



NHPCO Evaluation of Grief Support Services (EGSS) Report

July 2024

NHPCO Evaluation of Grief Support Services (EGSS) Report

About this Report:

The 2023 annual NHPCO Evaluation of Grief Support Services (EGSS) report publishes aggregated data collected from the EGSS, offered to NHPCO member organizations that provide grief support services. This survey allows providers to track performance in the critical area of grief support.

What is Evaluation of Grief Support Services?

Evaluation of Grief Support Services (EGSS) is a survey designed to measure the success of grief support services from the perspective of the recipients of these services.

The goal of the EGSS is to help programs track and evaluate their performance. The survey is available for NHPCO members to disseminate in either print (mail) or online (email) formats.

How can the EGSS Report help my organization?

Bereavement support hinges largely on effective communication and the experience of the recipient.

- Are you evaluating your grief related support services?
- Is your team identifying connections between caregiver feedback (general) and grief support?
- Does your organization offer individualized, person-centered grief support? How do you measure it?

The EGSS can help fill these critical gaps in data. The survey takes a comprehensive approach by including questions on a wide range of services, many of which are optional so that hospices can tailor the EGSS survey to reflect the specific services they offer.

Data Reporting:

Data in this report is presented as national averages, based on responses received in two distinct reporting periods – the first half of 2023 (January 1 to June 30), and the second half of 2023 (July 1 to December 31). For reporting purposes, the data analyzed in the semiannual report come from surveys **received** in the half year covered by the report.

EGSS Reporting Periods –

Time Period for Surveys Received	Data Submission Period	
January – June Report	First half of year (January 1 – June 30)	January 29 – July 15
July – December Report	Second half of year (July 1 – December 31)	July 16 – January 28

Bereavement Components on EGSS Survey:

The modules represent various components of hospice bereavement programs:

- Grief Support Mailings
- Grief Support Telephone Calls
- In-Person Grief Support Visits
- Grief Support Groups
- Other Grief Support Services

A hospice may offer some or all of these components. The EGSS survey allows customization of survey components. Providers can remove question sets from the survey that relate to bereavement program components their program does not offer. All efforts are made to provide accurate sample counts (n) for each reporting period.

NHPCO recommends mailing the EGSS survey during the fourteenth month post-death. Recommendations based on the NHPCO Standards of Practice for Hospice Programs:

- **Bereavement or grief support services be provided for a minimum of 13 months following the death of the patient.**
- **Sending the survey during the fourteenth month post-death allows for evaluation of services provided through the thirteenth month.**

Example of recommended timeline:

- I. March 2018 – Death occurs
- II. April 2019 – Thirteenth month post death anniversary
- III. May 2019 – Mail survey to bereaved family

This report is best used as a supplement to the EGSS online dashboard, which allows organizations to view, update, and monitor their survey data and results in real-time, along with response rates and other features available only via the dashboard. Organizational benchmarking is available alongside national averages.

For more information on the administration of the EGSS survey or to learn how to participate, visit [Evaluation of Grief Support Services \(EGSS\) | NHPCO](#).

2023 Response Data:

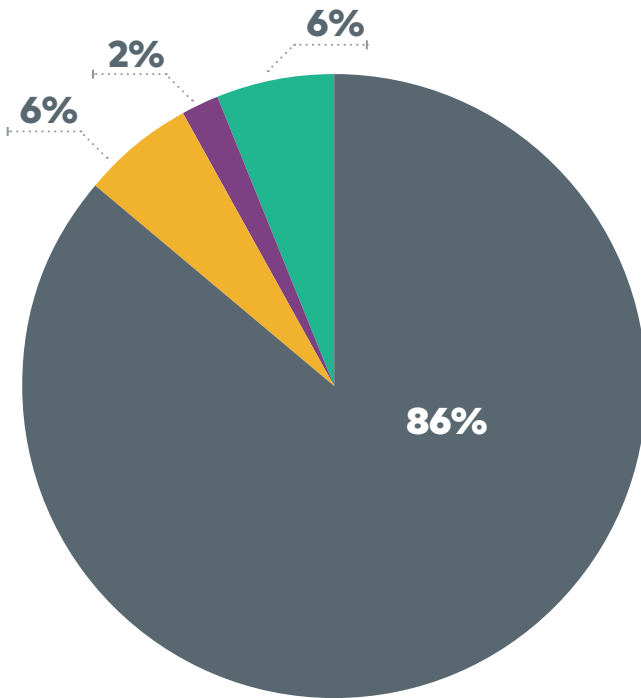
- 115,310 total surveys sent (mail & email)
- 16,147 responses
- 13.8% response rate

Survey Section One

General Grief Support

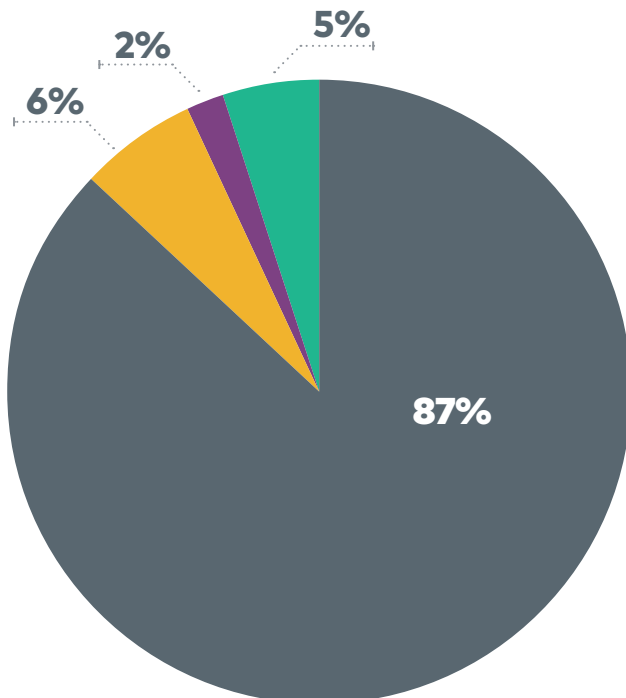
Did you receive educational information about grief & loss?

