



Family Evaluation of Hospice Care

2013 National Summary Report

I. INTRODUCTION / HOW TO USE THIS REPORT

Specifically developed and tested for hospice, the Family Evaluation of Hospice Care (FEHC) is a tool designed to measure the quality of end-of-life care provided to patients. Hospices participating in the FEHC receive a quarterly report with national and state level data along with their own quarterly results. As the primary means for performance evaluation, the quarterly reports also include two-year average hospice scores of key quality indicators for comparison and evaluation.

This, the FEHC National Summary Report, provides additional contextual information to supplement and enhance those data presented in the hospice-level quarterly reports. This report presents details on the number of submitting hospice locations, number of submitted surveys, and overall response rates for each quarter and the year. The report also contains full year totals for the frequency of every response to every question on the survey as well as the number of responses included in the calculation of the Benchmarks and two-year National Average comparison results.

As with the FEHC quarterly reports, the FEHC National Summary Report is intended as a quality improvement tool to allow hospices to identify needed programmatic changes in care delivery and monitor the effect of those changes on the quality of care. NHPCO does not provide reports to hospices with annual totals for their own results. To make the best use of this National Summary Report, hospices should calculate their own totals for the year from their quarterly reports. No results included in this report can or should be used to replace those results already provided in the quarterly reports.

For questions or additional assistance in interpretation or use of this report or the Family Evaluation of Hospice Care, please contact our FEHC team at fehc@nhpco.org.

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II. FEHC YEAR 2013

Results in this section are for those surveys collected during the 2013 calendar year. All surveys collected and reported to NHPCO are included in these results.

A. Participation and Response Rate

Quarter	Total Agencies	Total Surveys Mailed	Total Responses	Response Rate (%)
1st Quarter 2013	1,402	228,626	59,273	25.90%
2st Quarter 2013	1,426	237,490	60,579	25.50%
3st Quarter 2013	1,412	226,298	55,810	24.70%
4st Quarter 2013	1,434	386,688	52,472	13.60%
All Quarters	1,551	1079102	228,134	21.10%

B. Response Frequency Results

Yes/No	Yes		No	
	Resp.	%	Resp.	%
A3 Patient's wishes for medical treatment were discussed	165,259	85.08%	28,969	14.91%
A4 Hospice care inconsistent with end-of-life wishes	10,051	5.15%	184,854	94.84%
B1 Patient had pain or took medicine for pain	188,446	85.75%	31,304	14.24%
B4 More information wanted on pain medications	11,730	6.36%	172,578	93.63%
B5 Patient had trouble breathing in Hospice care	113,874	52.47%	103,122	47.52%
B8 Family wanted more breathing treatment info	6,704	6.33%	99,199	93.66%
B9 Patient had anxiety or sad feelings in Hospice care	102,535	48.39%	109,355	51.60%
D1 Family participated in patient care while in Hospice	157,771	72.00%	61,326	27.99%
D2 Family had enough instruction on patient care	146,558	96.76%	4,901	3.23%
D6 Family received information on dying process	194,071	90.07%	21,393	9.92%
D7 Wanted more info on dying process	31,710	14.58%	185,661	85.41%
E1 Hospice discussed religious / spiritual beliefs	167,243	77.13%	49,564	22.86%
E2 Right amount of religious or spiritual contact	206,111	95.61%	9,463	4.38%
F2 One nurse identified as being in charge of care	197,582	91.98%	17,208	8.01%
F3 Problem NOT knowing patient's medical history	9,610	4.66%	196,208	95.33%
G5 Under the care of hospice, patient was in a nursing home	57,402	27.40%	152,054	72.59%



Yes/No/Didn't Explain	Yes		No		Didn't Explain	
	Resp.	%	Resp.	%	Resp.	%
G2A Team clearly explained plan of care to patient's family	193,135	95.83%	2,269	1.12%	6,130	3.04%

Yes/No/Don't Know	Yes		No		Don't know	
	Resp.	%	Resp.	%	Resp.	%
B3 Information given on pain management medications	170,876	92.47%	6,946	3.75%	6,958	3.76%

Yes/No/Don't Know/No Treatment	Yes		No		Don't know		No treatments used	
	Resp.	%	Resp.	%	Resp.	%	Resp.	%
B7 Information given on treatment for breathing problems	97,259	89.21%	5,102	4.68%	4,783	4.38%	1,870	1.71%

Definitely No/ Probably No / Probably Yes / Definitely Yes	Definitely No		Probably No		Probably Yes		Definitely Yes	
	Resp.	%	Resp.	%	Resp.	%	Resp.	%
G3 Family would recommend this hospice to others	3,212	1.45%	2,692	1.22%	19,478	8.82%	195,208	88.49%

