

| VA Community Living Center (CLC) Hospice Care July 1, 2023 thru June 30, 2024 Bereaved Family Survey (BFS) Scores for facilities (>29 respondents) | | | Community Hospice CAHPS (Consumer Assessment of Healthcare Providers and Systems) January 1, 2022 – December 31, 2023 (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 | 93% | MA | 81% |
| 1 | Brockton | 90% | MA | 81% |
| 1 | Togus | 98% | ME | 83% |
| 1 | West Haven | 83% | CT | 77% |
| 2 | Buffalo | 80% | NY | 83% |
| 2 | Lyons | 93% | NJ | 78% |
| 4 | Lebanon | 92% | PA | 82% |
| 4 | Philadelphia | 81% | PA | 82% |
| 4 | Pittsburgh | 89% | PA | 82% |
| 4 | Wilkes Barre | 76% | PA | 82% |
| 5 | Baltimore | 90% | MD | 79% |
| 5 | Martinsburg | 93% | WV | 84% |
| 6 | Asheville | 96% | NC | 84% |
| 6 | Durham | 77% | NC | 84% |
| 6 | Richmond | 96% | VA | 79% |
| 6 | Salisbury | 98% | NC | 84% |
| 8 | Bay Pines | 88% | FL | 78% |
| 8 | Lake City | 95% | FL | 78% |
| 8 | Orlando | 83% | FL | 78% |
| 8 | Tampa | 85% | FL | 78% |
| 8 | West Palm Beach | 76% | FL | 78% |
| 9 | Leestown | 97% | KY | 87% |
| 10 | Cleveland | 86% | OH | 81% |
| 10 | Dayton | 94% | OH | 81% |
| 12 | Hines | 88% | IL | 80% |
| 12 | Madison | 85% | WI | 81% |
| 12 | Milwaukee | 92% | WI | 81% |
| 12 | Tomah | 79% | WI | 81% |
| 15 | Jefferson Barracks | 81% | MO | 82% |
| 15 | Marion | 97% | IL | 80% |
| 16 | Houston | 64% | TX | 79% |
| 16 | New Orleans | 85% | LA | 83% |
| 17 | Dallas | 82% | TX | 79% |
| 19 | Oklahoma City | 79% | OK | 82% |
| 20 | Spokane | 87% | WA | 80% |
| 21 | Palo Alto | 94% | CA | 77% |
| 21 | Reno | 77% | NV | 80% |
| 22 | Albuquerque | 87% | NM | 78% |
| 22 | Loma Linda | 88% | CA | 77% |
| 22 | Long Beach | 79% | CA | 77% |
| 22 | Prescott | 79% | AZ | 81% |
| 22 | San Diego | 81% | CA | 77% |

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|-----------------|-----------------------|------------|--|---|------------|
| 22 | Tucson | 85% | | AZ | 81% |
| 23 | Black Hills | 88% | | SD | 82% |
| 23 | Central Iowa | 83% | | IA | 84% |
| 23 | Minneapolis | 91% | | MN | 82% |
| 23 | St. Cloud | 93% | | MN | 82% |
| National | VA CLC Hospice | 87% | | 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)