



Hospice QAPI Performance Manager **Family Satisfaction Survey** **Administration & Reporting System**

Survey Instrument & Report Samples

Factual Foresight

FACTS ABOUT PERFORMANCE.
FORESIGHT FOR DECISIONS.



Performance Management Systems



www.deyta.com

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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 Hospice Care Survey Instrument
- Performance Trends Report – Key Satisfaction Drivers
- Control Trend Report
- Domain Benchmark Report
- Question Summary Report
- Question Ranking Report
- Response Distribution Report
- Team/Location Benchmark Report
- Monthly Period Comparison Report
- Quarterly Period Comparison Report
- Annual Period Comparison Report
- Demographic Report
- Comment Report
- NHPCO Percentile Ranking Report

Additional Information Contact:

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Survey Instrument

012345678987

HOS-FM-8

07/29/2008

Jane Doe
123 Main St.
Louisville, KY 40222



Dear Friend:

Please accept our heartfelt sympathy at your time of loss. We are grateful for the opportunity to have cared for your loved one and to have shared this journey with you. Please remember our staff is concerned about your well-being, and we are available for you as long as you need us.

We are asking you to assist us in improving the quality of our care by completing this survey. Please return the completed survey in the enclosed postage-paid envelope. Your candid comments will enable us to provide better service to others in the future.

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 <https://secure.deyta.com/esurvey2/> and enter this number:

CV00133700

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.

Please answer each question by choosing the answer that best describes your experience and the patient's experience while under the care of hospice. Your answers are completely confidential.

Marking Instructions:

- Please use a **blue or black pen** to complete the survey.
- Please skip if the question does not apply.
- Example: **Correct Mark**

HOSPICE SERVICES

1. What is your relationship to the patient? Are you the patient's...
 - Spouse
 - Partner
 - Child
 - Parent
 - Sibling
 - Other relative
 - Friend
 - Other _____
2. Did the hospice team's explanation of the Patient's Bill of Rights help you to understand your loved one's rights?
 - Yes
 - No
 - Hospice team did not explain Patient's Bill of Rights to me
3. Did our hospice provide you with adequate information on "Advance Directives", such as the living will?
 - Yes
 - No



HOSPICE SERVICES (continued)

4. Did the patient receive any unwanted tests or treatments after admission to hospice?
 Yes No
5. Did the patient's death occur in the setting of the patient's choice?
 Yes No
6. Did your loved one or other family members receive services provided by a volunteer?
 Yes No → **If No, skip to next section, Patient Comfort and Medication**
7. If yes, how would you rate the support and assistance provided by the volunteer?
 Excellent Very Good Good Fair Poor

PATIENT COMFORT and MEDICATION

1. While under the care of hospice, did the patient have pain or take medicine for pain?
 Yes No → **If No, Go to Question 6**
2. How much medicine did the patient receive for his/her pain?
 Less than was wanted Just the right amount More than patient wanted
3. Did you or your family receive any information from the hospice team about the medicines that were used to manage the patient's pain?
 Yes No Do not know
4. Did you want more information than you got about the medicines used to manage the patient's pain?
 Yes No
5. Was the patient's pain controlled within 48 hours of admission? Yes No
6. While under the care of hospice, did the patient have trouble breathing?
 Yes No → **If No, Go to Question 10**
7. How much help in dealing with his/her breathing did the patient receive while under the care of hospice?
 Less than was wanted Right amount More than patient wanted
8. Did you or your family receive any information from the hospice team about what was being done to manage the patient's trouble with breathing?
 Yes No Do not know No treatments used for breathing → **Go to Question 10**
9. Did you want more information than you got about what was being done for the patient's trouble with breathing?
 Yes No
10. While the patient was under the care of hospice, did he/she have any feelings of anxiety or sadness?
 Yes No → **If No, skip to next section, Personalized Care**
11. How much help in dealing with these feelings did the patient receive?
 Less than was wanted Right amount More help or attention to these feelings than patient wanted

PERSONALIZED CARE

1. How often were the patient's personal care needs - such as bathing, dressing, and changing bedding - taken care of as well as they should have been by the hospice team?
 Always Usually Sometimes Never Hospice team wasn't needed/wanted for personal care
2. How often did the hospice team treat the patient with respect?
 Always Usually Sometimes Never
3. While under the care of hospice, was the patient in a nursing home?
 Yes No → **If No, skip to the next section, Coordination of Care**
4. After hospice became involved, would you say the quality of end-of-life care the patient received:
 Improved Stayed the same Decreased

COORDINATION of CARE

1. How often did someone from the hospice team give confusing or contradictory information about the patient's medical treatment?
 Always Usually Sometimes Never
2. While under the care of hospice, was there always one nurse who was identified as being in charge of the patient's overall care? Yes No
3. Was there any problem with hospice doctors or nurses not knowing enough about the patient's medical history to provide the best possible care? Yes No

HOME MEDICAL EQUIPMENT

Please skip this section if no home medical equipment was provided by or through your hospice.

1. Promptness of delivery of home medical equipment.
 Excellent Very Good Good Fair Poor
2. Explanation given on how to use home medical equipment.
 Excellent Very Good Good Fair Poor
3. Working order of home medical equipment.
 Excellent Very Good Good Fair Poor
4. Promptness of pickup of home medical equipment following the patient's death.
 Excellent Very Good Good Fair Poor

INFORMATION PROVIDED ABOUT CARE

1. How often did the hospice team keep you or other family members informed about the patient's condition?
 Always Usually Sometimes Never
2. Did you or your family receive any information from the hospice team about what to expect while the patient was dying?
 Yes No
3. Would you have wanted more information about what to expect while the patient was dying?
 Yes No
4. While the patient was under the care of hospice, did you participate in taking care of him/her?
 Yes No → **If No, Go to Question 8**
5. Did you have enough instruction to do what was needed?
 Yes No
6. How confident did you feel about doing what you needed to do in taking care of the patient?
 Very confident Fairly confident Not confident
7. How confident were you that you knew as much as you needed to about the medicines being used to manage the patient's pain, shortness of breath, or other symptoms?
 Very confident Fairly confident Not confident
8. How confident were you that you knew what to expect while the patient was dying?
 Very confident Fairly confident Not confident
9. How confident were you that you knew what to do at the time of death?
 Very confident Fairly confident Not confident
10. How would you rate the instructions you received from the hospice team regarding patient safety?
 Excellent Very Good Good Fair Poor



SUPPORT for FAMILY and FRIENDS

1. Did any member of the hospice team talk with you about your religious or spiritual beliefs?
 Yes No
2. Did you have as much contact of that kind as you wanted?
 Yes No
3. How much emotional support did the hospice team provide to you prior to the patient's death?
 Less than was wanted Right amount More attention than was wanted
4. How much emotional support did the hospice team provide to you after the patient's death?
 Less than was wanted Right amount More attention than was wanted
5. Overall, how would you rate the care the patient received while under the care of hospice?
 Excellent Very Good Good Fair Poor
6. How would you rate the way the hospice team responded to your needs in the evenings and weekends?
 Excellent Very Good Good Fair Poor
 Never contacted evening/weekend services
7. Based on the care the patient received, would you recommend hospice services to others?
 Yes No
8. a. In your opinion, was the patient referred to hospice too early, at the right time, or too late?
 Too early → **Skip to next section** At the right time → **Skip to next section** Too late
b. In your own words, please write the reason why the patient was referred too late to hospice?

ABOUT the PATIENT

1. What was the illness that caused the patient to be referred to hospice? (*mark only one*)
 Cancers - all types Heart & circulatory disease
 Lung & breathing disease Kidney diseases
 Liver diseases Strokes
 Dementia & Alzheimer's disease AIDS & other infectious diseases
 Frailty & decline due to old age Another disease _____
2. Which of the following best describes the patient's race?
 American Indian/Alaskan Native Asian/Pacific Islander
 Black/African-American White/Caucasian
 Hispanic/Spanish Family Background Another race/Multiracial _____

OPEN-ENDED COMMENTS

Is there anything else that you would like to tell us about the care provided by the hospice team or any individual whom we could thank?

Would you like someone to contact you concerning questions or issues you might have?

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

Name: _____ Phone: (_____) _____

Performance Trends Report – Key Satisfaction Drivers

Team

Green-42

Location

Westfall North

Client

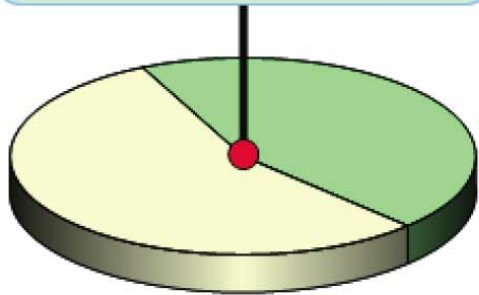
ForeSight Hospice Care

National

All Units

2009 Participation

202 Survey Responses (44.59%)



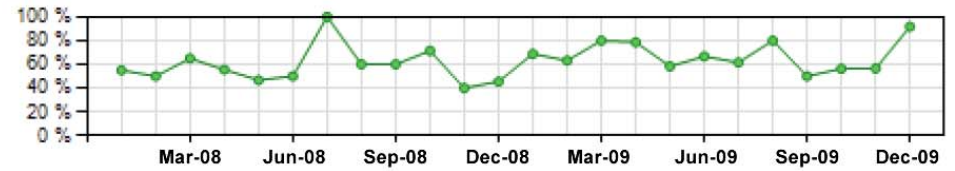
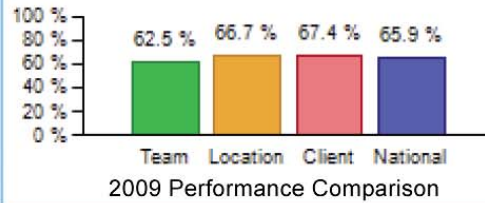
453 Surveys Sent

Comment Ratios

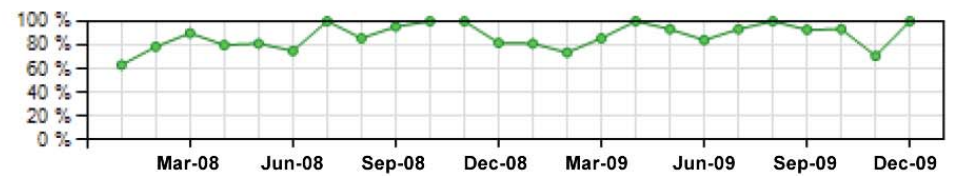
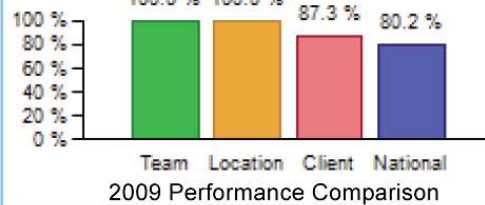


Topic	# Pos.	# Neg.
Administration	0	2
Drugs/Drug Related	0	1
Clinical Staff	5	2
General Staff	14	0
Hospice General	8	2

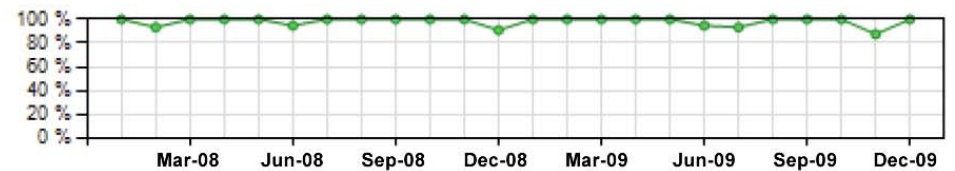
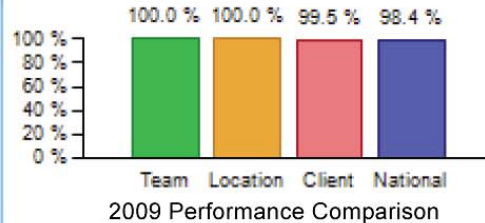
B2: Medicine received for patient's pain (% Right Amount)



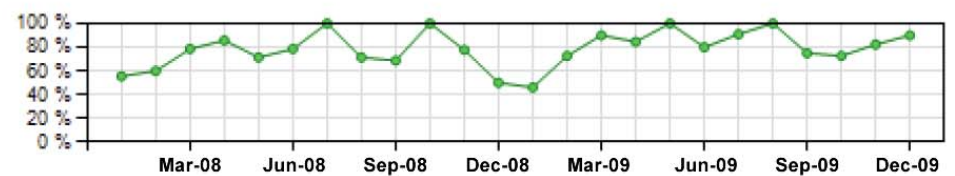
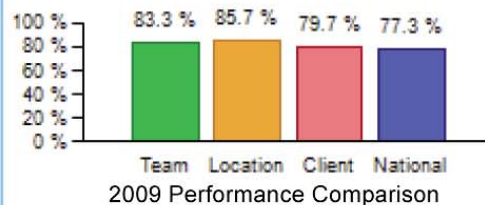
F1: Hospice gave confusing / contradictory treatment info (% Never)



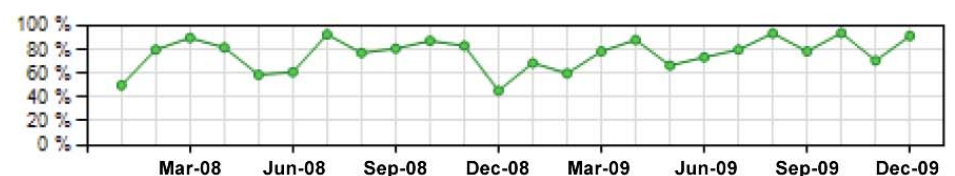
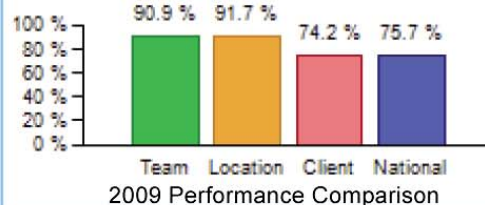
D2: Family had enough instruction on patient care (% Yes)



G1: Care patient received while under care of hospice (% Excellent)



G3: Would you recommend hospice to others? (% Yes)



Control Trend Report

REPORT BY: Date of Death

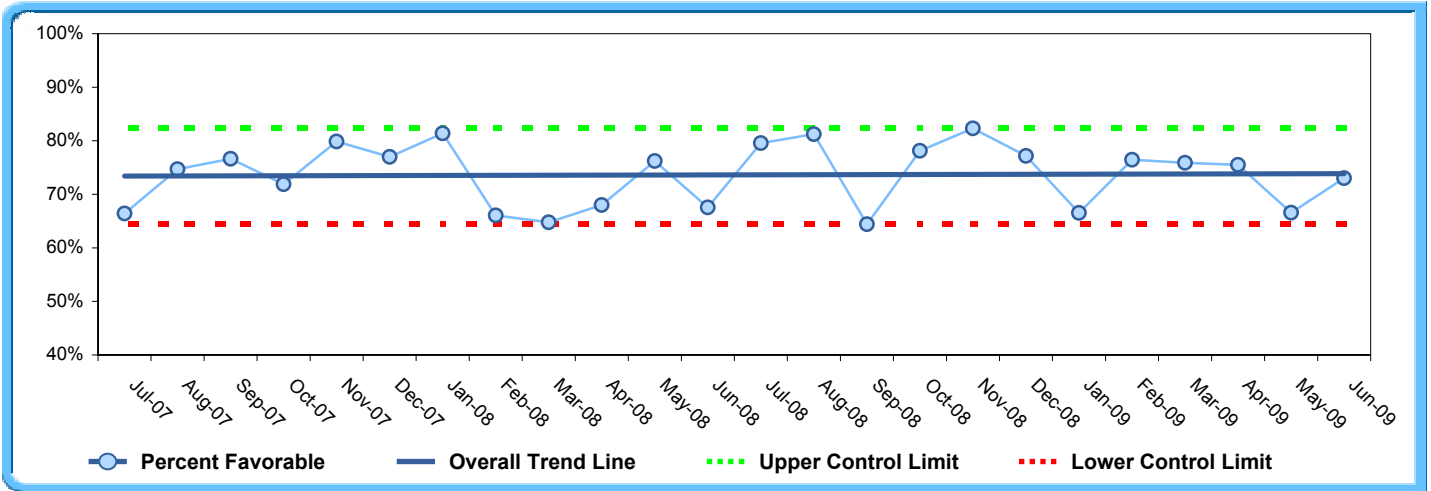
From: Jul-07

To: Jun-09

Increment: Month

Break By: None

G3: Would you recommend hospice to others (% Yes)



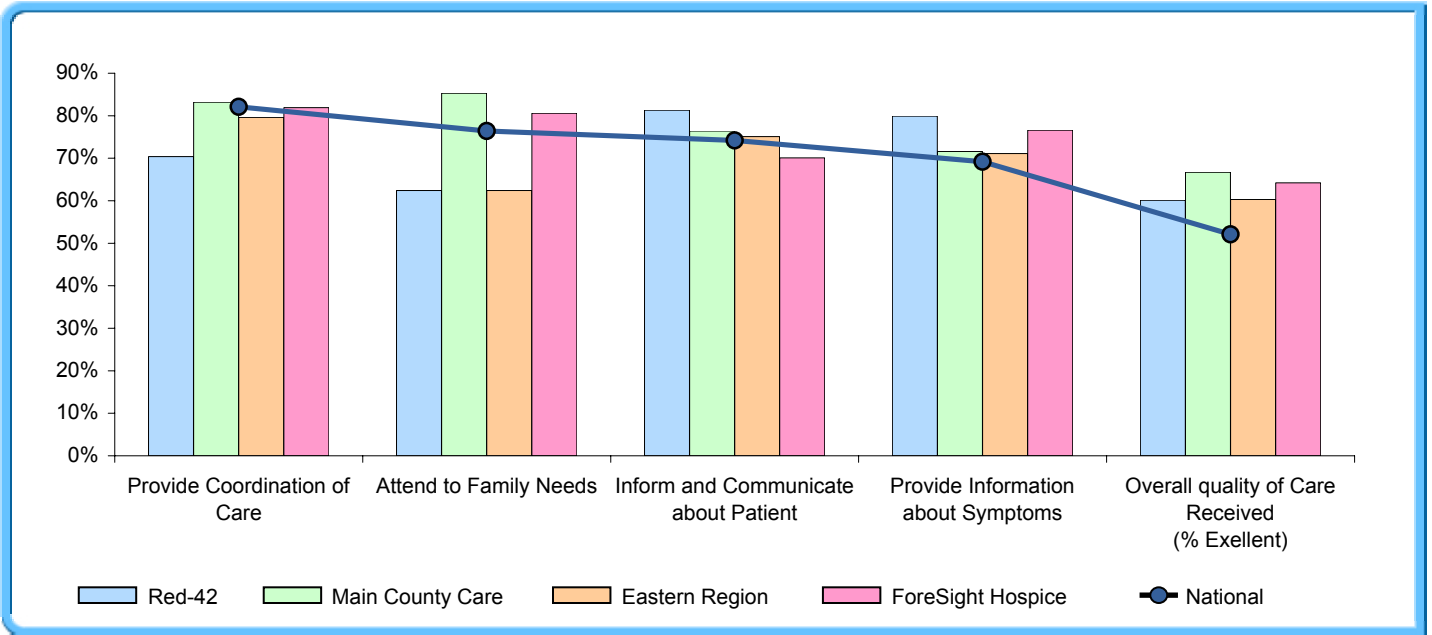
Month (Period 1-12):	Jun-09	May-09	Apr-09	Mar-09	Feb-09	Jan-09	Dec-08	Nov-08	Oct-08	Sep-08	Aug-08	Jul-08
Percent Favorable:	73.0%	66.6%	75.5%	75.9%	76.5%	66.5%	77.2%	82.3%	78.1%	64.4%	81.2%	79.6%
Average Score:	1.73	1.67	1.89	1.97	1.94	1.65	1.81	1.92	1.81	1.82	1.48	1.67
Total Responses:	352	347	359	347	346	356	356	348	344	361	346	356

