

Bereaved Family Survey Scores for Hospice Care (Oct. 1, 2022 – Sept. 30, 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	Prescott	77%
AZ	Tucson	83%
CA	Loma Linda	90%
CA	Long Beach	77%
CA	Palo Alto	85%
FL	Bay Pines	85%
FL	Orlando	89%
FL	Tampa	72%
FL	West Palm Beach	89%
IA	Central Iowa	86%
IL	Hines	79%
IL	Marion	90%
LA	New Orleans	87%
MA	Bedford	90%
MA	Brockton	92%
ME	Togus	89%
MN	Minneapolis	94%
MN	St. Cloud	94%
NC	Asheville	94%
NC	Durham	86%
NM	Albuquerque	94%
OH	Dayton	89%
OK	Oklahoma City	72%
PA	Lebanon	93%
PA	Pittsburgh	86%
PA	Wilkes Barre	89%

Non-VA Settings	
State	Score
AZ	80%
AZ	80%
CA	77%
CA	77%
CA	77%
FL	78%
FL	78%
FL	78%
FL	78%
IA	83%
IL	79%
IL	79%
LA	84%
MA	81%
MA	81%
ME	83%
MN	81%
MN	81%
NC	84%
NC	84%
NM	79%
OH	80%
OK	82%
PA	83%
PA	83%
PA	83%

SD	Black Hills	89%
TX	Dallas	82%
TX	Houston	71%
VA	Richmond	80%
WI	Madison	92%
WI	Milwaukee	93%
WI	Tomah	80%
WV	Martinsburg	88%

SD	80%
TX	79%
TX	79%
VA	80%
WI	81%
WI	81%
WI	81%
WV	84%

NOTE

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