First Half 2023



- Yes
- Not sure
- No response
- No

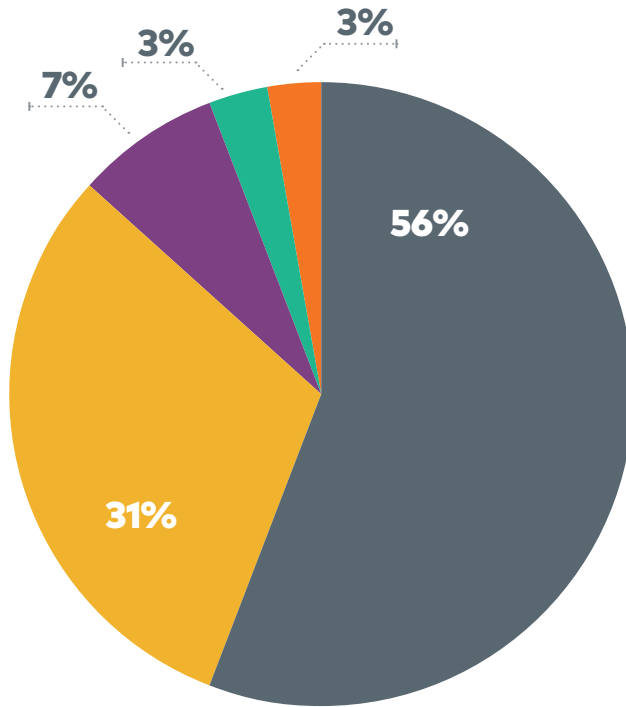
Second Half 2023



- Yes
- Not sure
- No response
- No

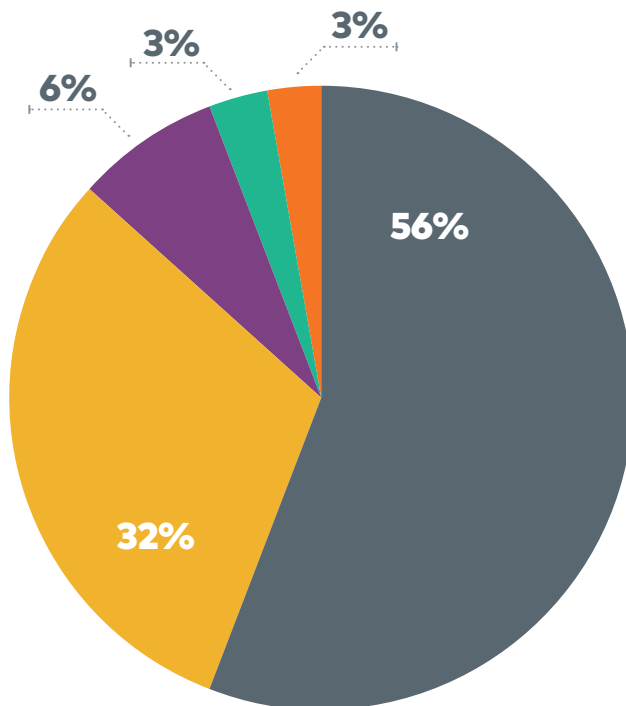
How helpful was the information on how to cope with grief & loss?

First Half 2023



- Very useful
- Somewhat useful
- Did not receive information
- Not useful
- No response

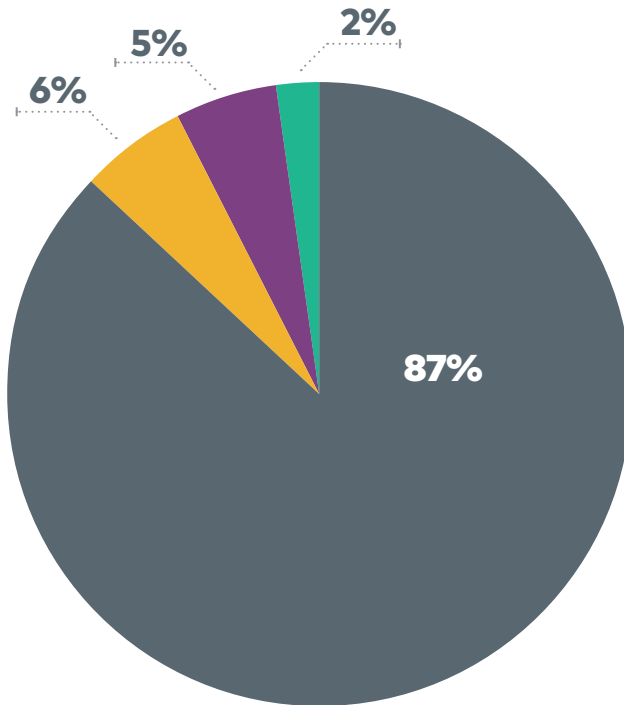
Second Half 2023



- Very useful
- Somewhat useful
- Did not receive information
- Not useful
- No response

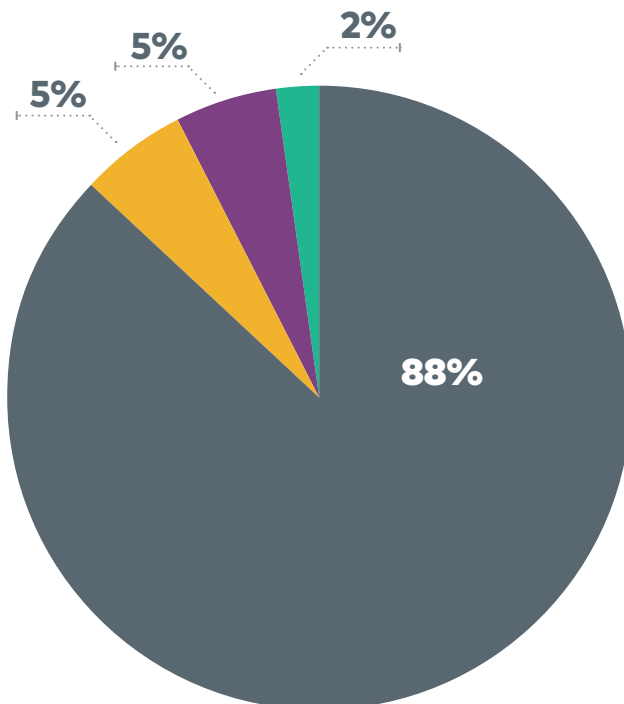
Did you receive reassurance that what you are going through is a common reaction to grief?

