



## Family Evaluation of Hospice Care

### *Halcyon Hospice and Palliative Care*

*Quarter 4, 2010*

## Quarterly Summary of Results and Comparisons

This report provides a summary of Family Evaluation of Hospice Care (FEHC) survey results for data submitted by Halcyon Hospice and Palliative Care, along with Colorado\* 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 Halcyon Hospice and Palliative Care that is 'statistically significant' means that there is a 95% chance that a real difference exists between Halcyon Hospice and Palliative Care'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 48% for Halcyon Hospice and Palliative Care. Colorado's average response rate was 39%. The national average during Quarter 4, 2010 was 38%. A total of 26 Colorado hospices submitted data for this quarter's report; a total of 1217 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 Halcyon Hospice and Palliative Care 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 Halcyon Hospice and Palliative Care may not match an LOS calculated from actual patient records.*

The most common Quarter 4, 2010 LOS for Halcyon Hospice and Palliative Care, based on responses from FEHC survey respondents, is between 1 - 3 months. The most common LOS for Colorado 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 Halcyon Hospice and Palliative Care's Domain scores with state and national averages for those Domains. Scores are based on data submitted for the Quarter 4, 2010.

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

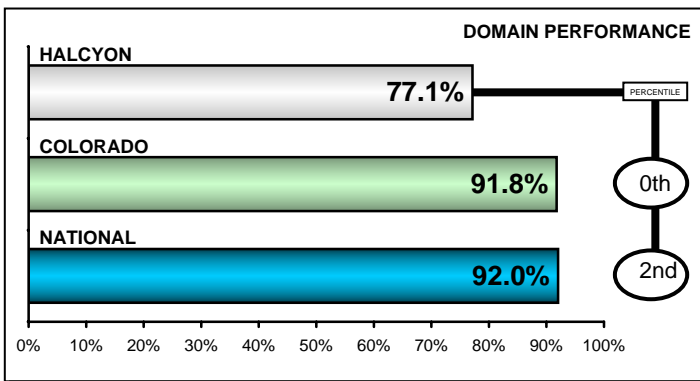
F1: Hospice gave confusing or contradictory trmnt info (% Never)		
HALCYON TOTAL:	66.7%	PERCENTILE
COLORADO TOTAL:	87.9%	0th
NATIONAL TOTAL:	88.7%	2nd

F2: One nurse identified as in charge of patient care (% Yes)		
HALCYON TOTAL:	81.8%	PERCENTILE
COLORADO TOTAL:	92.4%	0th
NATIONAL TOTAL:	91.7%	10th

F3: Problem with not knowing patient medical history (% No)		
HALCYON TOTAL:	83.3%	PERCENTILE
COLORADO TOTAL:	94.8%	4th
NATIONAL TOTAL:	95.6%	3rd



Halcyon Hospice and Palliative Care's Domain score of 77.1% on 'Provide Coordination of Care' places this hospice in the 0th percentile for Colorado and the 2nd percentile nationally.

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

E1: Hospice discussed religious/spiritual beliefs (% Yes)		
HALCYON TOTAL:	60.0%	PERCENTILE
COLORADO TOTAL:	77.7%	4th
NATIONAL TOTAL:	75.5%	8th

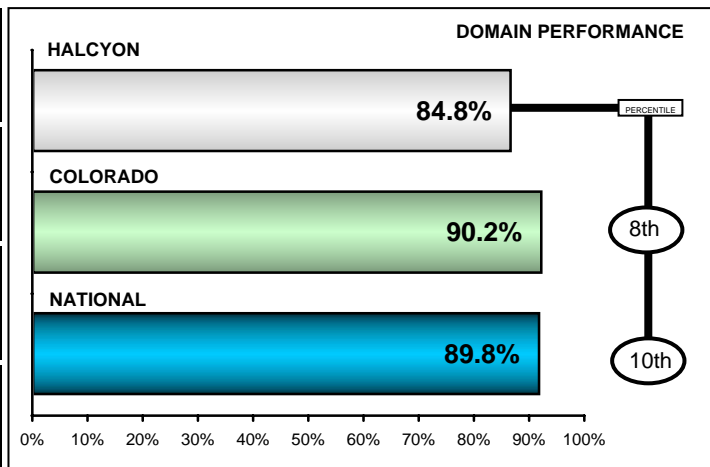
E2: Right amount of religious/spiritual contact (% Yes)		
HALCYON TOTAL:	91.7%	PERCENTILE
COLORADO TOTAL:	95.5%	20th
NATIONAL TOTAL:	95.9%	12th

E3: Hospice emotional support to family PRIOR to patient's death (% Right Amount)		
HALCYON TOTAL:	91.7%	PERCENTILE
COLORADO TOTAL:	94.5%	28th
NATIONAL TOTAL:	94.7%	20th

E4: Hospice emotional support to family AFTER patient's death (% Right Amount)		
HALCYON TOTAL:	91.7%	PERCENTILE
COLORADO TOTAL:	92.7%	52nd
NATIONAL TOTAL:	92.6%	34th



Halcyon Hospice and Palliative Care's Domain score of 84.8% on 'Attend to Family Needs' places this hospice in the 8th percentile for Colorado and the 10th percentile nationally.

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

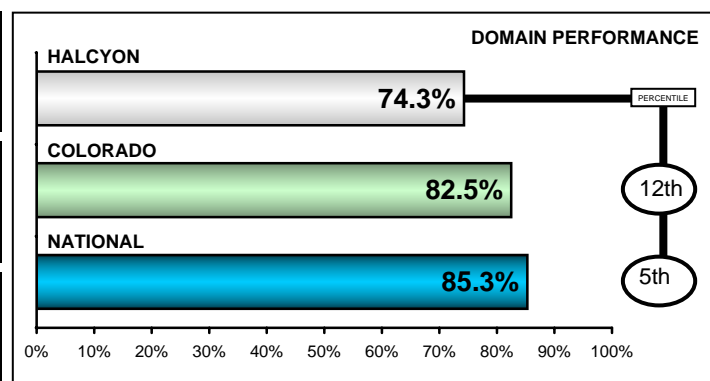
D5: Family kept informed of patient's condition (% Always)		
HALCYON TOTAL:	72.7%	PERCENTILE
COLORADO TOTAL:	78.4%	36th
NATIONAL TOTAL:	80.4%	19th

D6: Family received info on dying process (% Yes)		
HALCYON TOTAL:	75.0%	PERCENTILE
COLORADO TOTAL:	87.5%	8th
NATIONAL TOTAL:	90.2%	3rd

D7: Family wanted more information on dying process (% No)		
HALCYON TOTAL:	75.0%	PERCENTILE
COLORADO TOTAL:	81.2%	16th
NATIONAL TOTAL:	85.1%	9th



Halcyon Hospice and Palliative Care's Domain score of 74.3% on 'Inform & Communicate about Patients' places this hospice in the 12th percentile for Colorado and the 5th percentile nationally.

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

B3: Information given on pain management medications (% Yes)		
HALCYON TOTAL:	90.9%	PERCENTILE
COLORADO TOTAL:	95.2%	8th
NATIONAL TOTAL:	95.7%	12th

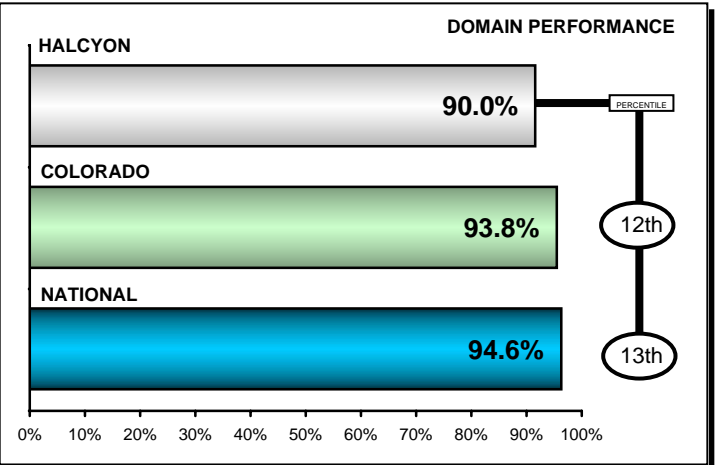
B4: More information wanted on pain medications (% No)		
HALCYON TOTAL:	90.9%	PERCENTILE
COLORADO TOTAL:	91.6%	44th
NATIONAL TOTAL:	93.3%	25th

B7: Information given on treatment for breathing problems (% Yes)		
HALCYON TOTAL:	100.0%	PERCENTILE
COLORADO TOTAL:	93.0%	52nd
NATIONAL TOTAL:	95.1%	45th

B8: More information wanted on treatment for breathing (% No)		
HALCYON TOTAL:	66.7%	PERCENTILE
COLORADO TOTAL:	93.1%	4th
NATIONAL TOTAL:	93.6%	1st

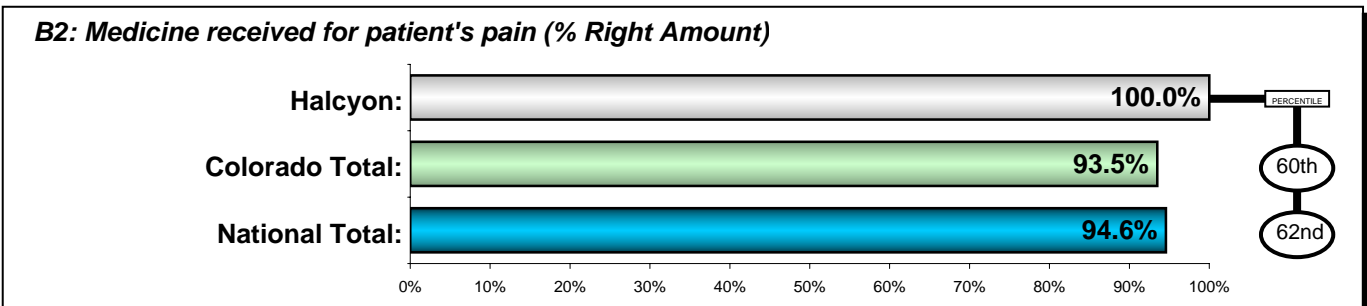
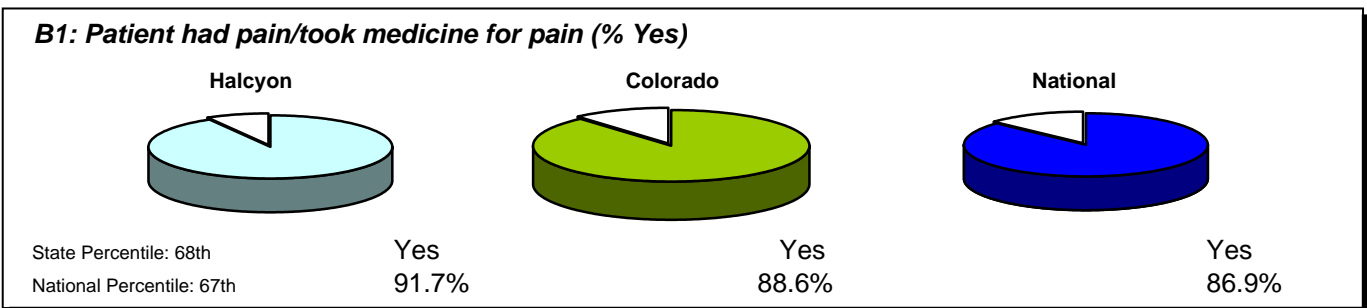


Halcyon Hospice and Palliative Care's Domain score of 90% on 'Provide Information about Symptoms' places this hospice in the 12th percentile for Colorado and the 13th percentile nationally.

