

## Family Evaluation of Hospice Care

### *Midland Care Connection, Inc.*

Quarter 4, 2009

### Quarterly Summary of Results and Comparisons

This report provides a summary of Family Evaluation of Hospice Care (FEHC) survey results for data submitted by Midland Care Connection, Inc., along with Kansas\* and nationally representative comparison results. The report is presented in the following sections:

#### What is a Domain Score?

Domain scores are created by averaging the scores of related questions into a single value. For example, the three questions found within the 'Coordination of Care' section of the FEHC survey are used to create the 'Provide Coordination of Care' Domain result.

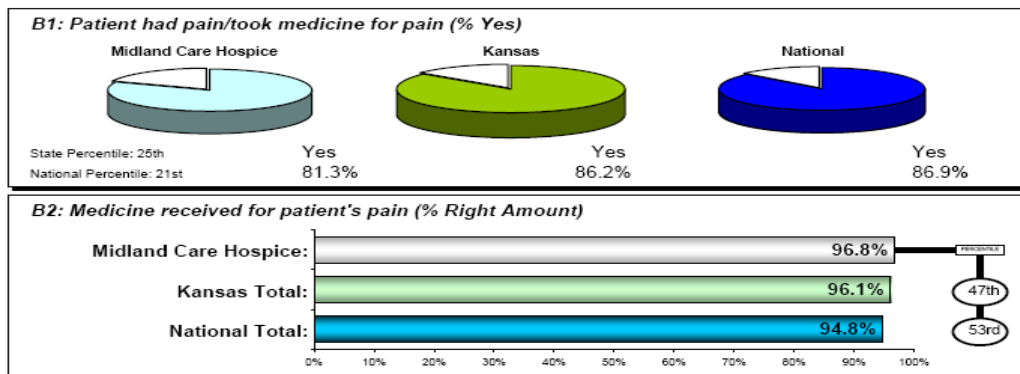
#### What is a Percentile ranking?

A Percentile is a value on a scale of 0-99 that indicates the ranking of a given score in relation to all other scores. For example, a score at the 80th percentile means that 80% of the other scores fall below it, and 19% are either above it or equal to it.

## Symptom Management

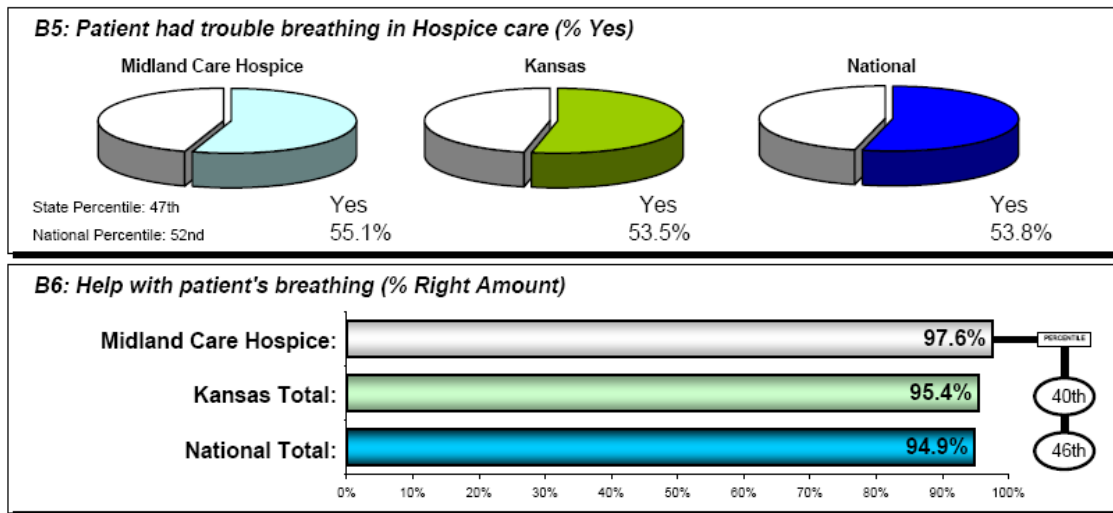
The FEHC survey also includes three questions related to performance in symptom management. The following tables and graphs display symptom management results for the Quarter 4, 2009.