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:	67.6%	76.2%	68.0%	64.8%	66.1%	81.4%	77.0%	79.9%	71.9%	76.6%	74.7%	66.4%
Average Score:	1.54	1.77	2.00	1.50	1.62	1.84	2.00	1.81	1.82	1.57	1.98	1.72
Total Responses:	348	349	360	351	362	356	359	349	346	343	352	356

Domain Benchmark Report ---

REPORT BY: Date of Death

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



Team	Unit	Group	Company	National	Dist. from National
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Team	Unit	Group	Company	National	Dist. from National
Provide Coordination of Care	70.4%	83.2%	79.6%	81.9%	82.1% - 0.2%
Attend to Family Needs	62.4%	85.3%	62.4%	80.6%	76.4% + 4.2%
Inform and Communicate about Patient	81.3%	76.4%	75.1%	70.1%	74.2% - 4.1%
Provide Information about Symptoms	79.9%	71.6%	71.1%	76.6%	69.2% + 7.4%
Overall quality of Care Received (% Exellent)	60.1%	66.7%	60.3%	64.2%	52.1% + 12.1%

Question Summary Report

REPORT BY: Date of Death

From: 4/1/2009 **To:** 6/30/2009

Data Break By: None

Patient Comfort and Medication	Responses	Average Score	Percent Favorable
B1: Patient had pain / took medicine for pain (% Yes)	335	1.83	83.0%
B2: Medicine received for patient's pain (% Right Amount)	408	2.62	68.9%
B3: Information given on pain management medications (% Yes)	409	1.71	70.7%
B4: More information wanted on pain medications (% No)	304	1.77	77.0%
B5: Patient had trouble breathing in Hospice care (% Yes)	364	1.77	76.6%
B6: Help with patient's breathing (% Right Amount)	423	2.67	74.2%
B7: Info given on treatment for breathing problems (%Yes)	430	1.73	73.0%
B8: More information wanted on treatment for breathing (% No)	370	1.69	69.5%
B9: Patient had anxiety or sad feelings in Hospice care (% Yes)	423	1.72	71.6%
B10: Help with patient's feelings of anxiety / sadness (% Right Amount)	402	2.63	70.9%

Personalized Care	Responses	Average Score	Percent Favorable
C1: Patient's personal needs taken care of (% Always)	352	3.62	77.0%
C2: Patient treated with respect (% Always)	350	3.58	75.1%

Coordination of Care	Responses	Average Score	Percent Favorable
F1: Hospice gave confusing / contradictory treatment info (% Never)	378	3.69	75.7%
F2: One nurse identified as in charge of patient care (% Yes)	411	1.66	66.2%
F3: Problem with NOT knowing patient medical history (% No)	329	1.81	80.5%
D5: Family kept informed of patient's condition (% Always)	349	3.58	75.4%
D6: Family received info on dying process (% Yes)	431	1.72	71.7%
D7: Family wanted more information on dying process (% No)	343	1.86	86.3%
D1: Family participated in patient care while in Hospice (%Yes)	315	1.87	87.3%
D2: Family had enough instruction on patient care (% Yes)	332	1.71	71.4%
D3: Confident doing what was needed to take care (% Very Confident)	404	2.62	74.5%
D4: Confident that knew about medications for symptoms (% Very Confident)	385	2.66	77.9%
D8: Confident that what to expect when patient was dying (% Very Confident)	382	2.67	77.7%
D9: Confident that knew what to do at the time of death (% Very Confident)	417	2.64	74.3%

Support for Family and Friends	Responses	Average Score	Percent Favorable
E1: Hospice discussed religious / spiritual beliefs (% Yes)	387	1.74	74.2%
E2: Right amount of religious / spiritual contact (% Yes)	341	1.85	85.3%
E3: Hospice emotional support to family PRIOR to patient's death (% Right Amount)	393	2.67	74.0%
E4: Hospice emotional support to family AFTER patient's death (% Right Amount)	413	2.67	73.4%
G1: Care patient received while under care of hospice (% Excellent)	389	4.25	64.5%
G2: Hospice team response to your evening / weekend needs (% Excellent)	388	4.31	65.5%
G3: Would you recommend hospice to others (% Yes)	308	1.87	87.0%
G3a: Patient was referred to hospice at the right time (% Right Time)	402	2.68	72.6%

Question Ranking Report

REPORT BY: Date of Death

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

Data Break By: None

Ranking On: Percent Favorable

Survey Question	Responses	Average Score	Percent Favorable
B1: Patient had pain / took medicine for pain (% Yes)	324	1.84	84.3%
B8: More information wanted on treatment for breathing (% No)	254	1.83	83.1%
D6: Family received info on dying process (% Yes)	356	1.82	82.0%
E2: Right amount of religious / spiritual contact (% Yes)	272	1.82	82.0%
E1: Hospice discussed religious / spiritual beliefs (% Yes)	275	1.81	81.5%
D1: Family participated in patient care while in Hospice (%Yes)	296	1.81	81.4%
F3: Problem with NOT knowing patient medical history (% No)	389	1.79	78.9%
D9: Confident that knew what to do at the time of death (% Very Confident)	390	2.67	78.7%
D8: Confident that what to expect when patient was dying (% Very Confident)	374	2.67	78.1%
D2: Family had enough instruction on patient care (% Yes)	298	1.78	77.9%
D5: Family kept informed of patient's condition (% Always)	323	3.61	76.8%
B7: Info given on treatment for breathing problems (%Yes)	327	1.77	76.8%
D4: Confident that knew about medications for symptoms (% Very Confident)	404	2.64	75.5%
C1: Patient's personal needs taken care of (% Always)	357	3.58	75.1%
E3: Hospice emotional support to family PRIOR to patient's death (% Right Amount)	417	2.68	74.3%
F1: Hospice gave confusing / contradictory treatment info (% Never)	394	3.64	74.1%
F2: One nurse identified as in charge of patient care (% Yes)	401	1.74	74.1%
C2: Patient treated with respect (% Always)	355	3.57	73.5%
D3: Confident doing what was needed to take care (% Very Confident)	388	2.62	73.5%
E4: Hospice emotional support to family AFTER patient's death (% Right Amount)	406	2.67	73.4%
G3a: Patient was referred to hospice at the right time (% Right Time)	415	2.65	73.0%
B5: Patient had trouble breathing in Hospice care (% Yes)	340	1.73	72.9%
B2: Medicine received for patient's pain (% Right Amount)	400	2.64	72.0%
B10: Help with patient's feelings of anxiety / sadness (% Right Amount)	416	2.68	71.9%
B3: Information given on pain management medications (% Yes)	330	1.71	71.2%
G2d: Hospice clearly explained Patient's Bill of Rights (% Yes)	359	1.71	70.8%
G3: Would you recommend hospice to others (% Yes)	405	1.70	70.4%
B9: Patient had anxiety or sad feelings in Hospice care (% Yes)	424	1.70	69.6%
B6: Help with patient's breathing (% Right Amount)	421	2.63	69.4%
D7: Family wanted more information on dying process (% No)	407	1.68	67.6%
G2: Hospice team response to your evening / weekend needs (% Excellent)	385	4.24	64.7%
G1: Care patient received while under care of hospice (% Excellent)	403	4.24	62.3%
B4: More information wanted on pain medications (% No)	349	1.60	60.5%

Response Distribution Report ---

REPORT BY: Date of Death

From: 4/1/2009 **To:** 6/30/2009

Data Break By: None

Survey Question	Very Confident	Fairly Confident	Not Confident			Total Count	Average Score
D3: Confident doing what was needed to take care (% Very Confident)	285 (73.5%)	60 (15.5%)	43 (11.1%)			388	2.62
D4: Confident that knew about medications for symptoms (% Very Confident)	305 (75.5%)	51 (12.6%)	48 (11.9%)			404	2.64
D8: Confident that what to expect when patient was dying (% Very Confident)	292 (78.1%)	39 (10.4%)	43 (11.5%)			374	2.67
D9: Confident that knew what to do at the time of death (% Very Confident)	307 (78.7%)	37 (9.5%)	46 (11.8%)			390	2.67

Survey Question	Excellent	Very Good	Good	Fair	Poor	Total Count	Average Score
G1: Care patient received while under care of hospice (% Excellent)	251 (62.3%)	64 (15.9%)	44 (10.9%)	21 (5.2%)	23 (5.7%)	403	4.24
G2: Hospice team response to your evening / weekend needs (% Excellent)	249 (64.7%)	46 (11.9%)	47 (12.2%)	20 (5.2%)	23 (6%)	385	4.24

Survey Question	Less than Wanted	Right Amount	More than Wanted			Total Count	Average Score
B2: Medicine received for patient's pain (% Right Amount)	32 (8%)	288 (72%)	80 (20%)			400	2.64
B6: Help with patient's breathing (% Right Amount)	27 (8.3%)	292 (78.4%)	102 (13.3%)			421	2.63
B10: Help with patient's feelings of anxiety / sadness (% Right Amount)	18 (4.3%)	299 (71.9%)	99 (23.8%)			416	2.68

Survey Question	Yes	No				Total Count	Average Score
G2d: Hospice clearly explained Patient's Bill of Rights (% Yes)	254 (70.8%)	105 (29.2%)				359	1.71
B1: Patient had pain / took medicine for pain (% Yes)	273 (84.3%)	51 (15.7%)				324	1.84
B3: Information given on pain management medications (% Yes)	235 (71.2%)	95 (28.8%)				330	1.71
B7: Info given on treatment for breathing problems (%Yes)	251 (76.8%)	76 (23.2%)				327	1.77
B9: Patient had anxiety or sad feelings in Hospice care (% Yes)	295 (69.6%)	129 (30.4%)				424	1.70
F2: One nurse identified as in charge of patient care (% Yes)	297 (74.1%)	104 (25.9%)				401	1.74
D6: Family received info on dying process (% Yes)	292 (82%)	64 (18%)				356	1.82
D1: Family participated in patient care while in Hospice (%Yes)	241 (81.4%)	55 (18.6%)				296	1.81
D2: Family had enough instruction on patient care (% Yes)	232 (77.9%)	66 (22.1%)				298	1.78

Team / Location Report

REPORT BY: Date of Death

4/1/2009 - 6/30/2009

FOCUS: Red Team

Group	Client	National		
ForeSight Hospice	Deyta Hospice Group	All Hospices Combined		
G2d: Hospice clearly explained Patient's Bill of Rights (% Yes)				
			Resp: 20	Avg: 1.84 Fav: 70.4%
81	1.75 72.9%	364 1.71 71.2%	3,458 1.76 73.2%	
B1: Patient had pain / took medicine for pain (% Yes)				
			Resp: 20	Avg: 1.86 Fav: 87.4%
81	1.93 90.5%	341 1.88 88.3%	3,240 1.71 80.2%	
B2: Medicine received for patient's pain (% Right Amount)				
			Resp: 20	Avg: 2.68 Fav: 72.6%
81	2.72 75.2%	420 2.65 73.3%	3,990 2.61 72.2%	
B3: Information given on pain management medications (% Yes)				
			Resp: 20	Avg: 1.72 Fav: 79.8%
81	1.85 82.6%	382 1.81 80.6%	3,629 1.65 73.7%	
B4: More information wanted on pain medications (% No)				
			Resp: 20	Avg: 2.01 Fav: 81.9%
81	1.87 84.7%	306 1.83 82.7%	2,907 1.93 87.4%	
B5: Patient had trouble breathing in Hospice care (% Yes)				
			Resp: 20	Avg: 1.89 Fav: 82.7%
81	1.88 85.6%	309 1.83 83.5%	2,936 1.72 78.3%	
B6: Help with patient's breathing (% Right Amount)				
			Resp: 20	Avg: 2.57 Fav: 72.0%
81	2.71 74.6%	422 2.64 72.7%	4,009 2.59 71.2%	
B7: Info given on treatment for breathing problems (%Yes)				
			Resp: 20	Avg: 1.71 Fav: 72.4%
81	1.77 74.9%	342 1.73 73.1%	3,249 1.81 76.4%	
B8: More information wanted on treatment for breathing (% No)				
			Resp: 20	Avg: 1.98 Fav: 87.7%
81	1.93 90.8%	315 1.89 88.6%	2,993 1.69 79.4%	
B9: Patient had anxiety or sad feelings in Hospice care (% Yes)				
			Resp: 20	Avg: 1.72 Fav: 70.1%
81	1.75 72.5%	373 1.71 70.8%	3,544 1.71 70.9%	
B10: Help with patient's feelings of anxiety / sadness (% Right Amount)				
			Resp: 20	Avg: 2.62 Fav: 72.6%
81	2.76 75.2%	428 2.69 73.4%	4,066 2.58 70.4%	
C1: Patient's personal needs taken care of (% Always)				
			Resp: 20	Avg: 3.39 Fav: 74.5%
81	3.66 77.1%	335 3.57 75.2%	3,183 3.55 74.8%	

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

Monthly Period Comparison Report_____

REPORT BY: Date of Death

Data Break By: None

Survey Question	May, 2009			June, 2009			Sig.
	Resp.	Avg.	% F	Resp.	Avg.	% F	
G2d: Hospice clearly explained Patient's Bill of Rights (% Yes)	112	1.56	59.6%	127	1.66	62.7%	▲
B1: Patient had pain / took medicine for pain (% Yes)	116	1.70	67.9%	131	1.73	69.6%	▲
B2: Medicine received for patient's pain (% Right Amount)	126	2.74	71.7%	141	2.68	69.9%	▼
B3: Information given on pain management medications (% Yes)	100	1.76	66.3%	115	1.69	65.6%	●
B4: More information wanted on pain medications (% No)	92	1.67	66.1%	107	1.70	66.8%	●
B5: Patient had trouble breathing in Hospice care (% Yes)	108	1.77	79.0%	123	1.88	83.2%	▲
B6: Help with patient's breathing (% Right Amount)	116	4.53	76.5%	131	2.74	72.8%	▼
B7: Info given on treatment for breathing problems (%Yes)	91	1.64	63.5%	106	1.71	66.8%	▲
B8: More information wanted on treatment for breathing (% No)	111	1.67	66.2%	126	1.74	69.7%	▲
B9: Patient had anxiety or sad feelings in Hospice care (% Yes)	78	1.83	76.2%	93	1.81	75.4%	●
B10: Help with patient's feelings of anxiety / sadness (% Right Amount)	125	2.73	71.3%	140	2.67	69.5%	▼
C1: Patient's personal needs taken care of (% Always)	108	3.68	71.2%	123	3.57	70.4%	●
C2: Patient treated with respect (% Always)	104	3.56	75.6%	119	3.63	76.3%	●
F1: Hospice gave confusing / contradictory treatment info (% Never)	125	3.70	71.1%	140	3.64	70.4%	●
F2: One nurse identified as in charge of patient care (% Yes)	125	1.68	66.9%	140	1.71	67.6%	●
F3: Problem with NOT knowing patient medical history (% No)	97	1.78	76.6%	112	1.84	78.6%	▲
D5: Family kept informed of patient's condition (% Always)	102	3.71	72.2%	117	3.57	68.8%	▼
D6: Family received info on dying process (% Yes)	104	1.89	83.1%	119	1.85	81.0%	▼
D7: Family wanted more information on dying process (% No)	114	1.78	77.0%	129	1.83	79.0%	▲
D1: Family participated in patient care while in Hospice (%Yes)	127	1.76	70.8%	142	1.76	70.1%	●

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

▲ % 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

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

Quarterly Period Comparison Report _____

REPORT BY: Date of Death

Data Break By: None

Survey Question	1st Quarter, 2009			2nd Quarter, 2009			Sig.
	Resp.	Avg.	% F	Resp.	Avg.	% F	
G2d: Hospice clearly explained Patient's Bill of Rights (% Yes)	367	1.55	60.2%	382	1.63	63.4%	▲
B1: Patient had pain / took medicine for pain (% Yes)	379	1.67	69.3%	394	1.71	71.1%	▲
B2: Medicine received for patient's pain (% Right Amount)	408	2.71	73.9%	423	2.64	72.1%	▼
B3: Information given on pain management medications (% Yes)	329	1.68	66.9%	344	1.66	66.3%	●
B4: More information wanted on pain medications (% No)	305	1.66	67.4%	320	1.68	68.1%	●
B5: Patient had trouble breathing in Hospice care (% Yes)	355	1.76	80.6%	370	1.85	84.9%	▲
B6: Help with patient's breathing (% Right Amount)	378	2.84	78.8%	393	2.70	75.1%	▼
B7: Info given on treatment for breathing problems (%Yes)	303	1.60	65.4%	318	1.69	68.9%	▲
B8: More information wanted on treatment for breathing (% No)	362	1.63	67.5%	377	1.71	71.1%	▲
B9: Patient had anxiety or sad feelings in Hospice care (% Yes)	264	1.80	78.6%	279	1.78	77.8%	●
B10: Help with patient's feelings of anxiety / sadness (% Right Amount)	405	2.70	72.7%	420	2.63	71.0%	▼
C1: Patient's personal needs taken care of (% Always)	354	3.59	73.4%	369	3.55	72.6%	●
C2: Patient treated with respect (% Always)	342	3.56	77.1%	357	3.59	77.9%	●
F1: Hospice gave confusing / contradictory treatment info (% Never)	404	3.65	71.8%	419	3.61	71.1%	●
F2: One nurse identified as in charge of patient care (% Yes)	404	1.67	68.3%	419	1.69	69.0%	●
F3: Problem with NOT knowing patient medical history (% No)	322	1.76	79.0%	337	1.81	81.0%	▲
D5: Family kept informed of patient's condition (% Always)	337	3.71	73.7%	352	3.53	70.2%	▼
D6: Family received info on dying process (% Yes)	343	1.87	84.7%	358	1.83	82.7%	▼
D7: Family wanted more information on dying process (% No)	372	1.76	78.6%	387	1.81	80.6%	▲
D1: Family participated in patient care while in Hospice (%Yes)	411	1.74	73.0%	426	1.72	72.3%	●