## Symptom Management

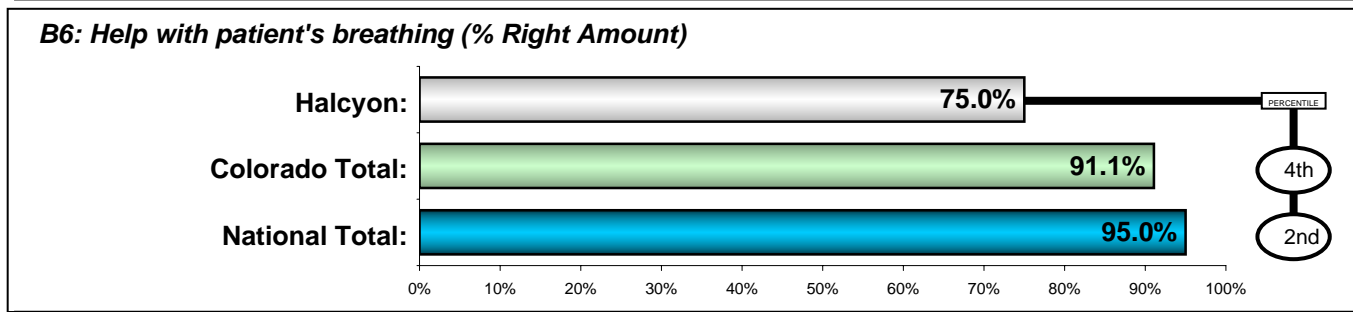
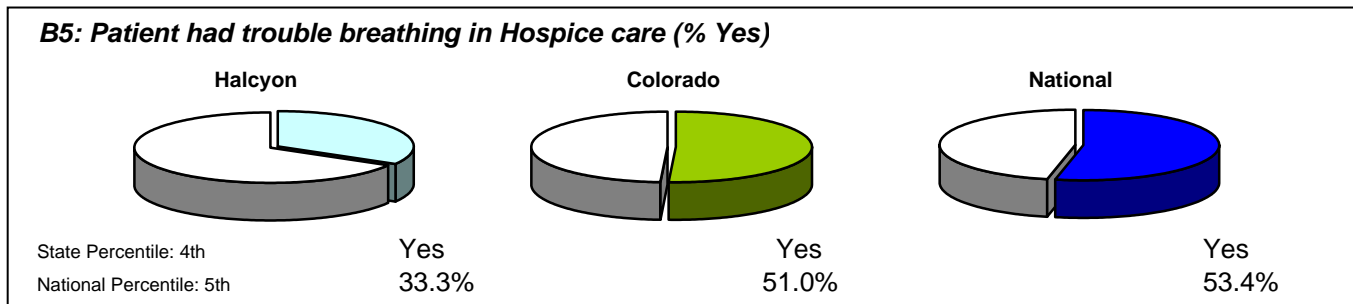
The FEHC survey also includes three questions related to performance in symptom management. The following tables and graphs display symptom management results for the Quarter 4, 2010.

### 1) Pain Control (B1, B2)



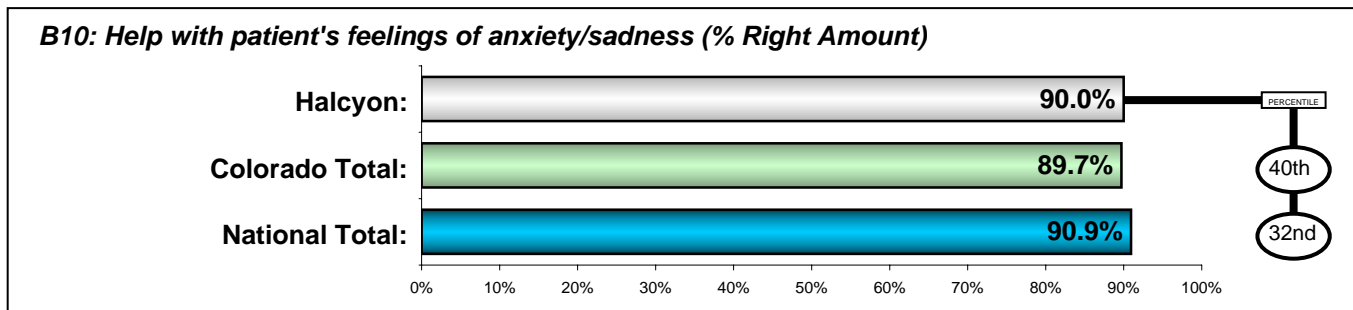
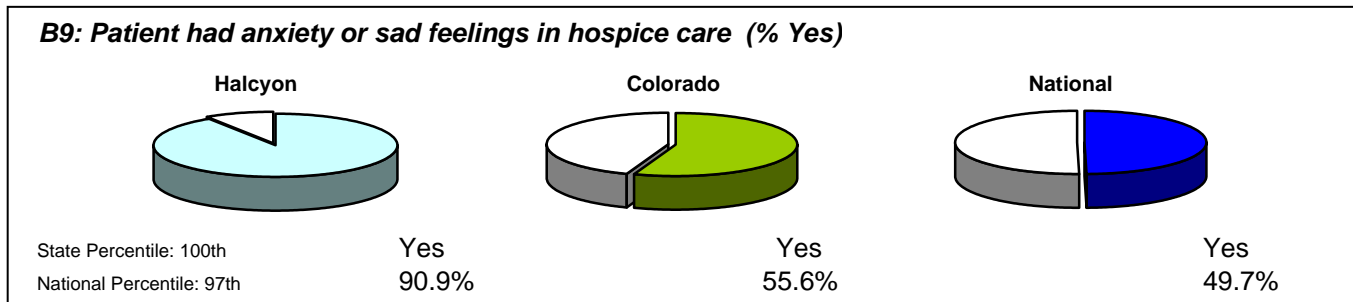
Results for the presence of pain / use of pain medication among Halcyon Hospice and Palliative Care patients are within 4% of Colorado totals for this quarter and 5% of national totals. According to FEHC survey respondents, all Halcyon Hospice and Palliative Care patients received the right amount of pain medication during Quarter 4, 2010.

## 2) Shortness of Breath (B5, B6)



Results for the presence of shortness of breath among Halcyon Hospice and Palliative Care patients are within 18% of Colorado totals for this quarter and 21% of national totals. According to FEHC survey respondents, approximately three fourths of all Halcyon Hospice and Palliative Care patients received the right amount of help for difficulty with breathing during Quarter 4, 2010.

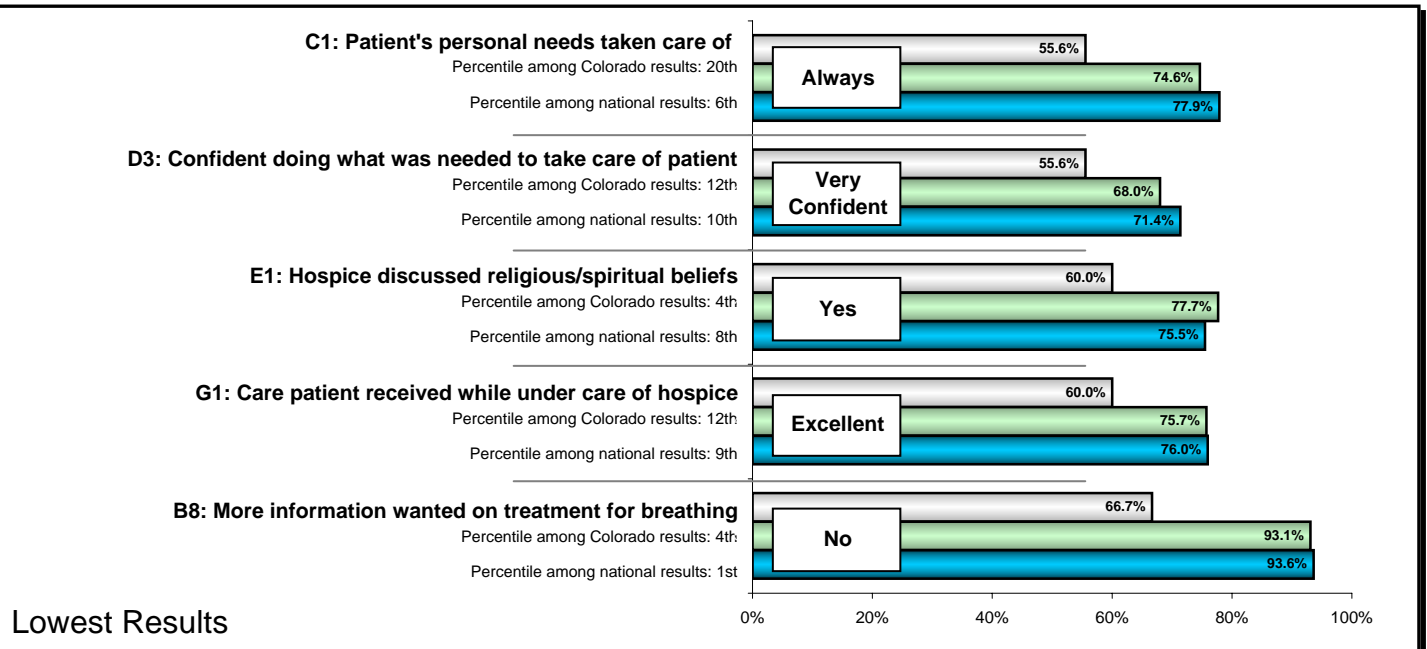
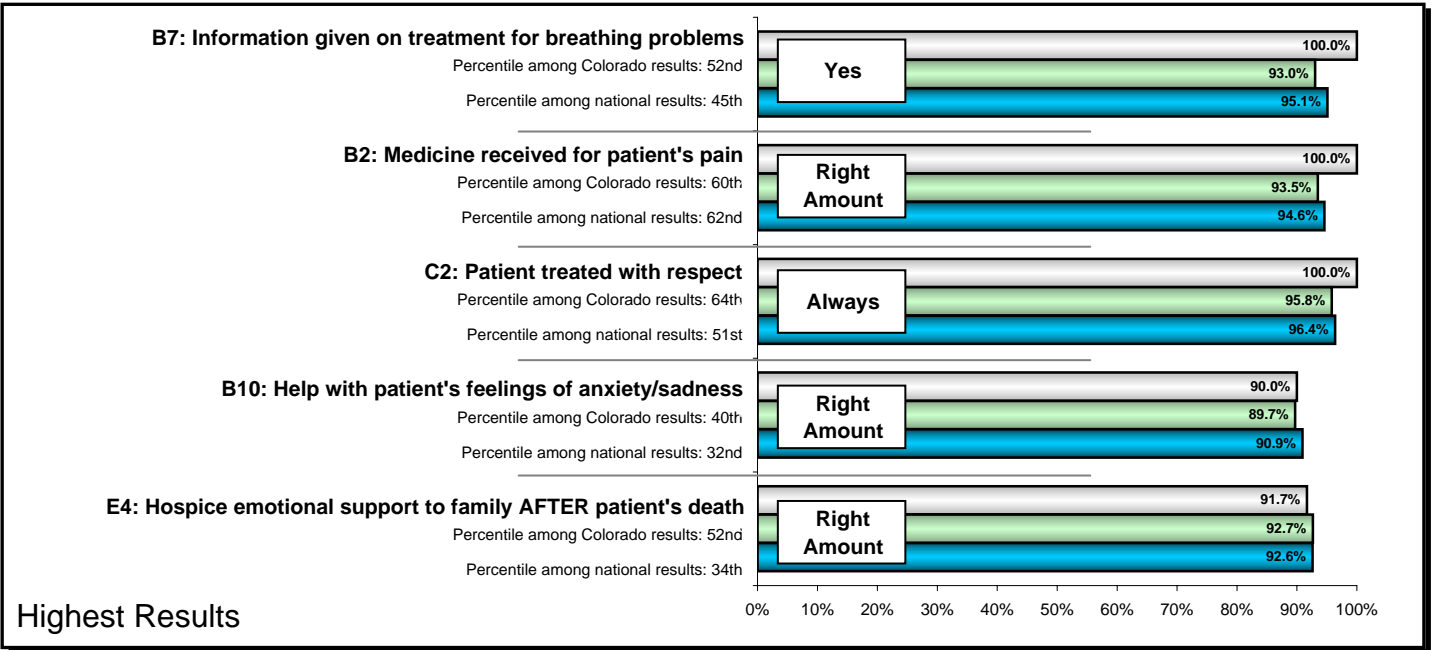
## 3) Anxiety and / or Sadness (B9, B10)



Results for the presence of anxiety and / or sadness among Halcyon Hospice and Palliative Care patients are within 36% of Colorado totals for this quarter and 42% of national totals. According to FEHC survey respondents, approximately nine out of ten Halcyon Hospice and Palliative Care patients received the right amount of help with anxiety or sadness during Quarter 4, 2010.

