



Family Evaluation of Hospice Care

Hospice of Citrus County/Hospice of the Nature Coast

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 Hospice of Citrus County/Hospice of the Nature Coast, along with Florida* 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 Hospice of Citrus County/Hospice of the Nature Coast that is 'statistically significant' means that there is a 95% chance that a real difference exists between Hospice of Citrus County/Hospice of the Nature Coast'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 12% for Hospice of Citrus County/Hospice of the Nature Coast. Florida's average response rate was 35%. The national average during Quarter 2, 2009 was 38%. A total of 44 Florida hospices submitted data for this quarter's report; a total of 1162 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 Hospice of Citrus County/Hospice of the Nature Coast 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 Hospice of Citrus County/Hospice of the Nature Coast may not match an LOS calculated from

The most common Quarter 2, 2009 LOS for Hospice of Citrus County/Hospice of the Nature Coast, based on responses from FEHC survey respondents, is between 8 - 14 days. The most common LOS for Florida hospices is between 3 - 7 days. National figures place the most common LOS at between 3 - 7 days.

Domain Performance (Domains of Care)

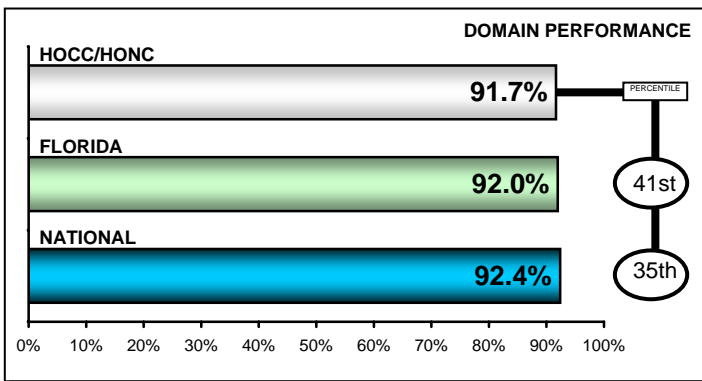
The Family Evaluation of Hospice Care (FEHC) survey includes related questions whose scores are combined to create four Domains of Care. Results presented in this summary compare Hospice of Citrus County/Hospice of the Nature Coast's Domain scores with state and national averages for those Domains. Scores 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)		
HOCC/HONC TOTAL:	84.6%	PERCENTILE
FLORIDA TOTAL:	88.1%	22nd
NATIONAL TOTAL:	89.5%	19th

F2: One nurse identified as in charge of patient care (% Yes)		
HOCC/HONC TOTAL:	90.9%	PERCENTILE
FLORIDA TOTAL:	92.4%	30th
NATIONAL TOTAL:	91.8%	37th

F3: Problem with not knowing patient medical history (% No)		
HOCC/HONC TOTAL:	100.0%	PERCENTILE
FLORIDA TOTAL:	95.1%	81st
NATIONAL TOTAL:	95.8%	57th



Hospice of Citrus County/Hospice of the Nature Coast's Domain score of 91.7% on 'Provide Coordination of Care' places this hospice in the 41st percentile for Florida and the 35th percentile nationally.

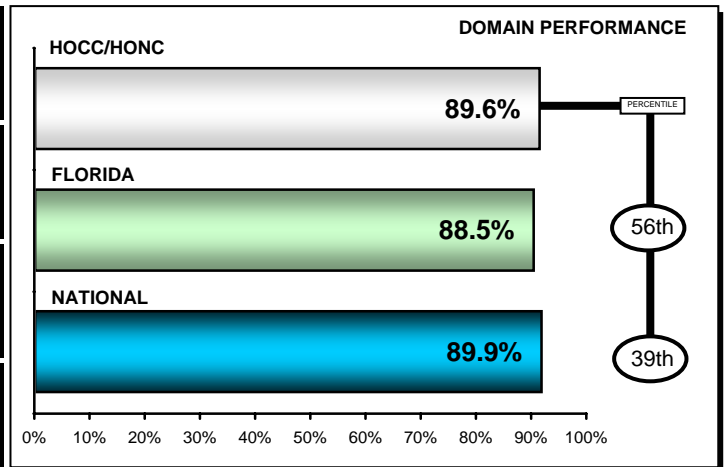
2) Attend to Family Needs (E1, E2, E3, E4)

E1: Hospice discussed religious/spiritual beliefs (% Yes)		
HOCC/HONC TOTAL:	63.6%	PERCENTILE
FLORIDA TOTAL:	73.0%	9th
NATIONAL TOTAL:	75.5%	13th

E2: Right amount of religious/spiritual contact (% Yes)		
HOCC/HONC TOTAL:	100.0%	PERCENTILE
FLORIDA TOTAL:	94.6%	86th
NATIONAL TOTAL:	96.0%	55th

E3: Hospice emotional support to family PRIOR to patient's death (% Right Amount)		
HOCC/HONC TOTAL:	100.0%	PERCENTILE
FLORIDA TOTAL:	93.8%	91st
NATIONAL TOTAL:	94.8%	61st

E4: Hospice emotional support to family AFTER patient's death (% Right Amount)		
HOCC/HONC TOTAL:	92.3%	PERCENTILE
FLORIDA TOTAL:	92.0%	53rd
NATIONAL TOTAL:	92.9%	36th



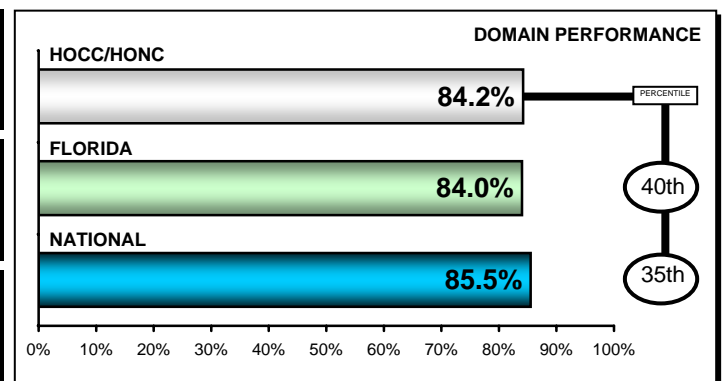
Hospice of Citrus County/Hospice of the Nature Coast's Domain score of 89.6% on 'Attend to Family Needs' places this hospice in the 56th percentile for Florida and the 39th percentile nationally.

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

D5: Family kept informed of patient's condition (% Always)		
HOCC/HONC TOTAL:	75.0%	PERCENTILE
FLORIDA TOTAL:	79.2%	19th
NATIONAL TOTAL:	80.6%	22nd

D6: Family received info on dying process (% Yes)		
HOCC/HONC TOTAL:	92.3%	PERCENTILE
FLORIDA TOTAL:	87.8%	72nd
NATIONAL TOTAL:	90.4%	52nd

D7: Family wanted more information on dying process (% No)		
HOCC/HONC TOTAL:	84.6%	PERCENTILE
FLORIDA TOTAL:	84.7%	51st
NATIONAL TOTAL:	85.2%	38th



Hospice of Citrus County/Hospice of the Nature Coast's Domain score of 84.2% on 'Inform & Communicate about Patients' places this hospice in the 40th percentile for Florida and the 35th percentile nationally.

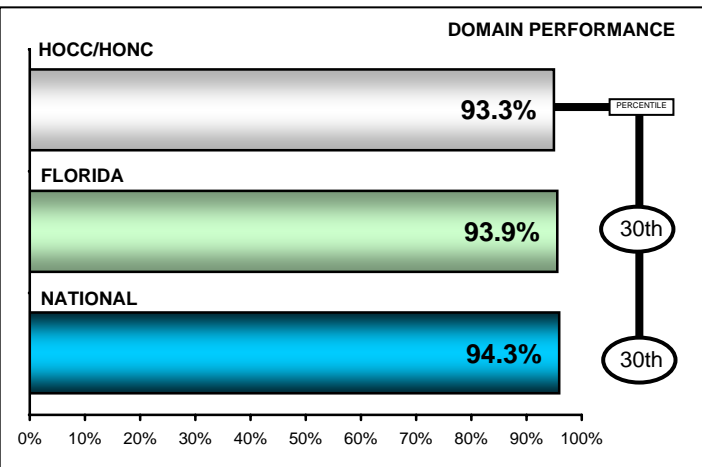
4) Provide Information about Symptoms (B3, B4, B7, B8)

B3: Information given on pain management medications (% Yes)		
HOCC/HONC TOTAL:	100.0%	PERCENTILE
FLORIDA TOTAL:	94.5%	77th
NATIONAL TOTAL:	95.5%	54th

B4: More information wanted on pain medications (% No)		
HOCC/HONC TOTAL:	87.5%	PERCENTILE
FLORIDA TOTAL:	93.0%	2nd
NATIONAL TOTAL:	92.7%	12th

B7: Information given on treatment for breathing problems (% Yes)		
HOCC/HONC TOTAL:	100.0%	PERCENTILE
FLORIDA TOTAL:	94.4%	77th
NATIONAL TOTAL:	95.0%	47th

B8: More information wanted on treatment for breathing (% No)		
HOCC/HONC TOTAL:	83.3%	PERCENTILE
FLORIDA TOTAL:	93.1%	5th
NATIONAL TOTAL:	93.4%	9th

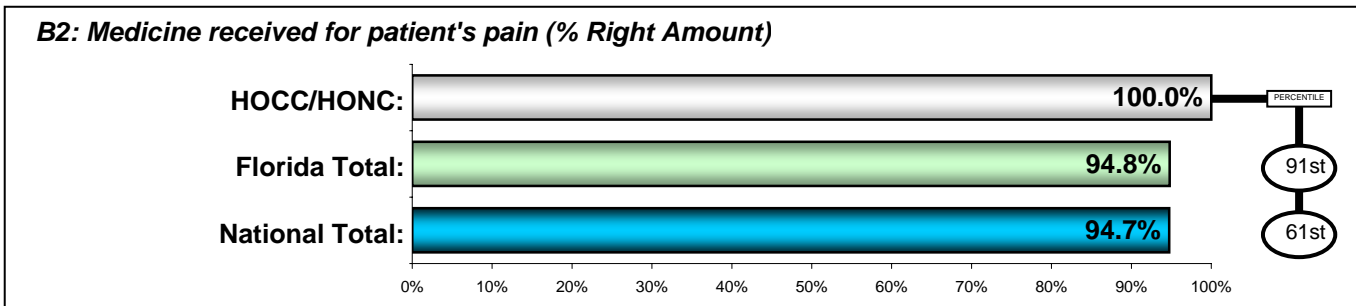
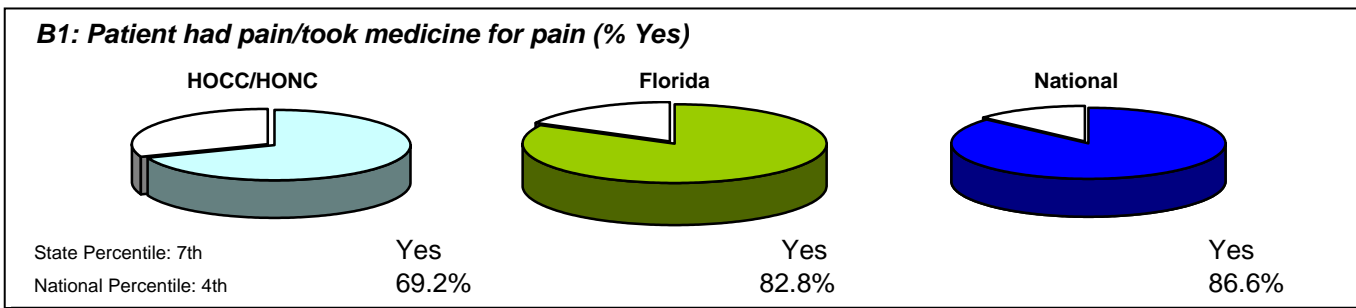


Hospice of Citrus County/Hospice of the Nature Coast's Domain score of 93.3% on 'Provide Information about Symptoms' places this hospice in the 30th percentile for Florida and the 30th percentile nationally.