#### 1) Pain Control (B1, B2)



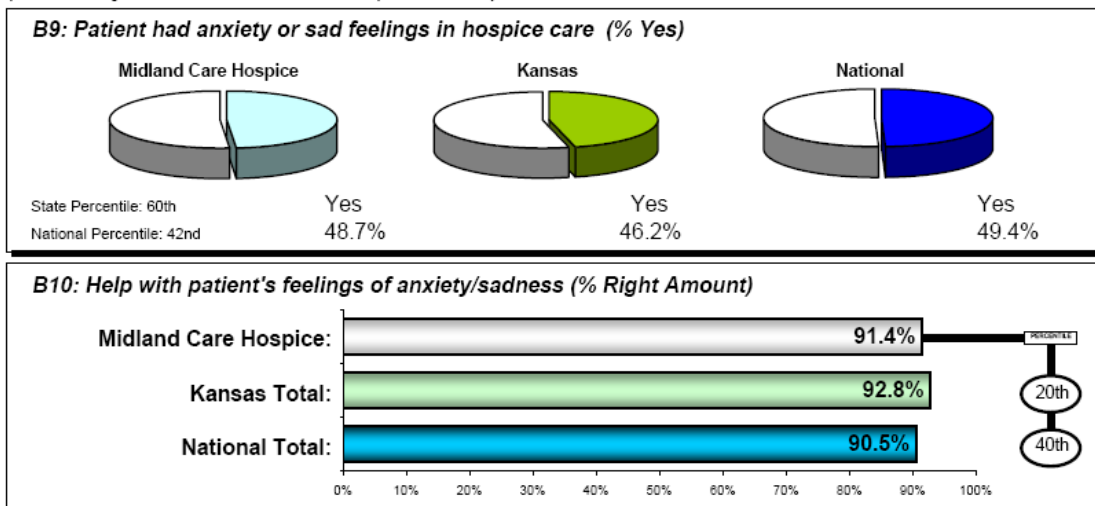
Results for the presence of pain / use of pain medication among Midland Care Connection, Inc. patients are within 5% of Kansas totals for this quarter and 6% of national totals. According to FEHC survey respondents, approximately nine out of ten Midland Care Connection, Inc. patients received the right amount of pain medication during Quarter 4, 2009.

## 2) Shortness of Breath (B5, B6)



Results for the presence of shortness of breath among Midland Care Connection, Inc. patients are within 2% of Kansas totals for this quarter and 2% of national totals. According to FEHC survey respondents, all Midland Care Connection, Inc. patients received the right amount of help for difficulty with breathing during Quarter 4, 2009.

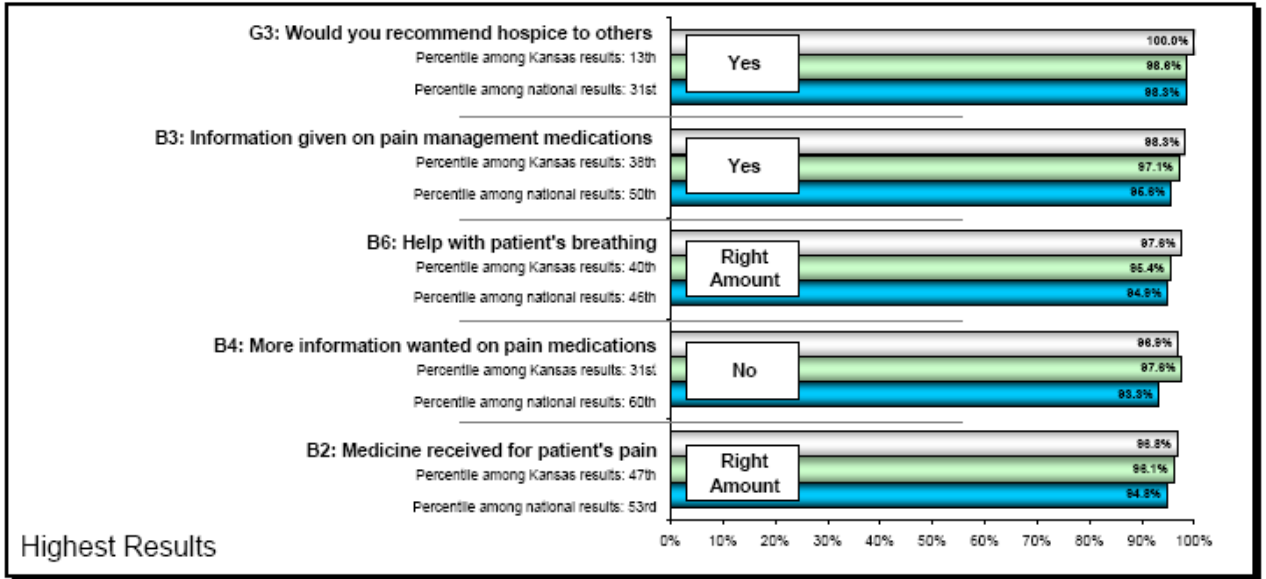
## 3) Anxiety and / or Sadness (B9, B10)



Results for the presence of anxiety and / or sadness among Midland Care Connection, Inc. patients are within 3% of Kansas totals for this quarter and 1% of national totals. According to FEHC survey respondents, approximately nine out of ten Midland Care Connection, Inc. patients received the right amount of help with anxiety or sadness during Quarter 4, 2009.

## High Performance Areas

The chart below displays the five questions indicating the highest performance (by percentage of 'most desirable' answer) ratings collected on the Midland Care Connection, Inc. Family Evaluation of Hospice Care survey during quarter 4, 2009. Midland Care Connection Inc.'s results are represented by the white (uppermost) bar on each graph.



Would the families of former Midland Care Connection, Inc. patients recommend this hospice to others? (G3)