First Half 2023



- Yes
- Not sure
- No
- No response

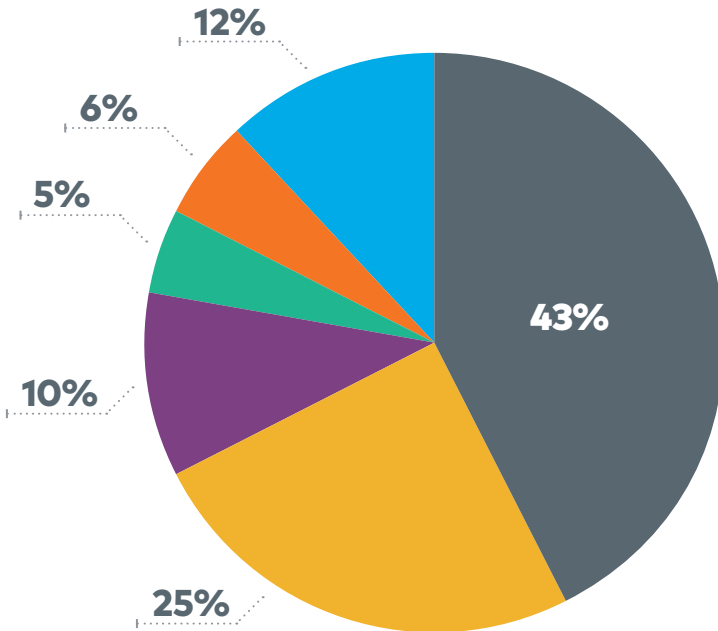
Second Half 2023



- Yes
- Not sure
- No
- No response

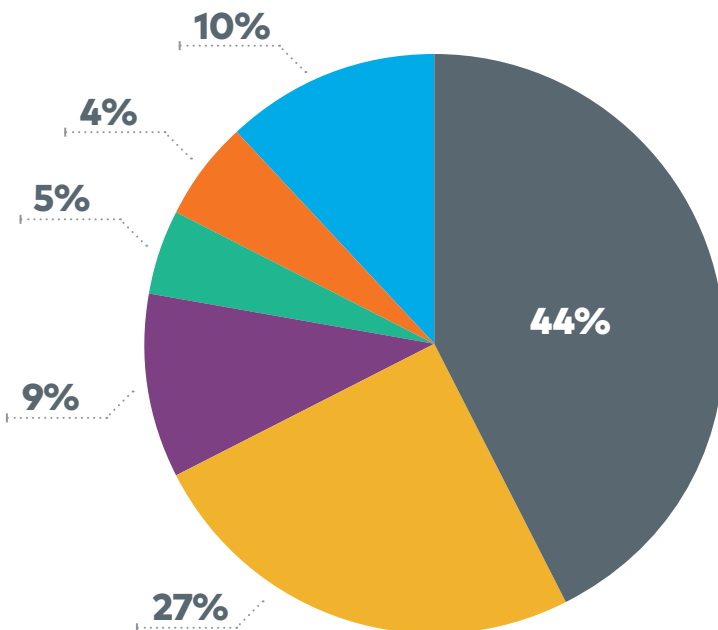
How was the availability of support groups?

First Half 2023



- Very useful
- Somewhat useful
- Did not receive information on in-person counseling
- No response
- Not useful
- Not reported (did not include question in survey)

