

Bereaved Family Survey Scores for Hospice Care

(October 1, 2021 – September 30, 2022)

- 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	94%
CA	Loma Linda	79%
CA	Long Beach	75%
CA	Palo Alto	75%
CA	San Diego	58%
CT	West Haven	88%
FL	Bay Pines	88%
FL	Orlando	85%
FL	Tampa	87%
FL	West Palm Beach	78%
IL	Hines	89%
IL	Marion	89%
MA	Bedford	94%
MD	Baltimore	90%
MN	Minneapolis	91%
NC	Durham	81%
OH	Dayton	85%
OK	Oklahoma City	73%
PA	Lebanon	93%
PA	Pittsburgh	88%
SD	Black Hills	92%
TN	Mountain Home	94%
TX	Dallas	79%
TX	Houston	74%
VA	Richmond	100%
WI	Milwaukee	85%
WV	Martinsburg	93%

Non-VA Settings

State	Score
AZ	81%
CA	77%
CA	77%
CA	77%
CA	77%
CT	77%
FL	79%
FL	79%
FL	79%
FL	79%
IL	80%
IL	80%
MA	81%
MD	80%
MN	81%
NC	84%
OH	80%
OK	82%
PA	82%
PA	82%
SD	81%
TN	82%
TX	79%
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.