

Bereaved Family Survey Scores for Hospice Care (April 1, 2023 – March 31, 2024)

- 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	79%
AZ	Tucson	85%
CA	Loma Linda	88%
CA	Long Beach	79%
CA	Palo Alto	94%
CA	San Diego	81%
CT	West Haven	83%
FL	Bay Pines	88%
FL	Lake City	95%
FL	Orlando	83%
FL	Tampa	85%
FL	West Palm Beach	76%
IA	Central Iowa	83%
IL	Hines	88%
IL	Marion	97%
KY	Leestown	97%
LA	New Orleans	85%
MA	Bedford	93%
MA	Brockton	90%
MD	Baltimore	90%
ME	Togus	98%
MN	Minneapolis	91%
MN	St. Cloud	93%
MO	Jefferson Barracks	81%
NC	Asheville	96%
NC	Durham	77%
NC	Salisbury	98%

Non-VA Settings	
State	Score
AZ	81%
AZ	81%
CA	77%
CA	77%
CA	77%
CA	77%
CA	77%
CT	77%
FL	78%
FL	78%
FL	78%
FL	78%
FL	78%
IA	84%
IL	80%
IL	80%
KY	87%
LA	83%
MA	81%
MA	81%
MD	79%
ME	83%
MN	82%
MN	82%
MO	82%
NC	84%
NC	84%
NC	84%

NJ	Lyons	93%
NM	Albuquerque	87%
NV	Reno	77%
NY	Buffalo	80%
OH	Cleveland	86%
OH	Dayton	94%
OK	Oklahoma City	79%
PA	Lebanon	92%
PA	Philadelphia	81%
PA	Pittsburgh	89%
PA	Wilkes Barre	76%
SD	Black Hills	88%
TX	Dallas	82%
TX	Houston	64%
VA	Richmond	96%
WA	Spokane	87%
WI	Madison	85%
WI	Milwaukee	92%
WI	Tomah	79%
WV	Martinsburg	93%
USA		87%

NJ	78%
NM	78%
NV	80%
NY	83%
OH	81%
OH	81%
OK	82%
PA	82%
PA	82%
PA	82%
PA	82%
SD	82%
TX	79%
TX	79%
VA	79%
WA	80%
WI	81%
WI	81%
WI	81%
WV	84%
USA	81%

NOTE

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