

PATIENT SATISFACTION SURVEY RESULTS ARE IN



HP Works for Your Patients

Patient satisfaction and quality of life has been Hospice Pharmacia's goal since our founding in 1996. To ensure our efforts always reflect and work towards our founding vision, we annually survey our patients to see how we are doing. This year's Patient Satisfaction Survey was sent out over a two week period in the first quarter of 2009 and we were pleased to receive over 1,000 responses. Read below to see what patients, caregivers, and healthcare professionals have to say:

- **Most important pharmacy services as reported by patients and their families:**

- Delivery and Timeliness – 36%
- Medication Accuracy & Information – 21%
- Comfort – 9%

- **Patients weigh in on how well HP meets their needs and services:**

- Very well – 90%
- Pretty good – 9%

How well do we meet your needs and expectations for the following...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
I know how to contact my pharmacist if I have questions about the medicine I receive from Hospice Pharmacia and why I take them, or if I have any concerns about medicine.	55%	18%	5%	3%	3%	18%
The medicine I receive from Hospice Pharmacia arrives in good condition. The medicine is not spilled or damaged in the mail.	88%	10%	1%	1%	0%	0%
I feel that my pain was adequately addressed by the pharmacy and the medicine.	63%	19%	3%	0%	0%	13%
The written instructions and information from Hospice Pharmacia were easy to understand.	73%	19%	3%	0%	1%	4%
My overall perception of your service is excellent.	82%	15%	2%	0%	0%	0%

- **Just a few of the additional comments from those we serve:**

- "Thank God for the help you folks give. The people that come in are very nice and the medicine helps a lot. I could not pay for all the help I get and the kindness also. Again, thank God!" – *Hospice Patient*
- "Your system really take a load off of the family, money and time wise." – *Caregiver*
- "The services are excellent! And the Recommendations and follow-through of our Hospice have greatly improved the quality of life for my husband." – *Caregiver*
- "We are new at this and very impressed with the whole program." – *Caregiver*

At HP, we recognize that we are an extension of your program. Satisfaction with hospice pharmacy services is a reflection of the care that you provide. Thank you to those hospices who choose HP; we are grateful to be part of your patients' care.