<br>Chris Taylor<br>Purple-06<br>our so-called ne<br>clue them in to<br>ur care. But in r<br>etter until the mo<br>as too late for m | Phone:<br>Relation:<br>Unit:<br>wsletters                | e during this trial, I<br>to be available imm<br>one returned my ca<br>ing my call within a<br>(210) 555-8787<br>Stp. Brother<br>East Coast Care<br>these were a seen<br>s services, events, a<br>e is very little useful<br>ore than half over! | want to recomr<br>lediately, 24/7,<br>all. Even if I ca<br>n hour or to, so<br>Date of Death:<br>Group:<br>ningly great wa<br>and options op<br>I information in<br>This means I v | nend you<br>but there<br>in't reach my<br>o that I know<br>00800100407<br>08/01/200<br>Eastern Regio<br>by to contact<br>en to the<br>these<br>vas unaware |
| Negative<br>You've really missed an op<br>everyone in the bereaveme<br>people who have lost loved<br>mailings. I didn't get the Ne<br>of many events and opport   | help and comfo<br>iveness. I know<br>eave more than<br>way, I'd apprecia<br>eeds and is tryin<br>Resp. Name:<br>Patient:<br>Team:<br>portunity with you<br>ent program and<br>d ones under you<br>ovember newsle<br>unities until it wa | rt provided by y<br>I can't expect o<br>one message b<br>ate an actual pe<br>g to find help fo<br>Richard Harper<br>Chris Taylor<br>Purple-06<br>our so-called ne<br>clue them in to<br>ur care. But in r<br>etter until the mo<br>as too late for m | Phone:<br>Relation:<br>Unit:<br>wsletters                | e during this trial, I<br>to be available imm<br>one returned my ca<br>ing my call within a<br>(210) 555-8787<br>Stp. Brother<br>East Coast Care<br>these were a seen<br>s services, events, a<br>e is very little useful<br>ore than half over! | want to recomr<br>lediately, 24/7,<br>all. Even if I ca<br>n hour or to, so<br>Date of Death:<br>Group:<br>ningly great wa<br>and options op<br>I information in<br>This means I v | but there<br>in't reach my<br>o that I know<br>00800100407<br>08/01/200<br>Eastern Regio<br>by to contact<br>en to the<br>these<br>vas unaware             |