# High and Low Performance Areas

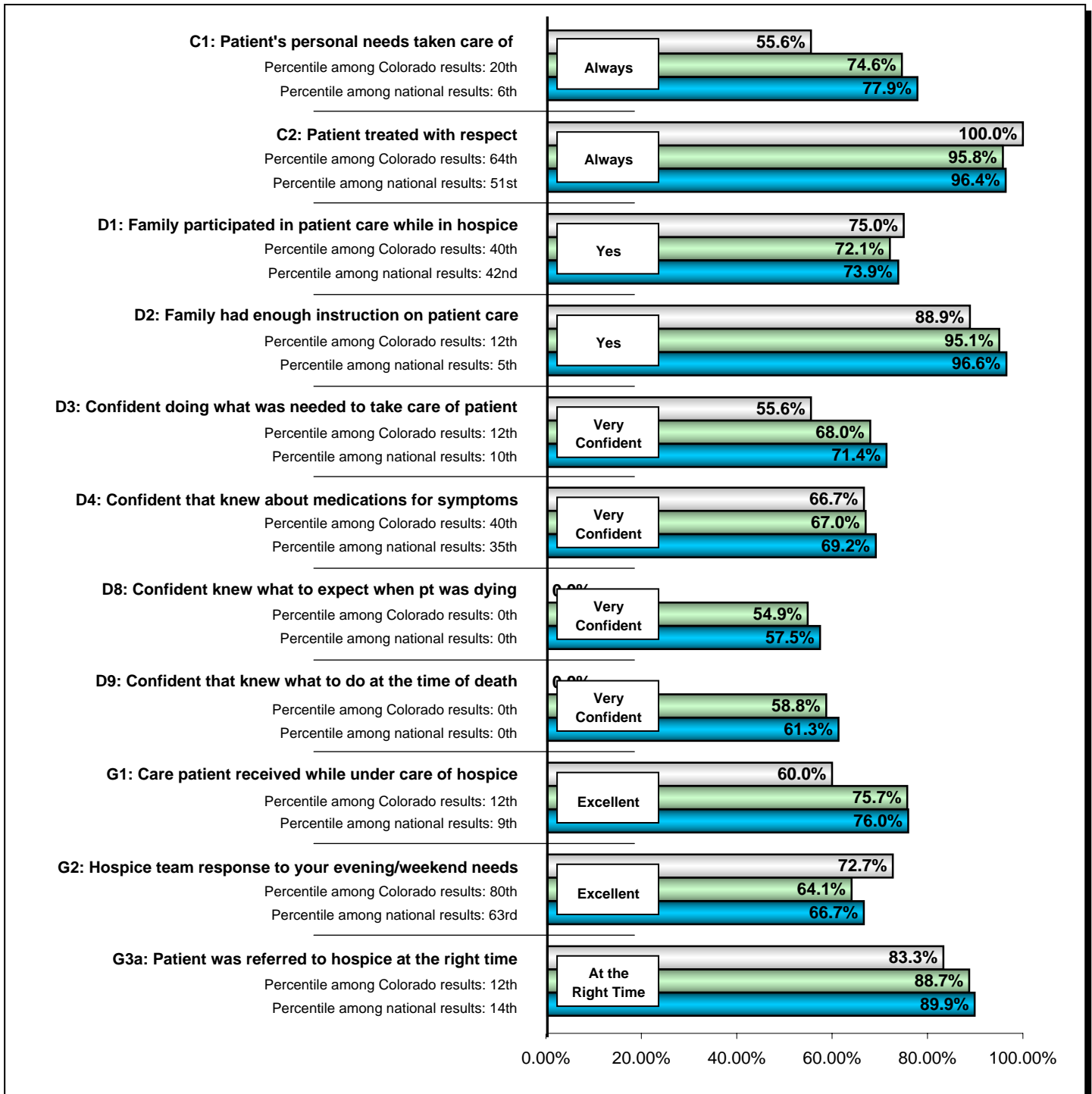
The charts below display the five questions indicating the highest performance and the lowest performance (by percentage of 'most desirable' answer) ratings collected on the Halcyon Hospice and Palliative Care Family Evaluation of Hospice Care survey during Quarter 4, 2010. Halcyon Hospice and Palliative Care's results are represented by the white (uppermost) bar on each graph.



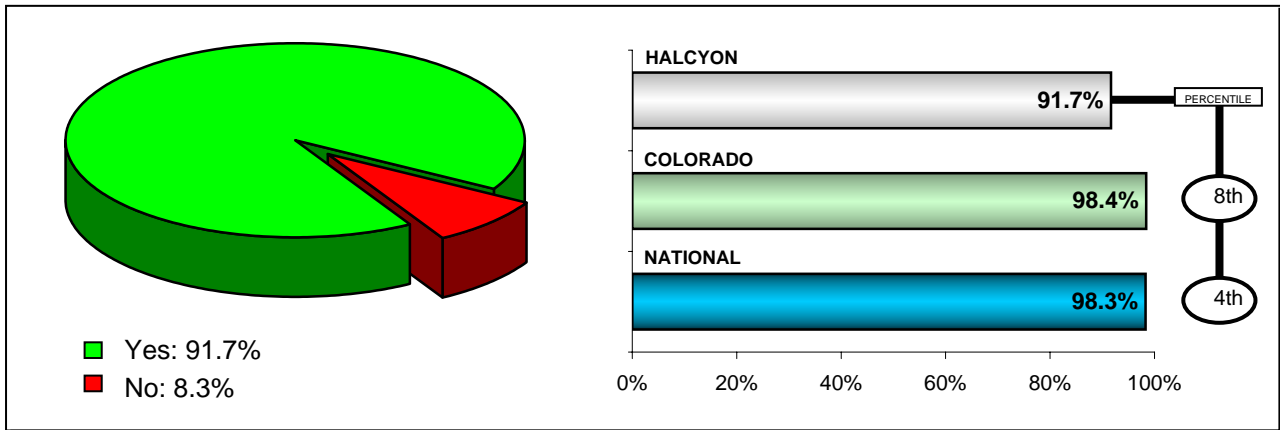
Among FEHC Quarter 4, 2010 survey results for Halcyon Hospice and Palliative Care, Question B7 ('Information given on treatment for breathing problems') receives the highest rating for this hospice. In contrast, Question C1 ('Patient's personal needs taken care of') offers the greatest improvement opportunity.

# 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 Halcyon Hospice and Palliative Care patients recommend this hospice to others? (G3)



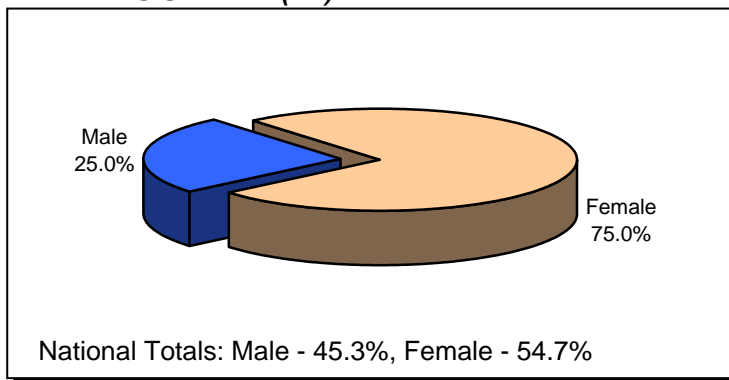
Halcyon Hospice and Palliative Care's rating of 91.7% 'Yes' responses on this question places this hospice in the 8th percentile for Colorado and the 4th percentile nationally.

## 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 Halcyon Hospice and Palliative Care are presented.

### Hospice Patients

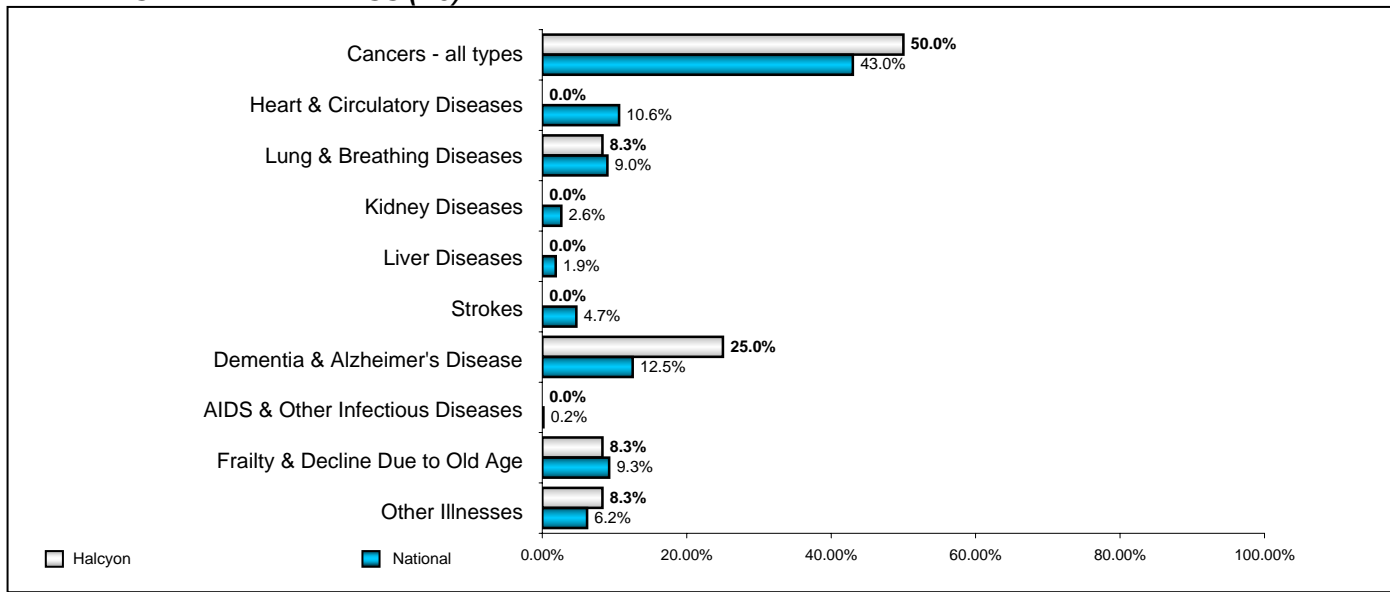
**PATIENT'S GENDER (H2)**



According to information collected during Quarter 4, 2010, the majority of patients under Halcyon Hospice and Palliative Care care were female, based on caregiver responses to the FEHC survey.

