

<b>VA Community Living Center (CLC) Hospice Care</b> July 1, 2021 thru June 30, 2022 Bereaved Family Survey (BFS) Scores for facilities (>29 respondents)	<b>Community Hospice CAHPS</b> (Consumer Assessment of Healthcare Providers and Systems) July 1, 2019 – December 31, 2019; July 1, 2020 – December 31, 2021 (most recent available data)
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VISN	VA Facility	VA BFS % “Top Box” (“9” or “10”)	State	CAHPS % “Top Box” (“9” or “10”) State Average
1	Bedford	94%	MA	81%
1	West Haven	83%	CT	78%
4	Lebanon	93%	PA	82%
4	Pittsburgh	88%	PA	82%
4	Philadelphia	86%	PA	82%
5	Martinsburg	91%	WV	85%
6	Durham	79%	NC	85%
8	Bay Pines	88%	FL	79%
8	Orlando	85%	FL	79%
8	Tampa	92%	FL	79%
9	Mountain Home	94%	TN	82%
10	Dayton	89%	OH	81%
12	Hines	91%	IL	80%
12	Milwaukee	84%	WI	81%
15	Marion	91%	IL	80%
16	Houston	67%	TX	79%
17	Dallas	76%	TX	79%
19	Oklahoma City	66%	OK	83%
21	Palo Alto	78%	CA	77%
22	Loma Linda	79%	CA	77%
22	Long Beach	71%	CA	77%
22	San Diego	71%	CA	77%
22	Tucson	92%	AZ	81%
23	Black Hills	98%	SD	81%
23	Minneapolis	97%	MN	81%
23	St. Cloud	92%	MN	81%
<b>National</b>	<b>VA CLC Hospice</b>	<b>85%</b>	<b>National Community Hospice CAHPS</b>	<b>81%</b>

**Notes:**

- “Top box” = a score of “9” or “10” on a scale of “0” to “10” in response to the question “Overall, how would you rate the quality of care that he/she received in the last month of life?”.
- VA’s BFS and the CAHPS Hospice survey scores are adjusted for patient case-mix, though the techniques may differ. VA’s BFS scores are also adjusted for nonresponse bias.
- Link to CAHPS Hospice Survey State Scores: [Home Page \(hospicecahpsurvey.org\)](https://www.hospicecahpsurvey.org)