

# SPARROW HOSPICE SERVICES

## Score Card

Measures	4 <sup>th</sup> Quarter 2007		
	Sparrow Hospice Mean	National Comparison Mean	Legend See Below
<b>Self Determination</b>			
Honor given to religious traditions	96.3	93.9	+
Effort made to be included in decisions	93.9	94.0	+
Concern to keep informed of conditions	95.2	93.2	+
Response to concerns	93.0	92.6	+
<b>Comfortable/Safe Death</b>			
Control of pain	94.2	94.0	+
Control of other symptoms	95.6	92.4	+
Emotional needs addressed	95.5	92.8	+
Spiritual needs addressed	92.9	91.9	+
How well nurse taught you to care	95.2	93.4	+
Education and training provided on how to care	92.0	92.2	-
<b>Staff Response/Service Quality</b>			
Staff available when needed	95.3	92.0	+
Care was coordinated among team members	96.7	93.2	+
Appropriate services provided to meet needs	95.4	93.8	+
<b>Satisfaction</b>			
Supported quality of life	97.7	94.3	+
Overall quality of care provided	97.4	95.4	+
Likelihood of recommending Hospice	98.1	95.4	+

**Legend:** (+) - Exceeds National Comparison   (=) - Equals National Comparison   (-) - Below National Comparison