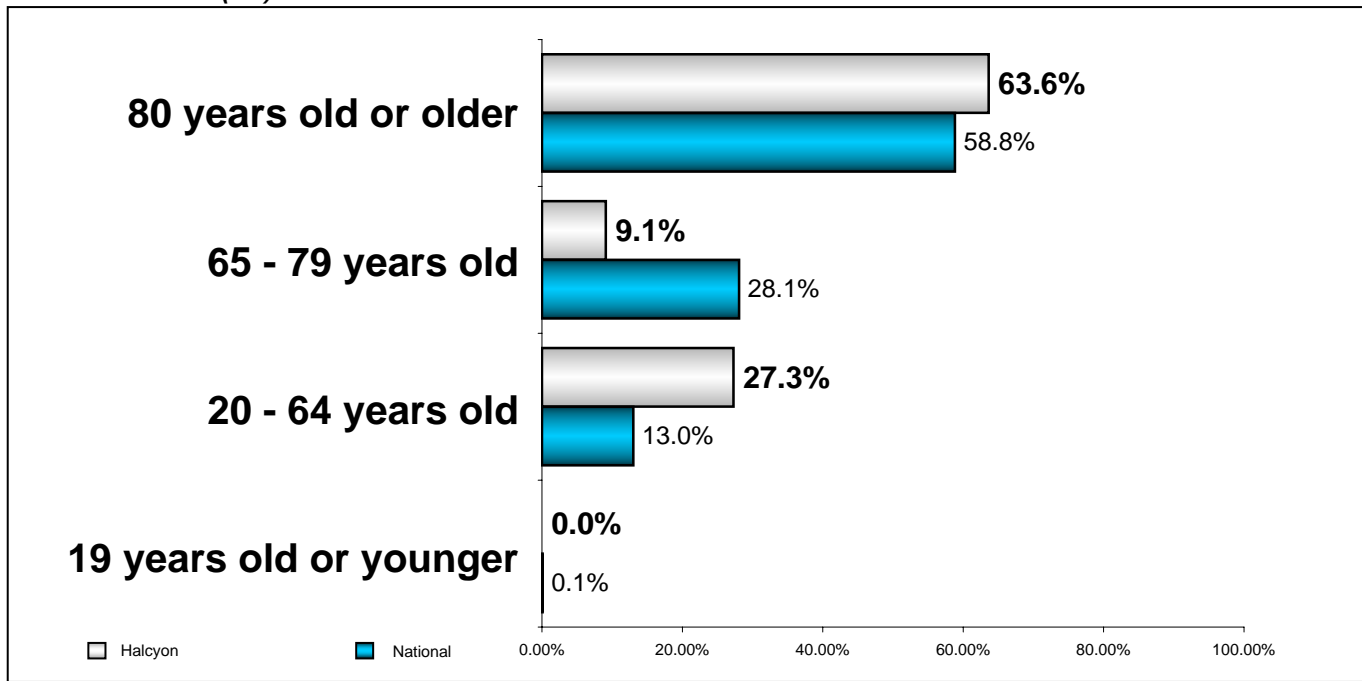
The majority of Colorado hospice patients were female. At the national level, most hospice patients were females.

**PATIENT'S PRIMARY ILLNESS (H3)**



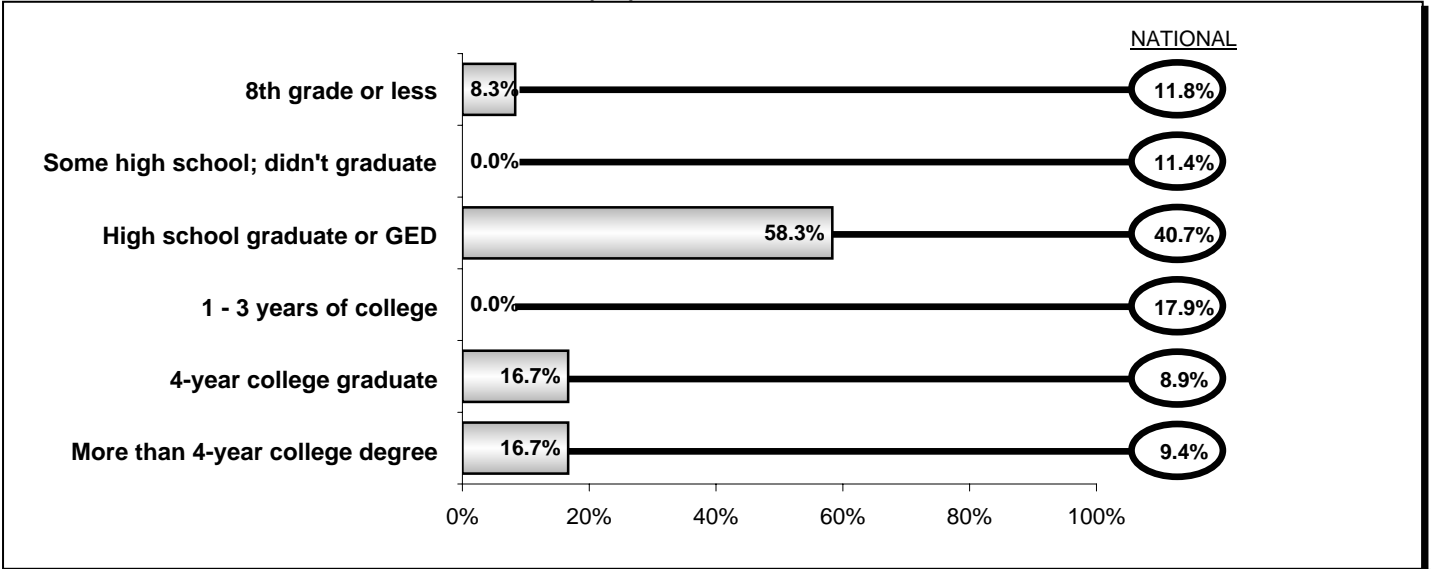
Of the 10 terminal diagnoses considered by the FEHC survey instrument, 'Cancers - all types' were most frequently identified as the primary terminal illnesses experienced by Halcyon Hospice and Palliative Care patients, according to survey respondents in Quarter 4, 2010. The most frequently reported primary terminal illnesses for Colorado hospice patients during Quarter 4, 2010, 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)**



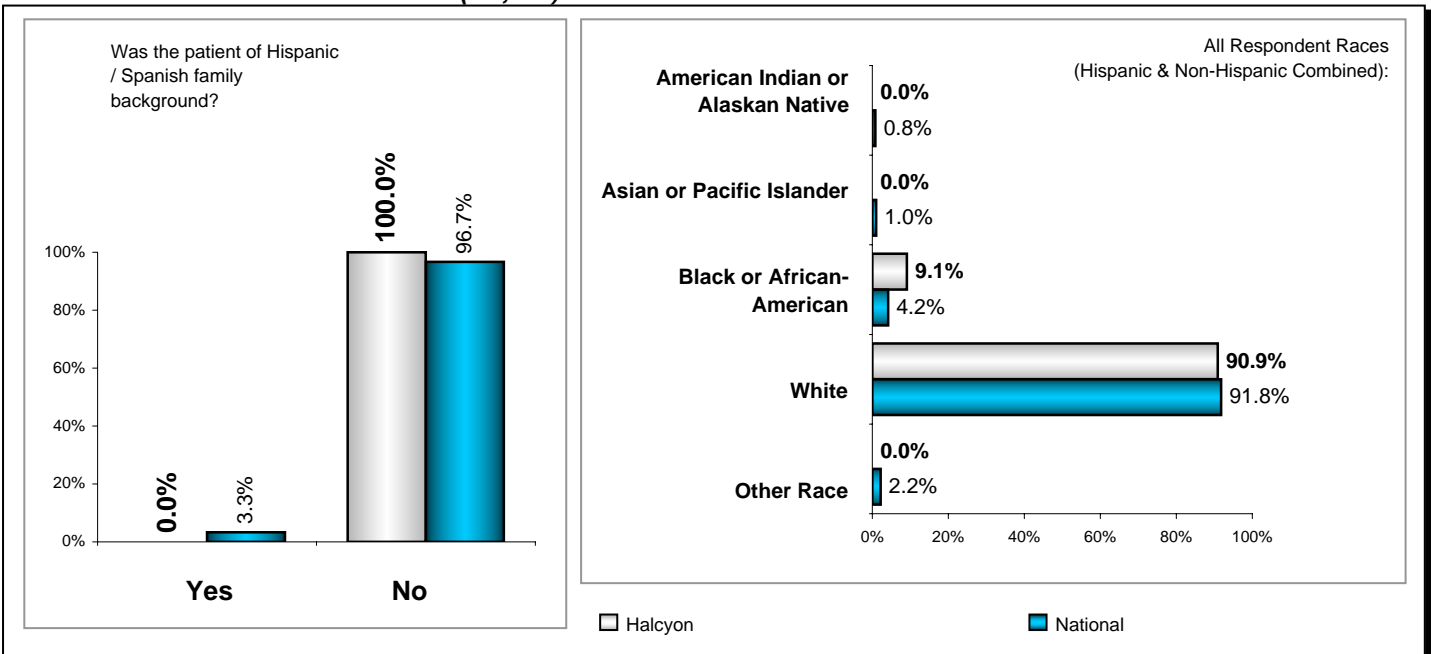
In Quarter 4, 2010, the majority of Halcyon Hospice and Palliative Care patients were between 85 - 89 years old, according to caregivers responding to the FEHC survey. Most Colorado hospice patients were between 85 - 89 years old. Nationally, the majority of hospice patients were between 85 - 89 years old.

**PATIENT'S HIGHEST EDUCATION REACHED (H4)**



In Quarter 4, 2010, according to FEHC survey respondents, most Halcyon Hospice and Palliative Care patients had an education level of 'high school graduate or GED'. Patients in hospices within Colorado had an education level of 'high school graduate or GED'. The proportion of education levels for national results are represented above.

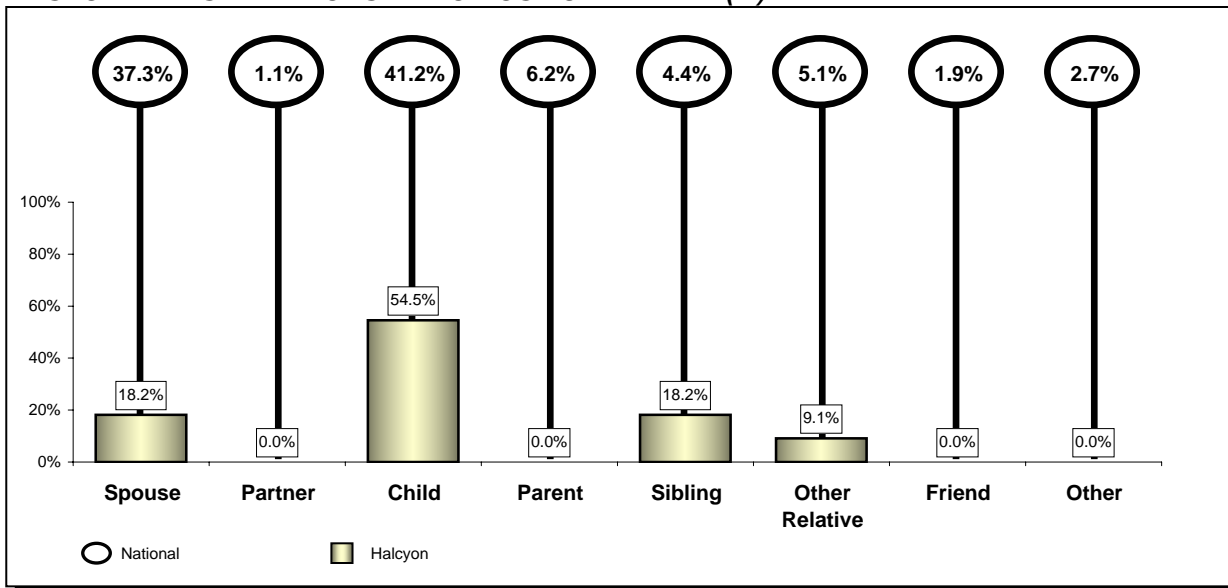
**PATIENT'S RACIAL INFORMATION (H5, H6)**



According to FEHC survey respondents, during Quarter 4, 2010, 0% of Halcyon Hospice and Palliative Care patients had Hispanic or Spanish family backgrounds. The majority of Halcyon Hospice and Palliative Care patients during Quarter 4, 2010 were White.