Less Than Wanted / Right Amount / More Than Wanted	Less than wanted		Right amount		More than wanted	
	Resp.	%	Resp.	%	Resp.	%
B10 Help with patient's feelings of anxiety/sadness	6,409	6.52%	89,052	90.64%	2,787	2.83%
B2 Medicine received for patient's pain	5,302	2.93%	171,567	95.06%	3,598	1.99%
B6 Help with patient's breathing	4,183	3.79%	104,309	94.72%	1,621	1.47%
E3 Emotional support to family PRIOR to patient's death	8,672	3.97%	206,514	94.56%	3,196	1.46%
E4 Emotional support to family AFTER patient's death	11,565	5.35%	199,990	92.57%	4,471	2.06%

Less Than Wanted / Right Amount / More Than Wanted / No Services	Less than wanted		Right amount		More than wanted		Did not receive services	
	Resp.	%	Resp.	%	Resp.	%	Resp.	%
E5 Help received from volunteers	4,286	2.17%	122,900	62.46%	1,807	0.91%	67,750	34.43%

Improved / Stayed the same / Decreased	Improved		Stayed the same		Decreased	
	Resp.	%	Resp.	%	Resp.	%
G5A Quality of care improved after hospice was involved	32,988	63.82%	16,957	32.80%	1,739	3.36%



Always / Usually / Sometimes / Never	Always		Usually		Sometimes		Never	
	Resp.	%	Resp.	%	Resp.	%	Resp.	%
C2 Patient treated with respect	211,733	96.46%	6,395	2.91%	982	0.44%	375	0.17%
D5 Family kept informed of patient's condition	177,022	81.00%	29,017	13.27%	9,180	4.20%	3,326	1.52%
F1 Hospice gave confusing or contradictory treatment info	5,026	2.42%	2,382	1.14%	17,420	8.39%	182,601	88.03%

Always / Usually / Sometimes / Never / No changes made	Always		Usually		Sometimes		Never		No changes	
	Resp.	%	Resp.	%	Resp.	%	Resp.	%	Resp.	%
G2B Family agreed with changes in the plan of care	97,781	50.65%	28,648	14.84%	3,789	1.96%	3,560	1.84%	59,257	30.69%

Always / Usually / Sometimes / Never / Hospice Wasn't Needed	Always		Usually		Sometimes		Never		Wasn't Needed	
	Resp.	%	Resp.	%	Resp.	%	Resp.	%	Resp.	%
C1 Patient's personal needs taken care of	136,558	63.54%	23,359	10.86%	9,224	4.29%	3,356	1.56%	42,409	19.73%

Very Confident / Fairly Confident / Not Confident	Very confident		Fairly confident		Not confident	
	Resp.	%	Resp.	%	Resp.	%
D3 Doing what was needed to take care of patient	106,193	71.67%	39,197	26.45%	2,763	1.86%
D4 Knowledge of medications for symptoms	107,077	70.08%	40,714	26.64%	4,993	3.26%
D8 Knowledge of what to expect when patient was dying	125,390	58.00%	77,821	36.00%	12,948	5.99%
D9 What to do at the time of death	132,223	61.64%	66,744	31.11%	15,513	7.23%

Excellent / Very Good / Good / Fair / Poor	Excellent		Very good		Good		Fair		Poor	
	Resp.	%	Resp.	%	Resp.	%	Resp.	%	Resp.	%
G1 Care patient received while under care of hospice	162,642	73.65%	43,795	19.83%	9,876	4.47%	2,969	1.34%	1,547	0.70%

Excellent / Very Good / Good / Fair / Poor / Never Contacted	Excellent		Very good		Good		Fair		Poor		Never contacted	
	Resp.	%	Resp.	%	Resp.	%	Resp.	%	Resp.	%	Resp.	%
G2 Team response to needs evening and weekend needs	130,797	60.68%	42,554	19.74%	13,913	6.45%	4,801	2.22%	2,828	1.31%	20,644	9.57%

Too Early / At the Right Time / Too Late	Too early		Right time		Too late	
	Resp.	%	Resp.	%	Resp.	%
G4 Timing of referral to hospice	3,405	1.59%	192,538	90.24%	17,416	8.16%



C. Patient Demographics

		Responses	%
Patient's Age at Death	<i>80 years or older</i>	129,686	60.64%
	<i>65 - 79 years</i>	58,572	27.39%
	<i>20 - 64 years</i>	25,331	11.84%
	<i>19 years or younger</i>	253	0.11%
Patient's Ethnicity	<i>Hispanic</i>	5,187	2.82%
	<i>Non-Hispanic</i>	178,496	97.17%
Patient's Gender	<i>Male</i>	92,962	47.04%
	<i>Female</i>	104,650	52.95%
Patient's Highest Education Reached	<i>8th grade or less</i>	19,850	10.89%
	<i>Some high school but didn't graduate</i>	18,221	9.99%
	<i>High school graduate or GED</i>	75,979	41.68%
	<i>1-3 years of college</i>	32,989	18.09%
	<i>4-year college graduate</i>	16,814	9.22%
	<i>More than a 4-year college degree</i>	18,422	10.10%
Patient's Primary Illness	<i>Cancers - all types</i>	69,531	39.08%
	<i>Heart & Circulatory Disease</i>	20,741	11.65%
	<i>Lung & Breathing disease</i>	17,956	10.09%
	<i>Kidney disease</i>	5,442	3.05%
	<i>Liver Disease</i>	3,554	1.99%
	<i>Stroke</i>	8,381	4.71%
	<i>Dementia & Alzheimer's disease</i>	25,571	14.37%
	<i>AIDS & other infectious disease</i>	209	0.11%
	<i>Frailty & Decline due to old age</i>	17,339	9.74%
	<i>Other</i>	9,176	5.15%
Patient's Race	<i>American Indian or Alaskan Native</i>	1,041	0.56%
	<i>Asian or Pacific Islander</i>	1,952	1.05%
	<i>Black or African-American</i>	7,735	4.17%
	<i>White</i>	172,643	93.12%
	<i>Another race or multiracial</i>	2,019	1.08%