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

▲ % 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

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

Annual Period Comparison Report ---

REPORT BY: Date of Death

Data Break By: None

Survey Question	2008 Overall			2009 Overall			Sig.
	Resp.	Avg.	% F	Resp.	Avg.	% F	
G2d: Hospice clearly explained Patient's Bill of Rights (% Yes)	1513	1.56	60.8%	1528	1.60	64.0%	▲
B1: Patient had pain / took medicine for pain (% Yes)	1561	1.66	70.7%	1576	1.69	72.5%	▲
B2: Medicine received for patient's pain (% Right Amount)	1677	2.66	75.4%	1692	2.60	73.5%	▼
B3: Information given on pain management medications (% Yes)	1361	1.65	69.0%	1376	1.63	68.3%	●
B4: More information wanted on pain medications (% No)	1265	1.58	68.1%	1280	1.64	68.8%	●
B5: Patient had trouble breathing in Hospice care (% Yes)	1465	1.77	81.4%	1480	1.83	85.7%	▲
B6: Help with patient's breathing (% Right Amount)	1557	2.77	80.4%	1572	2.68	76.6%	▼
B7: Info given on treatment for breathing problems (%Yes)	1257	1.55	67.4%	1272	1.65	70.9%	▲
B8: More information wanted on treatment for breathing (% No)	1493	1.54	68.9%	1508	1.69	72.5%	▲
B9: Patient had anxiety or sad feelings in Hospice care (% Yes)	1101	1.84	79.3%	1116	1.75	78.6%	●
B10: Help with patient's feelings of anxiety / sadness (% Right Amount)	1665	2.66	74.9%	1680	2.60	73.1%	▼
C1: Patient's personal needs taken care of (% Always)	1461	3.59	74.1%	1476	3.53	73.4%	●
C2: Patient treated with respect (% Always)	1413	3.41	78.6%	1428	3.55	79.4%	●
F1: Hospice gave confusing / contradictory treatment info (% Never)	1661	3.73	73.3%	1676	3.59	72.5%	●
F2: One nurse identified as in charge of patient care (% Yes)	1661	1.60	69.6%	1676	1.65	70.4%	●
F3: Problem with NOT knowing patient medical history (% No)	1333	1.74	81.4%	1348	1.79	83.4%	▲
D5: Family kept informed of patient's condition (% Always)	1393	3.70	75.9%	1408	3.49	72.3%	▼
D6: Family received info on dying process (% Yes)	1417	1.85	86.4%	1432	1.81	84.3%	▼
D7: Family wanted more information on dying process (% No)	1533	1.72	80.2%	1548	1.77	82.2%	▲
D1: Family participated in patient care while in Hospice (%Yes)	1689	1.72	74.5%	1704	1.69	73.7%	●

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

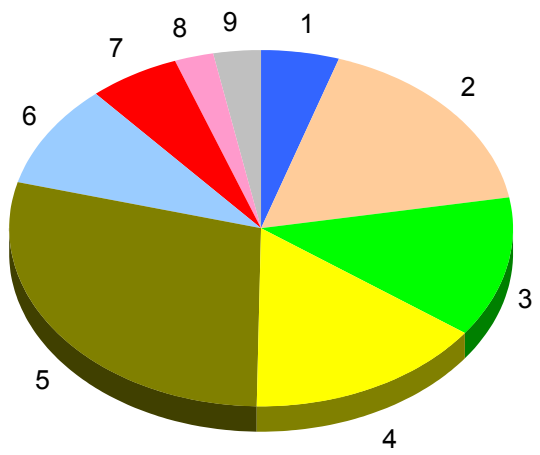
▲ % F score for this column is significantly higher than the comparison period (single = 95% confidence / double = 99% confidence)

● No statistically significant difference between %F scores

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

Demographic Report

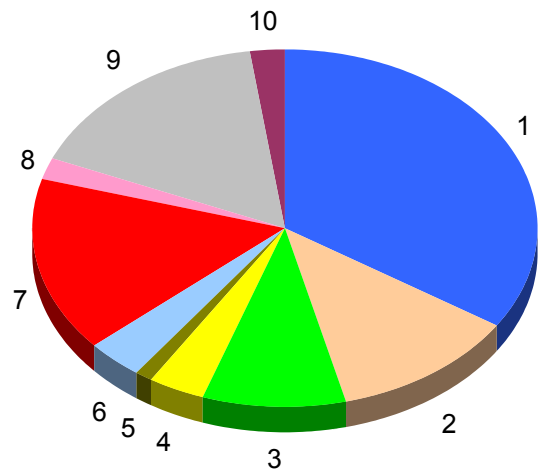
REPORT BY: Date of Death
From: 4/1/2009 **To:** 6/30/2009 **Data Break By:** None



Total: 353

A1: For about how many days or months did the patient receive hospice services?

Slice #	Group	Count	Percent
1	2 days or less	18	5.0%
2	3-7 days	60	17.0%
3	8-14 days	46	13.2%
4	15-29 days	53	15.2%
5	1-3 months	102	29.0%
6	4-6 months	34	9.7%
7	7-9 months	20	5.6%
8	10-12 months	9	2.5%
9	Longer than 1 year	11	3.2%



Total: 351

H3: Illness that caused patient to referral

Slice #	Group	Count	Percent
1	Cancer	120	34.2%
2	Heart Disease	42	12.1%
3	Lung Disease	32	9.1%
4	Kidney Diseases	13	3.6%
5	Liver Diseases	4	1.1%
6	Strokes	12	3.4%
7	Dementia Disease	56	15.9%
8	AIDS	7	1.9%
9	Frailty & Decline	57	16.3%
10	Other Illness	8	2.4%

Comment Report

REPORT BY: Date of Death

From: 4/1/2009 **To:** 6/30/2009

Data Break By:None

Topic: Clinical Staff

Positive

Resp. Name:	William Hartnel	Phone:	(814) 555-2392	Control No:	002000348491
Patient:	Susan Hartnel	Relation:	Spouse	Death Date:	06/12/2006
Team:	Red-14	Unit:	New England Care	Group:	Eastern Region

I was very pleased with the care and compassion I received from Nurse Williams. She was always there for my wife when help was needed, and went out of her way to make sure Susan was always comfortable. I never had a single complaint as far as I can recall. Thank you!

Positive

Resp. Name:	Abby Brown	Phone:	(512) 555-6636	Control No:	002000332444
Patient:	Bill Williams	Relation:	Father	Death Date:	06/30/2006
Team:	Yellow-08	Unit:	Maine Hope Center	Group:	Eastern Region

I was very pleased with the care and compassion I received from Nurse Williams. She was always there for my wife when help was needed, and went out of her way to make sure Susan was always comfortable. I never had a single complaint as far as I can recall. Thank you!

Suggestions / Requests

Resp. Name:	Daniel Smith	Phone:	(632) 555-8792	Control No:	004000878723
Patient:	Robert Lindsey	Relation:	Brother	Death Date:	07/06/2006
Team:	Green-01	Unit:	Sacramento Hosp.	Group:	Western region

Though I appreciate all the help and comfort provided by Sacramento Hospice during this difficult time, I would like to suggest that you consider improving your on-call staff responsiveness. On more than one occasion, my brother found himself in a state where clinical attention would have made a big difference. During "normal" hours, the care nurse was very helpful. However, outside of this time, we found it hard to get clinical help. By the time someone reached us, it was usually too late for the presence of a nurse to improve matters.

Topic: Pain Management

Negative

Resp. Name:	Richard Harper	Phone:	(210) 555-8787	Control No:	008001004071
Patient:	Chris Taylor	Relation:	Stp. Brother	Death Date:	08/01/2006
Team:	Purple-06	Unit:	East Coast Care	Group:	Eastern Region

I have to say I'm a little disappointed in your caregiver's attitudes about pain management. Though the care and responsiveness was well within what I would consider to be minimal guidelines, I always sensed a degree of judgementalness and criticism whenever Chris requested additional medicine to manage his pain. I recognize that many of these drugs have side effects and addictive potential, the undeniably terminal nature of Chris' condition would seem to make these concerns academic.

Topic: Billing

Negative

Resp. Name:	Rebecca Laundry	Phone:	(210) 555-0023	Control No:	006002536476
Patient:	Jaime Selardi	Relation:	Caregiver	Death Date:	05/24/2006
Team:	Violet-22	Unit:	Sunset Care	Group:	Midwest Region

You didn't waste any time sending me a bill, did you? If only your care had been as "prompt!"

NHPCO Percentile Ranking Report



NHPCO

National Hospice and Palliative Care Organization

Family Evaluation of Hospice Care

ForeSight Hospice

Quarter 2, 2009

Quarterly Summary of Results and Comparisons

This report provides a summary of Family Evaluation of Hospice Care (FEHC) survey results for data submitted by ForeSight Hospice, along with Kentucky* and nationally representative comparison results. The report is presented in the following sections:

- Executive Summary: An overview of response rates, demographic information, and performance on Domains of Care, Symptom Management, and Selected Questions of Interest.
- Question by Question Results (Comparison and Response Frequency)
- Peer-Group Comparison Report
- Quarterly Comparison Report
- Results Reference Sheet

What is a Domain Score?

Domain scores are created by averaging the scores of related questions into a single value. For example, the three questions found within the 'Coordination of Care' section of the FEHC survey are used to create the 'Provide Coordination of Care' Domain result.

What is a Percentile ranking?

A Percentile is a value on a scale of 0-99 that indicates the ranking of a given score in relation to all other scores. For example, a score at the 80th percentile means that 80% of the other scores fall below it, and 19% are either above it or equal to it.

NOTE: This means that a 'perfect' hospice score of 100% WILL NOT EARN A 99th PERCENTILE RANKING IF SEVERAL OTHER HOSPICES ALSO SCORE 100%.

This report provides Percentile rankings for both state (where available) and national scores.

What is Statistical Significance?

A statistically significant value indicates that an outcome has a greater probability of occurring than simply by chance. A value reported for ForeSight Hospice that is 'statistically significant' means that there is a 95% chance that a real difference exists between ForeSight Hospice's results and the national average. Statistical significance is identified by arrows. Hospice scores that are significantly higher than State, National, or Previous Quarter scores receive an upward arrow. A black dot means there is no statistically significant difference between the scores.

*** A Note about State Results:**

State level comparison values are available only for those states that meet the following criteria:

- 1) A minimum of 5 hospices in the state submitted data.
- 2) No single hospice contributed more than 50% of the data for the state.

EXECUTIVE SUMMARY OF SURVEY RESULTS

Response Rate

The 'Response Rate', or the proportion of surveys returned out of surveys sent, was 29% for ForeSight Hospice. Kentucky's average response rate was 35%. The national average during Quarter 2, 2009 was 2500%. A total of 21 Kentucky hospices submitted data for this quarter's report; a total of 429 hospices throughout the United States participated.

Length of Stay (LOS)

The Length of Stay (LOS) reported represents the number of days most frequently reported for only those patients whose caregivers returned the FEHC survey.

Note: The LOS value is based on an estimate of the total number of days the patient was in the ForeSight Hospice program, as provided by the patient caregiver completing the survey. This estimate may or may not be accurate, and in this report represents only the value most frequently selected by respondents. Consequently, the LOS value reported here for ForeSight Hospice may not match an LOS calculated from actual patient records.

The most common Quarter 2, 2009 LOS for ForeSight Hospice, based on responses from FEHC survey respondents, is between 1 - 3 months. The most common LOS for Kentucky hospices is between 1 - 3 months. National figures place the most common LOS at between 1 - 3 months.

Domain Performance (Domains of Care)

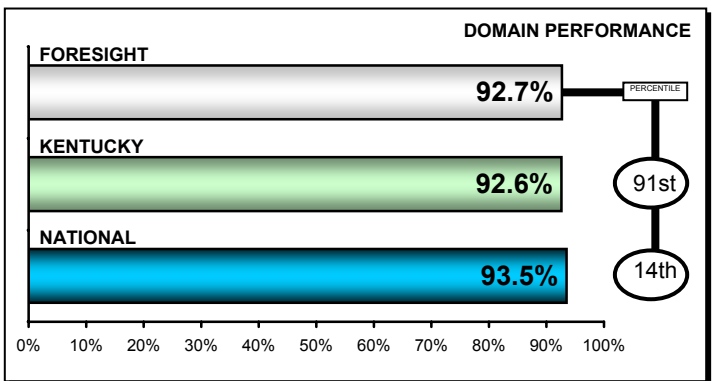
The Family Evaluation of Hospice Care (FEHC) survey includes related questions whose scores are combined to create four Domains of Care. Results presented in this summary compare ForeSight Hospice's Domain scores with state and national averages for those Domains. Scores are based on data submitted for the Quarter 2, 2009.

1) Provide Coordination of Care (F1, F2, F3)

F1: Hospice gave confusing or contradictory trmnt info (% Never)		
	SCORE	PERCENTILE
FORESIGHT TOTAL:	76.9%	
KENTUCKY TOTAL:	85.3%	7th
NATIONAL TOTAL:	46.6%	13th

F2: One nurse identified as in charge of patient care (% Yes)		
	SCORE	PERCENTILE
FORESIGHT TOTAL:	100.0%	
KENTUCKY TOTAL:	95.5%	53rd
NATIONAL TOTAL:	91.3%	20th

F3: Problem with not knowing patient medical history (% No)		
	SCORE	PERCENTILE
FORESIGHT TOTAL:	98.3%	
KENTUCKY TOTAL:	87.2%	78th
NATIONAL TOTAL:	82.0%	13th



ForeSight Hospice's Domain score of 92.7% on 'Provide Coordination of Care' places this hospice in the 91st percentile for Kentucky and the 14th percentile nationally.

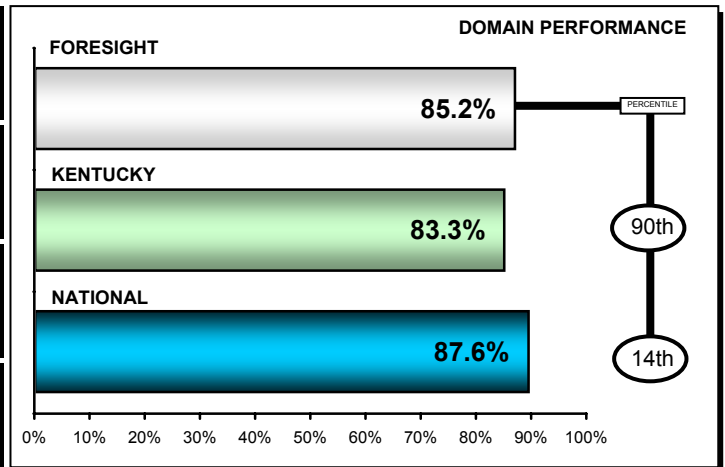
2) Attend to Family Needs (E1, E2, E3, E4)

E1: Hospice discussed religious/spiritual beliefs (% Yes)		
FORESIGHT TOTAL:	87.0%	PERCENTILE
KENTUCKY TOTAL:	91.8%	31st
NATIONAL TOTAL:	10.2%	27th

E2: Right amount of religious/spiritual contact (% Yes)		
FORESIGHT TOTAL:	89.7%	PERCENTILE
KENTUCKY TOTAL:	89.5%	17th
NATIONAL TOTAL:	56.2%	40th

E3: Hospice emotional support to family PRIOR to patient's death (% Right Amount)		
FORESIGHT TOTAL:	95.3%	PERCENTILE
KENTUCKY TOTAL:	96.5%	22nd
NATIONAL TOTAL:	89.7%	45th

E4: Hospice emotional support to family AFTER patient's death (% Right Amount)		
FORESIGHT TOTAL:	69.5%	PERCENTILE
KENTUCKY TOTAL:	68.5%	67th
NATIONAL TOTAL:	18.9%	85th



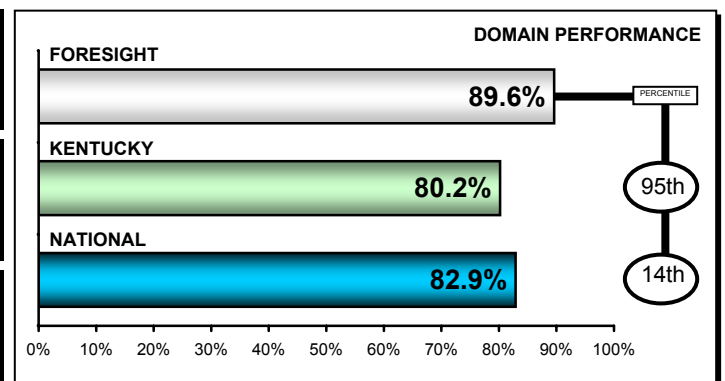
ForeSight Hospice's Domain score of 85.2% on 'Attend to Family Needs' places this hospice in the 90th percentile for Kentucky and the 14th percentile nationally.

3) Inform & Communicate about Patients (D5, D6, D7)

D5: Family kept informed of patient's condition (% Always)		
FORESIGHT TOTAL:	86.3%	PERCENTILE
KENTUCKY TOTAL:	69.6%	79th
NATIONAL TOTAL:	6.7%	78th

D6: Family received info on dying process (% Yes)		
FORESIGHT TOTAL:	75.0%	PERCENTILE
KENTUCKY TOTAL:	90.6%	52nd
NATIONAL TOTAL:	96.8%	65th

D7: Family wanted more information on dying process (% No)		
FORESIGHT TOTAL:	97.6%	PERCENTILE
KENTUCKY TOTAL:	81.6%	28th
NATIONAL TOTAL:	97.7%	17th



ForeSight Hospice's Domain score of 89.6% on 'Inform & Communicate about Patients' places this hospice in the 95th percentile for Kentucky and the 14th percentile nationally.

