

# Hospice Compare Data

JAN 2018 - DEC 2019

<p><b>Holzer Medical Center Hospice</b>                  2881 OH-160                  Gallipolis, OH 45631                  (740) 446-5074</p>	<p>Holzer Health System is committed to providing you and your family with the best possible experience, each and every time you visit us.</p>	
	<p>CAHPS (Consumer Assessment of Healthcare Providers and Systems) Hospice survey asks family caregivers of patients who died while under hospice care about their experiences with hospice. Use the results shown below to compare hospice agencies based on eight important quality topics.</p>	
	<b>Holzer Hospice</b>	<b>National Average</b>
The hospice team always listened carefully and kept the patient's family informed	83%	81%
The hospice team always gave patients and families help when they needed it	82%	78%
The hospice team always treated the patient with dignity and respect	92%	91%
The hospice team gave the right amount of emotional, spiritual, and religious support	85%	90%
The hospice team always gave the patient as much help as needed for pain and other symptoms	81%	75%
The hospice team always gave family members the training and information they needed to care for the patient	82%	76%
Family caregivers who gave the agency a total rating of 9 or 10 (where 10 is the best)	84%	81%
Family caregivers who would definitely recommend this hospice agency to friends and family	85%	84%