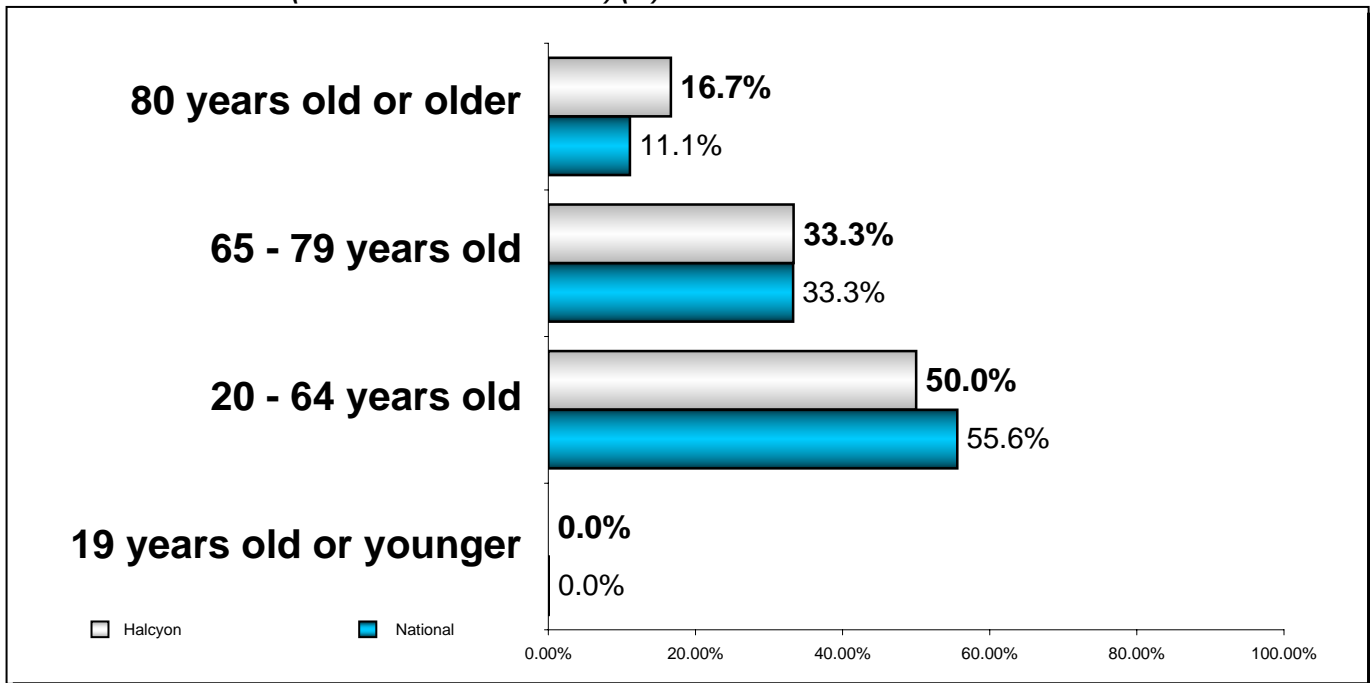
## Respondents

**RESPONDENT'S RELATIONSHIP TO HOSPICE PATIENT (11)**



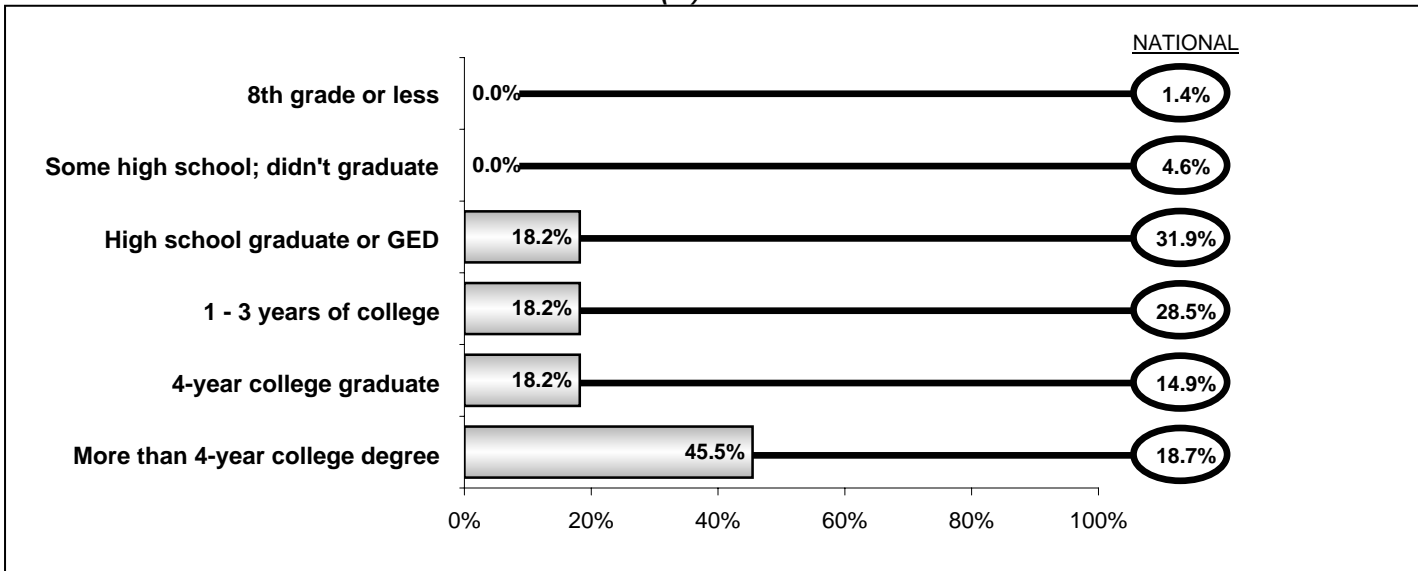
For Quarter 4, 2010, the majority of FEHC survey respondents indicated they were children of Halcyon Hospice and Palliative Care patients. This finding is similar to national level results.

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



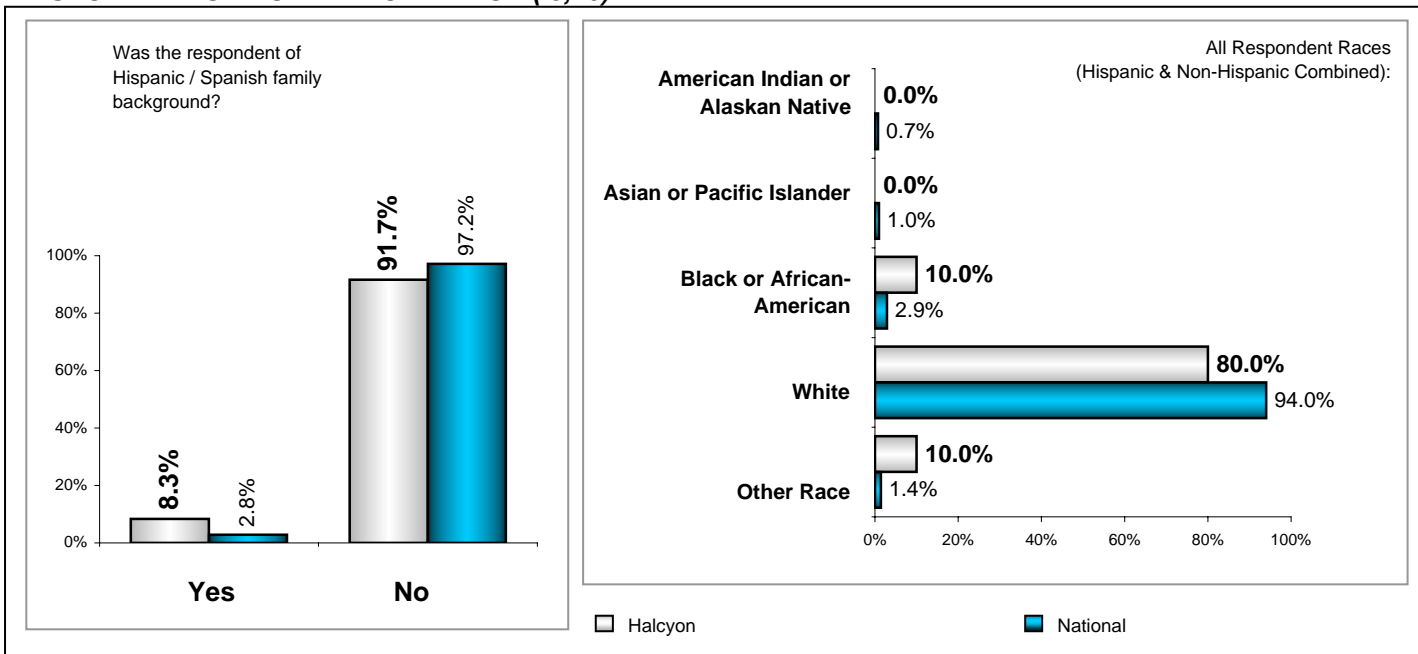
In Quarter 4, 2010, the majority of Halcyon Hospice and Palliative Care FEHC survey respondents were between 45 - 49 years old. Most Colorado respondents were between 65 - 69 years old. Nationally, the majority of FEHC survey respondents were between 60 - 64 years old.

**RESPONDENT'S HIGHEST EDUCATION REACHED (14)**



In Quarter 4, 2010, most FEHC survey respondents had an education level of 'more than 4-year college degree'. 'High School Graduate Or Ged' 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 4, 2010, 8% of Halcyon Hospice and Palliative Care survey respondents were of Hispanic or Spanish background. The majority of FEHC survey respondents for Halcyon Hospice and Palliative Care during Quarter 4, 2010 were White. Full racial information for all respondents during Quarter 4, 2010 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 4, 2010

### Halcyon

Yes/No Questions	Halcyon		Other Colorado Hospices			Your State Pecentile Ranking	Other NATIONAL Hospices			Your National Pecentile Ranking
	Responses	%	Responses	%	SIG		Responses	%	SIG	
A2: Hospice discussed patient's wishes for medical trtmt (% YES)	*	*	244	87.7	●	N/A	16,094	85.5	●	N/A
A3: Dr/Hospice inconsistent with patient's EOL care wishes (% NO)	*	*	246	92.7	●	N/A	15,992	94.5	●	N/A
B1: Patient had pain/took medicine for pain (% YES)	12	91.7	946	88.6	●	68	49,945	86.9	●	67
B3: Information given on pain management medications (% YES)	11	90.9	787	95.2	●	8	41,044	95.7	●	12
B4: More information wanted on pain medications (% NO)	11	90.9	818	91.6	●	44	42,171	93.3	●	25
B5: Patient had trouble breathing in hospice care (% YES)	12	33.3	928	51.0	●	4	48,963	53.4	●	5
B7: Information given on treatment for breathing problems (% YES)	3	100.0	431	93.0	●	52	23,566	95.1	●	45
B8: More information wanted on treatment for breathing (% NO)	3	66.7	434	93.1	●	4	24,255	93.6	●	1
B9: Patient had anxiety or sad feelings in hospice care (% YES)	11	90.9	895	55.6	↑	100	47,050	49.7	↑	97
D1: Family participated in patient care while in hospice (% YES)	12	75.0	950	72.1	●	40	49,776	73.9	●	42
D2: Family had enough instruction on patient care (% YES)	9	88.9	667	95.1	●	12	35,582	96.6	●	5
D6: Family received info on dying process (% YES)	12	75.0	942	87.5	●	8	49,657	90.2	●	3
D7: Family wanted more information on dying process (% NO)	12	75.0	937	81.2	●	16	48,921	85.1	●	9
E1: Hospice discussed religious/spiritual beliefs (% YES)	10	60.0	932	77.7	●	4	48,873	75.5	●	8
E2: Right amount of religious/spiritual contact (% YES)	12	91.7	927	95.5	●	20	48,319	95.9	●	12
E5: Patient needed special medical equipment (% YES)	*	*	321	77.3	●	N/A	17,746	82.4	●	N/A
E6: Patient received all medical equipment needed (% YES)	*	*	245	98.4	●	N/A	14,306	99.3	●	N/A
F2: One nurse identified as in charge of patient care (% YES)	11	81.8	927	92.4	●	0	48,051	91.7	●	10
F3: Problem with NOT knowing patient medical history (% NO)	12	83.3	931	94.8	●	4	45,029	95.6	↓	3
G3: Would you recommend hospice to others (% YES)	12	91.7	944	98.4	●	8	49,885	98.3	●	4
G3b: Patient in a nursing home while under hospice care	12	41.7	835	27.8	●	67	41,793	28.4	●	70

