

VNAME Hospice Family Satisfaction Survey Results 2006

Question	Response	Threshold	2004 Avg	2005 Avg	1st Qtr 06	2nd Qtr 06	3rd Qtr 06	4th Qtr 06	2006 Avg
			1 Do you feel that your loved one was referred to hospice	At appropriate time Too soon Too late Don't Know	90% or > at appropriate time	85% 5% 6% 5%	81% 0% 17% 3%	73% 81% 25% 3%	81% 4% 11% 4%
2 After referral, was the timeliness of your first visit with hospice staff	Excellent Good Fair Poor	90% or > Excellent or Good	87% 11% 3% 0%	89% 10% 1% 0%	93% 7% 4%	89% 4% 10%	90% 88% 10%	95% 100% 2%	94% 5% 1% 1%
3 Staff's explanation of the procedures hospice uses & the services it provides	Excellent Good Fair Poor	90% or > Excellent or Good	84% 15% 1% 0%	85% 15% 0.6% 0%	89% 10% 10%	90% 11% 11%	90% 10% 10%	90% 5% 10%	91% 9% 9% 9%
4 Degree to which staff encouraged you to speak about concerns/ask questions	Excellent Good Fair Poor	90% or > Excellent or Good	87% 12% 1% 0%	88% 11% 0.6% 0%	90% 10% 10%	89% 11% 11%	90% 10% 10%	90% 89% 11%	90% 10% 10% 10%
5 Clinical care provided by your nurse	Excellent Good Fair Poor	90% or > Excellent or Good	91% 8% 1% 0%	91% 8% 0.6% 0.6%	90% 10% 4%	96% 4%	93% 5% 2%	94% 6% 1.0%	93% 6% 1.0%
6 Personal care given by HHA	Excellent Good Fair Poor	90% or > Excellent or Good	84% 14% 1% 1%	89% 9% 0.5% 0.9%	94% 6% 6%	91% 9% 9%	91% 9% 9%	100% 9%	94% 6% 6%
7 Support services given by volunteers	Excellent Good Fair Poor	90% or > Excellent or Good	84% 15% 1% 0%	85% 13% 2% 0%	83% 17% 17%	100% 9%	86% 9% 5%	87% 13% 1%	89% 10% 1%
8 Support services given by MSW	Excellent Good Fair Poor	90% or > Excellent or Good	66% 32% 1% 1%	77% 23% 0.8% 0%	69% 27% 4%	94% 6% 20%	80% 20%	73% 27%	79% 20% 1.0%
9 Therapy services provided	Excellent Good Fair Poor	90% or > Excellent or Good	78% 22% 0% 0%	66% 34% 0% 0%	100% 33%	67% 17%	83% 17%	100% 17%	88% 12% 12%
10 How well were your family's spiritual needs met	Excellent Good Fair Poor	90% or > Excellent or Good	70% 21% 8% 0%	72% 22% 5% 0%	64% 28% 4%	82% 18% 4%	77% 23% 4%	92% 8% 1%	79% 19% 1% 1%
14 Did our services make you more aware of home safety issues?	Yes No	90% or > Yes	80% 20% 4%	74% 26% 34%	72% 28% 28%	65% 35%	50% 50%	81% 19%	50% 50%
14 Suggestions on how to improve home safety	Yes No		25% 75% 94%	4% 71% 91%	25% 75% 75%	100% 100%	100% 100%	100% 100%	6% 94%
12 How knowledgeable and efficient did our after hours staff respond	Excellent Good Fair Poor	90% or > Excellent or Good	76% 18% 3% 2%	78% 18% 3% 1%	81% 19% 3%	94% 6% 3%	88% 9% 3%	88% 6% 6% 1%	88% 10% 1% 1%
13 The clarity of instructions given to you for your role in care	Excellent Good Fair Poor	90% or > Excellent or Good	81% 16% 1% 1%	83% 16% 1% 0%	82% 18% 8%	92% 8%	81% 19%	83% 17%	86% 14%
14 The degree to which hospice contributed to controlling pain and symptoms	Excellent Good Fair Poor	90% or > Excellent or Good	86% 14% 0% 0%	88% 10% 2% 0%	95% 5% 5%	88% 12% 3%	87% 10% 3%	89% 11% 1%	90% 9% 1%
14 The degree to which hospice contributed to your loved one's quality of life	Excellent Good Fair Poor	90% or > Excellent or Good	83% 14% 2% 2%	87% 12% 0% 0%	92% 8% 8%	84% 16% 12%	85% 12% 3%	100% 9%	90% 9% 1%
15 How satisfied were you with the overall service provided by hospice	Very Satisfied Somewhat Satisfied Somewhat dissatisfied Very Dissatisfied	90% or > Very Satisfied	94% 0% 3% 3%	97% 3% 0% 0%	98% 3%	100% 3%	98% 2%	100% 2%	99% 2%
Number of Surveys Sent		Threshold	86	92	103	90	74	72	
Number of Surveys Returned			33	39	42	26	40	19	
Return Rate		25%	38%	43%	41%	29%	54%	23%	

BEREAVEMENT SURVEY

Question	Response	Threshold	2004 Avg	2005 Avg	1st Qtr 06	2nd Qtr 06	3rd Qtr 06	4th Qtr 06	2006 Avg
			1 How would you rate the contents of the follow-up mailings	Excellent Good Fair Poor	90% or > Excellent or Good	87% 13% 3%	79% 21% 3%	83% 15% 3%	86% 14%
2 How would you rate the timeliness of the follow-up mailings	Excellent Good Fair Poor	90% or > Excellent or Good	83% 17% 5%	76% 24% 5%	75% 20% 5%	86% 14%			
Number of Surveys Sent		Threshold	86	130	133				
Number of Surveys Returned			22	28	40				
Return Rate		25%	26%	22%	30%				