Symptom Management

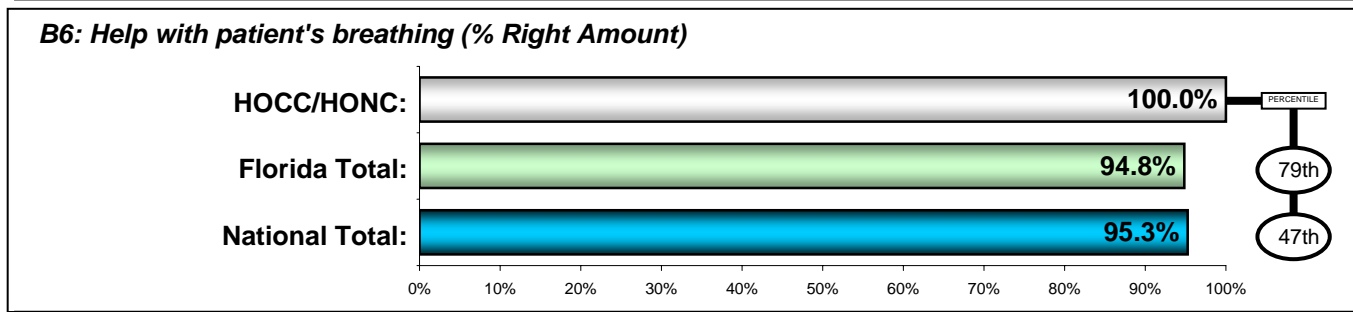
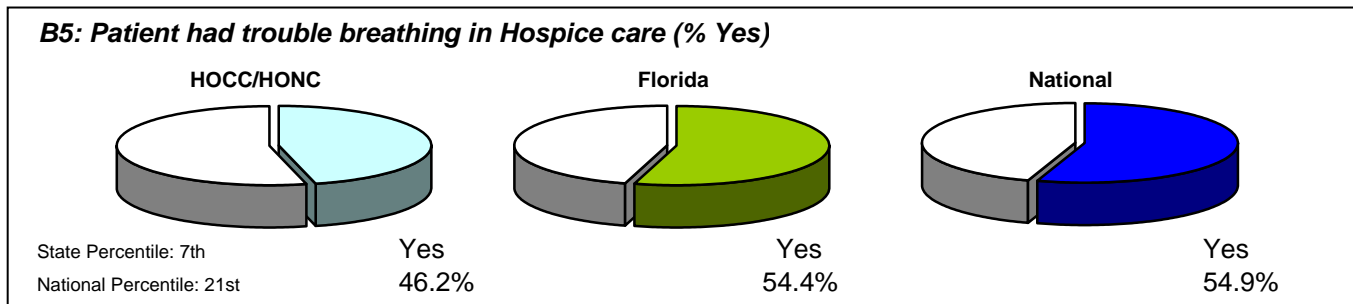
The FEHC survey also includes three questions related to performance in symptom management. The following tables and graphs display symptom management results for the Quarter 2, 2009.

1) Pain Control (B1, B2)



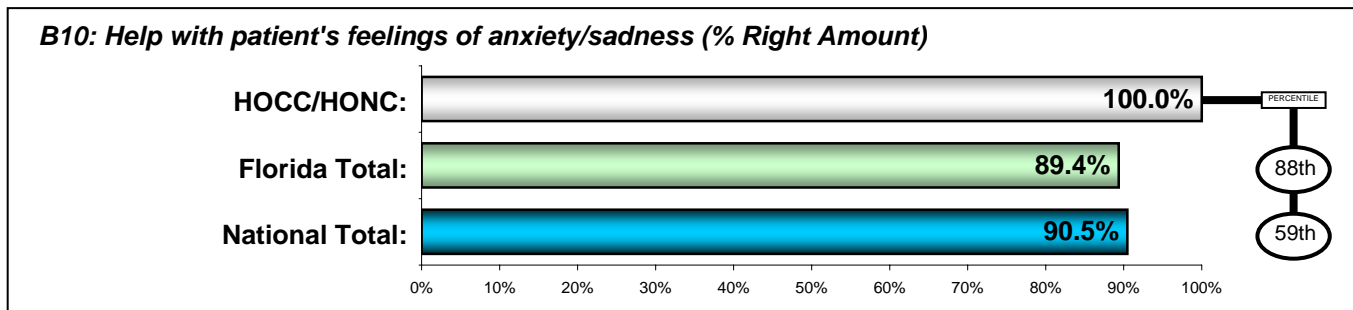
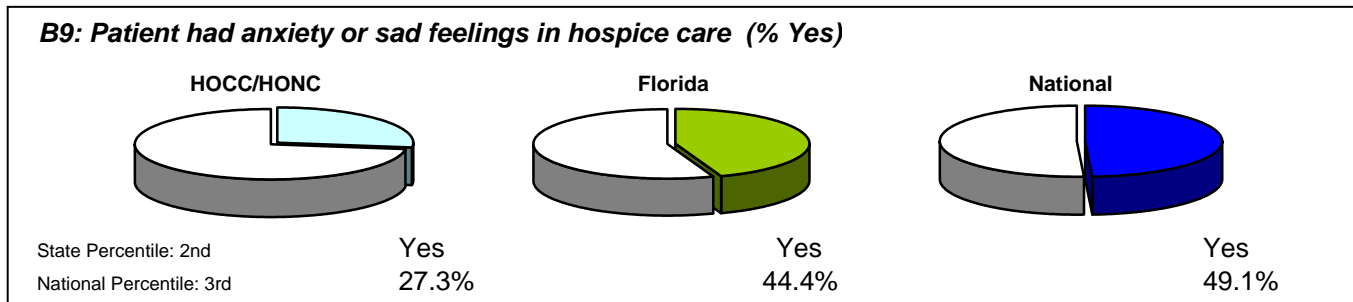
Results for the presence of pain / use of pain medication among Hospice of Citrus County/Hospice of the Nature Coast patients are within 14% of Florida totals for this quarter and 18% of national totals. According to FEHC survey respondents, all Hospice of Citrus County/Hospice of the Nature Coast patients 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 Hospice of Citrus County/Hospice of the Nature Coast patients are within 9% of Florida totals for this quarter and 9% of national totals. According to FEHC survey respondents, all Hospice of Citrus County/Hospice of the Nature Coast patients received the right amount of help for difficulty with breathing during Quarter 2, 2009.

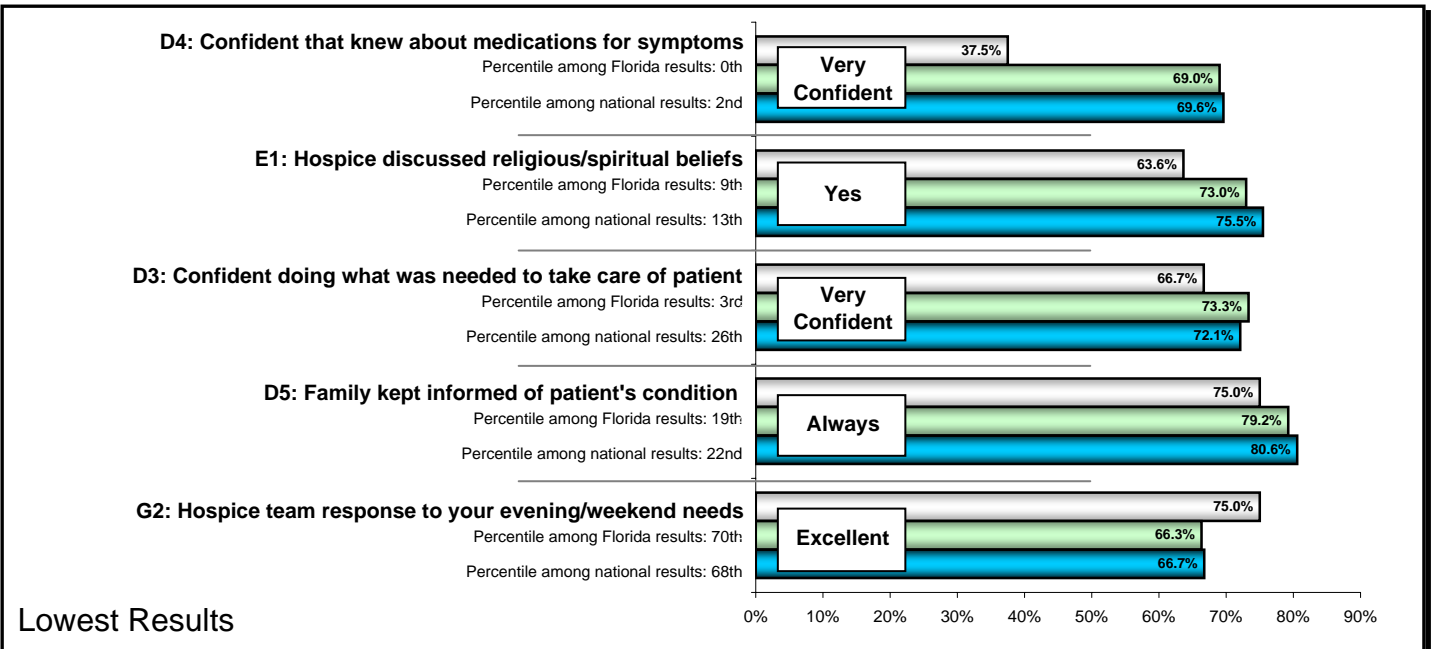
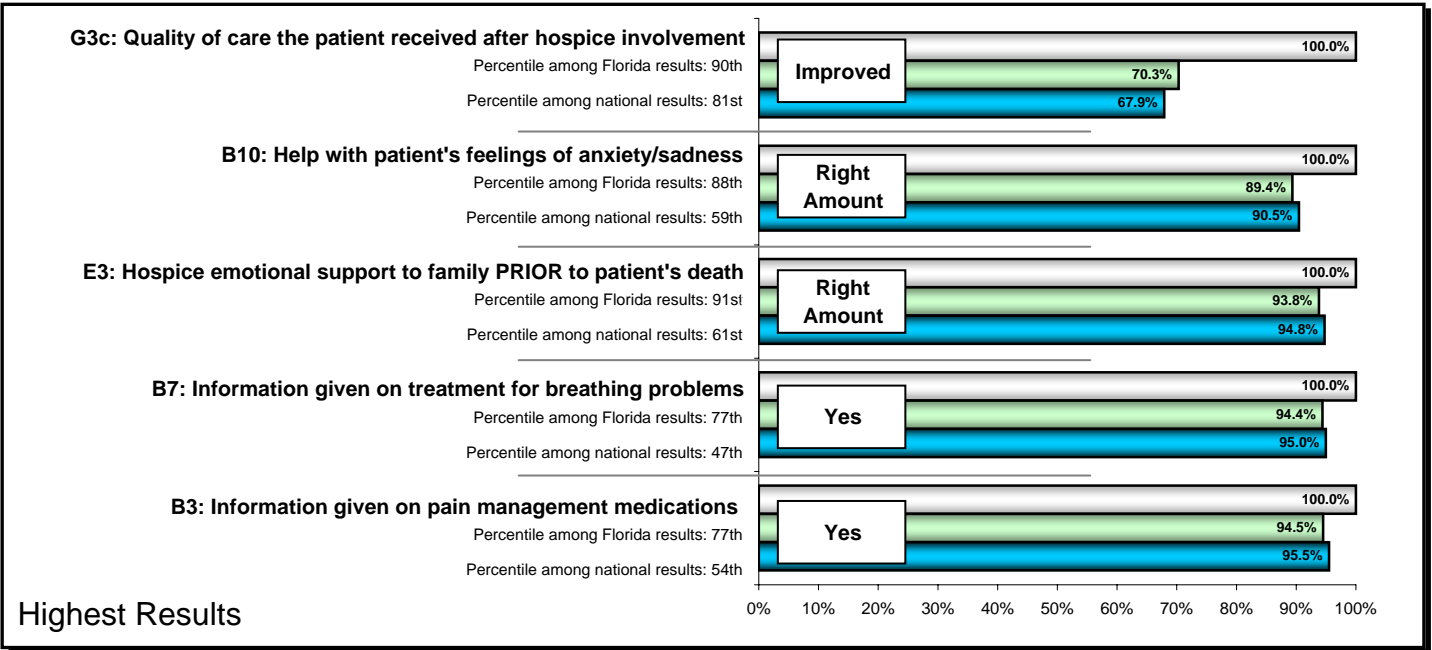
3) Anxiety and / or Sadness (B9, B10)



Results for the presence of anxiety and / or sadness among Hospice of Citrus County/Hospice of the Nature Coast patients are within 18% of Florida totals for this quarter and 22% of national totals. According to FEHC survey respondents, all Hospice of Citrus County/Hospice of the Nature Coast patients received the right amount of help with anxiety or sadness during Quarter 2, 2009.