\* = 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 4, 2010

# Halcyon

	Halcyon		Other Colorado Hospices			Your State Pecentile Ranking	Other NATIONAL Hospices			Your National Pecentile Ranking
	Responses	%	Responses	%	SIG		Responses	%	SIG	
<b>Less than Wanted/Right Amount/More Than Wanted: % "Right Amount"</b>										
B2: Medicine received for patient's pain	11	100.0	798	93.5	●	60	41,492	94.6	●	62
B6: Help with patient's breathing	4	75.0	459	91.1	●	4	25,347	95.0	●	2
B10: Help with patient's feelings of anxiety/sadness	10	90.0	476	89.7	●	40	22,259	90.9	●	32
E3: Hospice emotional support to family PRIOR to patient's death	12	91.7	938	94.5	●	28	49,453	94.7	●	20
E4: Hospice emotional support to family AFTER patient's death	12	91.7	940	92.7	●	52	48,780	92.6	●	34
<b>Always/Usually/Sometimes/Never Questions</b>										
C1: Patient's personal needs taken care of (% ALWAYS)	9	55.6	749	74.6	●	20	39,149	77.9	●	6
C2: Patient treated with respect (% ALWAYS)	12	100.0	954	95.8	●	64	50,035	96.4	●	51
D5: Family kept informed of patient's condition (% ALWAYS)	11	72.7	937	78.4	●	36	49,679	80.4	●	19
E8: Patient waited too long for pharmacy delivery (% NEVER)	*	*	213	85.0	●	N/A	11,226	87.0	●	N/A
F1: Hospice gave confusing/contradictory trmnt info (% NEVER)	12	66.7	922	87.9	↓	0	45,653	88.7	↓	2
G2c: Family agreed with plan of care changes (% ALWAYS)	*	*	216	71.8	●	N/A	10,973	75.2	●	N/A
<b>Very Confident/Fairly Confident/Not Confident: % "Very Confident"</b>										
D3: Confident doing what was needed to take care of patient	9	55.6	675	68.0	●	12	33,915	71.4	●	10
D4: Confident that knew about medications for symptoms	9	66.7	658	67.0	●	40	35,278	69.2	●	35
D8: Confident knew what to expect when pt was dying	*	*	851	54.9	●	N/A	43,830	57.5	●	N/A
D9: Confident that knew what to do at the time of death	*	*	849	58.8	●	N/A	43,415	61.3	●	N/A
<b>Improved/Stayed the Same/Decreased: % Improved</b>										
G3c: Quality of care the patient received after hospice involvement	5	80.0	227	70.5	●	67	11,177	67.0	●	69

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

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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 4, 2010

# Halcyon

	Halcyon		Other Colorado Hospices			Your State Percentile Ranking	Other NATIONAL Hospices			Your National Percentile Ranking
	Responses	%	Responses	%	SIG		Responses	%	SIG	
<b>Big Problem/Small Problem/No Problem Question: % "No Problem"</b>										
E7: No problem getting needed medical equipment	*	*	235	93.6	●	N/A	13,825	95.3	●	N/A
<b>Excellent/Very Good/Good/Fair/Poor: % "Excellent"</b>										
G1: Care patient received while under care of hospice	10	60.0	940	75.7	●	12	50,167	76.0	●	9
G2: Hospice team response to your evening/weekend needs	11	72.7	849	64.1	●	80	44,443	66.7	●	63
G2a: Overall rating of hospice team members who provided care	*	*	312	81.7	●	N/A	16,107	81.1	●	N/A
<b>Yes/No/Didn't Explain Questions: % "Yes"</b>										
G2b: Hospice team clearly explained plan of care	*	*	313	96.8	●	N/A	16,275	96.6	●	N/A
G2d: Hospice clearly explained Patient's Bill of Rights	*	*	812	89.4	●	N/A	40,056	91.9	●	N/A
<b>Too early/At the right time/Too late: % "At the Right Time"</b>										
G3a: Patient was referred to hospice at the right time	12	83.3	932	88.7	●	12	48,950	89.9	●	14

\* = 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 4, 2010

## Halcyon Hospice and Palliative Care

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>	214	87.7	30	12.3	244
	<i>National</i>	13,759	85.5	2,335	14.5	16,094
A3: Dr/Hospice inconsistent with patient's EOL care wishes	<i>Your Hospice</i>	*	0.0	*	0.0	0
	<i>Your State</i>	18	7.3	228	92.7	246
	<i>National</i>	881	5.5	15,111	94.5	15,992
B1: Patient had pain/took medicine for pain	<i>Your Hospice</i>	11	91.7	1	8.3	12
	<i>Your State</i>	838	88.6	108	11.4	946
	<i>National</i>	43,380	86.9	6,565	13.1	49,945
B3: Information given on pain management medications	<i>Your Hospice</i>	10	90.9	1	9.1	11
	<i>Your State</i>	749	95.2	38	4.8	787
	<i>National</i>	39,279	95.7	1,765	4.3	41,044
B4: More information wanted on pain medications	<i>Your Hospice</i>	1	9.1	10	90.9	11
	<i>Your State</i>	69	8.4	749	91.6	818
	<i>National</i>	2,844	6.7	39,327	93.3	42,171
B5: Patient had trouble breathing in Hospice care	<i>Your Hospice</i>	4	33.3	8	66.7	12
	<i>Your State</i>	473	51.0	455	49.0	928
	<i>National</i>	26,165	53.4	22,798	46.6	48,963
B7: Information given on treatment for breathing problems	<i>Your Hospice</i>	3	100.0	0	0.0	3
	<i>Your State</i>	401	93.0	30	7.0	431
	<i>National</i>	22,408	95.1	1,158	4.9	23,566
B8: More information wanted on treatment for breathing	<i>Your Hospice</i>	1	33.3	2	66.7	3
	<i>Your State</i>	30	6.9	404	93.1	434
	<i>National</i>	1,545	6.4	22,710	93.6	24,255

\* = No data submitted for your hospice

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

# Halcyon Hospice and Palliative Care

Yes/No Questions		Yes		No		Total Resps
		Resps	%	Resps	%	
B9: Patient had anxiety or sad feelings in hospice care	<i>Your Hospice</i>	10	90.9	1	9.1	11
	<i>Your State</i>	498	55.6	397	44.4	895
	<i>National</i>	23,367	49.7	23,683	50.3	47,050
D1: Family participated in patient care while in hospice	<i>Your Hospice</i>	9	75.0	3	25.0	12
	<i>Your State</i>	685	72.1	265	27.9	950
	<i>National</i>	36,765	73.9	13,011	26.1	49,776
D2: Family had enough instruction on patient care	<i>Your Hospice</i>	8	88.9	1	11.1	9
	<i>Your State</i>	634	95.1	33	4.9	667
	<i>National</i>	34,355	96.6	1,227	3.4	35,582
D6: Family received info on dying process	<i>Your Hospice</i>	9	75.0	3	25.0	12
	<i>Your State</i>	824	87.5	118	12.5	942
	<i>National</i>	44,770	90.2	4,887	9.8	49,657
D7: Family wanted more information on dying process	<i>Your Hospice</i>	3	25.0	9	75.0	12
	<i>Your State</i>	176	18.8	761	81.2	937
	<i>National</i>	7,296	14.9	41,625	85.1	48,921
E1: Hospice discussed religious/spiritual beliefs	<i>Your Hospice</i>	6	60.0	4	40.0	10
	<i>Your State</i>	724	77.7	208	22.3	932
	<i>National</i>	36,898	75.5	11,975	24.5	48,873
E2: Right amount of religious/spiritual contact	<i>Your Hospice</i>	11	91.7	1	8.3	12
	<i>Your State</i>	885	95.5	42	4.5	927
	<i>National</i>	46,355	95.9	1,964	4.1	48,319
E5: Patient needed special medical equipment	<i>Your Hospice</i>	*	0.0	*	0.0	0
	<i>Your State</i>	248	77.3	73	22.7	321
	<i>National</i>	14,626	82.4	3,120	17.6	17,746

\* = No data submitted for your hospice

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

# Halcyon Hospice and Palliative Care

Quarter 4, 2010

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>	241	98.4	4	1.6	245
	<i>National</i>	14,201	99.3	105	0.7	14,306
F2: One nurse identified as in charge of patient care	<i>Your Hospice</i>	9	81.8	2	18.2	11
	<i>Your State</i>	857	92.4	70	7.6	927
	<i>National</i>	44,065	91.7	3,986	8.3	48,051
F3: Problem with not knowing patient medical history	<i>Your Hospice</i>	2	16.7	10	83.3	12
	<i>Your State</i>	48	5.2	883	94.8	931
	<i>National</i>	1,968	4.4	43,061	95.6	45,029
G3: Would you recommend hospice to others	<i>Your Hospice</i>	11	91.7	1	8.3	12
	<i>Your State</i>	929	98.4	15	1.6	944
	<i>National</i>	49,036	98.3	849	1.7	49,885
G3b: Patient in a nursing home while under hospice care	<i>Your Hospice</i>	5	41.7	7	58.3	12
	<i>Your State</i>	232	27.8	603	72.2	835
	<i>National</i>	11,868	28.4	29,925	71.6	41,793

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>	303	96.8	1	0.3	9	2.9	313
	<i>National</i>	15,718	96.6	147	0.9	410	2.5	16,275
G2d: Hospice clearly explained Patient's Bill of Rights	<i>Your Hospice</i>	*	0.0	*	0.0	*	0.0	0
	<i>Your State</i>	726	89.4	11	1.4	75	9.2	812
	<i>National</i>	36,799	91.9	535	1.3	2,722	6.8	40,056

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

# Halcyon Hospice and Palliative Care

Quarter 4, 2010

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	11	100.0	0	0.0	11
	<i>Your State</i>	26	3.3	746	93.5	26	3.3	798
	<i>National</i>	1,336	3.2	39,239	94.6	917	2.2	41,492
B6: Help with patient's breathing	<i>Your Hospice</i>	1	25.0	3	75.0	0	0.0	4
	<i>Your State</i>	30	6.5	418	91.1	11	2.4	459
	<i>National</i>	941	3.7	24,082	95.0	324	1.3	25,347
B10: Help with patient's feelings of anxiety/sadness	<i>Your Hospice</i>	1	10.0	9	90.0	0	0.0	10
	<i>Your State</i>	39	8.2	427	89.7	10	2.1	476
	<i>National</i>	1,434	6.4	20,239	90.9	586	2.6	22,259
E3: Hospice emotional support to family PRIOR to patient's death	<i>Your Hospice</i>	1	8.3	11	91.7	0	0.0	12
	<i>Your State</i>	38	4.1	886	94.5	14	1.5	938
	<i>National</i>	1,931	3.9	46,828	94.7	694	1.4	49,453
E4: Hospice emotional support to family AFTER patient's death	<i>Your Hospice</i>	1	8.3	11	91.7	0	0.0	12
	<i>Your State</i>	49	5.2	871	92.7	20	2.1	940
	<i>National</i>	2,617	5.4	45,172	92.6	991	2.0	48,780

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>	4	80.0	1	20.0	0	0.0	5
	<i>Your State</i>	160	70.5	58	25.6	9	4.0	227
	<i>National</i>	7,491	67.0	3,374	30.2	312	2.8	11,177