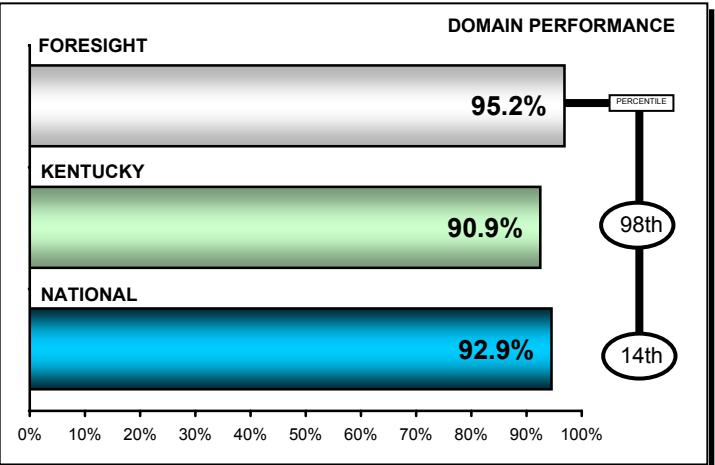
4) Provide Information about Symptoms (B3, B4, B7, B8)

B3: Information given on pain management medications (% Yes)		
FORESIGHT TOTAL:	80.4%	PERCENTILE
KENTUCKY TOTAL:	81.7%	19th
NATIONAL TOTAL:	95.1%	26th

B4: More information wanted on pain medications (% No)		
FORESIGHT TOTAL:	95.8%	PERCENTILE
KENTUCKY TOTAL:	83.8%	3rd
NATIONAL TOTAL:	93.2%	3rd

B7: Information given on treatment for breathing problems (% Yes)		
FORESIGHT TOTAL:	72.7%	PERCENTILE
KENTUCKY TOTAL:	90.9%	44th
NATIONAL TOTAL:	94.6%	48th

B8: More information wanted on treatment for breathing (% No)		
FORESIGHT TOTAL:	100.0%	PERCENTILE
KENTUCKY TOTAL:	90.9%	49th
NATIONAL TOTAL:	93.2%	56th

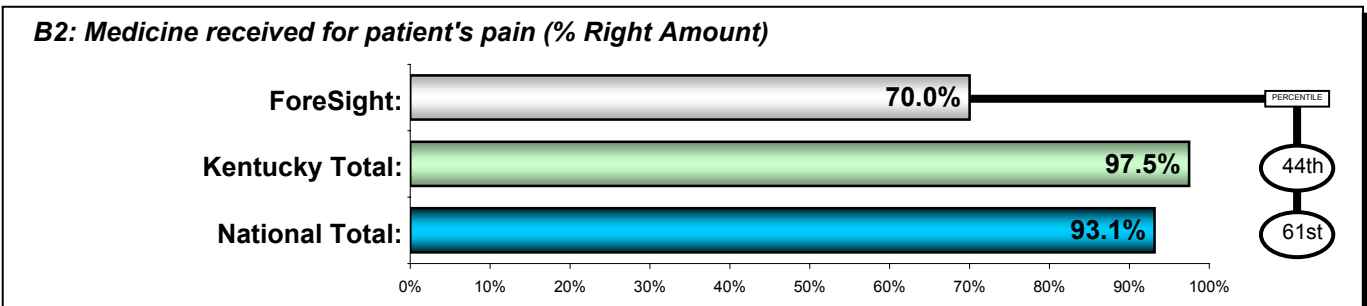
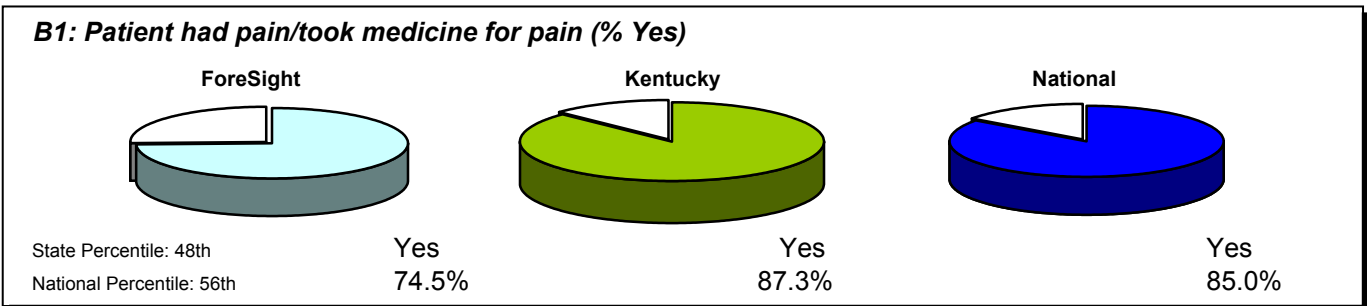


ForeSight Hospice's Domain score of 95.2% on 'Provide Information about Symptoms' places this hospice in the 98th percentile for Kentucky and the 14th percentile nationally.

Symptom Management

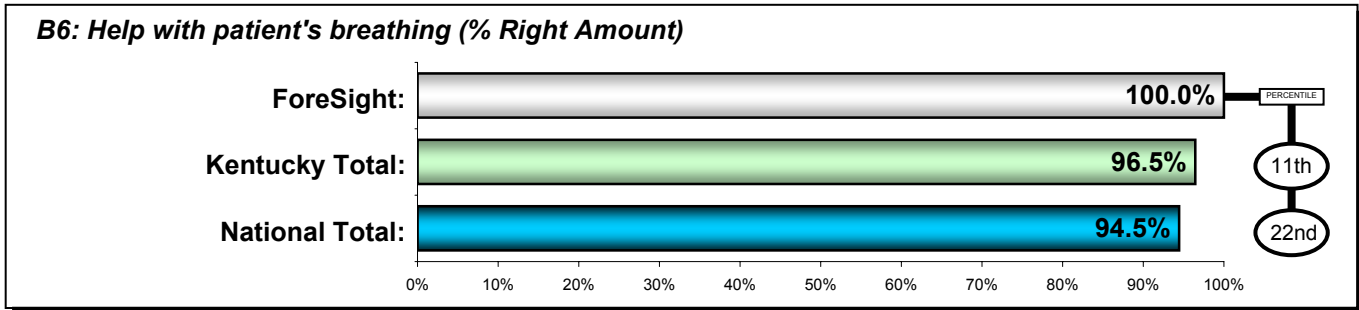
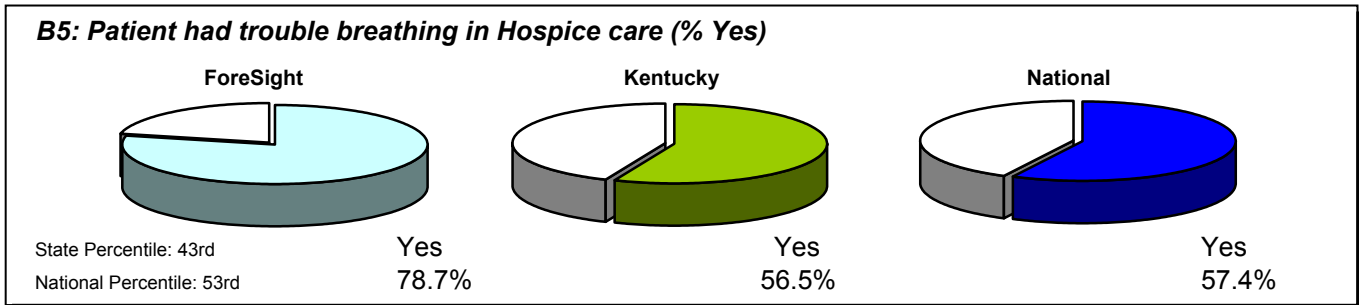
The FEHC survey also includes three questions related to performance in symptom management. The following tables and graphs display symptom management results for the Quarter 2, 2009.

1) Pain Control (B1, B2)



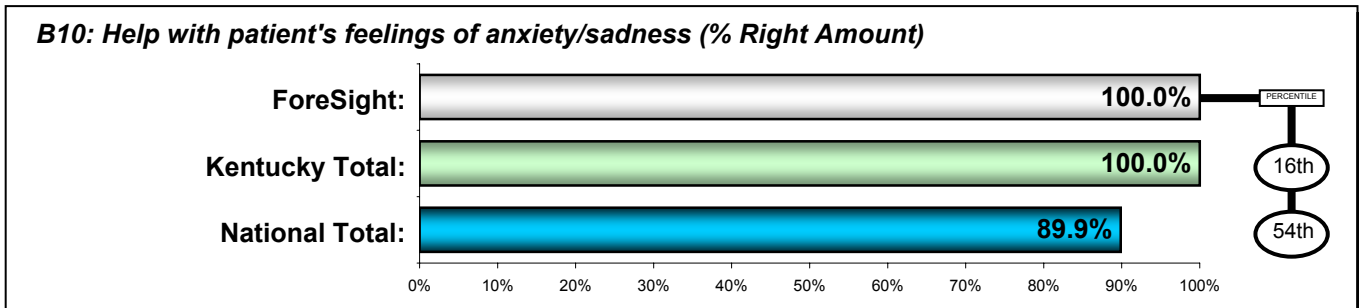
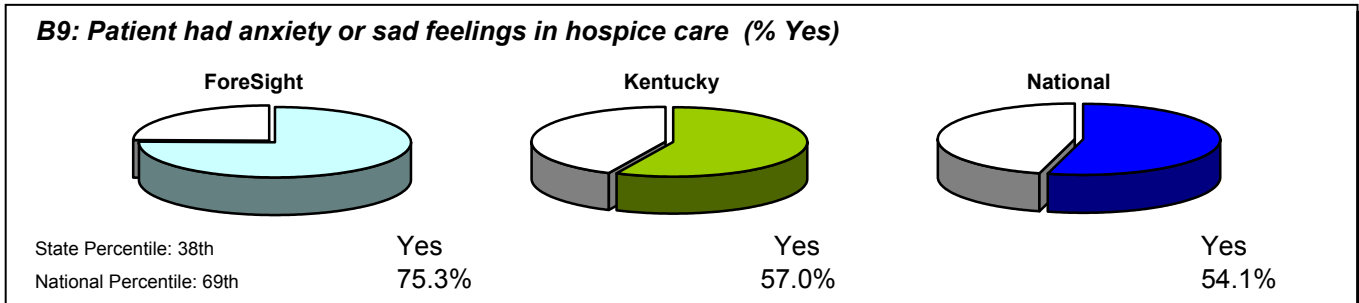
Results for the presence of pain / use of pain medication among ForeSight Hospice patients are within 13% of Kentucky totals for this quarter and 11% of national totals. According to FEHC survey respondents, approximately three fourths of all ForeSight Hospice patients received the right amount of pain medication during Quarter 2, 2009.

2) Shortness of Breath (B5, B6)



Results for the presence of shortness of breath among ForeSight Hospice patients are within 23% of Kentucky totals for this quarter and 22% of national totals. According to FEHC survey respondents, all ForeSight Hospice patients received the right amount of help for difficulty with breathing during Quarter 2, 2009.

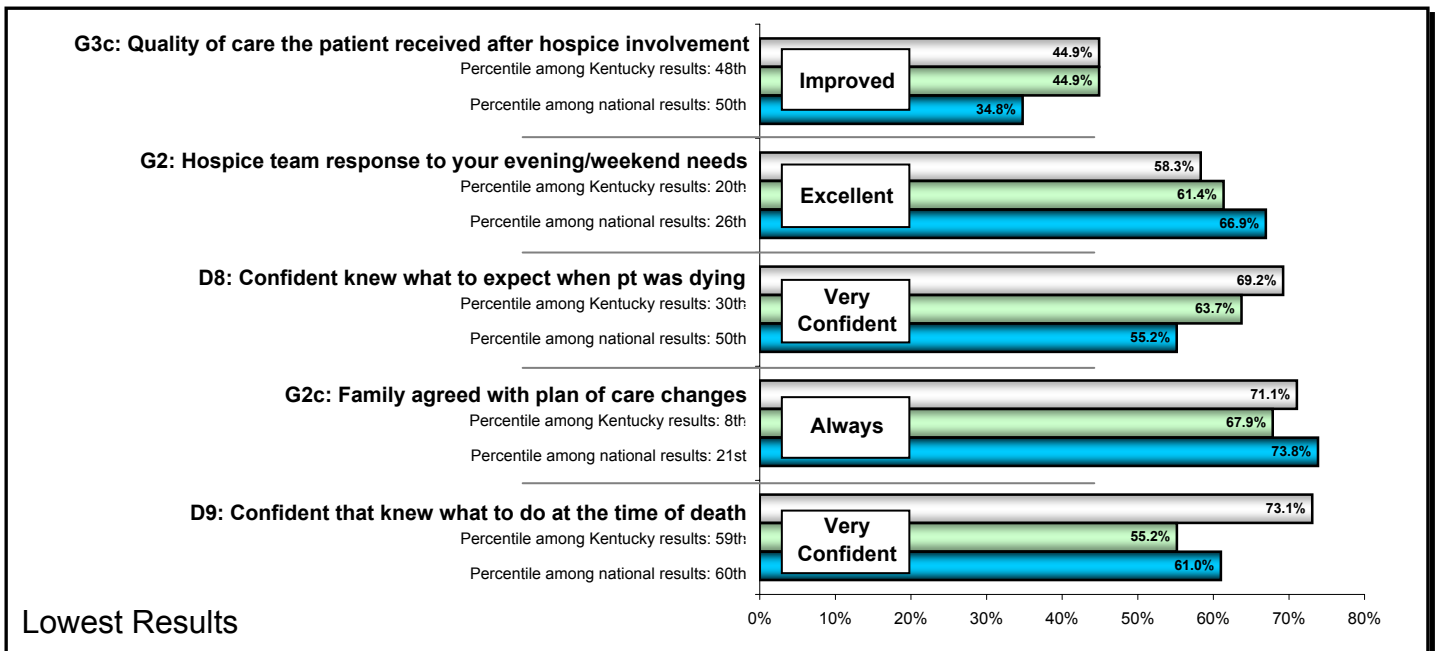
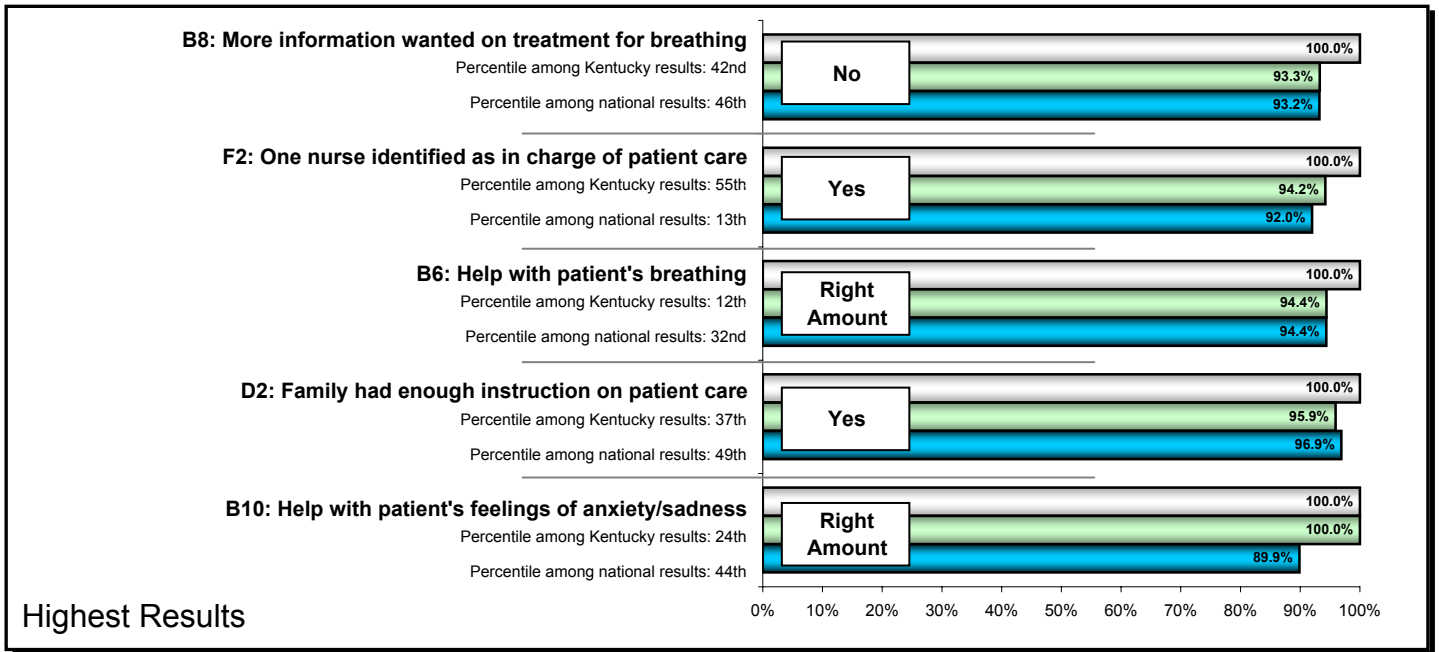
3) Anxiety and / or Sadness (B9, B10)



Results for the presence of anxiety and / or sadness among ForeSight Hospice patients are within 19% of Kentucky totals for this quarter and 22% of national totals. According to FEHC survey respondents, all ForeSight Hospice patients received the right amount of help with anxiety or sadness during Quarter 2, 2009.

High and Low Performance Areas

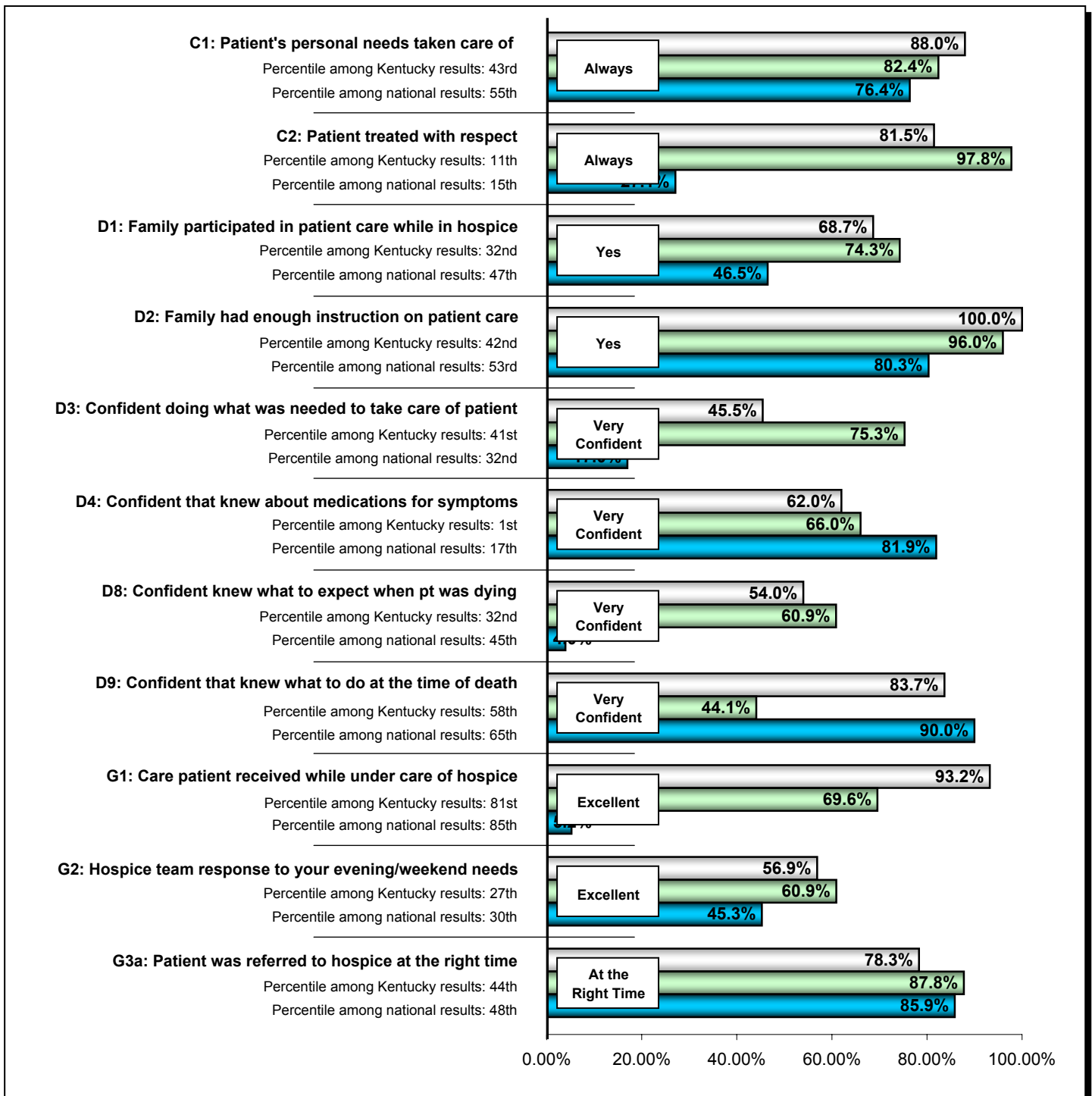
The charts below display the five questions indicating the highest performance and the lowest performance (by percentage of 'most desirable' answer) ratings collected on the ForeSight Hospice Family Evaluation of Hospice Care survey during Quarter 2, 2009. ForeSight Hospice's results are represented by the white (uppermost) bar on each graph.