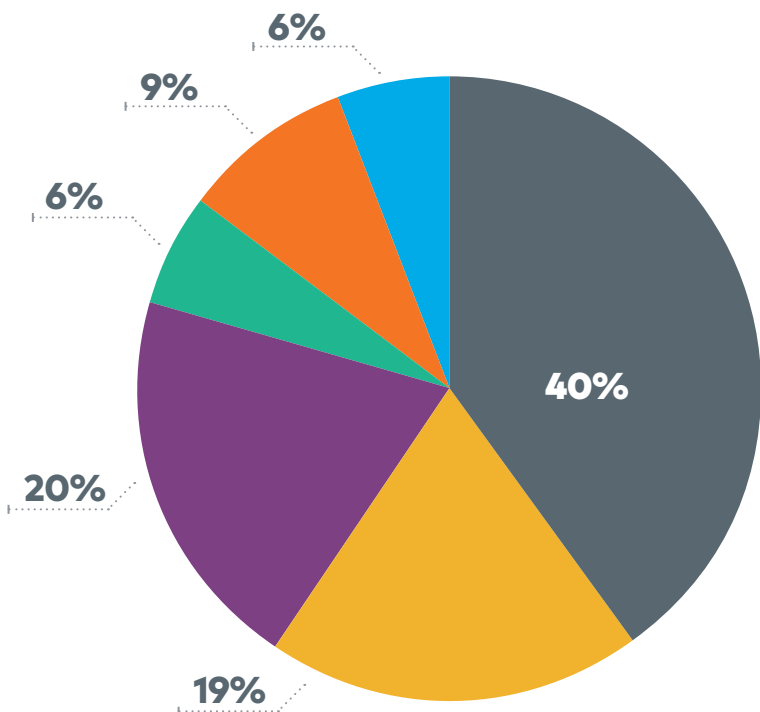
Second Half 2023



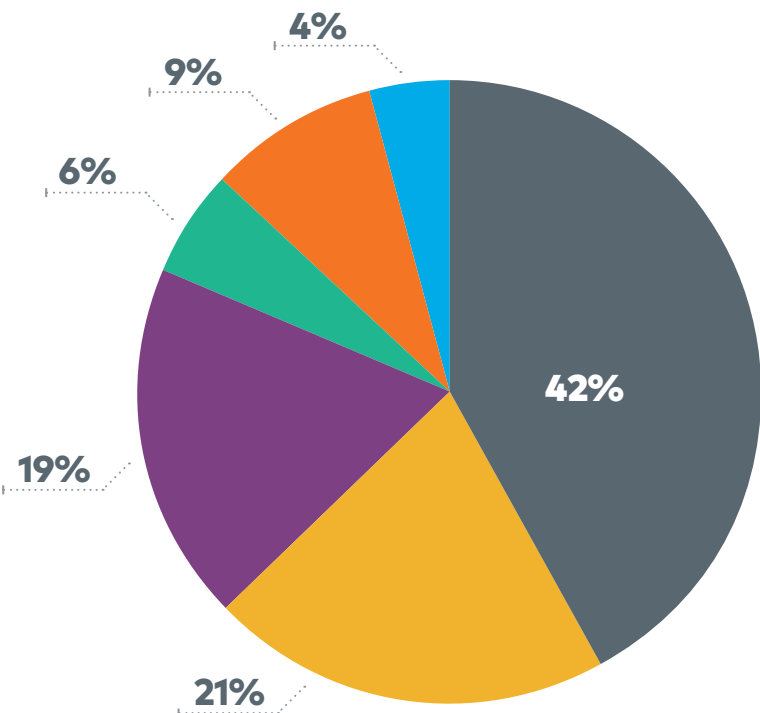
- Very useful
- Somewhat useful
- Did not receive information on in-person counseling
- No response
- Not useful
- Not reported (did not include question in survey)

How was the availability of in-person visits for grief support?

First Half 2023

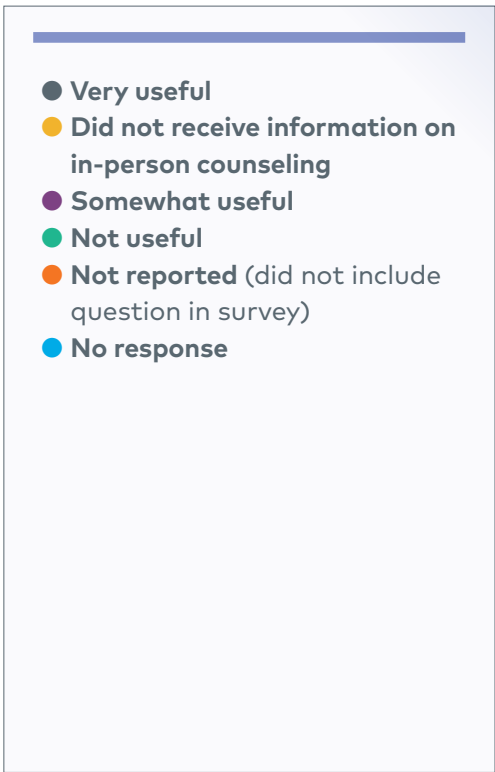
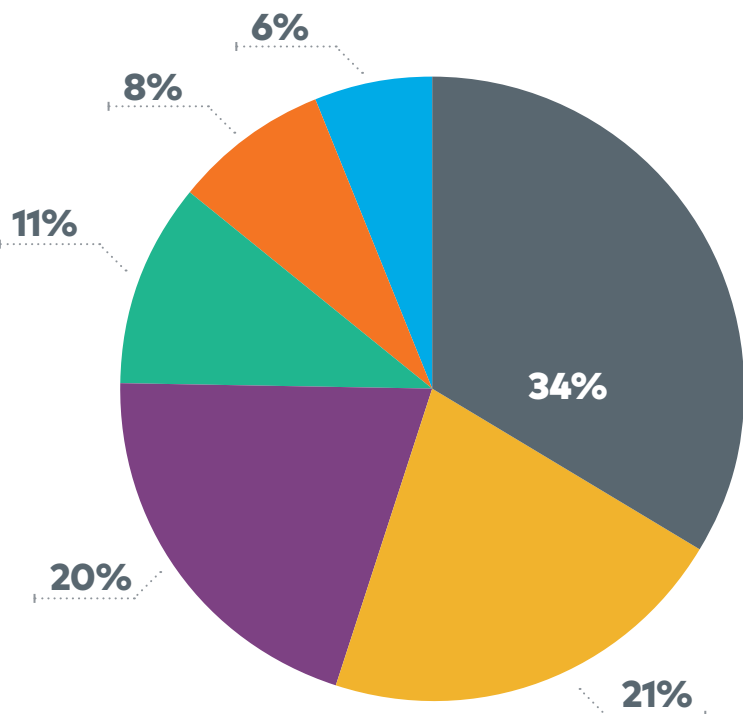


