

# Hospice Spotlight Report

Service Dates From Jul 1, 2018 to Jun 30, 2019

https://catalyst.nrcpicker.com/duncanreg/hscahps/default.aspx

August 20, 2019



Picker Dimensions	Benchmarks		Rolling Averages up to 5/20/2019		Chisholm Trail Hospice		
	NRC 75th Percentile*	NRC 90th Percentile	3 Months‡	12 Months‡	Qtr 2 2019‡	Qtr 1 2019	Qtr 4 2018
<b>Overall</b>							
Please answer the following questions about your family member's care from the hospice named on the survey cover. Do not include care from other hospices in your answers.							
Using any number from 0 to 10, where 0 is the worst hospice care possible and 10 is the best hospice care possible, what number would you use to rate your family member's hospice care?	90.1% (n=8,423)	93.1% (n=8,423)	61.5%µ PR=1 (n=13)	78.8% PR=21 (n=66)	40.0%µ PR=1 (n=5)	77.8%µ PR=17 (n=18)	85.0%µ PR=38 (n=20)

Key Drivers	NRC 75th Percentile*	NRC 90th Percentile	3 Months‡	12 Months‡	Qtr 2 2019‡	Qtr 1 2019	Qtr 4 2018
How often did the hospice team listen carefully to you when you talked with them about problems with your family member's hospice care? Respect for Family Preferences	90.0% (n=2,814)	93.3% (n=2,814)	100.0%µ PR=100 (n=2)	80.0%µ PR=11 (n=15)	--	66.7%µ PR=1 (n=3)	100.0%µ PR=100 (n=6)
While your family member was in hospice care, how often did you feel that the hospice team really cared about your family member? Emotional Support	92.0% (n=8,406)	94.3% (n=8,406)	80.0%µ PR=6 (n=15)	88.4% PR=48 (n=69)	80.0%µ PR=6 (n=5)	85.0%µ PR=23 (n=20)	95.0%µ PR=95 (n=20)
While your family member was in hospice care, how often did the hospice team listen carefully to you? Respect for Family Preferences	91.9% (n=8,361)	93.4% (n=8,361)	80.0%µ PR=7 (n=15)	86.8% PR=40 (n=68)	80.0%µ PR=7 (n=5)	78.9%µ PR=4 (n=19)	95.0%µ PR=95 (n=20)

Highest Scores	NRC 75th Percentile*	NRC 90th Percentile	3 Months‡	12 Months‡	Qtr 2 2019‡	Qtr 1 2019	Qtr 4 2018
While your family member was in hospice care, how much emotional support did you get from the hospice team? Emotional Support	97.4% (n=8,309)	98.6% (n=8,309)	100.0%µ PR=100 (n=14)	92.3% PR=17 (n=65)	100.0%µ PR=100 (n=5)	94.4%µ PR=36 (n=18)	95.0%µ PR=42 (n=20)
Support for religious or spiritual beliefs includes talking, praying, quiet time, or other ways of meeting your religious or spiritual needs. While your family member was in hospice care, how much support for your religious and spiritual beliefs did you get from the hospice team? Respect for Family Preferences	96.7% (n=8,117)	98.3% (n=8,117)	100.0%µ PR=100 (n=15)	92.3% PR=15 (n=65)	100.0%µ PR=100 (n=5)	94.4%µ PR=39 (n=18)	94.7%µ PR=46 (n=19)
How often did your family member get the help he or she needed for trouble with constipation? Physical Comfort	78.4% (n=3,262)	81.6% (n=3,262)	75.0%µ PR=51 (n=4)	66.7%µ PR=10 (n=27)	100.0%µ PR=100 (n=1)	42.9%µ PR=1 (n=7)	77.8%µ PR=68 (n=9)

Lowest Scores	NRC 75th Percentile*	NRC 90th Percentile	3 Months‡	12 Months‡	Qtr 2 2019‡	Qtr 1 2019	Qtr 4 2018
Did the hospice team give you the training you needed about if and when to give more pain medicine to your family member? Information and Education	86.4% (n=5,338)	89.1% (n=5,338)	66.7%µ PR=2 (n=9)	82.4% PR=45 (n=51)	0.0%µ PR=1 (n=2)	80.0%µ PR=22 (n=15)	86.7%µ PR=80 (n=15)
Did the hospice team give you the training you needed about what to do if your family member became restless or agitated? Information and Education	72.0% (n=4,766)	74.8% (n=4,766)	25.0%µ PR=1 (n=4)	64.7% PR=43 (n=34)	0.0%µ PR=1 (n=1)	62.5%µ PR=34 (n=8)	75.0%µ PR=90 (n=12)
How often did you get the help you needed from the hospice team during evenings, weekends, or holidays? Access to Care	82.5% (n=5,176)	85.9% (n=5,176)	80.0%µ PR=62 (n=5)	88.6% PR=95 (n=44)	0.0%µ PR=1 (n=1)	90.0%µ PR=98 (n=10)	88.9%µ PR=96 (n=18)

Blue - score is significantly greater than the NRC 75th Percentile  
 Green - score is equal to or greater than the NRC 75th Percentile, but may not be significantly  
 Yellow - score is less than the NRC 75th Percentile, but may not be significantly  
 Red - score is significantly less than the NRC 75th Percentile

µ - Warning: n-size is low! ‡ - Data is not final and subject to change. \* - Benchmark that is used to determine the color on each line. PR=Percentile Rank

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	Chisholm Trail Hospice
<b>Overall</b>	<b>Qtr 3 2018</b>
Please answer the following questions about your family member's care from the hospice named on the survey cover. Do not include care from other hospices in your answers.	94.1%µ PR=95 (n=17)
Using any number from 0 to 10, where 0 is the worst hospice care possible and 10 is the best hospice care possible, what number would you use to rate your family member's hospice care?	

Key Drivers	Qtr 3 2018
How often did the hospice team listen carefully to you when you talked with them about problems with your family member's hospice care?	80.0%µ PR=11 (n=5)
While your family member was in hospice care, how often did you feel that the hospice team really cared about your family member?	94.4%µ PR=92 (n=18)
While your family member was in hospice care, how often did the hospice team listen carefully to you?	94.4%µ PR=94 (n=18)

Highest Scores	Qtr 3 2018
While your family member was in hospice care, how much emotional support did you get from the hospice team?	87.5%µ PR=4 (n=16)
Support for religious or spiritual beliefs includes talking, praying, quiet time, or other ways of meeting your religious or spiritual needs. While your family member was in hospice care, how much support for your religious and spiritual beliefs did you get from the hospice team?	88.2%µ PR=1 (n=17)
How often did your family member get the help he or she needed for trouble with constipation?	71.4%µ PR=33 (n=7)

Lowest Scores	Qtr 3 2018
Did the hospice team give you the training you needed about if and when to give more pain medicine to your family member?	92.9%µ PR=95 (n=14)
Did the hospice team give you the training you needed about what to do if your family member became restless or agitated?	70.0%µ PR=73 (n=10)
How often did you get the help you needed from the hospice team during evenings, weekends, or holidays?	100.0%µ PR=100 (n=11)

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