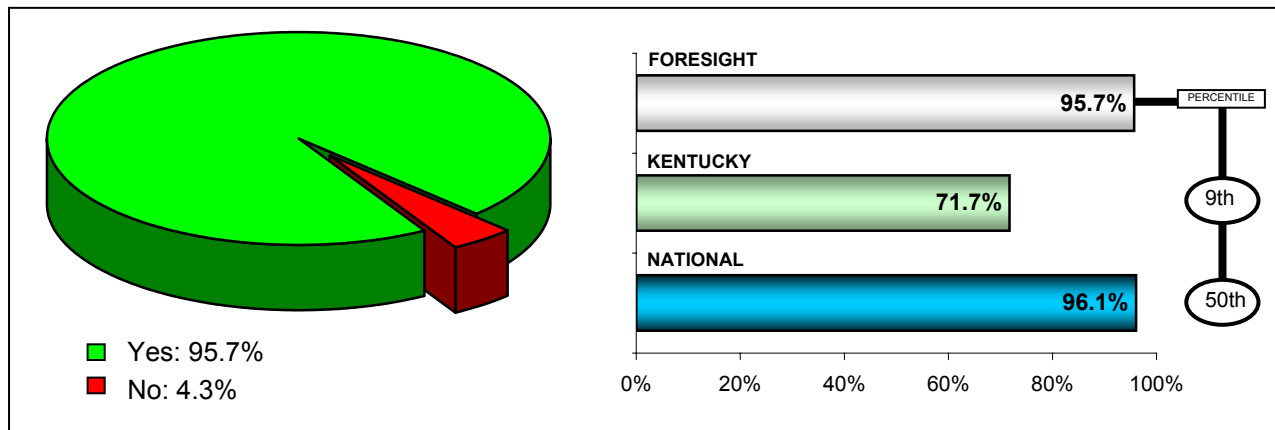
Among FEHC Quarter 2, 2009 survey results for ForeSight Hospice, Question B8 ('More information wanted on treatment for breathing') receives the highest rating for this hospice. In contrast, Question G3c ('Quality of care the patient received after hospice involvement') offers the greatest improvement opportunity.

Selected Questions of Interest

Hospices' performance on the following FEHC survey questions is of particular interest. Results displayed are for the most desirable answer.



Would the families of former ForeSight Hospice patients recommend this hospice to others? (G3)



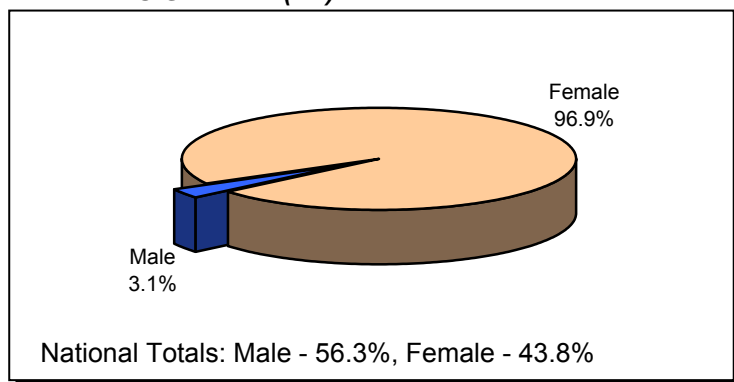
ForeSight Hospice's rating of 95.7% 'Yes' responses on this question places this hospice in the 9th percentile for Kentucky and the 50th percentile nationally.

Demographics

In addition to providing information related to performance evaluation, the FEHC survey also asks for patient and respondent demographic information. Results for those questions included on the survey by ForeSight Hospice are presented.

Hospice Patients

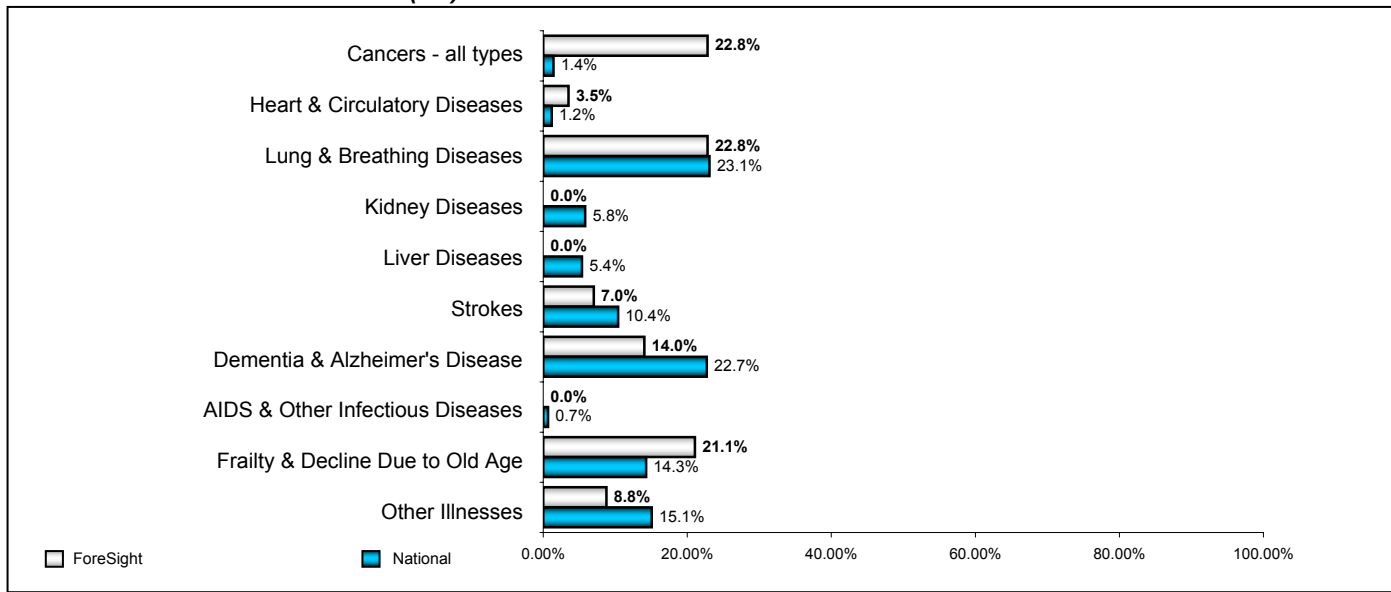
PATIENT'S GENDER (H2)



According to information collected during Quarter 2, 2009, the majority of patients under ForeSight Hospice care were female, based on caregiver responses to the FEHC survey.

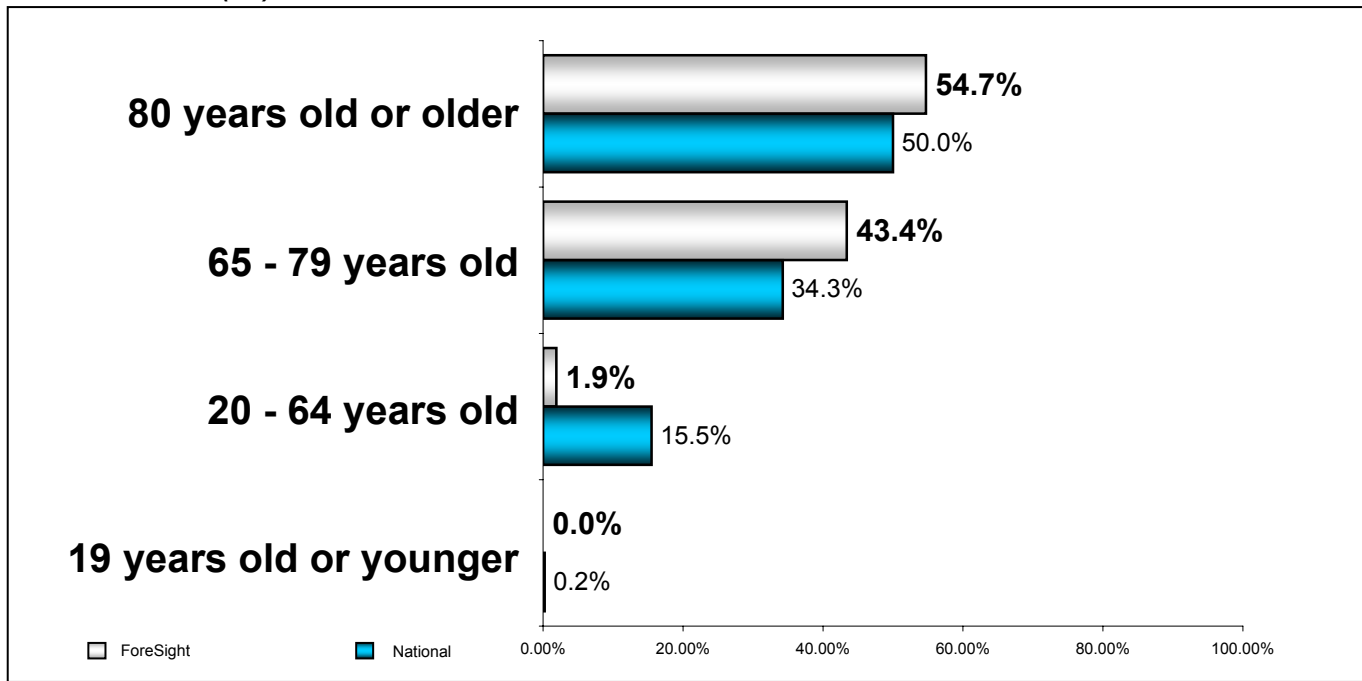
The majority of Kentucky hospice patients were male. At the national level, most hospice patients were males.

PATIENT'S PRIMARY ILLNESS (H3)



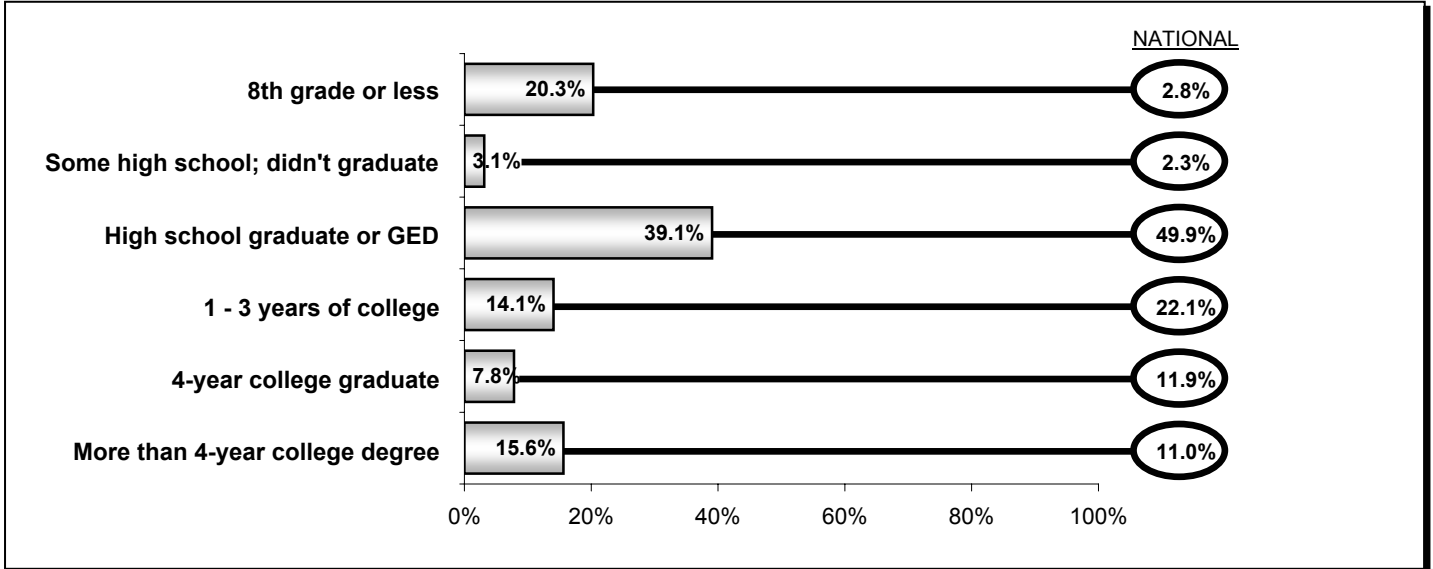
Of the 10 terminal diagnoses considered by the FEHC survey instrument, 'Cancers - all types' were most frequently identified as the primary terminal illnesses experienced by ForeSight Hospice patients, according to survey respondents in Quarter 2, 2009. The most frequently reported primary terminal illnesses for Kentucky hospice patients during Quarter 2, 2009, were 'Heart & Circulatory Diseases'. 'Lung & Breathing Diseases' were the primary terminal illnesses reported most frequently by for patients by survey respondents nationally.

PATIENT'S AGE (H1)



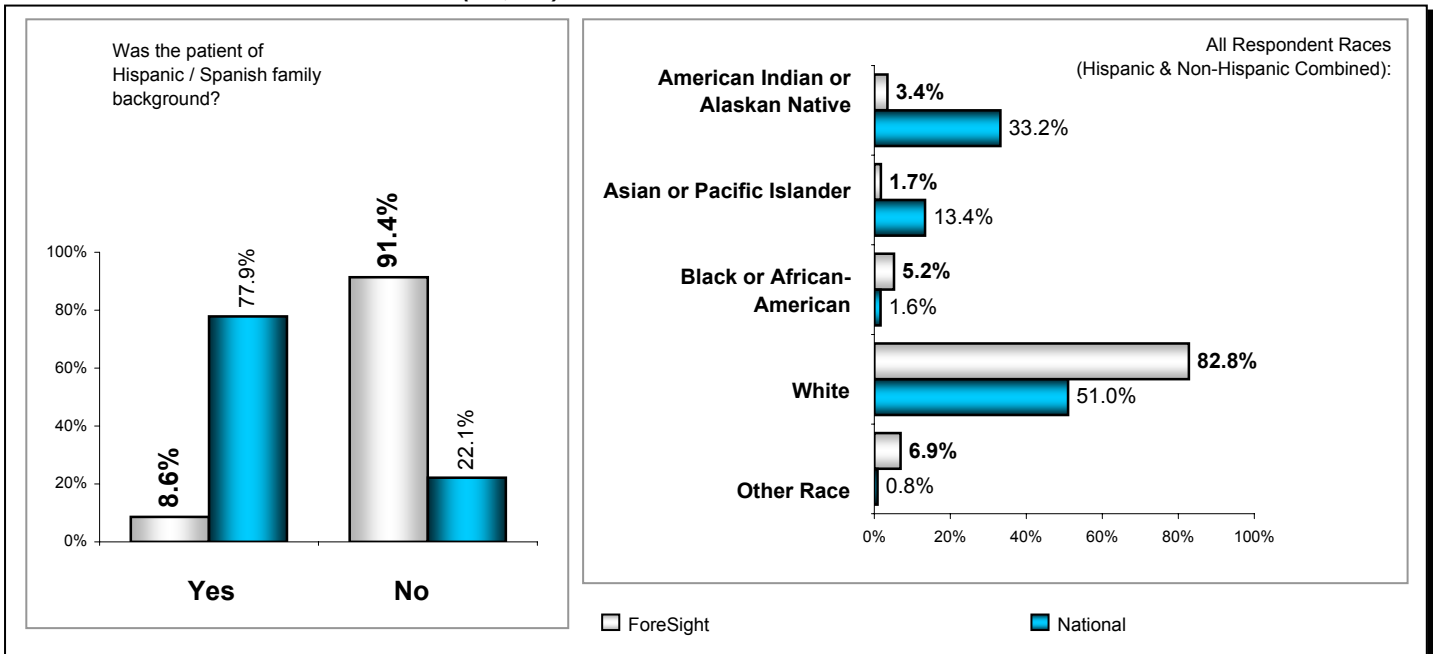
In Quarter 2, 2009, the majority of ForeSight Hospice patients were 100 years old or older, according to caregivers responding to the FEHC survey. Most Kentucky hospice patients were between 40 - 44 years old. Nationally, the majority of hospice patients were between 80 - 84 years old.

PATIENT'S HIGHEST EDUCATION REACHED (H4)



In Quarter 2, 2009, according to FEHC survey respondents, most ForeSight Hospice patients had an education level of 'high school graduate or GED'. Patients in hospices within Kentucky had an education level of 'some high school; didn't graduate'. The proportion of education levels for national results are represented above.

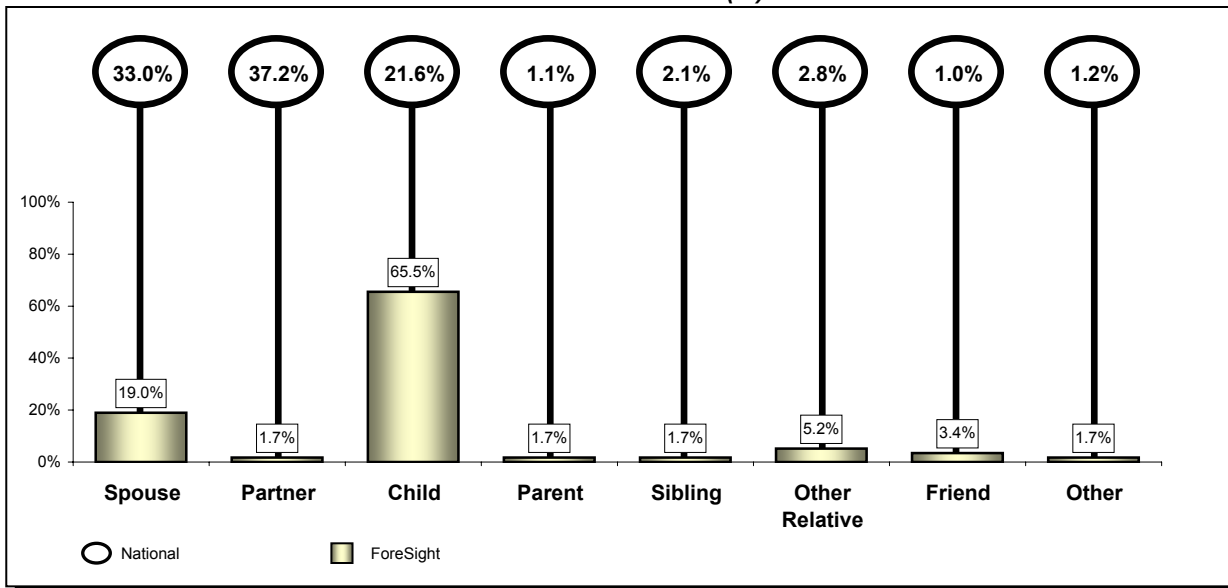
PATIENT'S RACIAL INFORMATION (H5, H6)



According to FEHC survey respondents, during Quarter 2, 2009, 9% of ForeSight Hospice patients had Hispanic or Spanish family backgrounds. The majority of ForeSight Hospice patients during Quarter 2, 2009 were White.

