

Bereaved Family Survey Scores for Hospice Care (April 1, 2022 – March 31, 2023)

- Survey scores may help you or your family when faced with choosing a nursing home setting for hospice care.
- Care received was rated on a scale of 0 to 10, with 10 being the best care. The scores below show the percentage of those families who rated care a 9 or 10.
- The scores on the left side of the table are for hospice care in VA Community Living Centers (CLCs).
- The scores on the right side of the table are Medicare averages for non-VA hospice care in all types of settings, including home.

VA Community Living Centers		
State	VA Facility	Score
AZ	Tucson	88%
CA	Loma Linda	80%
CA	Long Beach	68%
CA	Palo Alto	77%
FL	Bay Pines	81%
FL	Orlando	90%
FL	Tampa	72%
FL	West Palm Beach	80%
IA	Central Iowa	92%
IL	Hines	82%
IL	Marion	84%
MA	Bedford	90%
MA	Brockton	100%
MN	Minneapolis	89%
MN	St. Cloud	89%
NC	Asheville	87%
NC	Durham	82%
NY	Buffalo	98%
OH	Dayton	77%
OK	Oklahoma City	76%
PA	Lebanon	94%
PA	Pittsburgh	80%
PA	Wilkes Barre	94%
SD	Black Hills	87%
TN	Mountain Home	87%
TX	Dallas	84%

Non-VA Settings	
State	Score
AZ	81%
CA	77%
CA	77%
CA	77%
FL	79%
FL	79%
FL	79%
FL	79%
IA	83%
IL	80%
IL	80%
MA	81%
MA	81%
MN	81%
MN	81%
NC	84%
NC	84%
NY	82%
OH	80%
OK	82%
PA	83%
PA	83%
PA	83%
SD	80%
TN	83%
TX	79%

TX	Houston	83%
VA	Richmond	89%
WI	Milwaukee	91%
WV	Martinsburg	93%

TX	79%
VA	80%
WI	81%
WV	85%

NOTE

Scores are only provided for CLCs that received at least 30 surveys in a 12 month period.