High and Low Performance Areas

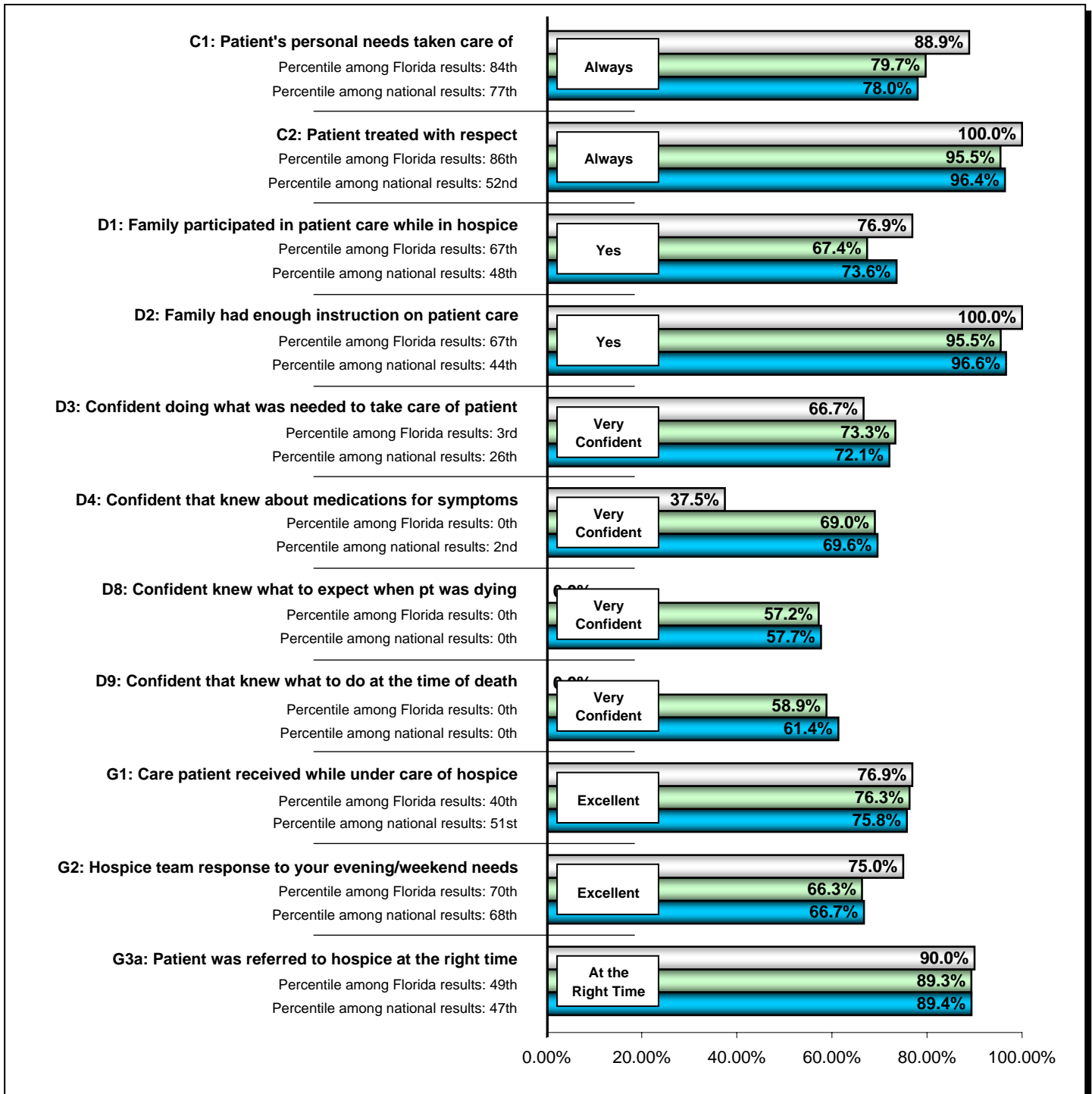
The charts below display the five questions indicating the highest performance and the lowest performance (by percentage of 'most desirable' answer) ratings collected on the Hospice of Citrus County/Hospice of the Nature Coast Family Evaluation of Hospice Care survey during Quarter 2, 2009. Hospice of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



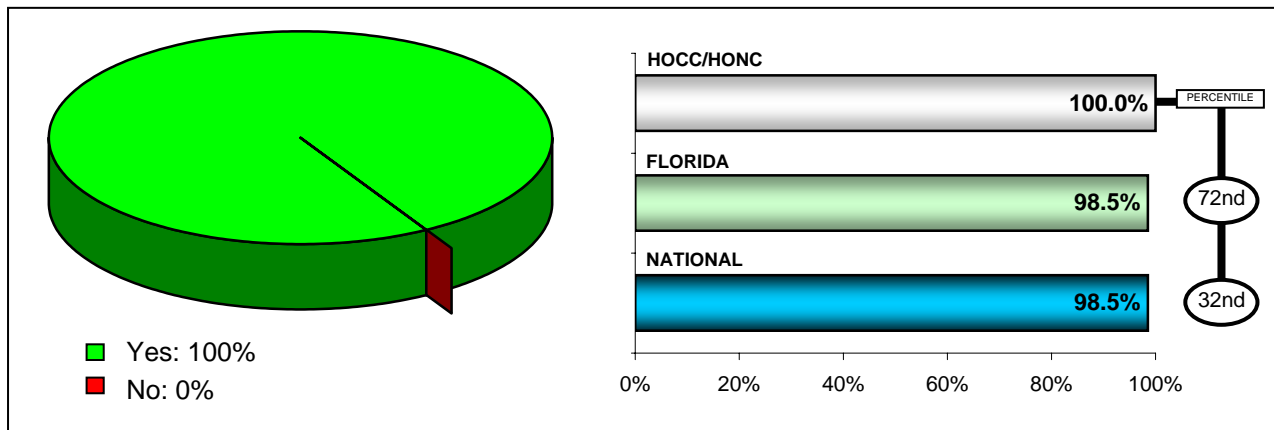
Among FEHC Quarter 2, 2009 survey results for Hospice of Citrus County/Hospice of the Nature Coast, Question G3c ('Quality of care the patient received after hospice involvement') receives the highest rating for this hospice. In contrast, Question D4 ('Confident that knew about medications for symptoms') 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 Hospice of Citrus County/Hospice of the Nature Coast patients recommend this hospice to others? (G3)



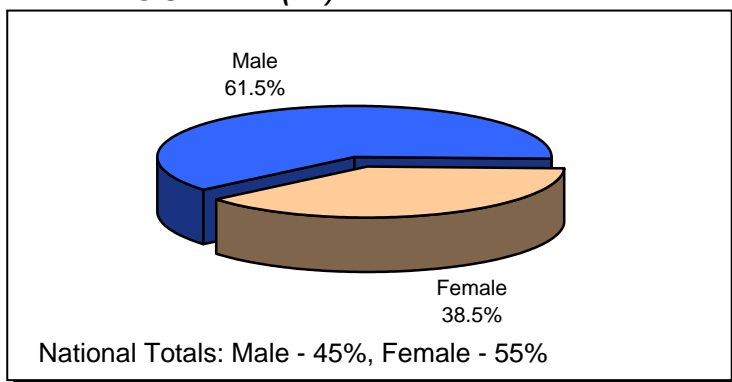
Hospice of Citrus County/Hospice of the Nature Coast's rating of 100% 'Yes' responses on this question places this hospice in the 72nd percentile for Florida and the 32nd percentile nationally.

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 Hospice of Citrus County/Hospice of the Nature Coast are presented.

Hospice Patients

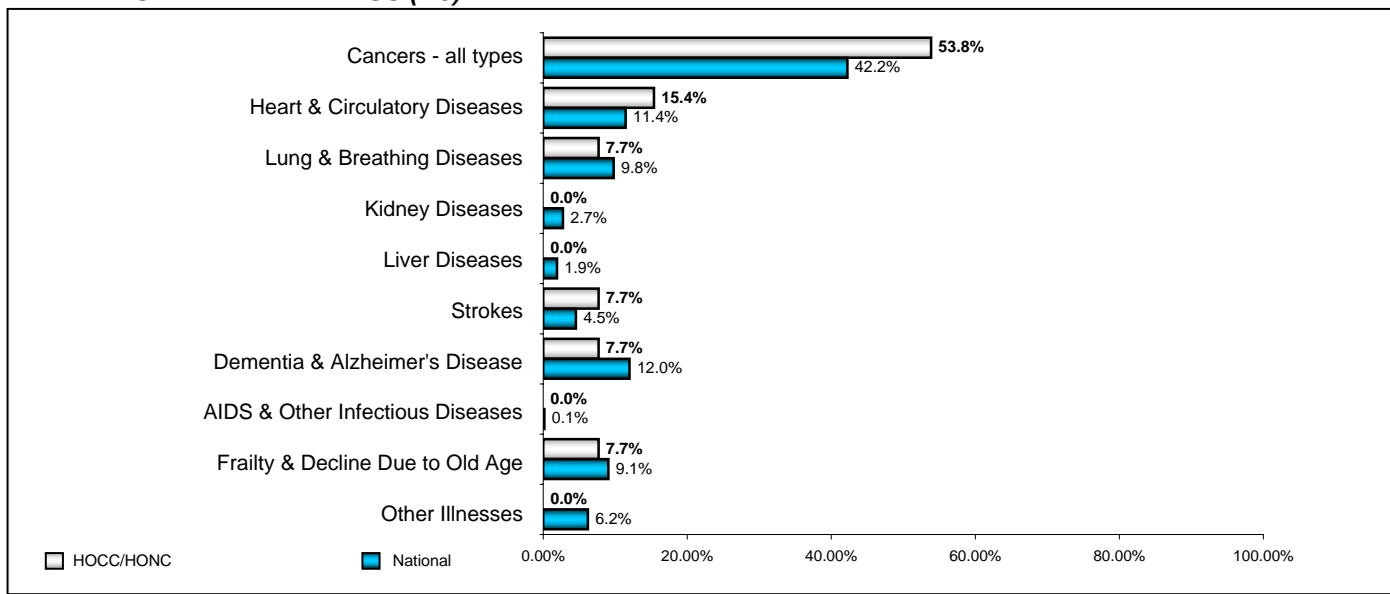
PATIENT'S GENDER (H2)



According to information collected during Quarter 2, 2009, the majority of patients under Hospice of Citrus County/Hospice of the Nature Coast care were male, based on caregiver responses to the FEHC survey.

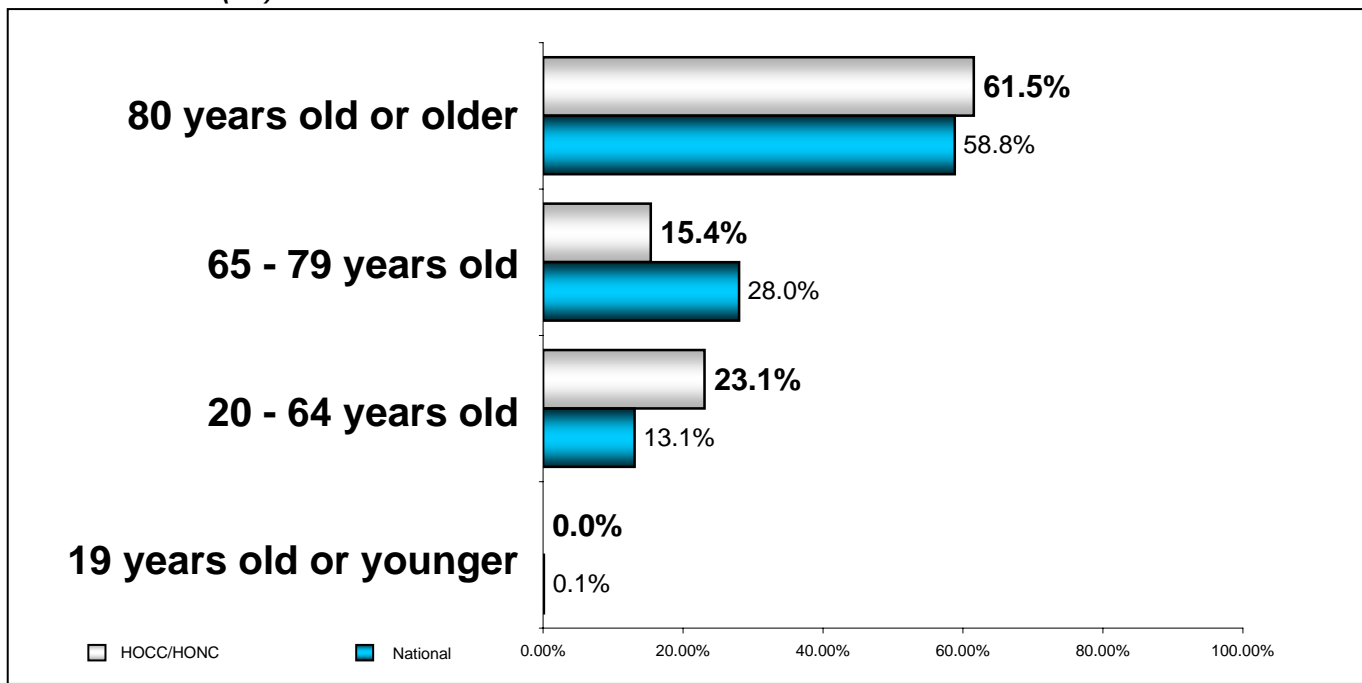
The majority of Florida hospice patients were female. At the national level, most hospice patients were females.

