

Does hospice care and service stop when the patient dies? No. Neither should your quality improvement efforts.

With the potential for a full 12-month relationship with hospice families bereavement services are both a significant responsibility and a great opportunity. Through effective bereavement programming, you reinforce the unique mission of hospice to care for both the patient and family. You also often strengthen the likelihood that those well cared-for family members will become advocates of hospice and supporters of your work in the community. A first step to understanding the impact of your bereavement program is measuring caregiver satisfaction.



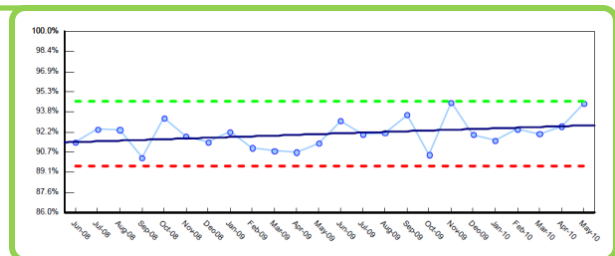
Deyta’s Family Evaluation of Bereavement Services

is the right tool to measure caregiver satisfaction and incorporate a consistent assessment of bereavement services into your ongoing QAPI program.

- **Flexible, timely reports** presented with rapid turnaround, according to your schedule
- **Detailed, comparative benchmarking** with the largest bereavement satisfaction database, based on NHPCO’s proven survey tool
- **Easy-to-read reports** in Deyta’s proprietary, value-added FEHC report format
- **Focused training** to help integrate satisfaction results into your bereavement program planning
- **Transcribed survey comments** are grouped by topic and type for timely response to survey feedback

Statistical Reporting

Deyta’s control trend charts for each FEBS question allow you to track performance over time and see overall improvements amid the variation of month-to-month service provision.



Beyond Satisfaction

Deyta partners with thousands of hospice, home health, human services and other organizations, to measurably improve the quality of patient care and services, the experience of customers and employees, and the effectiveness of their operations. With 20 years of experience in survey administration and healthcare quality improvement, Deyta offers proven solutions with powerful reporting and extraordinary customer service. Our clients are providers, industry associations, regulatory agencies, vendors, and consultants who are committed to improving healthcare.

Improve bereavement support. To learn more about how Deyta’s Family Evaluation of Bereavement Services can help you strengthen your program, contact info@deyta.com or call 888.893.1937 x 121.