Family Evaluation of Hospice Care 
Veterans Module (FEHC-V)

The Family Evaluation of Hospice Care (FEHC) is a post-death survey designed to yield actionable information that reflects the quality of hospice care delivery from the perspective of family caregivers. Hospices that submit FEHC data to NHPCO receive quarterly reports that include individual hospice results plus state and national results for comparison.

What is the FEHC-V survey?
The FEHC-V survey is a version of the Family Evaluation of Hospice Care (FEHC) survey that includes questions related to care targeted specifically to Veterans and their family caregivers. These Veteran-specific questions are grouped in a separate section (Section V) and have been placed at the end of the regular FEHC survey questions.

Can any hospice use the FEHC-V survey?
The FEHC-V survey is available to any organization that wishes to use the survey. If you currently use a vendor for administration of the FEHC survey, check with your vendor about administration of the FEHC-V survey. Implementation of the FEHC-V survey is a component of Level Four partnership of the NHPCO We Honor Veterans campaign. Access the We Honor Veterans web site for more details: WeHonorVeterans.org and select “Enroll Your Hospice.”

How do I access the survey?
The FEHC-V survey can be accessed by the following path:
1. Enter www.nhpco.org/FEHC in your browser window
2. Click on the link for Survey Materials
3. Download the desired version of the FEHC-V survey

The FEHC Web page has two versions of the FEHC-V survey. Which one should I use?
There is only one FEHC-V survey but it is presented in two formats – regular and compressed. The regular FEHC-V utilizes a font size and columnar format that has been shown by survey research to be the easiest to complete by the older population that comprises the majority of FEHC respondents. The regular format is, therefore, the preferred format to use. Although NHPCO recommends using the regular format, we offer the FEHC-V in a condensed format for those hospices that have a particular need for a survey with fewer pages.

Should the FEHC-V be mailed to caregivers of all patients?
No. The FEHC-V survey should only be mailed to caregivers of patients whom your hospice identified as Veterans. The regular FEHC survey should be mailed to caregivers of all other patients.
NOTE: Your hospice will need a system to identify family caregivers of patients who are Veterans to be sure that the appropriate version of the survey is mailed to each caregiver.

When should I mail the FEHC-V survey?
The FEHC-V survey should be mailed at the same time as the regular FEHC survey. NHPCO recommends mailing the surveys from 1 to 3 months post-death.

How do I enter responses from the FEHC-V survey into the DART system?
In “My Survey Setup” once you’ve logged onto the web-based data entry system, answer YES to “Are you a FEHC-V user?” You will then be able to input data from the FEHC-V questions at the end of the regular FEHC questions (V1 – V6).

There is a function in the web-based data entry system that allows you to download a copy of your raw data within the quarter (you cannot download previous quarters during the current quarter data submission period). We strongly suggest downloading those data at the very end of your quarterly data entry so that you can review what you have entered and make any changes before the data submission period ends.
NOTE: FEHC-V Data Analysis Workbook is available.
Important dates from our website are shown here to reflect the data submission and blackout periods (www.nhpco.org/fehc):

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**NOTE:** Dates above do not change from year to year.

**Note:** The DART system is used for online data entry and report retrieval and is available only to NHPCO members. Hospices who are not current NHPCO members can participate in FEHC data submission and reporting by purchasing a FEHC Membership. For more information on the FEHC membership send an email to: fehc@nhpco.org.

**Will results from the FEHC-V surveys be included in my hospice’s quarterly FEHC reports?**

Results for the questions that relate to Veteran specific care (the V questions) results will not be included in the quarterly FEHC reports. NHPCO has created a FEHC-V Data Analysis Workbook that allows your hospice to calculate results automatically after you copy and paste your raw data into the workbook. The tool has step-by-step instructions on how to accomplish this. To obtain results for your hospice on the FEHC-V questions, please visit www.nhpco.org/fehc and click on Survey Materials.

**NOTE:** You must download a copy of your raw data (see question 7) in order to utilize the FEHC-V Data Analysis Workbook.

**Can I make changes to the FEHC-V survey?**

As with the regular FEHC survey, the wording and order of the questions cannot be changed. Consistency across participating hospices is important for making comparisons. If a hospice changes the questions on a survey, then that hospice is not really being compared to other hospices on the same questions, and the trustworthiness of the results of the comparison is called into question.

Hospices may add logos or other graphic figures to individualize the survey. Hospices may also add questions to the regular and the FEHC-V surveys. However, NHPCO strongly recommends against adding questions. Data for added questions cannot be submitted in the DART system.

**Who do I contact if I have questions related to the survey, data submission, or any other part of the FEHC process?**

NHPCO maintains a dedicated email address for questions related to any aspect of the FEHC survey process: fehc@nhpco.org. The FEHC email is the most efficient means to receiving assistance. Even if you would prefer to discuss your question via telephone, please send an email to FEHC and request a call. Be sure to provide your name, phone number, Provider ID, and times you are available.

**What is the VA’s Bereaved Family Survey and how does it compare with FEHC-V?**

The VA Bereaved Family Survey (BFS), like FEHC-V, measures aspects of bereaved family satisfaction with end of life care for our nation’s Veterans. However, the BFS is administered to family members of Veterans who died as inpatients in VA facilities. Items in the BFS cover areas of care such as communication, emotional and spiritual support, pain management and personal care needs. In additional, open-ended items are also included in the BFS to give family members the opportunity to provide comments regarding the care the patient received.

The BFS survey results provide valuable input on the quality of care delivered by VA as well as opportunities for grieving family members to access bereavement support and benefits. Additional information about the survey and its methods can be found at: www.cherp.research.va.gov/PROMISE.asp.

For more information, visit www.WeHonorVeterans.org or contact Veterans@nhpco.org.