PATIENT'S PRIMARY ILLNESS (H3)



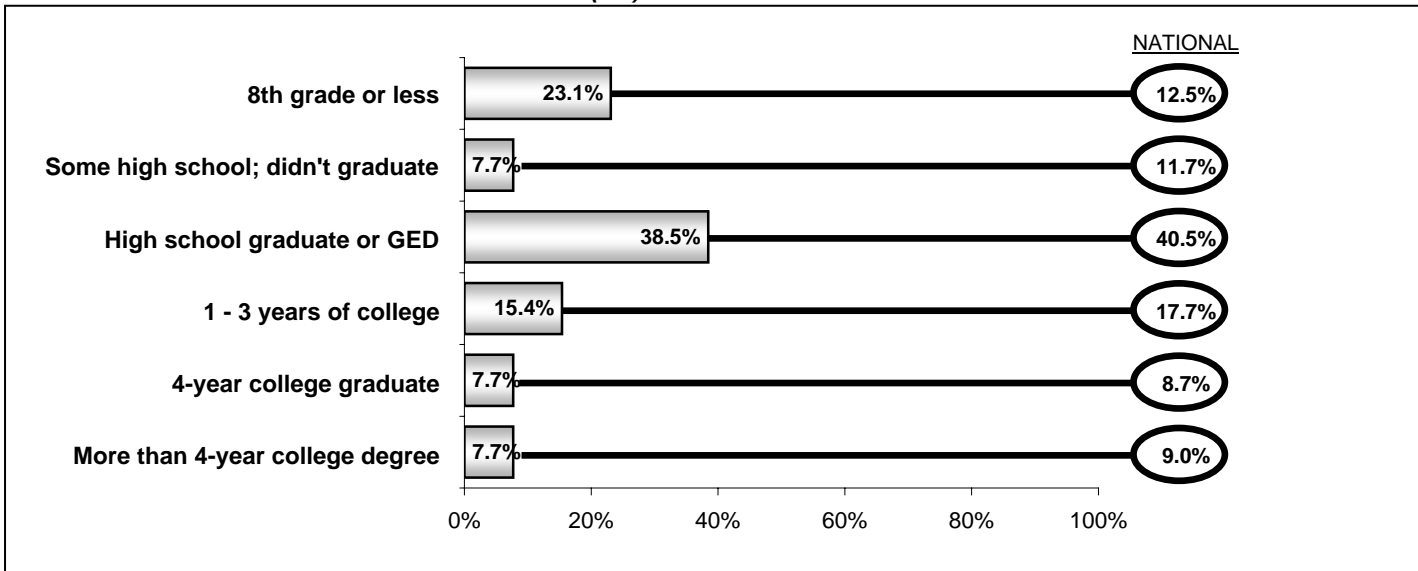
Of the 10 terminal diagnoses considered by the FEHC survey instrument, 'Cancers - all types' were most frequently identified as the primary terminal illnesses experienced by Hospice of Citrus County/Hospice of the Nature Coast patients, according to survey respondents in Quarter 2, 2009. The most frequently reported primary terminal illnesses for Florida hospice patients during Quarter 2, 2009, were 'Cancers - all types'. 'Cancers - all types' were the primary terminal illnesses reported most frequently by for patients by survey respondents nationally.

PATIENT'S AGE (H1)



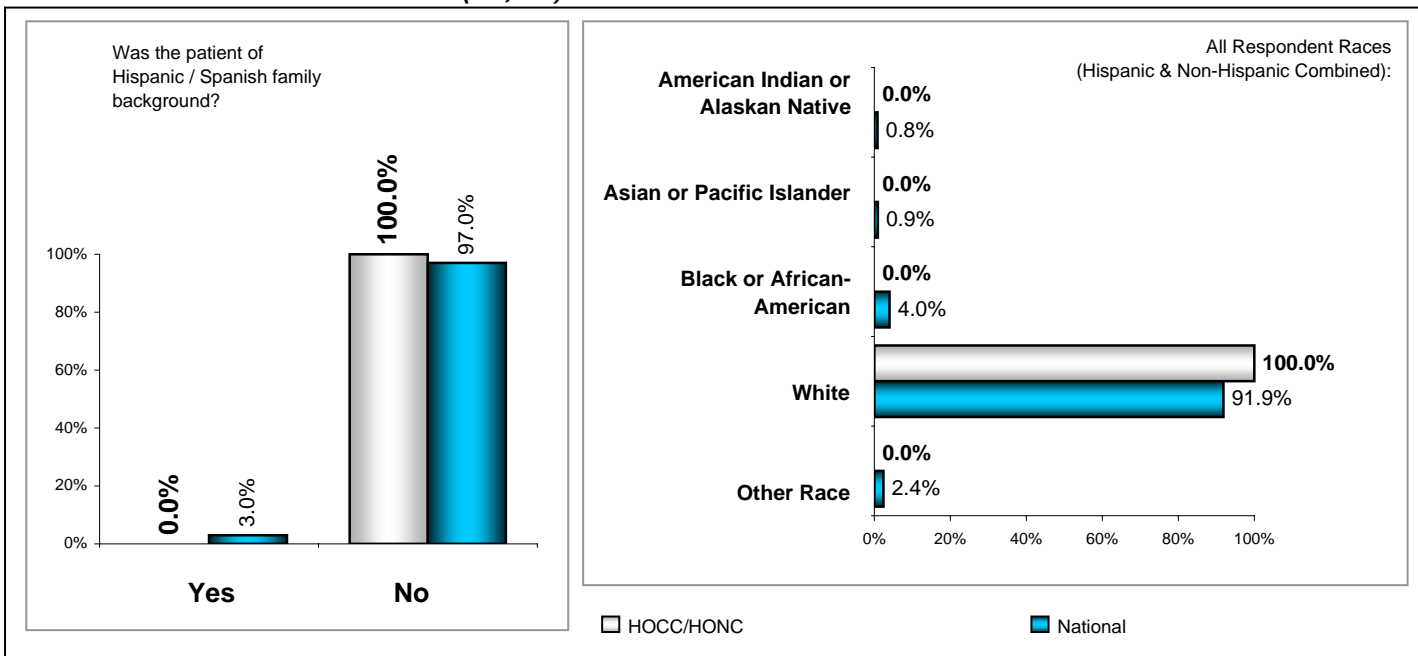
In Quarter 2, 2009, the majority of Hospice of Citrus County/Hospice of the Nature Coast patients were between 80 - 84 years old, according to caregivers responding to the FEHC survey. Most Florida hospice patients were between 85 - 89 years old. Nationally, the majority of hospice patients were between 85 - 89 years old.

PATIENT'S HIGHEST EDUCATION REACHED (H4)



In Quarter 2, 2009, according to FEHC survey respondents, most Hospice of Citrus County/Hospice of the Nature Coast patients had an education level of 'high school graduate or GED'. Patients in hospices within Florida had an education level of 'high school graduate or GED'. The proportion of education levels for national results are represented above.

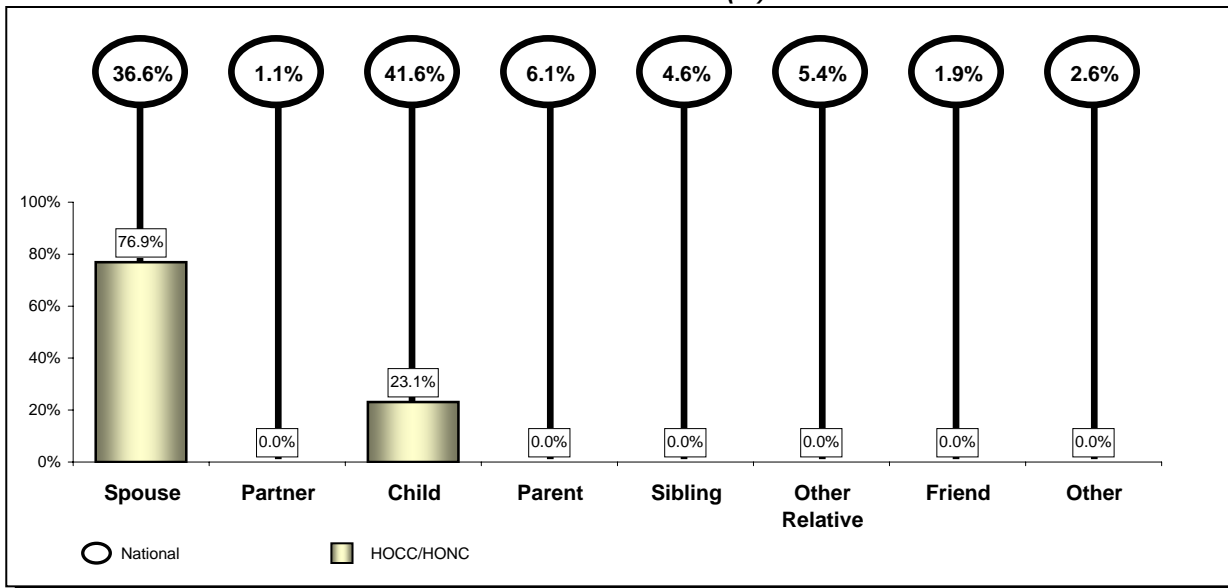
PATIENT'S RACIAL INFORMATION (H5, H6)



According to FEHC survey respondents, during Quarter 2, 2009, 0% of Hospice of Citrus County/Hospice of the Nature Coast patients had Hispanic or Spanish family backgrounds. The majority of Hospice of Citrus County/Hospice of the Nature Coast patients during Quarter 2, 2009 were White.