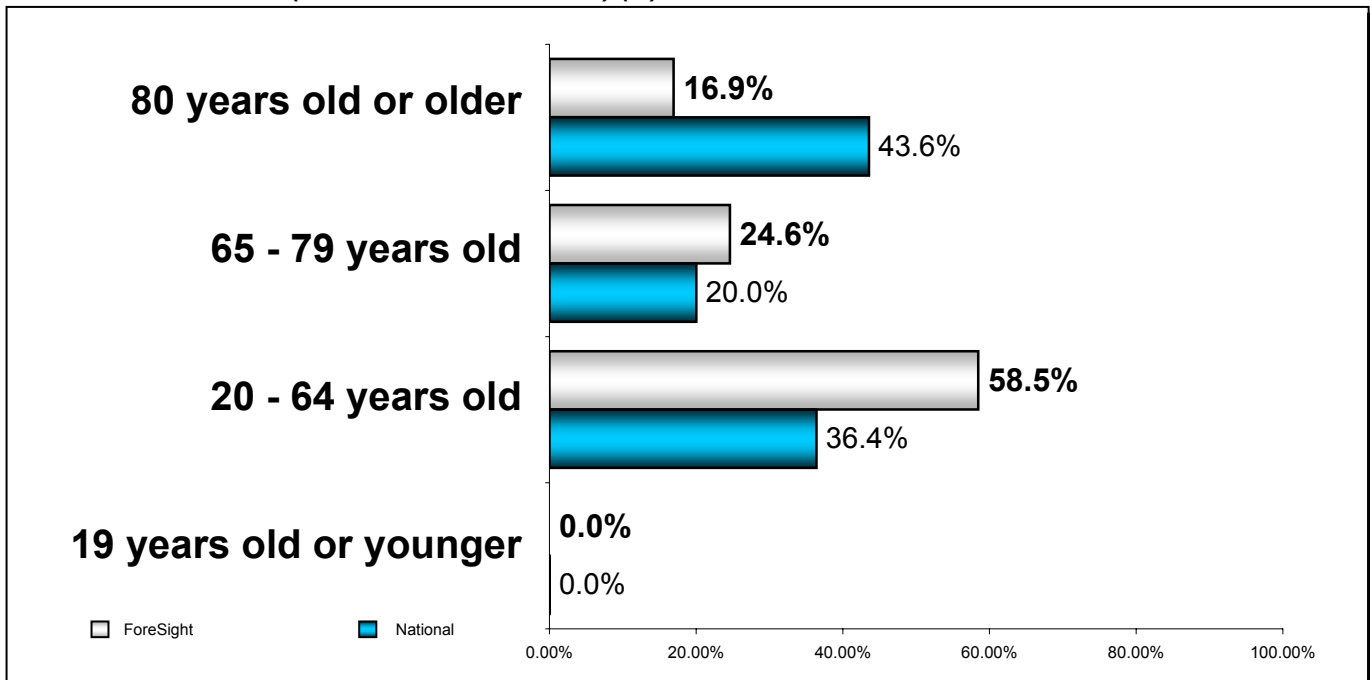
Respondents

RESPONDENT'S RELATIONSHIP TO HOSPICE PATIENT (11)



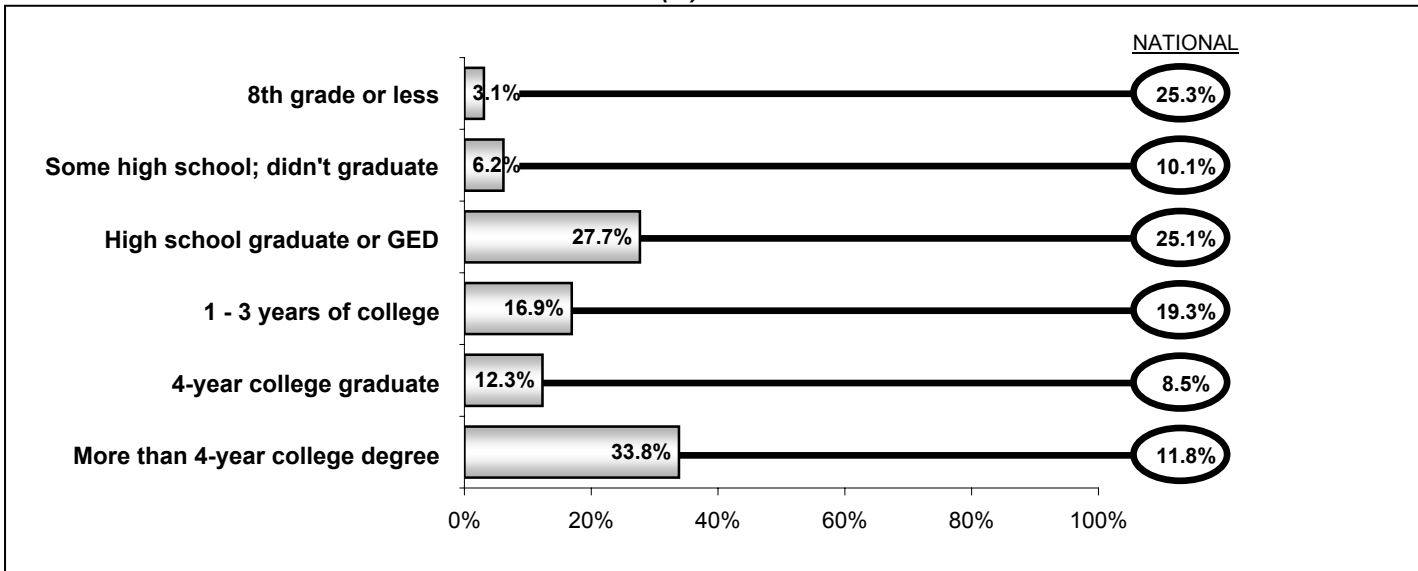
For Quarter 2, 2009, the majority of FEHC survey respondents indicated they were children of ForeSight Hospice patients. 'Partner' is the relationship reported most frequently for FEHC survey respondents nationally.

RESPONDENT'S AGE (AS OF LAST BIRTHDAY) (12)



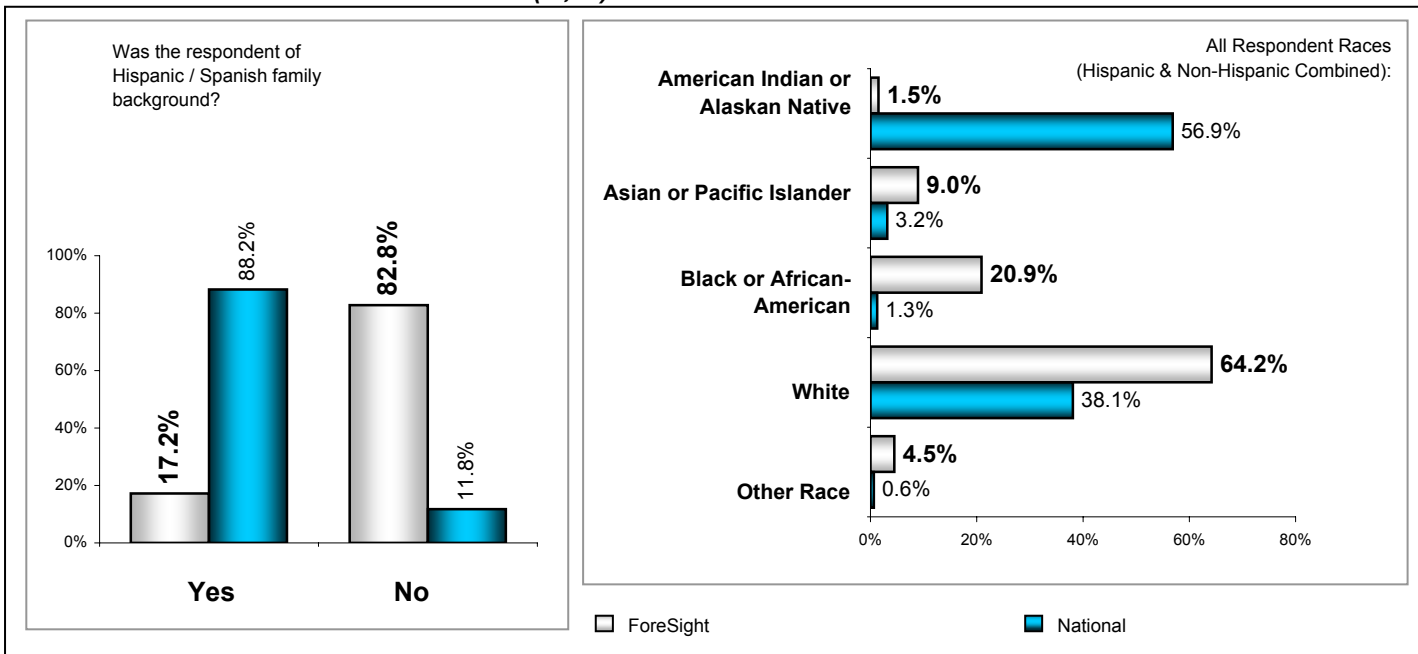
In Quarter 2, 2009, the majority of ForeSight Hospice FEHC survey respondents were between 55 - 59 years old. Most Kentucky respondents were between 20 - 24 years old. Nationally, the majority of FEHC survey respondents were 100 years old or older.

RESPONDENT'S HIGHEST EDUCATION REACHED (14)



In Quarter 2, 2009, most FEHC survey respondents had an education level of 'more than 4-year college degree'. '8Th Grade Or Less' is the education level reported for the majority of survey respondents nationally.

RESPONDENT'S RACIAL INFORMATION (15, 16)



According to FEHC survey respondents during Quarter 2, 2009, 17% of ForeSight Hospice survey respondents were of Hispanic or Spanish background. The majority of FEHC survey respondents for ForeSight Hospice during Quarter 2, 2009 were White. Full racial information for all respondents during Quarter 2, 2009 is displayed in the above graph (right side) and includes both Hispanic and non-Hispanic backgrounds.

QUESTION BY QUESTION SURVEY RESULTS

State/National Comparison Report

Quarter 2, 2009

ForeSight

Yes/No Questions	ForeSight		Other Kentucky Hospices			Your State Percentile Ranking	Other NATIONAL Hospices			Your National Percentile Ranking
	Responses	%	Responses	%	SIG		Responses	%	SIG	
A2: Hospice discussed patient's wishes for medical trtmt (% YES)	30	53.3	203	86.2	↓	66	4,739	82.7	↓	74
A3: Dr/Hospice inconsistent with patient's EOL care wishes (% NO)	48	89.6	**	**	●	**	4,671	92.2	●	21
B1: Patient had pain/took medicine for pain (% YES)	47	74.5	339	87.3	↓	48	10,480	85.0	↓	56
B3: Information given on pain management medications (% YES)	51	80.4	322	81.7	●	19	8,447	95.1	↓	26
B4: More information wanted on pain medications (% NO)	48	95.8	321	83.8	↑	3	8,557	93.2	●	3
B5: Patient had trouble breathing in hospice care (% YES)	94	78.7	414	56.5	↑	43	10,348	57.4	↑	53
B7: Information given on treatment for breathing problems (% YES)	33	72.7	230	90.9	↓	44	5,375	94.6	↓	48
B8: More information wanted on treatment for breathing (% NO)	21	100.0	242	90.9	●	49	5,426	93.2	●	56
B9: Patient had anxiety or sad feelings in hospice care (% YES)	77	75.3	374	57.0	↑	38	9,896	54.1	↑	69
D1: Family participated in patient care while in hospice (% YES)	83	68.7	416	74.3	●	32	11,420	46.5	↑	47
D2: Family had enough instruction on patient care (% YES)	30	100.0	322	96.0	●	42	4,864	80.3	↑	53
D6: Family received info on dying process (% YES)	56	75.0	373	90.6	↓	52	8,305	96.8	↓	65
D7: Family wanted more information on dying process (% NO)	42	97.6	374	81.6	↑	28	8,140	97.7	●	17
E1: Hospice discussed religious/spiritual beliefs (% YES)	54	87.0	97	91.8	●	31	6,009	10.2	↑	27
E2: Right amount of religious/spiritual contact (% YES)	58	89.7	181	89.5	●	17	9,273	56.2	↑	40
E5: Patient needed special medical equipment (% YES)	55	83.6	185	90.8	↓	7	9,814	82.2	●	9
E6: Patient received all medical equipment needed (% YES)	56	85.7	190	82.6	●	63	7,754	98.1	↓	77
F2: One nurse identified as in charge of patient care (% YES)	42	100.0	402	95.5	●	53	10,595	91.3	↑	20
F3: Problem with NOT knowing patient medical history (% NO)	58	98.3	360	87.2	↑	78	10,562	82.0	↑	13
G3: Would you recommend hospice to others (% YES)	93	95.7	237	71.7	↑	9	9,304	96.1	●	50
G3b: Patient in a nursing home while under hospice care	47	27.7	243	41.6	↓	42	5,443	49.8	↓	51

* = No data submitted for your hospice

** = Not enough data submitted by other hospices to allow valid comparisons

What is a percentile? A percentile is a value on a scale of 1-99 that indicates the ranking of a given score in relation to all other scores. For example, a score at the 80th percentile means that 80% of the other scores fall below it, and 19% are above.

Color-coding: Percentile ranking scores of 50 or above are displayed in **GREEN**; those 49 or below are displayed in **RED**

↑↓ Your hospice score is significantly higher or lower than the State/National score
● The difference is not statistically significant

Quarter 2, 2009

ForeSight

	ForeSight		Other Kentucky Hospices			Your State Percentile Ranking	Other NATIONAL Hospices			Your National Percentile Ranking
	Responses	%	Responses	%	SIG		Responses	%	SIG	
Less than Wanted/Right Amount/More Than Wanted: % "Right Amount"										
B2: Medicine received for patient's pain	60	70.0	317	97.5	↓	44	8,578	93.1	↓	61
B6: Help with patient's breathing	36	100.0	254	96.5	●	11	5,748	94.5	●	22
B10: Help with patient's feelings of anxiety/sadness	28	100.0	82	100.0	●	16	5,110	89.9	●	54
E3: Hospice emotional support to family PRIOR to patient's death	43	95.3	171	96.5	●	22	4,876	89.7	●	45
E4: Hospice emotional support to family AFTER patient's death	59	69.5	213	68.5	●	67	7,036	18.9	↑	85
Always/Usually/Sometimes/Never Questions										
C1: Patient's personal needs taken care of (% ALWAYS)	50	88.0	250	82.4	●	43	7,860	76.4	●	55
C2: Patient treated with respect (% ALWAYS)	54	81.5	358	97.8	↓	11	2,903	27.1	↑	15
D5: Family kept informed of patient's condition (% ALWAYS)	51	86.3	424	69.6	↑	79	9,610	6.7	↑	78
E8: Patient waited too long for pharmacy delivery (% NEVER)	63	77.8	132	60.6	↑	41	11,529	25.9	↑	45
F1: Hospice gave confusing/contradictory trmnt info (% NEVER)	39	76.9	394	85.3	●	7	20,037	46.6	↑	13
G2c: Family agreed with plan of care changes (% ALWAYS)	33	81.8	146	50.7	↑	16	794	48.4	↑	27
Very Confident/Fairly Confident/Not Confident: % "Very Confident"										
D3: Confident doing what was needed to take care of patient	44	45.5	271	75.3	↓	41	4,949	17.0	↑	32
D4: Confident that knew about medications for symptoms	50	62.0	318	66.0	●	1	10,362	81.9	↓	17
D8: Confident knew what to expect when pt was dying	50	54.0	299	60.9	●	32	6,478	4.0	↑	45
D9: Confident that knew what to do at the time of death	49	83.7	322	44.1	↑	58	6,202	90.0	●	65
Improved/Stayed the Same/Decreased: % Improved										
G3c: Quality of care the patient received after hospice involvement	101	42.6	533	41.8	●	52	1,807	24.7	↑	53

* = No data submitted for your hospice

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Color-coding: Percentile ranking scores of 50 or above are displayed in **GREEN**; those 49 or below are displayed in **RED**

↑↓ Your hospice score is significantly higher or lower than the State/National score
● The difference is not statistically significant

Quarter 2, 2009

ForeSight

	ForeSight		Other Kentucky Hospices			Your State Percentile Ranking	Other NATIONAL Hospices			Your National Percentile Ranking
	Responses	%	Responses	%	SIG		Responses	%	SIG	
Big Problem/Small Problem/No Problem Question: % "No Problem"										
E7: No problem getting needed medical equipment	52	86.5	202	63.9	↑	67	12,581	31.7	↑	73
Excellent/Very Good/Good/Fair/Poor: % "Excellent"										
G1: Care patient received while under care of hospice	59	93.2	332	69.6	↑	81	10,223	5.2	↑	85
G2: Hospice team response to your evening/weekend needs	58	56.9	412	60.9	●	27	11,711	45.3	●	30
G2a: Overall rating of hospice team members who provided care	50	76.0	93	76.3	●	4	4,996	87.8	↓	19
Yes/No/Didn't Explain Questions: % "Yes"										
G2b: Hospice team clearly explained plan of care	56	73.2	181	87.8	↓	46	794	65.6	●	68
G2d: Hospice clearly explained Patient's Bill of Rights	54	74.1	148	61.5	↑	16	825	32.5	↑	25
Too early/At the right time/Too late: % "At the Right Time"										
G3a: Patient was referred to hospice at the right time	60	78.3	392	87.8	↓	44	10,683	85.9	●	48

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What is a percentile? A percentile is a value on a scale of 1-99 that indicates the ranking of a given score in relation to all other scores. For example, a score at the 80th percentile means that 80% of the other scores fall below it, and 19% are above.

