

| VA Community Living Center (CLC) Hospice Care October 1, 2022 thru September 30, 2023 Bereaved Family Survey (BFS) Scores for facilities (>29 respondents) | | | Community Hospice CAHPS (Consumer Assessment of Healthcare Providers and Systems) January 1, 2021 – December 31, 2022 (most recent available data) | |
|--|-----------------------|---|--|---|
| VISN | VA Facility | VA BFS % “Top Box” (“9” or “10”) | State | Community Hospice CAHPS % “Top Box (“9” or “10”) State Average |
| 1 | Bedford | 90% | MA | 81% |
| 1 | Brockton | 92% | MA | 81% |
| 1 | Togus | 89% | ME | 83% |
| 4 | Lebanon | 93% | PA | 83% |
| 4 | Pittsburgh | 86% | PA | 83% |
| 4 | Wilkes Barre | 89% | PA | 83% |
| 5 | Martinsburg | 87% | WV | 84% |
| 6 | Asheville | 94% | NC | 84% |
| 6 | Durham | 86% | NC | 84% |
| 6 | Richmond | 80% | VA | 80% |
| 8 | Bay Pines | 85% | FL | 78% |
| 8 | Orlando | 89% | FL | 78% |
| 8 | Tampa | 72% | FL | 78% |
| 8 | West Palm Beach | 89% | FL | 78% |
| 10 | Dayton | 89% | OH | 80% |
| 12 | Hines | 79% | IL | 79% |
| 12 | Madison | 92% | WI | 81% |
| 12 | Milwaukee | 93% | WI | 81% |
| 12 | Tomah | 80% | WI | 81% |
| 15 | Marion | 90% | IL | 79% |
| 16 | Houston | 71% | TX | 79% |
| 16 | New Orleans | 87% | LA | 84% |
| 17 | Dallas | 82% | TX | 79% |
| 19 | Oklahoma City | 72% | OK | 82% |
| 21 | Palo Alto | 85% | CA | 77% |
| 22 | Albuquerque | 94% | NM | 79% |
| 22 | Loma Linda | 90% | CA | 77% |
| 22 | Long Beach | 77% | CA | 77% |
| 22 | Prescott | 77% | AZ | 80% |
| 22 | Tucson | 83% | AZ | 80% |
| 23 | Black Hills | 89% | SD | 80% |
| 23 | Central Iowa | 86% | IA | 83% |
| 23 | Minneapolis | 94% | MN | 81% |
| 23 | St. Cloud | 94% | MN | 81% |
| National | VA CLC Hospice | 86% | National Community Hospice CAHPS | 81% |

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 \(hospicecahpsurvey.org\)](http://hospicecahpsurvey.org)