Second Half 2023

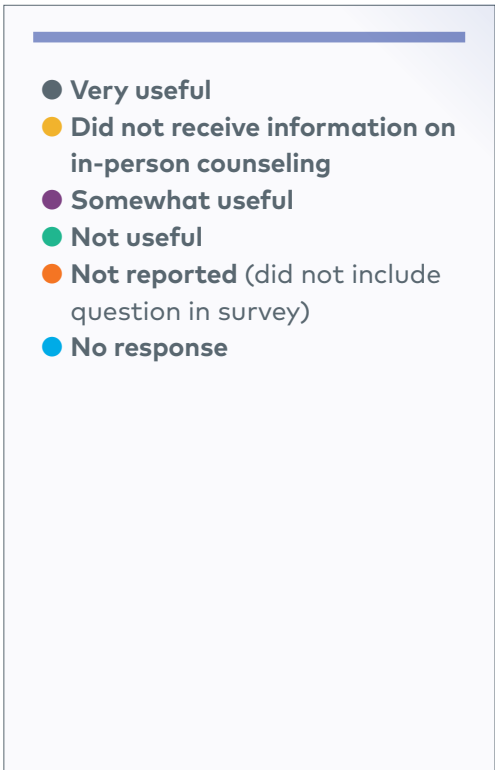
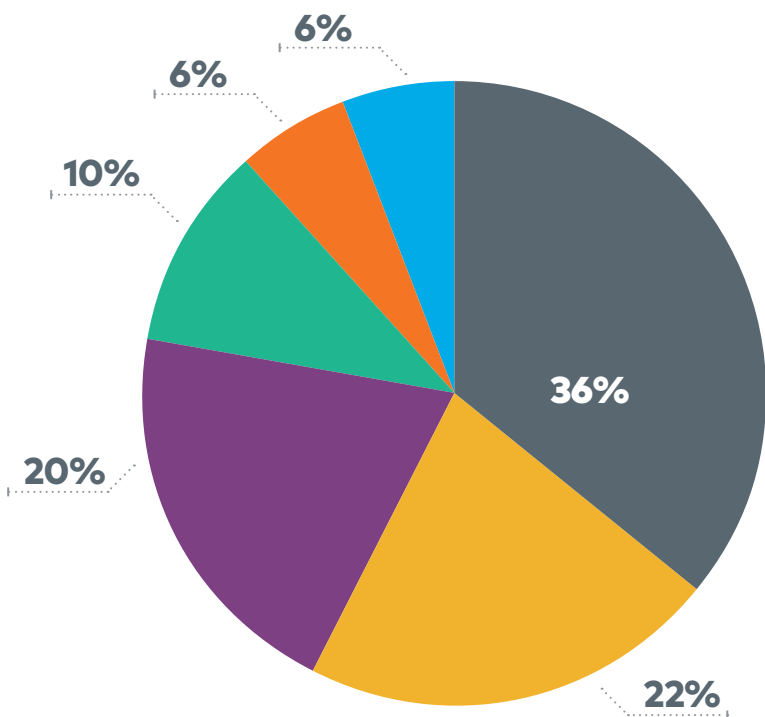


Did you receive information on memorial services or commemorative events?

First Half 2023



Second Half 2023

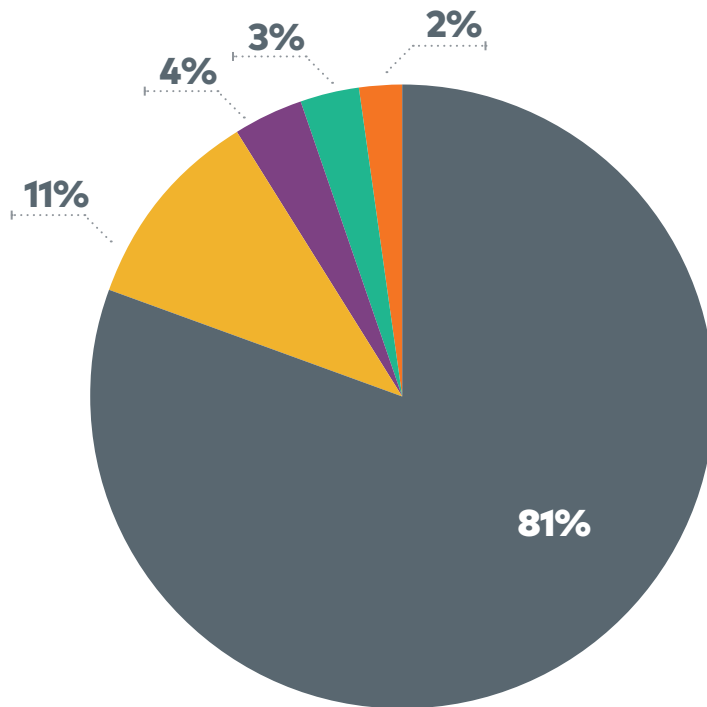


Survey Section Two

Grief Support Mailings

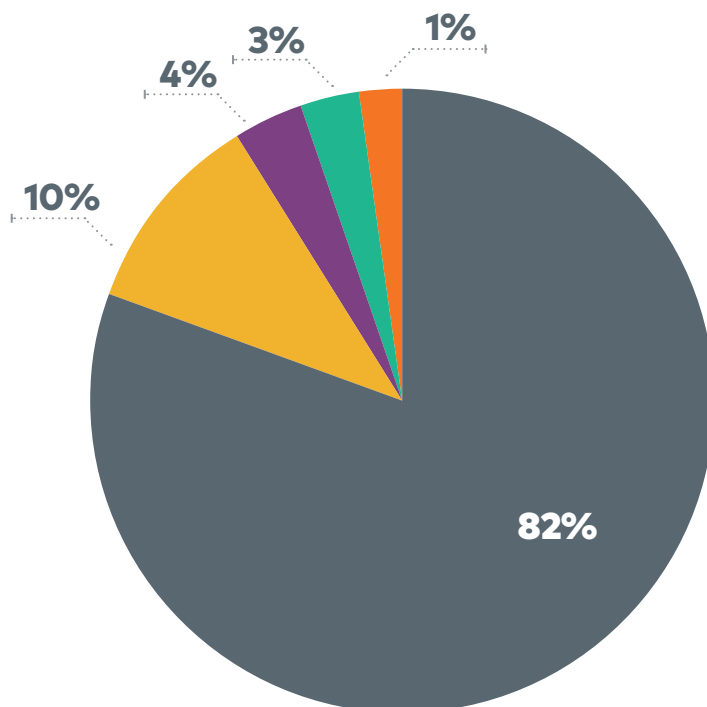
How was the timing of mailings or emails?