Color-coding: Percentile ranking scores of 50 or above are displayed in **GREEN**; those 49 or below are displayed in **RED**

↑↓ Your hospice score is significantly higher or lower than the State/National score
 ● The difference is not statistically significant

Response Frequency Report

Quarter 2, 2009

ForeSight Hospice

Yes/No Questions		Yes		No		Total Resps
		Resps	%	Resps	%	
A2: Hospice discussed patient's wishes for medical trtmt	<i>Your Hospice</i>	16	53.3	14	46.7	30
	<i>Your State</i>	175	86.2	28	13.8	203
	<i>National</i>	3,921	82.7	818	17.3	4,739
A3: Dr/Hospice inconsistent with patient's EOL care wishes	<i>Your Hospice</i>	5	10.4	43	89.6	48
	<i>Your State</i>	**	0.0	**	0.0	0
	<i>National</i>	364	7.8	4,307	92.2	4,671
B1: Patient had pain/took medicine for pain	<i>Your Hospice</i>	35	74.5	12	25.5	47
	<i>Your State</i>	296	87.3	43	12.7	339
	<i>National</i>	8,904	85.0	1,576	15.0	10,480
B3: Information given on pain management medications	<i>Your Hospice</i>	41	80.4	10	19.6	51
	<i>Your State</i>	263	81.7	59	18.3	322
	<i>National</i>	8,032	95.1	415	4.9	8,447
B4: More information wanted on pain medications	<i>Your Hospice</i>	2	4.2	46	95.8	48
	<i>Your State</i>	52	16.2	269	83.8	321
	<i>National</i>	580	6.8	7,977	93.2	8,557
B5: Patient had trouble breathing in Hospice care	<i>Your Hospice</i>	74	78.7	20	21.3	94
	<i>Your State</i>	234	56.5	180	43.5	414
	<i>National</i>	5,939	57.4	4,409	42.6	10,348
B7: Information given on treatment for breathing problems	<i>Your Hospice</i>	24	72.7	9	27.3	33
	<i>Your State</i>	209	90.9	21	9.1	230
	<i>National</i>	5,084	94.6	291	5.4	5,375
B8: More information wanted on treatment for breathing	<i>Your Hospice</i>	0	0.0	21	100.0	21
	<i>Your State</i>	22	9.1	220	90.9	242
	<i>National</i>	368	6.8	5,058	93.2	5,426

* = No data submitted for your hospice

** = State data not available (see * note page 1)

ForeSight Hospice

Quarter 2, 2009

Yes/No Questions		Yes		No		Total Resps
		Resps	%	Resps	%	
B9: Patient had anxiety or sad feelings in hospice care	<i>Your Hospice</i>	58	75.3	19	24.7	77
	<i>Your State</i>	213	57.0	161	43.0	374
	<i>National</i>	5,353	54.1	4,543	45.9	9,896
D1: Family participated in patient care while in hospice	<i>Your Hospice</i>	57	68.7	26	31.3	83
	<i>Your State</i>	309	74.3	107	25.7	416
	<i>National</i>	5,309	46.5	6,111	53.5	11,420
D2: Family had enough instruction on patient care	<i>Your Hospice</i>	30	100.0	0	0.0	30
	<i>Your State</i>	309	96.0	13	4.0	322
	<i>National</i>	3,907	80.3	957	19.7	4,864
D6: Family received info on dying process	<i>Your Hospice</i>	42	75.0	14	25.0	56
	<i>Your State</i>	338	90.6	35	9.4	373
	<i>National</i>	8,037	96.8	268	3.2	8,305
D7: Family wanted more information on dying process	<i>Your Hospice</i>	1	2.4	41	97.6	42
	<i>Your State</i>	69	18.4	305	81.6	374
	<i>National</i>	189	2.3	7,951	97.7	8,140
E1: Hospice discussed religious/spiritual beliefs	<i>Your Hospice</i>	47	87.0	7	13.0	54
	<i>Your State</i>	89	91.8	8	8.2	97
	<i>National</i>	613	10.2	5,396	89.8	6,009
E2: Right amount of religious/spiritual contact	<i>Your Hospice</i>	52	89.7	6	10.3	58
	<i>Your State</i>	162	89.5	19	10.5	181
	<i>National</i>	5,216	56.2	4,057	43.8	9,273
E5: Patient needed special medical equipment	<i>Your Hospice</i>	46	83.6	9	16.4	55
	<i>Your State</i>	168	90.8	17	9.2	185
	<i>National</i>	8,070	82.2	1,744	17.8	9,814

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** = State data not available (see * note page 1)

ForeSight Hospice

Quarter 2, 2009

Yes/No Questions		Yes		No		Total Resps
		Resps	%	Resps	%	
E6: Patient received all medical equipment needed	<i>Your Hospice</i>	48	85.7	8	14.3	56
	<i>Your State</i>	157	82.6	33	17.4	190
	<i>National</i>	7,605	98.1	149	1.9	7,754
F2: One nurse identified as in charge of patient care	<i>Your Hospice</i>	42	100.0	0	0.0	42
	<i>Your State</i>	384	95.5	18	4.5	402
	<i>National</i>	9,676	91.3	919	8.7	10,595
F3: Problem with not knowing patient medical history	<i>Your Hospice</i>	1	1.7	57	98.3	58
	<i>Your State</i>	46	12.8	314	87.2	360
	<i>National</i>	1,902	18.0	8,660	82.0	10,562
G3: Would you recommend hospice to others	<i>Your Hospice</i>	89	95.7	4	4.3	93
	<i>Your State</i>	170	71.7	67	28.3	237
	<i>National</i>	8,937	96.1	367	3.9	9,304
G3b: Patient in a nursing home while under hospice care	<i>Your Hospice</i>	13	27.7	34	72.3	47
	<i>Your State</i>	101	41.6	142	58.4	243
	<i>National</i>	5,443	49.8	5,486	50.2	10,929

Yes/No/Didn't Explain Questions		Yes		No		Didn't Explain		Total Resps
		Resps	%	Resps	%	Resps	%	
G2b: Hospice team clearly explained plan of care	<i>Your Hospice</i>	41	73.2	5	8.9	10	17.9	56
	<i>Your State</i>	159	87.8	15	8.3	7	3.9	181
	<i>National</i>	521	65.6	150	18.9	123	15.5	794
G2d: Hospice clearly explained Patient's Bill of Rights	<i>Your Hospice</i>	40	74.1	0	0.0	14	25.9	54
	<i>Your State</i>	91	61.5	42	28.4	15	10.1	148
	<i>National</i>	268	32.5	78	9.5	479	58.1	825

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ForeSight Hospice

Quarter 2, 2009

Less than Wanted/Right Amount/More Than Wanted Questions		Less than Wanted		Right Amount		More than Wanted		Total Resps
		Resps	%	Resps	%	Resps	%	
B2: Medicine received for patient's pain	<i>Your Hospice</i>	6	10.0	42	70.0	12	20.0	60
	<i>Your State</i>	0	0.0	309	97.5	8	2.5	317
	<i>National</i>	321	3.7	7,990	93.1	267	3.1	8,578
B6: Help with patient's breathing	<i>Your Hospice</i>	0	0.0	36	100.0	0	0.0	36
	<i>Your State</i>	6	2.4	245	96.5	3	1.2	254
	<i>National</i>	229	4.0	5,429	94.5	90	1.6	5,748
B10: Help with patient's feelings of anxiety/sadness	<i>Your Hospice</i>	0	0.0	28	100.0	0	0.0	28
	<i>Your State</i>	0	0.0	82	100.0	0	0.0	82
	<i>National</i>	328	6.4	4,592	89.9	190	3.7	5,110
E3: Hospice emotional support to family PRIOR to patient's death	<i>Your Hospice</i>	1	2.3	41	95.3	1	2.3	43
	<i>Your State</i>	0	0.0	165	96.5	6	3.5	171
	<i>National</i>	341	7.0	4,376	89.7	159	3.3	4,876
E4: Hospice emotional support to family AFTER patient's death	<i>Your Hospice</i>	12	20.3	41	69.5	6	10.2	59
	<i>Your State</i>	47	22.1	146	68.5	20	9.4	213
	<i>National</i>	5,517	78.4	1,328	18.9	191	2.7	7,036

Improved/Stayed the Same/Decreased Question		Improved		Stayed the Same		Decreased		Total Resps
		Resps	%	Resps	%	Resps	%	
G3c: Quality of care the patient received after hospice involvement	<i>Your Hospice</i>	43	42.6	35	34.7	23	22.8	101
	<i>Your State</i>	223	41.8	225	42.2	85	15.9	533
	<i>National</i>	447	24.7	486	26.9	874	48.4	1,807

* = No data submitted for your hospice

** = State data not available (see * note page 1)

ForeSight Hospice

Quarter 2, 2009

Always/Usually/Sometimes/Never Questions		Always		Usually		Sometimes		Never		Total Resps
		Resps	%	Resps	%	Resps	%	Resps	%	
C1: Patient's personal needs taken care of	<i>Your Hospice</i>	44	88.0	4	8.0	2	4.0	0	0.0	50
	<i>Your State</i>	206	82.4	15	6.0	21	8.4	8	3.2	250
	<i>National</i>	6,003	76.4	1,110	14.1	521	6.6	226	2.9	7,860
C2: Patient treated with respect	<i>Your Hospice</i>	44	81.5	10	18.5	0	0.0	0	0.0	54
	<i>Your State</i>	350	97.8	2	0.6	6	1.7	0	0.0	358
	<i>National</i>	786	27.1	2,054	70.8	44	1.5	19	0.7	2,903
D5: Family kept informed of patient's condition	<i>Your Hospice</i>	44	86.3	3	5.9	4	7.8	0	0.0	51
	<i>Your State</i>	295	69.6	97	22.9	25	5.9	7	1.7	424
	<i>National</i>	644	6.7	8,345	86.8	417	4.3	204	2.1	9,610
E8: Patient waited too long for pharmacy delivery	<i>Your Hospice</i>	6	9.5	7	11.1	1	1.6	49	77.8	63
	<i>Your State</i>	36	27.3	3	2.3	13	9.8	80	60.6	132
	<i>National</i>	5,764	50.0	2,397	20.8	382	3.3	2986	25.9	11,529
F1: Hospice gave confusing or contradictory trmnt info	<i>Your Hospice</i>	1	2.6	5	12.8	3	7.7	30	76.9	39
	<i>Your State</i>	16	4.1	7	1.8	35	8.9	336	85.3	394
	<i>National</i>	8,682	43.3	1,300	6.5	712	3.6	9343	46.6	20,037
G2c: Family agreed with plan of care changes	<i>Your Hospice</i>	27	81.8	5	15.2	1	3.0	0	0.0	33
	<i>Your State</i>	74	50.7	61	41.8	6	4.1	5	3.4	146
	<i>National</i>	384	48.4	203	25.6	92	11.6	115	14.5	794

* = No data submitted for your hospice

** = State data not available (see * note page 1)

ForeSight Hospice

Quarter 2, 2009

Very Confident/Fairly Confident/Not Confident Questions		Very Confident		Fairly Confident		Not Confident		Total Resps
		Resps	%	Resps	%	Resps	%	
D3: Confident doing what was needed to take care of patient	<i>Your Hospice</i>	20	45.5	15	34.1	9	20.5	44
	<i>Your State</i>	204	75.3	58	21.4	9	3.3	271
	<i>National</i>	840	17.0	3,937	79.6	172	3.5	4,949
D4: Confident that knew about medications for symptoms	<i>Your Hospice</i>	31	62.0	16	32.0	3	6.0	50
	<i>Your State</i>	210	66.0	95	29.9	13	4.1	318
	<i>National</i>	8,490	81.9	1,611	15.5	261	2.5	10,362
D8: Confident knew what to expect when pt was dying	<i>Your Hospice</i>	27	54.0	16	32.0	7	14.0	50
	<i>Your State</i>	182	60.9	99	33.1	18	6.0	299
	<i>National</i>	256	4.0	5,738	88.6	484	7.5	6,478
D9: Confident that knew what to do at the time of death	<i>Your Hospice</i>	41	83.7	6	12.2	2	4.1	49
	<i>Your State</i>	142	44.1	150	46.6	30	9.3	322
	<i>National</i>	5,580	90.0	104	1.7	518	8.4	6,202

Big Problem/Small Problem/No Problem Question		Big Problem		Small Problem		No Problem		Total Resps
		Resps	%	Resps	%	Resps	%	
E7: No problem getting needed medical equipment	<i>Your Hospice</i>	0	0.0	7	13.5	45	86.5	52
	<i>Your State</i>	51	25.2	22	10.9	129	63.9	202
	<i>National</i>	6,064	48.2	2,525	20.1	3,992	31.7	12,581

* = No data submitted for your hospice

** = State data not available (see * note page 1)

ForeSight Hospice

Quarter 2, 2009

10-Point "Best" to "Worst" Scale Questions		10 or 9		8 or 7		6 or 5		4 or 3		2, 1 or 0		Total Resps	Avg Score
		Resps	%	Resps	%	Resps	%	Resps	%	Resps	%		
F4: Hospice provided EOL care that respected patient's wishes	<i>Your Hospice</i>	57	93.4	2	3.3	2	3.3	0	0.0	0	0.0	61	9.7
	<i>Your State</i>	131	66.2	17	8.6	4	2.0	1	0.5	45	22.7	198	7.3
	<i>National</i>	4,288	38.2	430	3.8	102	0.9	27	0.2	6369	56.8	11,216	4.3
F5: Hospice communication about illness/outcomes of care	<i>Your Hospice</i>	50	82.0	3	4.9	5	8.2	0	0.0	3	4.9	61	9.0
	<i>Your State</i>	**	0.0	**	0.0	**	0.0	**	0.0	**	0.0	0	0.0
	<i>National</i>	4,073	36.8	503	4.5	175	1.6	52	0.5	6264	56.6	11,067	4.3
F6: Hospice controlled symptoms to acceptable degree	<i>Your Hospice</i>	51	85.0	7	11.7	2	3.3	0	0.0	0	0.0	60	9.4
	<i>Your State</i>	139	83.7	19	11.4	5	3.0	0	0.0	3	1.8	166	9.3
	<i>National</i>	4,181	26.5	463	2.9	127	0.8	42	0.3	10952	69.5	15,765	3.1
F7: Hospice made sure patient died on own terms	<i>Your Hospice</i>	45	83.3	7	13.0	0	0.0	0	0.0	2	3.7	54	9.2
	<i>Your State</i>	124	72.5	10	5.8	1	0.6	2	1.2	34	19.9	171	7.7
	<i>National</i>	4,397	28.5	280	1.8	72	0.5	29	0.2	10636	69.0	15,414	3.0
F8: Hospice provided emotional support for patient's family/friends	<i>Your Hospice</i>	40	85.1	5	10.6	2	4.3	0	0.0	0	0.0	47	9.4
	<i>Your State</i>	113	73.9	27	17.6	6	3.9	1	0.7	6	3.9	153	8.9
	<i>National</i>	4,070	26.6	497	3.3	148	1.0	64	0.4	10509	68.7	15,288	3.6

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** = State data not available (see * note page 1)

Excellent/Very Good/Good/Fair/Poor Questions		Excellent		Very Good		Good		Fair		Poor		Total Resps
		Resps	%	Resps	%	Resps	%	Resps	%	Resps	%	
G1: Care patient received while under care of hospice	<i>Your Hospice</i>	55	93.2	2	3.4	2	3.4	0	0.0	0	0.0	59
	<i>Your State</i>	231	69.6	70	21.1	22	6.6	4	1.2	5	1.5	332
	<i>National</i>	535	5.2	9,062	88.6	469	4.6	100	1.0	57	0.6	10,223
G2: Hospice team response to your evening/weekend needs	<i>Your Hospice</i>	33	56.9	11	19.0	13	22.4	0	0.0	1	1.7	58
	<i>Your State</i>	251	60.9	118	28.6	26	6.3	11	2.7	6	1.5	412
	<i>National</i>	5,301	45.3	5,467	46.7	603	5.1	206	1.8	134	1.1	11,711
G2a: Overall rating of hospice team members who provided care	<i>Your Hospice</i>	38	76.0	12	24.0	0	0.0	0	0.0	0	0.0	50
	<i>Your State</i>	71	76.3	8	8.6	10	10.8	2	2.2	2	2.2	93
	<i>National</i>	4,386	87.8	387	7.7	169	3.4	38	0.8	16	0.3	4,996

Too early/At the right time/Too late Question		Too Early		Right Time		Too Late		Total Resps
		Resps	%	Resps	%	Resps	%	
G3a: Patient was referred to hospice at the right time	<i>Your Hospice</i>	0	0.0	47	78.3	13	21.7	60
	<i>Your State</i>	7	1.8	344	87.8	41	10.5	392
	<i>National</i>	262	2.5	9,172	85.9	1,249	11.7	10,683

* = No data submitted for your hospice

** = State data not available (see * note page 1)

Peer-Group Comparison Report

Peer Group Details:

Census Size	Hospice Type	Hospice Setting
550-800	Non-Profit	Suburban
Total Hospices: 14	Total Hospices: 21	Total Hospices: 18

Quarter 2, 2009

ForeSight

ForeSight Hospice		Census Size Peer Group (550-800)		Hospice Type Peer Group (Non-Profit)		Hospice Setting Peer Group (Suburban)	
Responses	%	Responses	%	Responses	%	Responses	%

Yes/No Questions								
A2: Hospice discussed patient's wishes for medical trtmt (% YES)	30	53.3	797	93.9	1,036	90.3	472	90.3
A3: Dr/Hospice inconsistent with patient's EOL care wishes (% NO)	48	89.6	543	88.0	1,044	95.3	793	95.3
B1: Patient had pain/took medicine for pain (% YES)	47	74.5	588	69.6	1,078	79.2	491	79.2
B3: Information given on pain management medications (% YES)	51	80.4	660	98.5	**	**	627	98.6
B4: More information wanted on pain medications (% NO)	48	95.8	409	92.9	**	**	649	92.9
B5: Patient had trouble breathing in hospice care (% YES)	94	78.7	1,040	65.6	1,301	65.6	1,285	84.1
B7: Information given on treatment for breathing problems (% YES)	33	72.7	455	96.5	349	94.3	265	94.3
B8: More information wanted on treatment for breathing (% NO)	21	100.0	263	100.0	549	100.0	250	100.0
B9: Patient had anxiety or sad feelings in hospice care (% YES)	77	75.3	1,300	75.0	975	75.0	1,111	83.3
D1: Family participated in patient care while in hospice (% YES)	83	68.7	653	74.6	1,223	83.1	726	63.8
D2: Family had enough instruction on patient care (% YES)	30	100.0	**	**	711	100.0	540	100.0
D6: Family received info on dying process (% YES)	56	75.0	539	85.0	1,056	90.4	513	84.8
D7: Family wanted more information on dying process (% NO)	42	97.6	516	86.8	704	79.7	818	86.8
E1: Hospice discussed religious/spiritual beliefs (% YES)	54	87.0	497	78.5	1,037	78.4	472	78.4
E2: Right amount of religious/spiritual contact (% YES)	58	89.7	523	87.6	622	92.1	472	92.2
E5: Patient needed special medical equipment (% YES)	55	83.6	809	90.4	1,077	84.9	491	84.9
E6: Patient received all medical equipment needed (% YES)	56	85.7	715	97.8	886	98.6	679	97.8
F2: One nurse identified as in charge of patient care (% YES)	42	100.0	507	100.0	634	100.0	803	100.0
F3: Problem with NOT knowing patient medical history (% NO)	58	98.3	812	98.0	1,007	98.8	765	98.8
G3: Would you recommend hospice to others (% YES)	93	95.7	1,482	34.2	3,087	34.2	2,025	23.8
G3b: Patient in a nursing home while under hospice care (% YES)	47	27.7	798	27.0	923	40.0	739	18.2

* = No data submitted for your hospice

** = Not enough data submitted by other peer group hospices to allow valid comparisons

Comparison requires a minimum of 5 hospices in a peer group, with no one hospice composing more than 50% of the total volume.

