

Adoration Hospice
Sweetwater
Satisfaction Survey Results

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Satisfaction Survey Details

- Surveys are sent out on an annual basis
- Population surveyed are families and loved ones of the deceased.
- The survey is a total of 48 questions that can be grouped into 9 different categories called “Quality Measures”

Quality Measures

- Getting Timely Help
- Provider
- Communication with Family
- Treating Patient with Respect
- Help for Pain and Symptoms
- Training Family to Care for Patient
- Emotional and Spiritual Support
- Hospice Rating
- Willingness to Recommend

Survey Completion

- A total of 29 surveys were completed
- * Need to know how many were sent out and a rate of participation

Data Interpretation

- Adoration Hospice automatically interoperates data for each branch by calculating the “Linear Mean Score”
- Utilizing this interpretation, I took it a step further to identify the strongest and weakest quality measures.

Quality Measure Results

Based on the average of the Linear Median Score for each quality measure

- Getting Timely Help: **(87.25)**
- Communication with Family: **(90.5)**
- Treating Patient with Respect: **(93.2)**
- Help for Pain and Symptoms: **(86.6)**
- Training Family to Care for Patient: **(80.2)**
- Emotional and Spiritual Support: **(81)**
- Hospice Rating: **(89.7)**
- Willingness to recommend- **(87.4)**

Interpretation: Weaknesses

- Lowest scoring question: “In weeks after your family member died, how much emotional support did you get from the hospice team?”
- 26% responded “not enough”
- 74% responded “too little”
- Linear Median Score = 73.9

Interpretation

- Lowest Scoring Quality Measure: Training Family to Care for Patient
- The average median linear score for this category was 80.2
- The lowest scoring question in this category: Side effects of pain medication include things like sleepiness. Did any member of hospice team discuss side effects of pain medication with you or your family member? (12% - “no”, 19%- “yes somewhat”, 69%- “yes, definitely”)

Interpretation

- Lowest Quality Measure compared to National average: Emotional and Spiritual support

Interpretation: Strengths

- Highest scoring question: While your family was on hospice care, how often did anyone from the hospice team give you confusing or contradictory information about your family member's condition or care?
- Linear Median Score of 96.4
- 89%- "never", 11% - "sometimes"

Interpretations: Strengths

- Highest scoring quality measure: Treating Patient with Respect
- The average linear median score was 90.5
- The highest scoring question in this category: While your family member was in hospice care, how often did the hospice team treat your family member with dignity and respect? (90%- “always”, 3%- “usually”, 7%- “sometimes”)

Interpretation: Strengths

- Highest quality measure compared to the National average: Getting timely help

Interventions to increase emotional support for loved ones after the passing of the hospice patient:

- a. Have hospice staff provide “check-in” calls to families after the passing of the patient.
- b. At time of death, provide family with flyer with information about available support
- C. Establish a grief support group
- D. Send out mailings of support to families.

Source:

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6486888/>