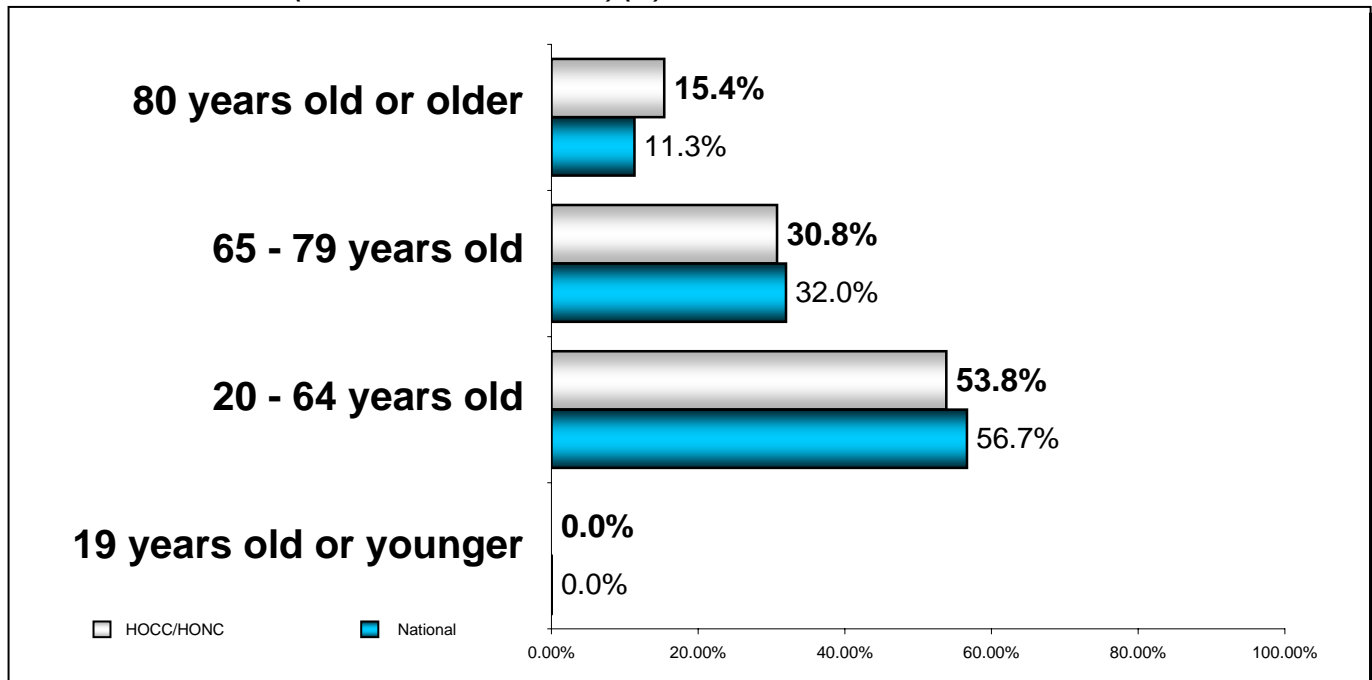
Respondents

RESPONDENT'S RELATIONSHIP TO HOSPICE PATIENT (I1)



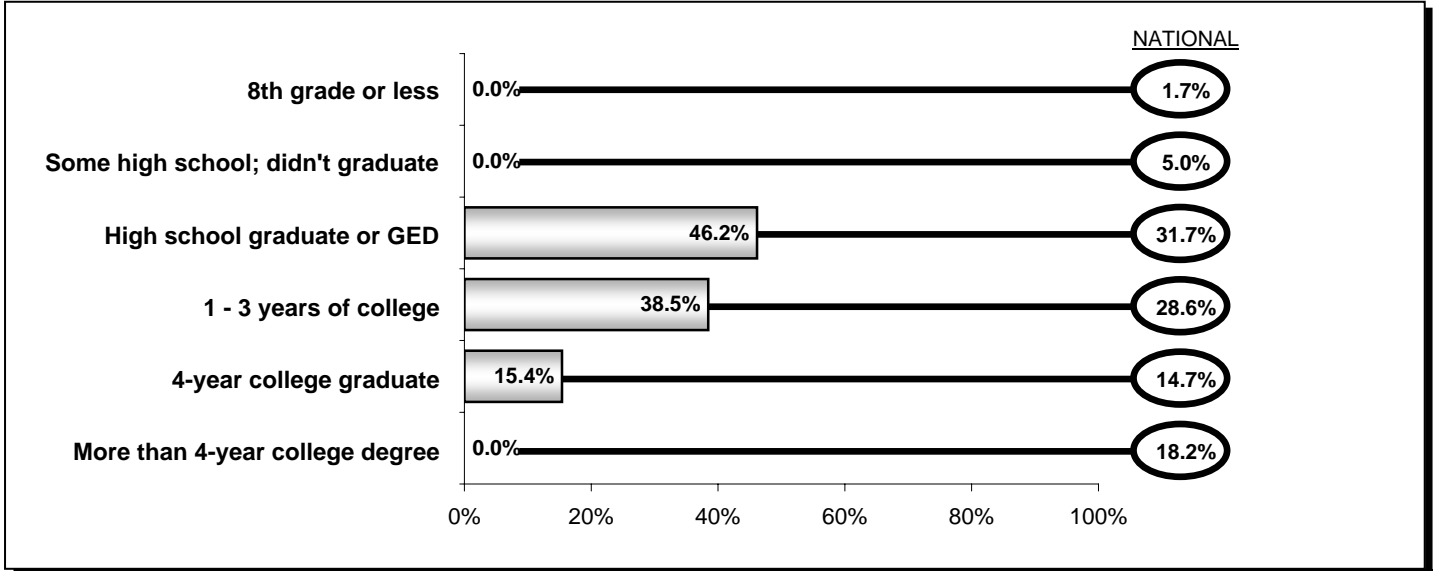
For Quarter 2, 2009, the majority of FEHC survey respondents indicated they were spouses of Hospice of Citrus County/Hospice of the Nature Coast patients. 'Child' is the relationship reported most frequently for FEHC survey respondents nationally.

RESPONDENT'S AGE (AS OF LAST BIRTHDAY) (I2)



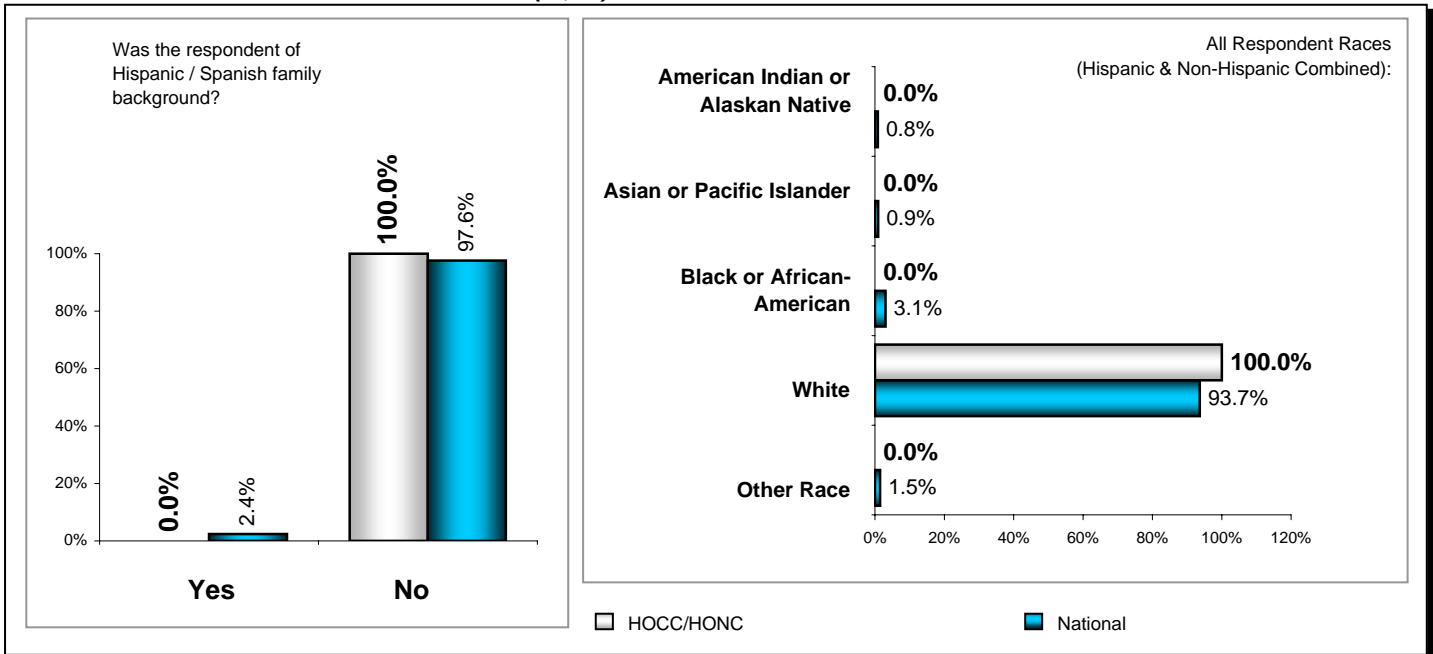
In Quarter 2, 2009, the majority of Hospice of Citrus County/Hospice of the Nature Coast FEHC survey respondents were between 75 - 79 years old. Most Florida respondents were between 60 - 64 years old. Nationally, the majority of FEHC survey respondents were between 60 - 64 years old.

RESPONDENT'S HIGHEST EDUCATION REACHED (14)



In Quarter 2, 2009, most FEHC survey respondents had an education level of 'high school graduate or GED'. This is similar to findings at the national level.

RESPONDENT'S RACIAL INFORMATION (15, 16)



According to FEHC survey respondents during Quarter 2, 2009, 0% of Hospice of Citrus County/Hospice of the Nature Coast survey respondents were of Hispanic or Spanish background. The majority of FEHC survey respondents for Hospice of Citrus County/Hospice of the Nature Coast 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

QUESTION BY QUESTION SURVEY RESULTS

State/National Comparison Report

Quarter 2, 2009

HOCC/HONC

HOCC/HONC	HOCC/HONC		Other Florida Hospices			Your State Percentile Ranking	Other NATIONAL Hospices			Your National Percentile Ranking
	Responses	%	Responses	%	SIG		Responses	%	SIG	
Yes/No Questions										
A2: Hospice discussed patient's wishes for medical trtmt (% YES)	*	*	891	84.4	●	N/A	16,509	84.7	●	N/A
A3: Dr/Hospice inconsistent with patient's EOL care wishes (% NO)	*	*	690	94.6	●	N/A	16,539	94.6	●	N/A
B1: Patient had pain/took medicine for pain (% YES)	13	69.2	5,757	82.8	●	7	50,275	86.6	●	4
B3: Information given on pain management medications (% YES)	8	100.0	4,461	94.5	●	77	40,939	95.5	●	54
B4: More information wanted on pain medications (% NO)	8	87.5	4,669	93.0	●	2	42,366	92.7	●	12
B5: Patient had trouble breathing in hospice care (% YES)	13	46.2	5,636	54.4	●	7	49,127	54.9	●	21
B7: Information given on treatment for breathing problems (% YES)	5	100.0	2,770	94.4	●	77	24,199	95.0	●	47
B8: More information wanted on treatment for breathing (% NO)	6	83.3	2,858	93.1	●	5	25,082	93.4	●	9
B9: Patient had anxiety or sad feelings in hospice care (% YES)	11	27.3	5,360	44.4	●	2	47,067	49.1	●	3
D1: Family participated in patient care while in hospice (% YES)	13	76.9	5,724	67.4	●	67	49,952	73.6	●	48
D2: Family had enough instruction on patient care (% YES)	9	100.0	3,733	95.5	●	67	35,791	96.6	●	44
D6: Family received info on dying process (% YES)	13	92.3	5,772	87.8	●	72	50,005	90.4	●	52
D7: Family wanted more information on dying process (% NO)	13	84.6	5,717	84.7	●	51	49,137	85.2	●	38
E1: Hospice discussed religious/spiritual beliefs (% YES)	11	63.6	5,701	73.0	●	9	49,033	75.5	●	13
E2: Right amount of religious/spiritual contact (% YES)	11	100.0	5,558	94.6	●	86	48,364	96.0	●	55
E5: Patient needed special medical equipment (% YES)	*	*	1,180	79.0	●	N/A	18,395	82.2	●	N/A
E6: Patient received all medical equipment needed (% YES)	*	*	923	99.6	●	N/A	14,846	99.2	●	N/A
F2: One nurse identified as in charge of patient care (% YES)	11	90.9	5,560	92.4	●	30	48,083	91.8	●	37
F3: Problem with NOT knowing patient medical history (% NO)	12	100.0	4,535	95.1	●	81	44,607	95.8	●	57
G3: Would you recommend hospice to others (% YES)	13	100.0	5,844	98.5	●	72	50,278	98.5	●	32
G3b: Patient in a nursing home while under hospice care	12	8.3	5,114	23.6	●	7	11,979	30.0	●	4