Quarter 2, 2009

ForeSight

ForeSight Hospice		Census Size Peer Group (550-800)		Hospice Type Peer Group (Non-Profit)		Hospice Setting Peer Group (Suburban)	
Responses	%	Responses	%	Responses	%	Responses	%

Less than Wanted/Right Amount/More Than Wanted: % "Right Amount"

B2: Medicine received for patient's pain	60	70.0	654	96.9	507	93.7	**	**
B6: Help with patient's breathing	36	100.0	292	100.0	610	100.0	278	100.0
B10: Help with patient's feelings of anxiety/sadness	28	100.0	471	100.0	589	100.0	448	100.0
E3: Hospice emotional support to family PRIOR to patient's death	43	95.3	522	93.3	647	94.3	801	96.5
E4: Hospice emotional support to family AFTER patient's death	59	69.5	549	83.4	1,036	92.2	528	82.4

Improved/Stayed the Same/Decreased: % "Improved"

G3c: Quality of care the patient received after hospice involvement	101	42.6	95	57.9	113	48.7	91	36.3
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Always/Usually/Sometimes/Never Questions

C1: Patient's personal needs taken care of (% ALWAYS)	50	88.0	777	79.5	907	85.2	504	69.8
C2: Patient treated with respect (% ALWAYS)	54	81.5	507	98.0	634	98.1	803	98.1
D5: Family kept informed of patient's condition (% ALWAYS)	51	86.3	842	90.7	695	82.4	491	88.6
E8: Patient waited too long for pharmacy delivery (% NEVER)	63	77.8	711	91.4	564	86.3	434	85.3
F1: Hospice gave confusing/contradictory trmnt info (% NEVER)	39	76.9	**	**	**	**	**	**
G2c: Family agreed with plan of care changes (% ALWAYS)	33	81.8	560	78.4	757	72.5	530	78.5

Very Confident/Fairly Confident/Not Confident: % "Very Confident"

D3: Confident doing what was needed to take care of patient	44	45.5	**	**	704	78.0	367	68.1
D4: Confident that knew about medications for symptoms	50	62.0	**	**	484	68.0	533	78.0
D8: Confident knew what to expect when pt was dying	50	54.0	520	67.5	635	69.1	717	77.5
D9: Confident that knew what to do at the time of death	49	83.7	520	71.2	748	61.9	494	71.3

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Comparison requires a minimum of 5 hospices in a peer group, with no one hospice composing more than 50% of the total volume.

Quarter 2, 2009

ForeSight

	ForeSight Hospice		Census Size Peer Group (550-800)		Hospice Type Peer Group (Non-Profit)		Hospice Setting Peer Group (Suburban)	
	Responses	%	Responses	%	Responses	%	Responses	%
Big Problem/Small Problem/No Problem Question: % "No Problem"								
E7: No problem getting needed medical equipment	52	86.5	693	98.6	532	96.2	664	97.7
Excellent/Very Good/Good/Fair/Poor: % "Excellent"								
G1: Care patient received while under care of hospice	59	93.2	848	86.2	646	84.8	819	84.9
G2: Hospice team response to your evening/weekend needs	58	56.9	598	45.7	845	67.3	536	48.3
G2a: Overall rating of hospice team members who provided care	50	76.0	799	91.5	999	91.5	525	79.4
Yes/No/Didn't Explain Questions: % "Yes"								
G2b: Hospice team clearly explained plan of care	56	73.2	513	94.9	1,048	96.9	797	97.0
G2d: Hospice clearly explained Patient's Bill of Rights	54	74.1	487	88.1	609	88.0	500	81.4
Too early/At the right time/Too late: % "At the Right Time"								
G3a: Patient was referred to hospice at the right time	60	78.3	553	79.4	999	91.5	481	86.7

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Comparison requires a minimum of 5 hospices in a peer group, with no one hospice composing more than 50% of the total volume.

Quarterly Comparison Report

ForeSight

	Results for Quarter 1, 2009		Results for Quarter 2, 2009		Sig.
	Responses	%	Responses	%	
Yes/No Questions					
A2: Hospice discussed patient's wishes for medical trtmt (% YES)	52	94.2	30	53.3	↓
A3: Dr/Hospice inconsistent with patient's EOL care wishes (% NO)	49	83.7	48	89.6	●
B1: Patient had pain/took medicine for pain (% YES)	57	68.4	47	74.5	●
B3: Information given on pain management medications (% YES)	38	94.7	51	80.4	●
B4: More information wanted on pain medications (% NO)	38	81.6	48	95.8	↑
B5: Patient had trouble breathing in hospice care (% YES)	56	67.9	94	78.7	●
B7: Information given on treatment for breathing problems (% YES)	34	94.1	33	72.7	↓
B8: More information wanted on treatment for breathing (% NO)	37	97.3	21	100.0	●
B9: Patient had anxiety or sad feelings in hospice care (% YES)	54	48.1	77	75.3	↑
D1: Family participated in patient care while in hospice (% YES)	50	76.0	83	68.7	●
D2: Family had enough instruction on patient care (% YES)	33	93.9	30	100.0	●
D6: Family received info on dying process (% YES)	51	80.4	56	75.0	●
D7: Family wanted more information on dying process (% NO)	48	81.3	42	97.6	↑
E1: Hospice discussed religious/spiritual beliefs (% YES)	56	67.9	54	87.0	↑
E2: Right amount of religious/spiritual contact (% YES)	55	89.1	58	89.7	●
E5: Patient needed special medical equipment (% YES)	47	87.2	55	83.6	●
E6: Patient received all medical equipment needed (% YES)	54	94.4	56	85.7	●
F2: One nurse identified as in charge of patient care (% YES)	59	94.9	42	100.0	●
F3: Problem with NOT knowing patient medical history (% NO)	43	95.3	58	98.3	●
G3: Would you recommend hospice to others (% YES)	144	33.3	93	95.7	↑
G3b: Patient in a nursing home while under hospice care (% YES)	50	28.0	47	27.7	●
Less than Wanted/Right Amount/More Than Wanted: % "Right Amount"					
B2: Medicine received for patient's pain	36	88.9	60	70.0	↓
B6: Help with patient's breathing	31	93.5	36	100.0	●
B10: Help with patient's feelings of anxiety/sadness	22	81.8	28	100.0	↑
E3: Hospice emotional support to family PRIOR to patient's death	54	85.2	43	95.3	●
E4: Hospice emotional support to family AFTER patient's death	56	94.6	59	69.5	↓

* No data submitted for your hospice during this time period.

↑ The Current Period score is significantly *higher* than the Previous Period score.

↓ The Current Period score is significantly *lower* than the Previous Period score.

● There is no significant differences between the two period scores.

ForeSight

	Results for Quarter 1, 2009		Results for Quarter 2, 2009		Sig.
	Responses	%	Responses	%	
Improved/Stayed the Same/Decreased: % "Improved"					
G3c: Quality of care the patient received after hospice involvement	99	34.3	101	42.6	●
Always/Usually/Sometimes/Never Questions					
C1: Patient's personal needs taken care of (% ALWAYS)	49	63.3	50	88.0	↑
C2: Patient treated with respect (% ALWAYS)	57	80.7	54	81.5	●
D5: Family kept informed of patient's condition (% ALWAYS)	56	73.2	51	86.3	●
E8: Patient waited too long for pharmacy delivery (% NEVER)	52	69.2	63	77.8	●
F1: Hospice gave confusing/contradictory trmnt info (% NEVER)	10	10.0	39	76.9	●
G2c: Family agreed with plan of care changes (% ALWAYS)	41	51.2	33	81.8	↑
Very Confident/Fairly Confident/Not Confident: % "Very Confident"					
D3: Confident doing what was needed to take care of patient	48	79.2	44	45.5	↓
D4: Confident that knew about medications for symptoms	39	64.1	50	62.0	●
D8: Confident knew what to expect when pt was dying	52	59.6	50	54.0	●
D9: Confident that knew what to do at the time of death	51	66.7	49	83.7	↑
Big Problem/Small Problem/No Problem Question: % "No Problem"					
E7: No problem getting needed medical equipment	45	82.2	52	86.5	●
Excellent/Very Good/Good/Fair/Poor: % "Excellent"					
G1: Care patient received while under care of hospice	57	71.9	59	93.2	↑
G2: Hospice team response to your evening/weekend needs	46	45.7	58	56.9	●
G2a: Overall rating of hospice team members who provided care	53	77.4	50	76.0	●
Yes/No/Didn't Explain Questions: % "Yes"					
G2b: Hospice team clearly explained plan of care	60	93.3	56	73.2	↓
G2d: Hospice clearly explained Patient's Bill of Rights	53	77.4	54	74.1	●
Too early/At the right time/Too late: % "At the Right Time"					
G3a: Patient was referred to hospice at the right time	54	75.9	60	78.3	●

* No data submitted for your hospice during this time period.

↑ The Current Period score is significantly *higher* than the Previous Period score.

↓ The Current Period score is significantly *lower* than the Previous Period score.

● There is no significant differences between the two period scores.

Results Reference Sheet

THIS DOCUMENT SERVES AS A REFERENCE SHEET TO COMPARE YOUR SCORES WITH NATIONAL SCORES

SURVEY QUESTIONS	Lowest Score	Highest Score	Avg Score	National Percentiles - Quarter 2, 2009									
				10%	20%	30%	40%	50%	60%	70%	80%	90%	99%
Yes/No Questions													
A2: Hospice discussed patient's wishes for medical trtmt (% YES)	66.9%	100.0%	82.7%	66.9%	75.0%	77.9%	81.7%	84.1%	86.7%	91.7%	100.0%	100.0%	100.0%
A3: Dr/Hospice inconsistent with patient's EOL care wishes (% NO)	83.6%	100.0%	92.2%	83.6%	89.2%	92.4%	94.7%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%
B1: Patient had pain/took medicine for pain (% YES)	75.0%	100.0%	85.0%	75.0%	77.9%	81.0%	84.0%	86.2%	88.9%	91.4%	94.9%	100.0%	100.0%
B3: Information given on pain management medications (% YES)	87.7%	100.0%	95.1%	87.7%	91.6%	93.8%	95.5%	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%
B4: More information wanted on pain medications (% NO)	84.7%	100.0%	93.2%	84.7%	89.1%	91.8%	93.5%	95.7%	99.3%	100.0%	100.0%	100.0%	100.0%
B5: Patient had trouble breathing in hospice care (% YES)	40.6%	100.0%	57.4%	40.6%	47.4%	51.2%	54.6%	58.1%	61.0%	65.2%	69.1%	75.1%	100.0%
B7: Information given on treatment for breathing problems (% YES)	84.2%	100.0%	94.6%	84.2%	89.7%	92.6%	95.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
B8: More information wanted on treatment for breathing (% NO)	83.4%	100.0%	93.2%	83.4%	87.8%	91.1%	93.5%	97.3%	100.0%	100.0%	100.0%	100.0%	100.0%
B9: Patient had anxiety or sad feelings in hospice care (% YES)	36.6%	100.0%	54.1%	36.6%	44.4%	47.8%	50.3%	54.8%	58.4%	63.2%	67.6%	75.7%	100.0%
D1: Family participated in patient care while in hospice (% YES)	62.9%	100.0%	46.5%	62.9%	69.0%	74.7%	79.0%	83.6%	87.6%	90.4%	96.2%	100.0%	100.0%
D2: Family had enough instruction on patient care (% YES)	92.4%	100.0%	80.3%	92.4%	95.4%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
D6: Family received info on dying process (% YES)	80.0%	100.0%	96.8%	80.0%	84.2%	87.5%	89.1%	91.3%	92.6%	95.4%	100.0%	100.0%	100.0%
D7: Family wanted more information on dying process (% NO)	72.1%	100.0%	97.7%	72.1%	77.1%	80.7%	83.6%	85.7%	87.5%	90.2%	95.7%	100.0%	100.0%
E1: Hospice discussed religious/spiritual beliefs (% YES)	73.5%	100.0%	10.2%	85.2%	89.1%	91.7%	93.8%	95.6%	98.1%	100.0%	100.0%	100.0%	100.0%
E2: Right amount of religious/spiritual contact (% YES)	87.7%	100.0%	56.2%	87.7%	91.6%	93.8%	95.5%	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%
E5: Patient needed special medical equipment (% YES)	84.2%	100.0%	82.2%	84.2%	89.7%	92.6%	95.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
E6: Patient received all medical equipment needed (% YES)	83.4%	100.0%	98.1%	83.4%	87.8%	91.1%	93.5%	97.3%	100.0%	100.0%	100.0%	100.0%	100.0%
F2: One nurse identified as in charge of patient care (% YES)	91.8%	100.0%	91.3%	91.8%	94.3%	96.4%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
F3: Problem with not knowing patient medical history (% NO)	62.9%	100.0%	82.0%	62.9%	69.0%	74.7%	79.0%	83.6%	87.6%	90.4%	96.2%	100.0%	100.0%
G3: Would you recommend hospice to others (% YES)	85.6%	100.0%	96.1%	85.6%	89.9%	92.6%	95.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
G3b: Patient in a nursing home while under hospice care (% YES)	44.3%	100.0%	49.8%	83.4%	87.8%	91.1%	93.5%	97.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes/No/Didn't Explain Questions													
G2b: Hospice team clearly explained plan of care (% YES)	87.7%	100.0%	65.6%	87.7%	91.6%	93.8%	95.5%	98.3%	100.0%	100.0%	100.0%	100.0%	100.0%
G2d: Hospice clearly explained Patient's Bill of Rights (% YES)	40.6%	100.0%	32.5%	40.6%	47.4%	51.2%	54.6%	58.1%	61.0%	65.2%	69.1%	75.1%	100.0%

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NOTE: This means that a 'perfect' hospice score of 100% WILL NOT EARN A 99th PERCENTILE RANKING IF SEVERAL OTHER HOSPICES ALSO SCORE 100%.

SURVEY QUESTIONS	Lowest Score	Highest Score	Avg Score	National Percentiles - Quarter 2, 2009									
				10%	20%	30%	40%	50%	60%	70%	80%	90%	99%

Less than Wanted/Right Amount/More Than Wanted: % "Right Amount"

B2: Medicine received for patient's pain	85.2%	100.0%	93.1%	85.2%	89.1%	91.7%	93.8%	95.6%	98.1%	100.0%	100.0%	100.0%	100.0%
B6: Help with patient's breathing	85.6%	100.0%	94.5%	85.6%	89.9%	92.6%	95.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
B10: Help with patient's feelings of anxiety/sadness	76.2%	100.0%	89.9%	76.2%	83.5%	87.0%	89.7%	92.2%	96.5%	100.0%	100.0%	100.0%	100.0%
E3: Hospice emotional support to family PRIOR to patient's death	84.7%	100.0%	89.7%	84.7%	89.1%	91.8%	93.5%	95.7%	99.3%	100.0%	100.0%	100.0%	100.0%
E4: Hospice emotional support to family AFTER patient's death	40.6%	100.0%	18.9%	40.6%	47.4%	51.2%	54.6%	58.1%	61.0%	65.2%	69.1%	75.1%	100.0%

Improved/Stayed the Same/Decreased: % "Improved"

G3c: Quality of care the patient received after hospice involvement	34.8%	100.0%	24.7%	36.6%	44.4%	47.8%	50.3%	54.8%	58.4%	63.2%	67.6%	75.7%	100.0%
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Always/Usually/Sometimes/Never Questions

C1: Patient's personal needs taken care of (% ALWAYS)	58.1%	100.0%	76.4%	58.1%	67.1%	71.9%	75.0%	78.0%	80.8%	84.6%	89.2%	100.0%	100.0%
C2: Patient treated with respect (% ALWAYS)	91.8%	100.0%	27.1%	91.8%	94.3%	96.4%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
D5: Family kept informed of patient's condition (% ALWAYS)	67.0%	100.0%	6.7%	67.0%	75.1%	77.9%	81.8%	84.3%	87.1%	90.0%	93.8%	100.0%	100.0%
E8: Patient waited too long for pharmacy delivery (% NEVER)	76.2%	100.0%	25.9%	76.2%	83.5%	87.0%	89.7%	92.2%	96.5%	100.0%	100.0%	100.0%	100.0%
F1: Hospice gave confusing/contradictory trmnt info (% NEVER)	58.1%	100.0%	46.6%	58.1%	67.1%	71.9%	75.0%	78.0%	80.8%	84.6%	89.2%	100.0%	100.0%
G2c: Family agreed with plan of care changes (% ALWAYS)	73.8%	100.0%	48.4%	84.7%	89.1%	91.8%	93.5%	95.7%	99.3%	100.0%	100.0%	100.0%	100.0%

Very Confident/Fairly Confident/Not Confident Questions: % "Very Confident"

D3: Confident doing what was needed to take care of patient	54.2%	100.0%	17.0%	54.2%	60.9%	64.9%	67.7%	70.8%	74.3%	77.0%	81.8%	89.2%	100.0%
D4: Confident that knew about medications for symptoms	50.9%	100.0%	81.9%	50.9%	60.2%	64.5%	67.3%	70.3%	73.4%	77.0%	82.1%	90.4%	100.0%
D8: Confident knew what to expect when pt was dying	55.2%	100.0%	4.0%	83.6%	89.2%	92.4%	94.7%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%
D9: Confident that knew what to do at the time of death	61.0%	100.0%	90.0%	75.0%	77.9%	81.0%	84.0%	86.2%	88.9%	91.4%	94.9%	100.0%	100.0%

Big Problem/Small Problem/No Problem Question: % "No Problem"

E7: No problem getting needed medical equipment	36.6%	100.0%	31.7%	36.6%	44.4%	47.8%	50.3%	54.8%	58.4%	63.2%	67.6%	75.7%	100.0%
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Excellent/Very Good/Good/Fair/Poor: % "Excellent"

G1: Care patient received while under care of hospice	66.9%	100.0%	5.2%	66.9%	75.0%	77.9%	81.7%	84.1%	86.7%	91.7%	100.0%	100.0%	100.0%
G2: Hospice team response to your evening/weekend needs	66.9%	100.0%	45.3%	83.6%	89.2%	92.4%	94.7%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%
G2a: Overall rating of hospice team members who provided care	79.4%	100.0%	87.8%	85.2%	89.1%	91.7%	93.8%	95.6%	98.1%	100.0%	100.0%	100.0%	100.0%

Too early/At the Right Time/Too late: % "At the Right Time"

G3a: Patient was referred to hospice at the right time	84.2%	100.0%	85.9%	84.2%	89.7%	92.6%	95.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
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