D. Respondent Demographics

		Responses	%
Respondent's Age (at Last Birthday)	<i>80 years or older</i>	10,996	12.13%
	<i>65 - 79 years</i>	32,700	36.09%
	<i>20 - 64 years</i>	46,855	51.72%
	<i>19 years or younger</i>	41	0.04%
Respondent's Ethnicity	<i>Hispanic</i>	5,746	3.06%
	<i>Non-Hispanic</i>	181,429	96.93%
Respondent's Gender	<i>Male</i>	53,770	28.08%
	<i>Female</i>	137,660	71.91%
Respondent's Highest Education Reached	<i>8th grade or less</i>	2,411	1.27%
	<i>Some high school but didn't graduate</i>	7,064	3.74%
	<i>High school graduate or GED</i>	58,660	31.10%
	<i>1-3 years of college</i>	53,893	28.57%
	<i>4-year college graduate</i>	28,883	15.31%
	<i>More than a 4-year college degree</i>	37,679	19.97%
Respondent's Race	<i>American Indian or Alaskan Native</i>	1,125	0.59%
	<i>Asian or Pacific Islander</i>	1,992	1.05%
	<i>Black or African-American</i>	7,653	4.06%
	<i>White</i>	175,694	93.26%
	<i>Another race or multiracial</i>	1,918	1.01%
Respondent's Relationship to the Patient	<i>Spouse</i>	77,370	36.67%
	<i>Partner</i>	2,456	1.16%
	<i>Child</i>	96,375	45.68%
	<i>Parent</i>	6,897	3.26%
	<i>Sibling</i>	9,167	4.34%
	<i>Other relative</i>	9,500	4.50%
	<i>Friend</i>	3,871	1.83%
	<i>Other</i>	5,336	2.52%



III.2014 BENCHMARK AND COMPARISON RESULTS PARTICIPATION

Results in this section are for those surveys included in the calculations of the Benchmark and two-year national averages. Data for this section were collected from 2012 through 2013. Surveys from organizations submitting less than a total of 25 surveys for the two years are excluded.

	Facilities Included	Surveys Included
Composite Score	1,469	417,848
Global Score	1,478	441,847
Domains		
Provide Coordination of Care (F1, F2, F3)	1,475	442,591
Attend to Family Needs (E2, E3, E4)	1,477	446,851
Inform & Communicate about Patients (D5, D7)	1,477	445,104
Provide Information about Symptoms (B4 and B8)	1,454	399,059
Quality Indicator Questions		
A4: Hospice care inconsistent with end-of-life wishes	1,375	384,622
B2: Medicine received for patient's pain	1,438	360,789
B4: More information was wanted on pain medications	1,441	368,425
B6: Help dealing with patient's breathing	1,304	218,080
B8: More info was wanted on treatments for breathing	1,277	209,093
B10: Help with patient's feelings of anxiety or sadness	1,272	189,935
C1: Patient's personal needs were taken care of	1,417	344,319
C2: Patient was treated with respect	1,466	439,552
D2: Family had enough instruction on patient care	1,399	303,035
D3: Confidence doing what was needed to care for patient	1,399	293,285
D4: Confidence in knowing enough about medications	1,408	304,979
D5: Family was kept informed of patient's condition	1,475	437,087
D6: Family received information on the dying process	1,453	431,752
D7: Family wanted more information on the dying process	1,470	434,184
D8: Confidence in expectations while patient was dying	1,433	431,097
D9: Confidence in knowing what to do at the time of death	1,431	427,737
E2: Right amount of religious or spiritual contact	1,470	431,080
E3: Emotional support to family PRIOR to patient's death	1,474	436,790
E4: Emotional support to family AFTER patient's death	1,471	431,947
E5: Help received from volunteers	1,402	321,684
F1: Hospice gave confusing or contradictory treatment information	1,458	410,903
F2: One nurse identified as being in charge of care	1,466	429,808
F3: Problem NOT knowing patient's medical history	1,457	407,491
G2: Team response to evening and weekend needs	1,454	389,920
G2A: Team clearly explained plan of care to patient's family	1,396	397,945
G2B: Family agreed with changes in the plan of care	1,278	265,696
G5A: Quality of care improved after hospice was involved	923	97,772