* = 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

HOCC/HONC

	HOCC/HONC		Other Florida 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	7	100.0	4,529	94.8	●	91	41,456	94.7	●	61
B6: Help with patient's breathing	6	100.0	2,969	94.8	●	79	26,053	95.3	●	47
B10: Help with patient's feelings of anxiety/sadness	2	100.0	2,266	89.4	●	88	22,082	90.5	●	59
E3: Hospice emotional support to family PRIOR to patient's death	13	100.0	5,743	93.8	●	91	49,570	94.8	●	61
E4: Hospice emotional support to family AFTER patient's death	13	92.3	5,703	92.0	●	53	48,936	92.9	●	36
Always/Usually/Sometimes/Never Questions										
C1: Patient's personal needs taken care of (% ALWAYS)	9	88.9	4,676	79.7	●	84	38,744	78.0	●	77
C2: Patient treated with respect (% ALWAYS)	13	100.0	5,782	95.5	●	86	50,222	96.4	●	52
D5: Family kept informed of patient's condition (% ALWAYS)	12	75.0	5,755	79.2	●	19	49,738	80.6	●	22
E8: Patient waited too long for pharmacy delivery (% NEVER)	*	*	719	88.9	●	N/A	11,623	87.7	●	N/A
F1: Hospice gave confusing/contradictory trmnt info (% NEVER)	13	84.6	4,589	88.1	●	22	45,015	89.5	●	19
G2c: Family agreed with plan of care changes (% ALWAYS)	*	*	571	71.5	●	N/A	10,916	74.5	●	N/A
Very Confident/Fairly Confident/Not Confident: % "Very Confident"										
D3: Confident doing what was needed to take care of patient	9	66.7	3,151	73.3	●	3	33,294	72.1	●	26
D4: Confident that knew about medications for symptoms	8	37.5	3,710	69.0	●	0	35,148	69.6	●	2
D8: Confident knew what to expect when pt was dying	*	*	5,176	57.2	●	N/A	42,590	57.7	●	N/A
D9: Confident that knew what to do at the time of death	*	*	5,106	58.9	●	N/A	42,385	61.4	●	N/A
Improved/Stayed the Same/Decreased: % Improved										
G3c: Quality of care the patient received after hospice involvement	1	100.0	1,162	70.3	●	90	11,282	67.9	●	81

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● The difference is not statistically significant

Quarter 2, 2009

HOCC/HONC

	HOCC/HONC		Other Florida 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	*	*	909	95.3	●	N/A	14,306	95.3	●	N/A
Excellent/Very Good/Good/Fair/Poor: % "Excellent"										
G1: Care patient received while under care of hospice	13	76.9	5,819	76.3	●	40	50,411	75.8	●	51
G2: Hospice team response to your evening/weekend needs	12	75.0	5,048	66.3	●	70	44,104	66.7	●	68
G2a: Overall rating of hospice team members who provided care	*	*	629	82.2	●	N/A	16,356	81.1	●	N/A
Yes/No/Didn't Explain Questions: % "Yes"										
G2b: Hospice team clearly explained plan of care	*	*	824	95.4	●	N/A	16,371	96.8	●	N/A
G2d: Hospice clearly explained Patient's Bill of Rights	*	*	5,121	92.1	●	N/A	38,368	91.7	●	N/A
Too early/At the right time/Too late: % "At the Right Time"										
G3a: Patient was referred to hospice at the right time	10	90.0	5,669	89.3	●	49	48,871	89.4	●	47

* = 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

Response Frequency Report

Quarter 2, 2009

Hospice of Citrus County/Hospice of the Nature Coast

Yes/No Questions		Yes		No		Total Resps
		Resps	%	Resps	%	
A2: Hospice discussed patient's wishes for medical trtmt	<i>Your Hospice</i>	*	0.0	*	0.0	0
	<i>Your State</i>	752	84.4	139	15.6	891
	<i>National</i>	13,990	84.7	2,519	15.3	16,509
A3: Dr/Hospice inconsistent with patient's EOL care wishes	<i>Your Hospice</i>	*	0.0	*	0.0	0
	<i>Your State</i>	37	5.4	653	94.6	690
	<i>National</i>	893	5.4	15,646	94.6	16,539
B1: Patient had pain/took medicine for pain	<i>Your Hospice</i>	9	69.2	4	30.8	13
	<i>Your State</i>	4,764	82.8	993	17.2	5,757
	<i>National</i>	43,537	86.6	6,738	13.4	50,275
B3: Information given on pain management medications	<i>Your Hospice</i>	8	100.0	0	0.0	8
	<i>Your State</i>	4,216	94.5	245	5.5	4,461
	<i>National</i>	39,093	95.5	1,846	4.5	40,939
B4: More information wanted on pain medications	<i>Your Hospice</i>	1	12.5	7	87.5	8
	<i>Your State</i>	325	7.0	4,344	93.0	4,669
	<i>National</i>	3,107	7.3	39,259	92.7	42,366
B5: Patient had trouble breathing in Hospice care	<i>Your Hospice</i>	6	46.2	7	53.8	13
	<i>Your State</i>	3,064	54.4	2,572	45.6	5,636
	<i>National</i>	26,994	54.9	22,133	45.1	49,127
B7: Information given on treatment for breathing problems	<i>Your Hospice</i>	5	100.0	0	0.0	5
	<i>Your State</i>	2,615	94.4	155	5.6	2,770
	<i>National</i>	22,978	95.0	1,221	5.0	24,199
B8: More information wanted on treatment for breathing	<i>Your Hospice</i>	1	16.7	5	83.3	6
	<i>Your State</i>	197	6.9	2,661	93.1	2,858
	<i>National</i>	1,656	6.6	23,426	93.4	25,082

* = No data submitted for your hospice

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

Hospice of Citrus County/Hospice of the Nature Coast

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>	3	27.3	8	72.7	11
	<i>Your State</i>	2,379	44.4	2,981	55.6	5,360
	<i>National</i>	23,115	49.1	23,952	50.9	47,067
D1: Family participated in patient care while in hospice	<i>Your Hospice</i>	10	76.9	3	23.1	13
	<i>Your State</i>	3,858	67.4	1,866	32.6	5,724
	<i>National</i>	36,764	73.6	13,188	26.4	49,952
D2: Family had enough instruction on patient care	<i>Your Hospice</i>	9	100.0	0	0.0	9
	<i>Your State</i>	3,565	95.5	168	4.5	3,733
	<i>National</i>	34,589	96.6	1,202	3.4	35,791
D6: Family received info on dying process	<i>Your Hospice</i>	12	92.3	1	7.7	13
	<i>Your State</i>	5,069	87.8	703	12.2	5,772
	<i>National</i>	45,229	90.4	4,776	9.6	50,005
D7: Family wanted more information on dying process	<i>Your Hospice</i>	2	15.4	11	84.6	13
	<i>Your State</i>	873	15.3	4,844	84.7	5,717
	<i>National</i>	7,254	14.8	41,883	85.2	49,137
E1: Hospice discussed religious/spiritual beliefs	<i>Your Hospice</i>	7	63.6	4	36.4	11
	<i>Your State</i>	4,161	73.0	1,540	27.0	5,701
	<i>National</i>	37,004	75.5	12,029	24.5	49,033
E2: Right amount of religious/spiritual contact	<i>Your Hospice</i>	11	100.0	0	0.0	11
	<i>Your State</i>	5,258	94.6	300	5.4	5,558
	<i>National</i>	46,429	96.0	1,935	4.0	48,364
E5: Patient needed special medical equipment	<i>Your Hospice</i>	*	0.0	*	0.0	0
	<i>Your State</i>	932	79.0	248	21.0	1,180
	<i>National</i>	15,129	82.2	3,266	17.8	18,395

* = No data submitted for your hospice

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

Hospice of Citrus County/Hospice of the Nature Coast

Quarter 2, 2009

Yes/No Questions		Yes		No		Total Resps
		Resps	%	Resps	%	
E6: Patient received all medical equipment needed	<i>Your Hospice</i>	*	0.0	*	0.0	0
	<i>Your State</i>	919	99.6	4	0.4	923
	<i>National</i>	14,726	99.2	120	0.8	14,846
F2: One nurse identified as in charge of patient care	<i>Your Hospice</i>	10	90.9	1	9.1	11
	<i>Your State</i>	5,140	92.4	420	7.6	5,560
	<i>National</i>	44,147	91.8	3,936	8.2	48,083
F3: Problem with not knowing patient medical history	<i>Your Hospice</i>	0	0.0	12	100.0	12
	<i>Your State</i>	220	4.9	4,315	95.1	4,535
	<i>National</i>	1,891	4.2	42,716	95.8	44,607
G3: Would you recommend hospice to others	<i>Your Hospice</i>	13	100.0	0	0.0	13
	<i>Your State</i>	5,757	98.5	87	1.5	5,844
	<i>National</i>	49,530	98.5	748	1.5	50,278
G3b: Patient in a nursing home while under hospice care	<i>Your Hospice</i>	1	8.3	11	91.7	12
	<i>Your State</i>	1,206	23.6	3,908	76.4	5,114
	<i>National</i>	11,979	30.0	27,925	70.0	39,904

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>	*	0.0	*	0.0	*	0.0	0
	<i>Your State</i>	786	95.4	13	1.6	25	3.0	824
	<i>National</i>	15,847	96.8	133	0.8	391	2.4	16,371
G2d: Hospice clearly explained Patient's Bill of Rights	<i>Your Hospice</i>	*	0.0	*	0.0	*	0.0	0
	<i>Your State</i>	4,717	92.1	76	1.5	328	6.4	5,121
	<i>National</i>	35,196	91.7	502	1.3	2,670	7.0	38,368

* = No data submitted for your hospice

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Hospice of Citrus County/Hospice of the Nature Coast

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>	0	0.0	7	100.0	0	0.0	7
	<i>Your State</i>	140	3.1	4,293	94.8	96	2.1	4,529
	<i>National</i>	1,254	3.0	39,271	94.7	931	2.2	41,456
B6: Help with patient's breathing	<i>Your Hospice</i>	0	0.0	6	100.0	0	0.0	6
	<i>Your State</i>	103	3.5	2,816	94.8	50	1.7	2,969
	<i>National</i>	862	3.3	24,819	95.3	372	1.4	26,053
B10: Help with patient's feelings of anxiety/sadness	<i>Your Hospice</i>	0	0.0	2	100.0	0	0.0	2
	<i>Your State</i>	175	7.7	2,025	89.4	66	2.9	2,266
	<i>National</i>	1,458	6.6	19,974	90.5	650	2.9	22,082
E3: Hospice emotional support to family PRIOR to patient's death	<i>Your Hospice</i>	0	0.0	13	100.0	0	0.0	13
	<i>Your State</i>	240	4.2	5,387	93.8	116	2.0	5,743
	<i>National</i>	1,868	3.8	46,970	94.8	732	1.5	49,570
E4: Hospice emotional support to family AFTER patient's death	<i>Your Hospice</i>	0	0.0	12	92.3	1	7.7	13
	<i>Your State</i>	299	5.2	5,249	92.0	155	2.7	5,703
	<i>National</i>	2,480	5.1	45,443	92.9	1013	2.1	48,936

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>	1	100.0	0	0.0	0	0.0	1
	<i>Your State</i>	817	70.3	311	26.8	34	2.9	1,162
	<i>National</i>	7,659	67.9	3,299	29.2	324	2.9	11,282

* = No data submitted for your hospice

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

Hospice of Citrus County/Hospice of the Nature Coast

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>	8	88.9	1	11.1	0	0.0	0	0.0	9
	<i>Your State</i>	3,728	79.7	671	14.3	217	4.6	60	1.3	4,676
	<i>National</i>	30,237	78.0	5,667	14.6	2102	5.4	738	1.9	38,744
C2: Patient treated with respect	<i>Your Hospice</i>	13	100.0	0	0.0	0	0.0	0	0.0	13
	<i>Your State</i>	5,520	95.5	223	3.9	27	0.5	12	0.2	5,782
	<i>National</i>	48,420	96.4	1,494	3.0	226	0.5	82	0.2	50,222
D5: Family kept informed of patient's condition	<i>Your Hospice</i>	9	75.0	3	25.0	0	0.0	0	0.0	12
	<i>Your State</i>	4,560	79.2	871	15.1	230	4.0	94	1.6	5,755
	<i>National</i>	40,075	80.6	6,902	13.9	2004	4.0	757	1.5	49,738
E8: Patient waited too long for pharmacy delivery	<i>Your Hospice</i>	*	0.0	*	0.0	*	0.0	*	0.0	0
	<i>Your State</i>	14	1.9	3	0.4	63	8.8	639	88.9	719
	<i>National</i>	161	1.4	127	1.1	1146	9.9	10189	87.7	11,623
F1: Hospice gave confusing or contradictory trmnt info	<i>Your Hospice</i>	0	0.0	0	0.0	2	15.4	11	84.6	13
	<i>Your State</i>	114	2.5	53	1.2	379	8.3	4043	88.1	4,589
	<i>National</i>	1,017	2.3	422	0.9	3293	7.3	40283	89.5	45,015
G2c: Family agreed with plan of care changes	<i>Your Hospice</i>	*	0.0	*	0.0	*	0.0	*	0.0	0
	<i>Your State</i>	408	71.5	128	22.4	24	4.2	11	1.9	571
	<i>National</i>	8,131	74.5	2,246	20.6	261	2.4	278	2.5	10,916