First Half 2023



- The mailings/emails were well timed
- Did not receive any mailings or emails
- No response
- The mailings/emails were not well timed
- Not reported (did not include question in survey)

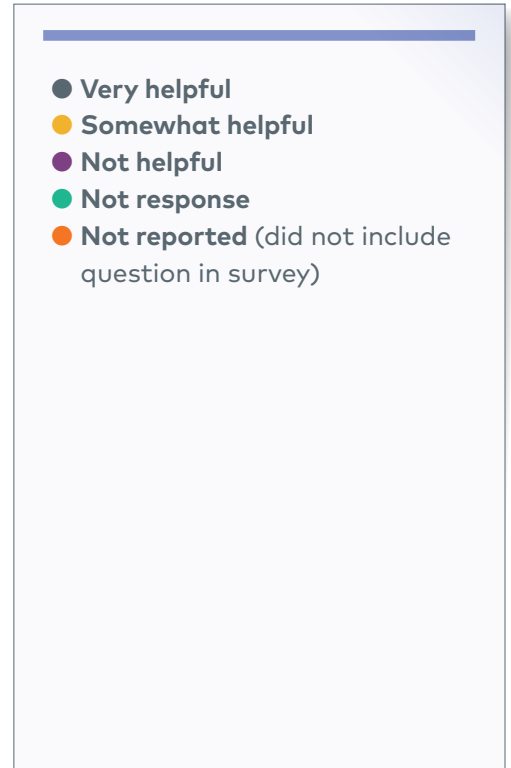
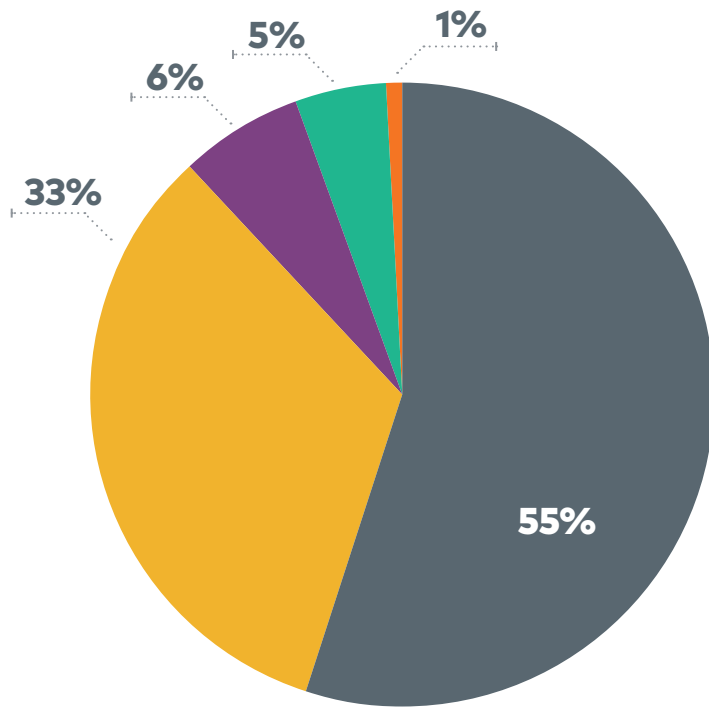
Second Half 2023



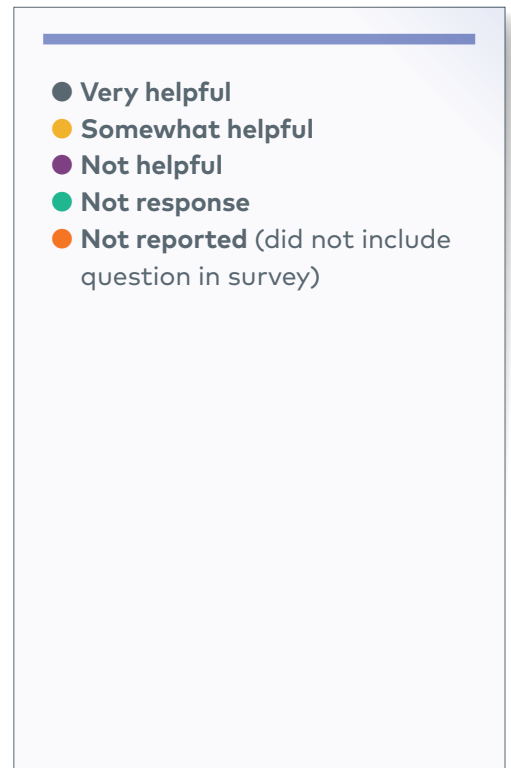
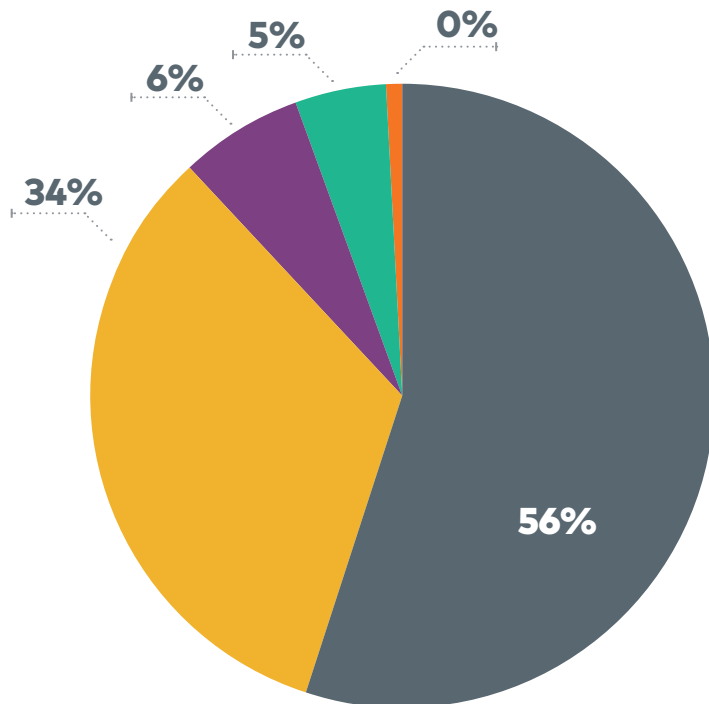
- The mailings/emails were well timed
- Did not receive any mailings or emails
- No response
- The mailings/emails were not well timed
- Not reported (did not include question in survey)

How helpful did you find the mailings or emails?