\* = No data submitted for your hospice

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

# Halcyon Hospice and Palliative Care

Quarter 4, 2010

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>	5	55.6	2	22.2	2	22.2	0	0.0	9
	<i>Your State</i>	559	74.6	123	16.4	49	6.5	18	2.4	749
	<i>National</i>	30,494	77.9	5,734	14.6	2170	5.5	751	1.9	39,149
C2: Patient treated with respect	<i>Your Hospice</i>	12	100.0	0	0.0	0	0.0	0	0.0	12
	<i>Your State</i>	914	95.8	33	3.5	6	0.6	1	0.1	954
	<i>National</i>	48,223	96.4	1,518	3.0	208	0.4	86	0.2	50,035
D5: Family kept informed of patient's condition	<i>Your Hospice</i>	8	72.7	1	9.1	1	9.1	1	9.1	11
	<i>Your State</i>	735	78.4	148	15.8	35	3.7	19	2.0	937
	<i>National</i>	39,964	80.4	6,961	14.0	2051	4.1	703	1.4	49,679
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>	1	0.5	3	1.4	28	13.1	181	85.0	213
	<i>National</i>	131	1.2	119	1.1	1210	10.8	9766	87.0	11,226
F1: Hospice gave confusing or contradictory trmnt info	<i>Your Hospice</i>	1	8.3	0	0.0	3	25.0	8	66.7	12
	<i>Your State</i>	10	1.1	15	1.6	87	9.4	810	87.9	922
	<i>National</i>	1,071	2.3	455	1.0	3655	8.0	40472	88.7	45,653
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>	155	71.8	49	22.7	11	5.1	1	0.5	216
	<i>National</i>	8,248	75.2	2,202	20.1	277	2.5	246	2.2	10,973

\* = No data submitted for your hospice

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

# Halcyon Hospice and Palliative Care

Quarter 4, 2010

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>	5	55.6	3	33.3	1	11.1	9
	<i>Your State</i>	459	68.0	203	30.1	13	1.9	675
	<i>National</i>	24,213	71.4	9,088	26.8	614	1.8	33,915
D4: Confident that knew about medications for symptoms	<i>Your Hospice</i>	6	66.7	1	11.1	2	22.2	9
	<i>Your State</i>	441	67.0	192	29.2	25	3.8	658
	<i>National</i>	24,404	69.2	9,652	27.4	1222	3.5	35,278
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>	467	54.9	320	37.6	64	7.5	851
	<i>National</i>	25,193	57.5	15,709	35.8	2928	6.7	43,830
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>	499	58.8	279	32.9	71	8.4	849
	<i>National</i>	26,633	61.3	13,378	30.8	3404	7.8	43,415

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>	0	0.0	15	6.4	220	93.6	235
	<i>National</i>	82	0.6	561	4.1	13,182	95.3	13,825

\* = No data submitted for your hospice

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

# Halcyon Hospice and Palliative Care

Quarter 4, 2010

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>	284	88.8	23	7.2	11	3.4	2	0.6	0	0.0	320	9.5
	<i>National</i>	14,564	89.7	1,251	7.7	266	1.6	78	0.5	82	0.5	16,241	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>	268	85.1	30	9.5	11	3.5	3	1.0	3	1.0	315	9.3
	<i>National</i>	13,878	85.5	1,606	9.9	452	2.8	171	1.1	122	0.8	16,229	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>	274	86.4	33	10.4	5	1.6	3	0.9	2	0.6	317	9.4
	<i>National</i>	14,316	87.8	1,446	8.9	316	1.9	124	0.8	100	0.6	16,302	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>	212	88.7	19	7.9	6	2.5	1	0.4	1	0.4	239	9.5
	<i>National</i>	14,586	92.6	788	5.0	227	1.4	64	0.4	83	0.5	15,748	9.7
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>	260	82.5	32	10.2	18	5.7	2	0.6	3	1.0	315	9.2
	<i>National</i>	13,822	85.7	1,493	9.3	495	3.1	159	1.0	156	1.0	16,125	9.4

\* = No data submitted for your hospice

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

# Halcyon Hospice and Palliative Care

Quarter 4, 2010

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>	6	60.0	2	20.0	0	0.0	1	10.0	1	10.0	10
	<i>Your State</i>	712	75.7	171	18.2	39	4.1	13	1.4	5	0.5	940
	<i>National</i>	38,105	76.0	9,039	18.0	2056	4.1	634	1.3	333	0.7	50,167
G2: Hospice team response to your evening/weekend needs	<i>Your Hospice</i>	8	72.7	3	27.3	0	0.0	0	0.0	0	0.0	11
	<i>Your State</i>	544	64.1	207	24.4	63	7.4	22	2.6	13	1.5	849
	<i>National</i>	29,626	66.7	10,048	22.6	3082	6.9	1045	2.4	642	1.4	44,443
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>	255	81.7	44	14.1	10	3.2	2	0.6	1	0.3	312
	<i>National</i>	13,068	81.1	2,418	15.0	447	2.8	134	0.8	40	0.2	16,107

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	10	83.3	2	16.7	12
	<i>Your State</i>	15	1.6	827	88.7	90	9.7	932
	<i>National</i>	719	1.5	43,998	89.9	4,233	8.6	48,950

\* = 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
25 or Less	For Profit	Mixed
Total Hospices: 315	Total Hospices: 409	Total Hospices: 753

Quarter 4, 2010

Halcyon

Halcyon Hospice and Palliative Care		Census Size Peer Group (25 or Less)		Hospice Type Peer Group (For 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)	12	<b>91.7</b>	4,038	<b>88.6</b>	14,932	<b>85.9</b>	36,585	<b>87.2</b>
B3: Information given on pain management medications (% YES)	11	<b>90.9</b>	3,400	<b>96.6</b>	12,096	<b>94.8</b>	30,174	<b>95.9</b>
B4: More information wanted on pain medications (% NO)	11	<b>90.9</b>	3,500	<b>94.5</b>	12,507	<b>92.5</b>	30,985	<b>93.4</b>
B5: Patient had trouble breathing in hospice care (% YES)	12	<b>33.3</b>	3,955	<b>52.3</b>	14,561	<b>54.2</b>	35,864	<b>53.0</b>
B7: Information given on treatment for breathing problems (% YES)	3	<b>100.0</b>	1,866	<b>96.1</b>	7,188	<b>94.6</b>	17,053	<b>95.0</b>
B8: More information wanted on treatment for breathing (% NO)	3	<b>66.7</b>	1,924	<b>95.1</b>	7,424	<b>92.6</b>	17,569	<b>93.7</b>
B9: Patient had anxiety or sad feelings in hospice care (% YES)	11	<b>90.9</b>	3,810	<b>51.4</b>	13,982	<b>47.6</b>	34,389	<b>49.7</b>
D1: Family participated in patient care while in hospice (% YES)	12	<b>75.0</b>	3,989	<b>74.0</b>	14,857	<b>69.8</b>	36,461	<b>73.6</b>
D2: Family had enough instruction on patient care (% YES)	9	<b>88.9</b>	2,870	<b>97.5</b>	10,052	<b>95.6</b>	25,979	<b>96.6</b>
D6: Family received info on dying process (% YES)	12	<b>75.0</b>	3,995	<b>91.6</b>	14,888	<b>88.9</b>	36,420	<b>90.0</b>
D7: Family wanted more information on dying process (% NO)	12	<b>75.0</b>	3,966	<b>88.5</b>	14,671	<b>84.3</b>	35,846	<b>85.2</b>
E1: Hospice discussed religious/spiritual beliefs (% YES)	10	<b>60.0</b>	3,935	<b>76.0</b>	14,782	<b>76.7</b>	35,800	<b>75.5</b>
E2: Right amount of religious/spiritual contact (% YES)	12	<b>91.7</b>	3,918	<b>97.0</b>	14,561	<b>95.5</b>	35,417	<b>96.1</b>
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	<b>81.8</b>	3,873	<b>90.6</b>	14,435	<b>92.0</b>	35,197	<b>92.0</b>
F3: Problem with NOT knowing patient medical history (% NO)	12	<b>83.3</b>	3,877	<b>96.6</b>	11,506	<b>95.2</b>	35,064	<b>95.5</b>
G3: Would you recommend hospice to others (% YES)	12	<b>91.7</b>	4,016	<b>98.2</b>	15,042	<b>97.7</b>	36,582	<b>98.4</b>
G3b: Patient in a nursing home while under hospice care (% YES)	12	<b>41.7</b>	3,284	<b>33.1</b>	14,237	<b>36.5</b>	30,764	<b>29.1</b>

\* = 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 4, 2010

# Halcyon

Halcyon Hospice and Palliative Care		Census Size Peer Group (25 or Less)		Hospice Type Peer Group (For 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	11	100.0	3,448	94.9	12,243	94.5	30,480	94.6
B6: Help with patient's breathing	4	75.0	2,007	96.3	7,674	94.6	18,381	95.0
B10: Help with patient's feelings of anxiety/sadness	10	90.0	1,877	93.7	6,352	90.0	16,294	91.0
E3: Hospice emotional support to family PRIOR to patient's death	12	91.7	4,004	95.9	14,850	93.9	36,259	94.8
E4: Hospice emotional support to family AFTER patient's death	12	91.7	3,945	93.8	14,751	92.1	35,746	92.7

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

G3c: Quality of care the patient received after hospice involvement	5	80.0	1,001	66.1	4,954	67.8	8,445	67.4
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## Always/Usually/Sometimes/Never Questions

C1: Patient's personal needs taken care of (% ALWAYS)	9	55.6	3,050	78.9	12,015	75.3	28,630	77.8
C2: Patient treated with respect (% ALWAYS)	12	100.0	4,055	97.3	14,877	95.5	36,671	96.5
D5: Family kept informed of patient's condition (% ALWAYS)	11	72.7	4,003	82.0	14,937	78.8	36,361	80.3
E8: Patient waited too long for pharmacy delivery (% NEVER)	*	*	*	*	*	*	*	*
F1: Hospice gave confusing/contradictory trmnt info (% NEVER)	12	66.7	3,922	90.2	11,606	87.4	35,545	88.3
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	55.6	2,879	71.3	8,200	72.0	26,148	71.2
D4: Confident that knew about medications for symptoms	9	66.7	2,853	71.1	10,013	68.2	25,691	69.0
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 4, 2010

# Halcyon

	Halcyon Hospice and Palliative Care		Census Size Peer Group (25 or Less)		Hospice Type Peer Group (For Profit)		Hospice Setting Peer Group (Mixed)	
	Responses	%	Responses	%	Responses	%	Responses	%
<b>Big Problem/Small Problem/No Problem Question: % "No Problem"</b>								
E7: No problem getting needed medical equipment	*	*	*	*	*	*	*	*
<b>Excellent/Very Good/Good/Fair/Poor: % "Excellent"</b>								
G1: Care patient received while under care of hospice	10	<b>60.0</b>	4,028	<b>76.4</b>	15,044	<b>72.2</b>	36,826	<b>76.0</b>
G2: Hospice team response to your evening/weekend needs	11	<b>72.7</b>	3,523	<b>69.6</b>	13,097	<b>62.1</b>	32,811	<b>66.6</b>
G2a: Overall rating of hospice team members who provided care	*	*	*	*	*	*	*	*
<b>Yes/No/Didn't Explain Questions: % "Yes"</b>								
G2b: Hospice team clearly explained plan of care	*	*	*	*	*	*	*	*
G2d: Hospice clearly explained Patient's Bill of Rights	*	*	*	*	*	*	*	*
<b>Too early/At the right time/Too late: % "At the Right Time"</b>								
G3a: Patient was referred to hospice at the right time	12	<b>83.3</b>	3,953	<b>90.0</b>	14,764	<b>89.9</b>	35,876	<b>89.7</b>

\* = 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

Halcyon

	Results for Quarter 3, 2010		Results for Quarter 4, 2010		Sig.
	Responses	%	Responses	%	
<b>Yes/No Questions</b>					
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)	21	95.2	12	91.7	●
B3: Information given on pain management medications (% YES)	19	94.7	11	90.9	●
B4: More information wanted on pain medications (% NO)	20	80.0	11	90.9	●
B5: Patient had trouble breathing in hospice care (% YES)	20	50.0	12	33.3	●
B7: Information given on treatment for breathing problems (% YES)	8	87.5	3	100.0	●
B8: More information wanted on treatment for breathing (% NO)	10	60.0	3	66.7	●
B9: Patient had anxiety or sad feelings in hospice care (% YES)	20	70.0	11	90.9	●
D1: Family participated in patient care while in hospice (% YES)	21	76.2	12	75.0	●
D2: Family had enough instruction on patient care (% YES)	16	100.0	9	88.9	●
D6: Family received info on dying process (% YES)	21	85.7	12	75.0	●
D7: Family wanted more information on dying process (% NO)	21	71.4	12	75.0	●
E1: Hospice discussed religious/spiritual beliefs (% YES)	21	81.0	10	60.0	●
E2: Right amount of religious/spiritual contact (% YES)	21	90.5	12	91.7	●
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)	21	90.5	11	81.8	●
F3: Problem with NOT knowing patient medical history (% NO)	20	90.0	12	83.3	●
G3: Would you recommend hospice to others (% YES)	19	100.0	12	91.7	●
G3b: Patient in a nursing home while under hospice care (% YES)	21	23.8	12	41.7	●
<b>Less than Wanted/Right Amount/More Than Wanted: % "Right Amount"</b>					
B2: Medicine received for patient's pain	18	83.3	11	100.0	●
B6: Help with patient's breathing	10	90.0	4	75.0	●
B10: Help with patient's feelings of anxiety/sadness	13	92.3	10	90.0	●
E3: Hospice emotional support to family PRIOR to patient's death	19	94.7	12	91.7	●
E4: Hospice emotional support to family AFTER patient's death	19	94.7	12	91.7	●

\* 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.