* = No data submitted for your hospice

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

Hospice of Citrus County/Hospice of the Nature Coast

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>	6	66.7	3	33.3	0	0.0	9
	<i>Your State</i>	2,311	73.3	777	24.7	63	2.0	3,151
	<i>National</i>	24,006	72.1	8,670	26.0	618	1.9	33,294
D4: Confident that knew about medications for symptoms	<i>Your Hospice</i>	3	37.5	5	62.5	0	0.0	8
	<i>Your State</i>	2,561	69.0	982	26.5	167	4.5	3,710
	<i>National</i>	24,464	69.6	9,555	27.2	1129	3.2	35,148
D8: Confident knew what to expect when pt was dying	<i>Your Hospice</i>	*	0.0	*	0.0	*	0.0	0
	<i>Your State</i>	2,962	57.2	1,793	34.6	421	8.1	5,176
	<i>National</i>	24,586	57.7	15,208	35.7	2796	6.6	42,590
D9: Confident that knew what to do at the time of death	<i>Your Hospice</i>	*	0.0	*	0.0	*	0.0	0
	<i>Your State</i>	3,005	58.9	1,626	31.8	475	9.3	5,106
	<i>National</i>	26,010	61.4	13,089	30.9	3286	7.8	42,385

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	*	0.0	*	0.0	0
	<i>Your State</i>	9	1.0	34	3.7	866	95.3	909
	<i>National</i>	83	0.6	586	4.1	13,637	95.3	14,306

* = No data submitted for your hospice

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

Hospice of Citrus County/Hospice of the Nature Coast

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>	*	0.0	*	0.0	*	0.0	*	0.0	*	0.0	0	0.0
	<i>Your State</i>	817	91.7	53	5.9	14	1.6	2	0.2	5	0.6	891	9.6
	<i>National</i>	15,369	89.6	1,367	8.0	258	1.5	70	0.4	98	0.6	17,162	9.6
F5: Hospice communication about illness/outcomes of care	<i>Your Hospice</i>	*	0.0	*	0.0	*	0.0	*	0.0	*	0.0	0	0.0
	<i>Your State</i>	600	87.6	60	8.8	14	2.0	4	0.6	7	1.0	685	9.5
	<i>National</i>	14,665	85.7	1,691	9.9	475	2.8	153	0.9	134	0.8	17,118	9.4
F6: Hospice controlled symptoms to acceptable degree	<i>Your Hospice</i>	*	0.0	*	0.0	*	0.0	*	0.0	*	0.0	0	0.0
	<i>Your State</i>	793	89.6	67	7.6	16	1.8	3	0.3	6	0.7	885	9.6
	<i>National</i>	15,258	87.9	1,558	9.0	331	1.9	114	0.7	95	0.5	17,356	9.5
F7: Hospice made sure patient died on own terms	<i>Your Hospice</i>	*	0.0	*	0.0	*	0.0	*	0.0	*	0.0	0	0.0
	<i>Your State</i>	637	94.2	25	3.7	9	1.3	0	0.0	5	0.7	676	9.7
	<i>National</i>	15,364	92.5	848	5.1	231	1.4	72	0.4	93	0.6	16,608	9.6
F8: Hospice provided emotional support for patient's family/friends	<i>Your Hospice</i>	*	0.0	*	0.0	*	0.0	*	0.0	*	0.0	0	0.0
	<i>Your State</i>	592	87.2	61	9.0	15	2.2	5	0.7	6	0.9	679	9.5
	<i>National</i>	14,689	85.7	1,605	9.4	518	3.0	176	1.0	160	0.9	17,148	9.4

* = No data submitted for your hospice

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

Hospice of Citrus County/Hospice of the Nature Coast

Quarter 2, 2009

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>	10	76.9	2	15.4	1	7.7	0	0.0	0	0.0	13
	<i>Your State</i>	4,442	76.3	1,007	17.3	249	4.3	74	1.3	47	0.8	5,819
	<i>National</i>	38,200	75.8	9,300	18.4	2005	4.0	574	1.1	332	0.7	50,411
G2: Hospice team response to your evening/weekend needs	<i>Your Hospice</i>	9	75.0	2	16.7	1	8.3	0	0.0	0	0.0	12
	<i>Your State</i>	3,349	66.3	1,154	22.9	346	6.9	115	2.3	84	1.7	5,048
	<i>National</i>	29,433	66.7	10,004	22.7	3003	6.8	1032	2.3	632	1.4	44,104
G2a: Overall rating of hospice team members who provided care	<i>Your Hospice</i>	*	0.0	*	0.0	*	0.0	*	0.0	*	0.0	0
	<i>Your State</i>	517	82.2	94	14.9	14	2.2	1	0.2	3	0.5	629
	<i>National</i>	13,267	81.1	2,490	15.2	442	2.7	107	0.7	50	0.3	16,356

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	9	90.0	1	10.0	10
	<i>Your State</i>	106	1.9	5,065	89.3	498	8.8	5,669
	<i>National</i>	695	1.4	43,670	89.4	4,506	9.2	48,871

* = 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
251-1000	Non Profit	Mixed
Total Hospices: 103	Total Hospices: 758	Total Hospices: 727

Quarter 2, 2009

HOCC/HONC

County/Hospice of the Nature Coast	Census Size Peer Group (251-1000)	Hospice Type Peer Group (Non Profit)	Hospice Setting Peer Group (Mixed)
Responses %	Responses %	Responses %	Responses %

Yes/No Questions

A2: Hospice discussed patient's wishes for medical trtmt (% YES)	*	*	*	*	*	*	*	
A3: Dr/Hospice inconsistent with patient's EOL care wishes (% NO)	*	*	*	*	*	*	*	
B1: Patient had pain/took medicine for pain (% YES)	13	69.2	12,612	85.5	35,130	87.0	36,172	86.9
B3: Information given on pain management medications (% YES)	8	100.0	10,069	95.0	28,705	96.1	29,498	95.7
B4: More information wanted on pain medications (% NO)	8	87.5	10,543	92.6	29,704	92.8	30,598	92.9
B5: Patient had trouble breathing in hospice care (% YES)	13	46.2	12,324	55.2	34,355	54.6	35,397	54.6
B7: Information given on treatment for breathing problems (% YES)	5	100.0	6,079	95.1	16,717	95.3	17,229	95.0
B8: More information wanted on treatment for breathing (% NO)	6	83.3	6,381	93.2	17,336	93.9	17,913	93.4
B9: Patient had anxiety or sad feelings in hospice care (% YES)	11	27.3	11,678	47.8	32,916	50.0	33,838	49.1
D1: Family participated in patient care while in hospice (% YES)	13	76.9	12,562	71.6	34,851	76.0	35,921	73.2
D2: Family had enough instruction on patient care (% YES)	9	100.0	8,767	96.0	25,806	97.0	25,592	96.6
D6: Family received info on dying process (% YES)	13	92.3	12,573	89.8	34,864	91.2	36,052	90.6
D7: Family wanted more information on dying process (% NO)	13	84.6	12,252	84.5	34,241	85.6	35,412	85.4
E1: Hospice discussed religious/spiritual beliefs (% YES)	11	63.6	12,400	74.8	34,066	75.2	35,329	75.5
E2: Right amount of religious/spiritual contact (% YES)	11	100.0	12,067	95.4	33,666	96.2	34,931	96.1
E5: Patient needed special medical equipment (% YES)	*	*	*	*	*	*	*	*
E6: Patient received all medical equipment needed (% YES)	*	*	*	*	*	*	*	*
F2: One nurse identified as in charge of patient care (% YES)	11	90.9	12,025	92.2	33,491	91.9	34,565	91.9
F3: Problem with NOT knowing patient medical history (% NO)	12	100.0	9,828	95.5	33,637	95.9	34,663	95.7
G3: Would you recommend hospice to others (% YES)	13	100.0	12,681	98.3	35,013	98.8	36,259	98.5
G3b: Patient in a nursing home while under hospice care (% YES)	12	8.3	12,302	26.1	32,822	25.0	34,842	30.9

* = 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

HOCC/HONC

County/Hospice of the Nature Coast		Census Size Peer Group (251-1000)		Hospice Type Peer Group (Non Profit)		Hospice Setting Peer Group (Mixed)	
Responses	%	Responses	%	Responses	%	Responses	%

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

B2: Medicine received for patient's pain	7	100.0	10,174	94.4	29,095	94.8	29,939	94.8
B6: Help with patient's breathing	6	100.0	6,531	95.3	18,077	95.4	18,603	95.4
B10: Help with patient's feelings of anxiety/sadness	2	100.0	5,310	88.5	15,718	91.0	15,877	90.7
E3: Hospice emotional support to family PRIOR to patient's death	13	100.0	12,394	94.1	34,480	95.2	35,731	94.9
E4: Hospice emotional support to family AFTER patient's death	13	92.3	12,234	92.4	33,941	93.1	35,215	93.0

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

G3c: Quality of care the patient received after hospice involvement	1	100.0	2,614	70.7	5,960	67.0	8,406	68.3
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Always/Usually/Sometimes/Never Questions

C1: Patient's personal needs taken care of (% ALWAYS)	9	88.9	9,642	77.0	26,730	79.2	27,834	78.1
C2: Patient treated with respect (% ALWAYS)	13	100.0	12,609	95.5	35,118	96.9	36,202	96.5
D5: Family kept informed of patient's condition (% ALWAYS)	12	75.0	12,572	79.5	34,587	81.8	35,815	80.4
E8: Patient waited too long for pharmacy delivery (% NEVER)	*	*	*	*	*	*	*	*
F1: Hospice gave confusing/contradictory trmnt info (% NEVER)	13	84.6	9,901	88.5	33,928	90.1	35,023	89.1
G2c: Family agreed with plan of care changes (% ALWAYS)	*	*	*	*	*	*	*	*

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

D3: Confident doing what was needed to take care of patient	9	66.7	7,223	70.8	25,624	72.0	25,459	72.1
D4: Confident that knew about medications for symptoms	8	37.5	8,597	68.7	25,240	70.0	25,081	69.5
D8: Confident knew what to expect when pt was dying	*	*	*	*	*	*	*	*
D9: Confident that knew what to do at the time of death	*	*	*	*	*	*	*	*

* = 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

HOCC/HONC

County/Hospice of the Nature Coast		Census Size Peer Group (251-1000)		Hospice Type Peer Group (Non Profit)		Hospice Setting Peer Group (Mixed)	
Responses	%	Responses	%	Responses	%	Responses	%

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

E7: No problem getting needed medical equipment	*	*	*	*	*	*	*
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Excellent/Very Good/Good/Fair/Poor: % "Excellent"

G1: Care patient received while under care of hospice	13	76.9	12,703	75.5	35,148	77.6	36,412	75.9
G2: Hospice team response to your evening/weekend needs	12	75.0	11,062	64.7	31,090	68.9	31,978	67.0
G2a: Overall rating of hospice team members who provided care	*	*	*	*	*	*	*	*

Yes/No/Didn't Explain Questions: % "Yes"

G2b: Hospice team clearly explained plan of care	*	*	*	*	*	*	*	*
G2d: Hospice clearly explained Patient's Bill of Rights	*	*	*	*	*	*	*	*

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

G3a: Patient was referred to hospice at the right time	10	90.0	12,148	89.8	33,892	89.2	35,176	89.3
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* = 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.