First Half 2023



Second Half 2023

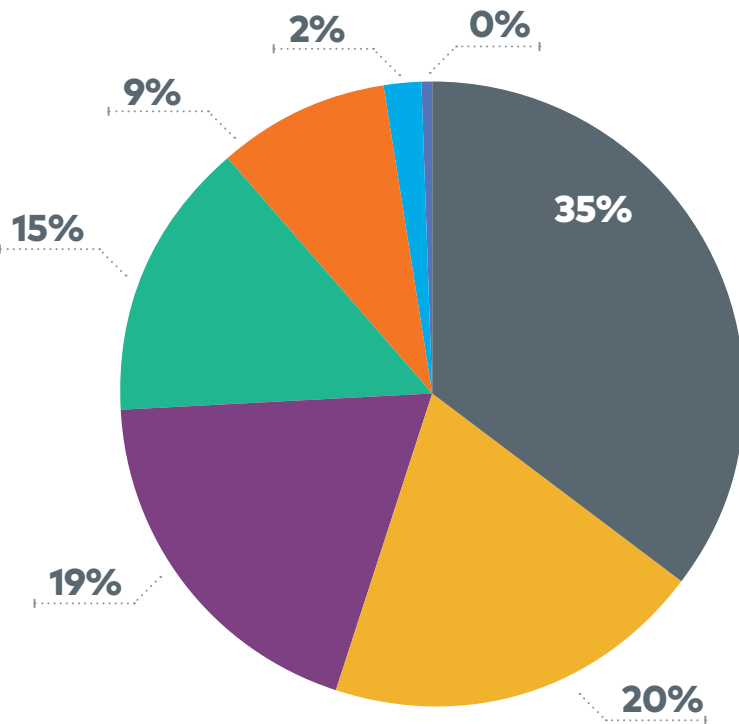


Survey Section Three

Grief Support Phone Calls

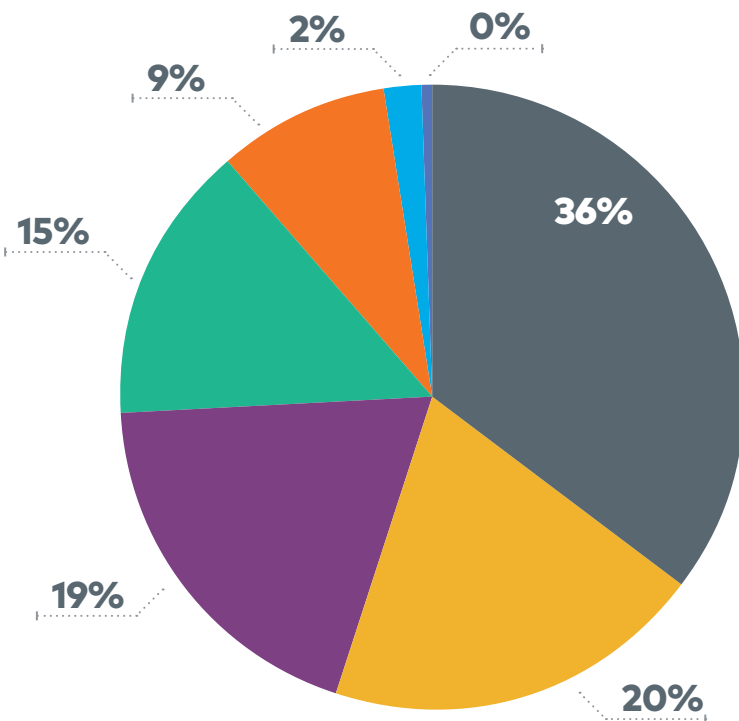
After the death, did we contact you by phone about grief support?

First Half 2023



- A few times
- Once or twice
- Often
- Not sure
- Was not contacted by phone
- No response
- Not reported (did not include question in survey)

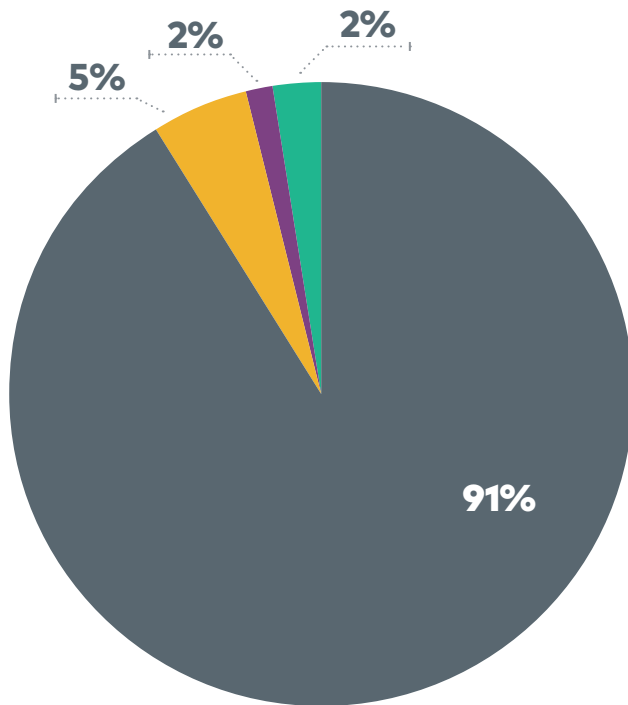
Second Half 2023



- A few times
- Once or twice
- Often
- Not sure
- Was not contacted by phone
- No response
- Not reported (did not include question in survey)

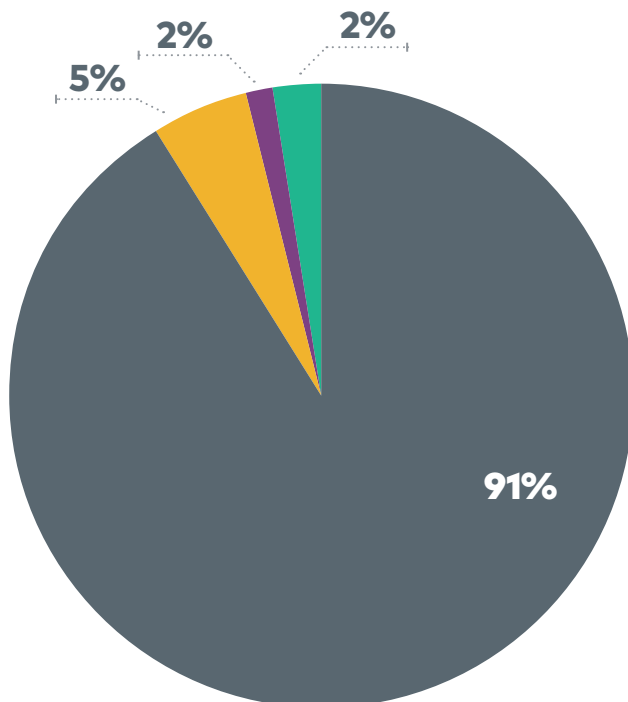
Was the number of telephone calls you received?