# Halcyon

	Results for Quarter 3, 2010		Results for Quarter 4, 2010		Sig.
	Responses	%	Responses	%	
<b>Improved/Stayed the Same/Decreased: % "Improved"</b>					
G3c: Quality of care the patient received after hospice involvement	5	80.0	5	80.0	●
<b>Always/Usually/Sometimes/Never Questions</b>					
C1: Patient's personal needs taken care of (% ALWAYS)	17	76.5	9	55.6	●
C2: Patient treated with respect (% ALWAYS)	20	100.0	12	100.0	●
D5: Family kept informed of patient's condition (% ALWAYS)	21	66.7	11	72.7	●
E8: Patient waited too long for pharmacy delivery (% NEVER)	*	*	*	*	●
F1: Hospice gave confusing/contradictory trmnt info (% NEVER)	21	85.7	12	66.7	●
G2c: Family agreed with plan of care changes (% ALWAYS)	*	*	*	*	●
<b>Very Confident/Fairly Confident/Not Confident: % "Very Confident"</b>					
D3: Confident doing what was needed to take care of patient	16	68.8	9	55.6	●
D4: Confident that knew about medications for symptoms	16	68.8	9	66.7	●
D8: Confident knew what to expect when pt was dying	*	*	*	*	●
D9: Confident that knew what to do at the time of death	*	*	*	*	●
<b>Big Problem/Small Problem/No Problem Question: % "No Problem"</b>					
E7: No problem getting needed medical equipment	*	*	*	*	●
<b>Excellent/Very Good/Good/Fair/Poor: % "Excellent"</b>					
G1: Care patient received while under care of hospice	19	57.9	10	60.0	●
G2: Hospice team response to your evening/weekend needs	20	55.0	11	72.7	●
G2a: Overall rating of hospice team members who provided care	*	*	*	*	●
<b>Yes/No/Didn't Explain Questions: % "Yes"</b>					
G2b: Hospice team clearly explained plan of care	*	*	*	*	●
G2d: Hospice clearly explained Patient's Bill of Rights	*	*	*	*	●
<b>Too early/At the right time/Too late: % "At the Right Time"</b>					
G3a: Patient was referred to hospice at the right time	20	95.0	12	83.3	●

\* 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 4, 2010									
				10%	20%	30%	40%	50%	60%	70%	80%	90%	99%
<b>Yes/No Questions</b>													
A2: Hospice discussed patient's wishes for medical trtmt (% YES)	21.1%	100.0%	85.5%	75.9%	80.2%	82.8%	85.2%	87.3%	89.0%	91.9%	95.3%	100.0%	100.0%
A3: Dr/Hospice inconsistent with patient's EOL care wishes (% NO)	50.0%	100.0%	94.5%	87.2%	90.4%	92.8%	94.3%	95.8%	97.2%	100.0%	100.0%	100.0%	100.0%
B1: Patient had pain/took medicine for pain (% YES)	33.3%	100.0%	86.9%	76.8%	81.2%	83.9%	86.4%	88.3%	90.0%	92.3%	95.0%	100.0%	100.0%
B3: Information given on pain management medications (% YES)	50.0%	100.0%	95.7%	90.0%	92.9%	94.8%	96.4%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%
B4: More information wanted on pain medications (% NO)	40.0%	100.0%	93.3%	85.9%	89.5%	91.7%	93.5%	95.1%	96.7%	100.0%	100.0%	100.0%	100.0%
B5: Patient had trouble breathing in hospice care (% YES)	11.1%	100.0%	53.4%	39.4%	44.7%	48.2%	50.6%	53.8%	56.5%	60.0%	64.0%	71.6%	100.0%
B7: Information given on treatment for breathing problems (% YES)	33.3%	100.0%	95.1%	87.6%	91.8%	94.7%	96.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
B8: More information wanted on treatment for breathing (% NO)	33.3%	100.0%	93.6%	85.7%	90.1%	92.5%	94.7%	97.3%	100.0%	100.0%	100.0%	100.0%	100.0%
B9: Patient had anxiety or sad feelings in hospice care (% YES)	12.5%	100.0%	49.7%	33.9%	41.0%	44.8%	48.5%	50.4%	54.1%	57.9%	62.6%	70.1%	100.0%
D1: Family participated in patient care while in hospice (% YES)	10.0%	100.0%	73.9%	55.6%	64.6%	69.7%	73.9%	77.5%	81.3%	85.8%	91.0%	100.0%	100.0%
D2: Family had enough instruction on patient care (% YES)	50.0%	100.0%	96.6%	91.5%	94.2%	96.2%	97.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
D6: Family received info on dying process (% YES)	40.0%	100.0%	90.2%	82.0%	85.8%	88.3%	90.0%	91.7%	93.3%	95.5%	100.0%	100.0%	100.0%
D7: Family wanted more information on dying process (% NO)	33.3%	100.0%	85.1%	75.4%	80.0%	82.4%	84.8%	86.9%	89.0%	91.1%	94.8%	100.0%	100.0%
E1: Hospice discussed religious/spiritual beliefs (% YES)	20.0%	100.0%	75.5%	61.1%	67.4%	71.5%	74.3%	76.5%	79.0%	82.1%	85.9%	92.5%	100.0%
E2: Right amount of religious/spiritual contact (% YES)	33.3%	100.0%	95.9%	90.6%	93.8%	95.3%	96.6%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%
E5: Patient needed special medical equipment (% YES)	33.3%	100.0%	82.4%	68.7%	75.2%	79.3%	81.8%	84.9%	88.3%	91.0%	95.3%	100.0%	100.0%
E6: Patient received all medical equipment needed (% YES)	75.0%	100.0%	99.3%	98.0%	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)	33.3%	100.0%	91.7%	81.6%	86.3%	89.5%	91.1%	93.1%	94.8%	96.7%	100.0%	100.0%	100.0%
F3: Problem with not knowing patient medical history (% NO)	33.3%	100.0%	95.6%	90.2%	93.2%	94.8%	96.2%	97.4%	100.0%	100.0%	100.0%	100.0%	100.0%
G3: Would you recommend hospice to others (% YES)	6.5%	100.0%	98.3%	95.4%	97.5%	99.0%	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)	2.2%	100.0%	28.4%	11.8%	16.7%	20.1%	25.0%	28.7%	33.5%	41.4%	51.1%	67.1%	100.0%
<b>Yes/No/Didn't Explain Questions</b>													
G2b: Hospice team clearly explained plan of care (% YES)	50.0%	100.0%	96.6%	91.7%	94.3%	96.0%	97.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
G2d: Hospice clearly explained Patient's Bill of Rights (% YES)	50.0%	100.0%	91.9%	81.8%	86.9%	90.1%	92.0%	93.7%	95.6%	98.4%	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 4, 2010									
				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%	94.6%	87.6%	90.9%	92.9%	94.4%	96.0%	98.1%	100.0%	100.0%	100.0%	100.0%
B6: Help with patient's breathing	33.3%	100.0%	95.0%	88.2%	91.7%	94.4%	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
B10: Help with patient's feelings of anxiety/sadness	33.3%	100.0%	90.9%	80.4%	85.8%	89.1%	91.7%	94.2%	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%	94.7%	89.0%	91.6%	93.4%	95.1%	96.5%	98.5%	100.0%	100.0%	100.0%	100.0%
E4:Hospice emotional support to family AFTER patient's death	40.0%	100.0%	92.6%	85.3%	88.8%	91.0%	92.5%	94.1%	95.6%	98.6%	100.0%	100.0%	100.0%

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

G3c: Quality of care the patient received after hospice involvement	14.3%	100.0%	67.0%	50.0%	51.6%	60.4%	66.7%	69.3%	75.2%	80.4%	88.6%	100.0%	100.0%
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**Always/Usually/Sometimes/Never Questions**

C1: Patient's personal needs taken care of (% ALWAYS)	16.7%	100.0%	77.9%	60.7%	67.4%	72.3%	75.3%	78.6%	81.9%	85.3%	89.2%	97.9%	100.0%
C2: Patient treated with respect (% ALWAYS)	33.3%	100.0%	96.4%	91.7%	94.2%	96.0%	97.2%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%
D5: Family kept informed of patient's condition (% ALWAYS)	20.0%	100.0%	80.4%	66.9%	72.9%	76.5%	79.1%	81.6%	84.6%	86.8%	90.6%	96.6%	100.0%
E8: Patient waited too long for pharmacy delivery (% NEVER)	33.3%	100.0%	87.0%	75.3%	80.4%	83.8%	86.0%	88.4%	91.4%	94.5%	100.0%	100.0%	100.0%
F1: Hospicegave confusing/contradictory trmnt info (% NEVER)	33.3%	100.0%	88.7%	80.0%	83.5%	86.2%	88.3%	90.2%	92.4%	94.8%	100.0%	100.0%	100.0%
G2c: Family agreed with plan of care changes (% ALWAYS)	25.0%	100.0%	75.2%	60.6%	67.5%	71.7%	75.0%	77.0%	80.0%	82.7%	85.8%	99.7%	100.0%

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

D3: Confident doing what was needed to take care of patient	33.3%	100.0%	71.4%	55.6%	62.5%	66.8%	69.2%	71.9%	75.2%	78.2%	82.4%	89.4%	100.0%
D4: Confident that knew about medications for symptoms	20.0%	100.0%	69.2%	52.8%	59.9%	63.8%	66.8%	70.0%	72.8%	76.3%	80.7%	89.2%	100.0%
D8: Confident knew what to expect when pt was dying	14.3%	100.0%	57.5%	43.9%	50.0%	52.5%	55.6%	58.4%	60.6%	63.8%	66.9%	74.6%	100.0%
D9: Confident that knew what to do at the time of death	20.0%	100.0%	61.3%	48.2%	53.4%	57.4%	60.1%	62.5%	65.1%	68.0%	73.1%	80.1%	100.0%

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

E7: No problem getting needed medical equipment	50.0%	100.0%	95.3%	88.9%	91.8%	94.5%	96.0%	97.8%	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	12.5%	100.0%	76.0%	60.5%	66.8%	70.7%	74.2%	77.0%	79.8%	82.0%	85.8%	91.4%	100.0%
G2: Hospice team response to your evening/weekend needs	20.0%	100.0%	66.7%	50.2%	56.0%	60.8%	65.5%	68.1%	71.5%	75.1%	79.4%	83.9%	100.0%
G2a: Overall rating of hospice team members who provided care	25.0%	100.0%	81.1%	70.0%	74.1%	77.2%	80.1%	82.0%	84.1%	86.7%	90.1%	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	33.3%	100.0%	89.9%	80.5%	85.1%	87.5%	89.1%	90.8%	92.4%	94.5%	100.0%	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%.**