Quarterly Comparison Report

HOCC/HONC

HOCC/HONC	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)	*	*	*	*	●
A3: Dr/Hospice inconsistent with patient's EOL care wishes (% NO)	*	*	*	*	●
B1: Patient had pain/took medicine for pain (% YES)	45	95.6	13	69.2	↓
B3: Information given on pain management medications (% YES)	32	100.0	8	100.0	●
B4: More information wanted on pain medications (% NO)	4	100.0	8	87.5	●
B5: Patient had trouble breathing in hospice care (% YES)	33	84.8	13	46.2	↓
B7: Information given on treatment for breathing problems (% YES)	18	100.0	5	100.0	●
B8: More information wanted on treatment for breathing (% NO)	1	100.0	6	83.3	●
B9: Patient had anxiety or sad feelings in hospice care (% YES)	24	62.5	11	27.3	●
D1: Family participated in patient care while in hospice (% YES)	29	69.0	13	76.9	●
D2: Family had enough instruction on patient care (% YES)	18	100.0	9	100.0	●
D6: Family received info on dying process (% YES)	23	100.0	13	92.3	●
D7: Family wanted more information on dying process (% NO)	2	100.0	13	84.6	●
E1: Hospice discussed religious/spiritual beliefs (% YES)	24	100.0	11	63.6	↓
E2: Right amount of religious/spiritual contact (% YES)	22	100.0	11	100.0	●
E5: Patient needed special medical equipment (% YES)	*	*	*	*	●
E6: Patient received all medical equipment needed (% YES)	*	*	*	*	●
F2: One nurse identified as in charge of patient care (% YES)	8	100.0	11	90.9	●
F3: Problem with NOT knowing patient medical history (% NO)	1	100.0	12	100.0	●
G3: Would you recommend hospice to others (% YES)	53	100.0	13	100.0	●
G3b: Patient in a nursing home while under hospice care (% YES)	41	14.6	12	8.3	●
Less than Wanted/Right Amount/More Than Wanted: % "Right Amount"					
B2: Medicine received for patient's pain	41	97.6	7	100.0	●
B6: Help with patient's breathing	27	100.0	6	100.0	●
B10: Help with patient's feelings of anxiety/sadness	15	100.0	2	100.0	●
E3: Hospice emotional support to family PRIOR to patient's death	40	100.0	13	100.0	●
E4: Hospice emotional support to family AFTER patient's death	36	100.0	13	92.3	●

* 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.

HOCC/HONC

	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	*	*	1	100.0	●
Always/Usually/Sometimes/Never Questions					
C1: Patient's personal needs taken care of (% ALWAYS)	35	100.0	9	88.9	●
C2: Patient treated with respect (% ALWAYS)	41	100.0	13	100.0	●
D5: Family kept informed of patient's condition (% ALWAYS)	20	95.0	12	75.0	●
E8: Patient waited too long for pharmacy delivery (% NEVER)	*	*	*	*	●
F1: Hospice gave confusing/contradictory trmnt info (% NEVER)	39	97.4	13	84.6	●
G2c: Family agreed with plan of care changes (% ALWAYS)	*	*	*	*	●
Very Confident/Fairly Confident/Not Confident: % "Very Confident"					
D3: Confident doing what was needed to take care of patient	10	100.0	9	66.7	●
D4: Confident that knew about medications for symptoms	4	100.0	8	37.5	●
D8: Confident knew what to expect when pt was dying	*	*	*	*	●
D9: Confident that knew what to do at the time of death	*	*	*	*	●
Big Problem/Small Problem/No Problem Question: % "No Problem"					
E7: No problem getting needed medical equipment	*	*	*	*	●
Excellent/Very Good/Good/Fair/Poor: % "Excellent"					
G1: Care patient received while under care of hospice	51	98.0	13	76.9	↓
G2: Hospice team response to your evening/weekend needs	50	92.0	12	75.0	●
G2a: Overall rating of hospice team members who provided care	*	*	*	*	●
Yes/No/Didn't Explain Questions: % "Yes"					
G2b: Hospice team clearly explained plan of care	*	*	*	*	●
G2d: Hospice clearly explained Patient's Bill of Rights	*	*	*	*	●
Too early/At the right time/Too late: % "At the Right Time"					
G3a: Patient was referred to hospice at the right time	1	100.0	10	90.0	●

* 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)	18.2%	100.0%	84.7%	75.1%	79.0%	82.3%	84.4%	86.7%	88.5%	90.3%	93.6%	100.0%	100.0%
A3: Dr/Hospice inconsistent with patient's EOL care wishes (% NO)	33.3%	100.0%	94.6%	87.7%	91.0%	93.1%	94.2%	95.7%	97.2%	100.0%	100.0%	100.0%	100.0%
B1: Patient had pain/took medicine for pain (% YES)	33.3%	100.0%	86.6%	77.0%	81.9%	84.3%	86.4%	87.9%	90.0%	92.1%	94.8%	100.0%	100.0%
B3: Information given on pain management medications (% YES)	50.0%	100.0%	95.5%	89.0%	93.0%	94.8%	96.3%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%
B4: More information wanted on pain medications (% NO)	50.0%	100.0%	92.7%	85.8%	89.7%	91.7%	93.4%	95.1%	96.7%	100.0%	100.0%	100.0%	100.0%
B5: Patient had trouble breathing in hospice care (% YES)	10.0%	100.0%	54.9%	40.1%	45.9%	50.2%	53.0%	55.6%	58.1%	61.6%	66.7%	75.1%	100.0%
B7: Information given on treatment for breathing problems (% YES)	50.0%	100.0%	95.0%	87.7%	91.7%	94.1%	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
B8: More information wanted on treatment for breathing (% NO)	25.0%	100.0%	93.4%	83.5%	89.1%	91.8%	94.2%	96.3%	100.0%	100.0%	100.0%	100.0%	100.0%
B9: Patient had anxiety or sad feelings in hospice care (% YES)	11.1%	100.0%	49.1%	34.9%	40.8%	44.6%	48.0%	50.1%	53.4%	57.4%	61.9%	67.8%	100.0%
D1: Family participated in patient care while in hospice (% YES)	12.5%	100.0%	73.6%	56.3%	63.7%	68.5%	73.7%	77.6%	81.8%	86.1%	91.4%	100.0%	100.0%
D2: Family had enough instruction on patient care (% YES)	50.0%	100.0%	96.6%	91.9%	94.7%	96.3%	97.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
D6: Family received info on dying process (% YES)	50.0%	100.0%	90.4%	80.8%	85.9%	88.7%	90.3%	91.9%	93.5%	95.6%	100.0%	100.0%	100.0%
D7: Family wanted more information on dying process (% NO)	40.0%	100.0%	85.2%	75.2%	80.1%	82.8%	84.7%	86.7%	88.5%	90.8%	94.2%	100.0%	100.0%
E1: Hospice discussed religious/spiritual beliefs (% YES)	14.3%	100.0%	75.5%	61.3%	67.0%	71.4%	74.1%	76.9%	79.9%	82.9%	86.8%	94.4%	100.0%
E2: Right amount of religious/spiritual contact (% YES)	33.3%	100.0%	96.0%	91.0%	93.9%	95.5%	96.6%	97.8%	100.0%	100.0%	100.0%	100.0%	100.0%
E5: Patient needed special medical equipment (% YES)	25.0%	100.0%	82.2%	68.6%	75.2%	79.1%	82.4%	85.3%	87.6%	91.0%	94.8%	100.0%	100.0%
E6: Patient received all medical equipment needed (% YES)	80.0%	100.0%	99.2%	97.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
F2: One nurse identified as in charge of patient care (% YES)	42.9%	100.0%	91.8%	81.9%	87.3%	89.7%	91.5%	93.1%	94.8%	97.0%	100.0%	100.0%	100.0%
F3: Problem with not knowing patient medical history (% NO)	33.3%	100.0%	95.8%	90.3%	93.7%	95.0%	96.1%	97.3%	100.0%	100.0%	100.0%	100.0%	100.0%
G3: Would you recommend hospice to others (% YES)	25.0%	100.0%	98.5%	96.0%	97.8%	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
G3b: Patient in a nursing home while under hospice care (% YES)	3.3%	100.0%	30.0%	12.2%	17.5%	22.2%	26.4%	31.3%	36.8%	43.0%	52.3%	72.3%	100.0%
Yes/No/Didn't Explain Questions													
G2b: Hospice team clearly explained plan of care (% YES)	75.0%	100.0%	96.8%	92.4%	95.0%	96.3%	97.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
G2d: Hospice clearly explained Patient's Bill of Rights (% YES)	33.3%	100.0%	91.7%	81.3%	86.4%	89.7%	91.7%	93.4%	95.3%	97.9%	100.0%	100.0%	100.0%

What is a percentile? 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%.

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	33.3%	100.0%	94.7%	88.1%	91.7%	93.3%	95.0%	96.2%	98.5%	100.0%	100.0%	100.0%	100.0%
B6: Help with patient's breathing	50.0%	100.0%	95.3%	87.7%	92.1%	94.3%	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
B10: Help with patient's feelings of anxiety/sadness	40.0%	100.0%	90.5%	79.6%	85.2%	88.3%	91.0%	93.4%	100.0%	100.0%	100.0%	100.0%	100.0%
E3: Hospice emotional support to family PRIOR to patient's death	50.0%	100.0%	94.8%	89.1%	92.3%	93.8%	95.2%	96.5%	98.3%	100.0%	100.0%	100.0%	100.0%
E4:Hospice emotional support to family AFTER patient's death	50.0%	100.0%	92.9%	86.5%	89.4%	91.3%	93.0%	94.1%	95.7%	100.0%	100.0%	100.0%	100.0%

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

G3c: Quality of care the patient received after hospice involvement	16.7%	100.0%	67.9%	50.0%	51.7%	60.1%	66.7%	68.9%	75.0%	80.1%	90.1%	100.0%	100.0%
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Always/Usually/Sometimes/Never Questions

C1: Patient's personal needs taken care of (% ALWAYS)	14.3%	100.0%	78.0%	61.5%	68.9%	72.9%	75.9%	79.6%	82.7%	85.8%	90.3%	100.0%	100.0%
C2: Patient treated with respect (% ALWAYS)	66.7%	100.0%	96.4%	92.0%	94.5%	96.1%	97.2%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%
D5: Family kept informed of patient's condition (% ALWAYS)	16.7%	100.0%	80.6%	67.0%	73.5%	77.3%	80.1%	82.6%	84.9%	87.5%	90.9%	100.0%	100.0%
E8: Patient waited too long for pharmacy delivery (% NEVER)	33.3%	100.0%	87.7%	76.3%	81.9%	84.7%	87.1%	90.1%	92.1%	96.0%	100.0%	100.0%	100.0%
F1: Hospicegave confusing/contradictory trmnt info (% NEVER)	33.3%	100.0%	89.5%	80.1%	84.8%	87.3%	89.0%	91.1%	92.9%	95.1%	100.0%	100.0%	100.0%
G2c: Family agreed with plan of care changes (% ALWAYS)	25.0%	100.0%	74.5%	60.3%	67.0%	70.4%	73.1%	75.5%	80.0%	82.7%	86.8%	100.0%	100.0%

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

D3: Confident doing what was needed to take care of patient	16.7%	100.0%	72.1%	55.8%	62.6%	66.9%	70.1%	73.1%	75.8%	79.1%	83.5%	92.1%	100.0%
D4: Confident that knew about medications for symptoms	22.2%	100.0%	69.6%	52.7%	61.1%	65.1%	68.2%	71.4%	73.9%	77.1%	81.4%	91.2%	100.0%
D8: Confident knew what to expect when pt was dying	9.1%	100.0%	57.7%	43.2%	50.2%	53.1%	56.2%	58.8%	61.5%	65.1%	69.0%	75.7%	100.0%
D9: Confident that knew what to do at the time of death	9.1%	100.0%	61.4%	50.0%	53.9%	57.4%	60.1%	63.0%	66.0%	69.3%	74.3%	81.0%	100.0%

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

E7: No problem getting needed medical equipment	50.0%	100.0%	95.3%	89.2%	92.5%	94.1%	95.8%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%
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Excellent/Very Good/Good/Fair/Poor: % "Excellent"

G1: Care patient received while under care of hospice	25.0%	100.0%	75.8%	60.3%	67.0%	71.1%	74.1%	76.7%	80.1%	82.7%	85.8%	92.3%	100.0%
G2: Hospice team response to your evening/weekend needs	14.3%	100.0%	66.7%	50.4%	57.3%	61.6%	65.3%	68.5%	71.6%	75.2%	80.1%	87.5%	100.0%
G2a: Overall rating of hospice team members who provided care	33.3%	100.0%	81.1%	68.6%	74.0%	77.8%	80.2%	82.3%	84.2%	87.4%	90.5%	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	40.0%	100.0%	89.4%	80.3%	84.7%	87.1%	88.9%	90.1%	91.7%	93.7%	97.0%	100.0%	100.0%
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What is a percentile? 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%.