First Half 2023



- About right
- Too few
- No response
- Too many

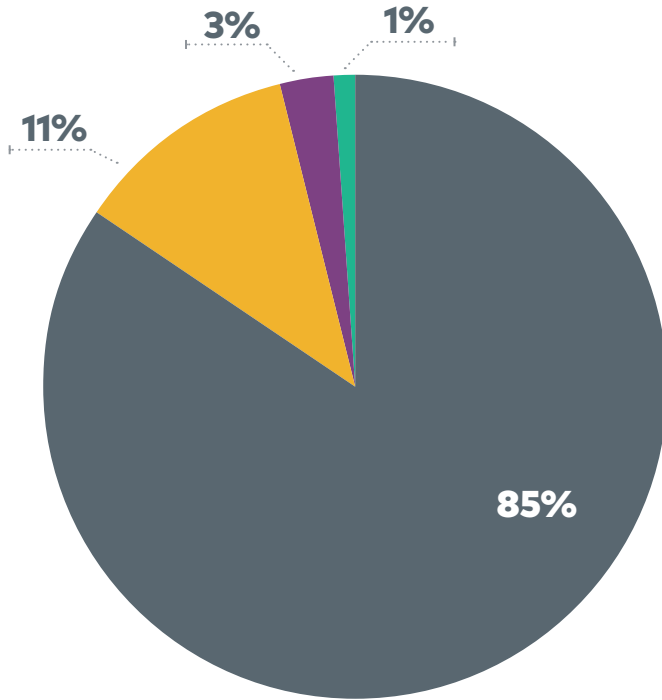
Second Half 2023



- About right
- Too few
- No response
- Too many

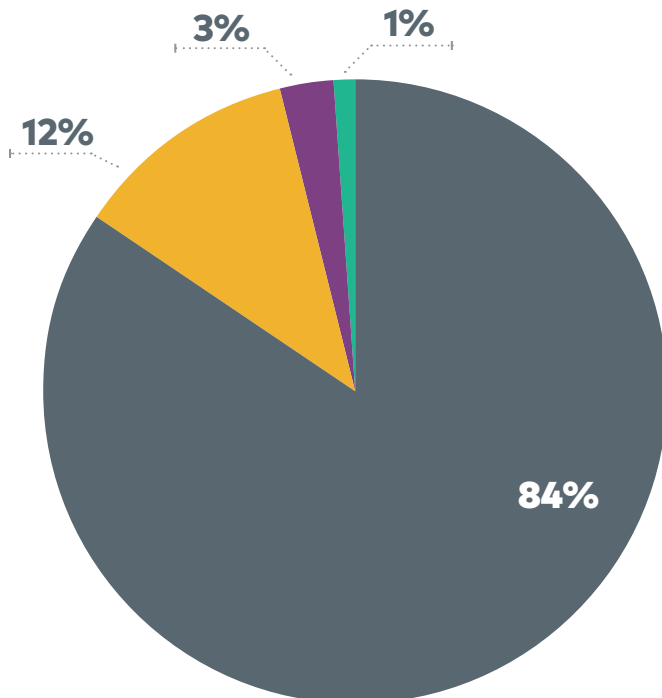
Aside from any telephone calls we made to you after the death, did you make any calls to us for grief information or support during this period?

First Half 2023



- No
- Yes
- No response
- Not reported (did not include question in survey)

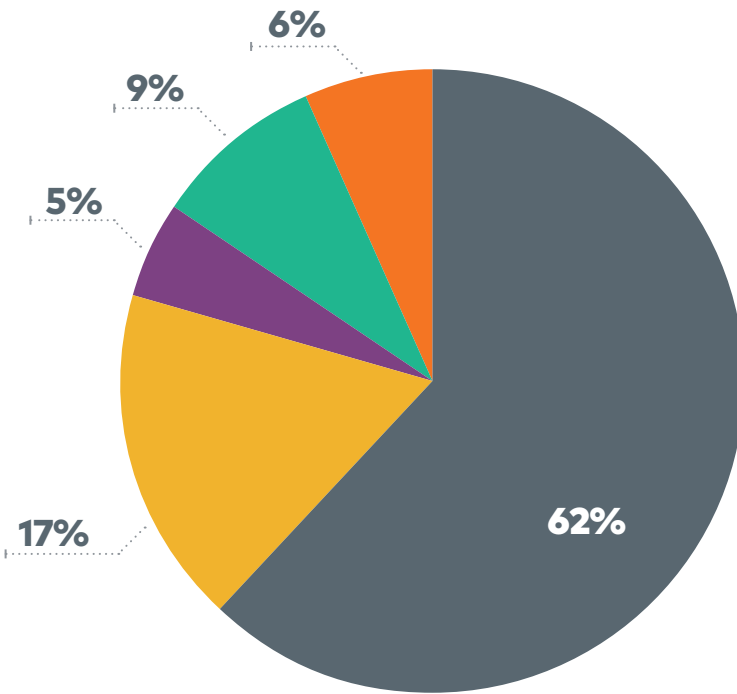
Second Half 2023



- No
- Yes
- No response
- Not reported (did not include question in survey)

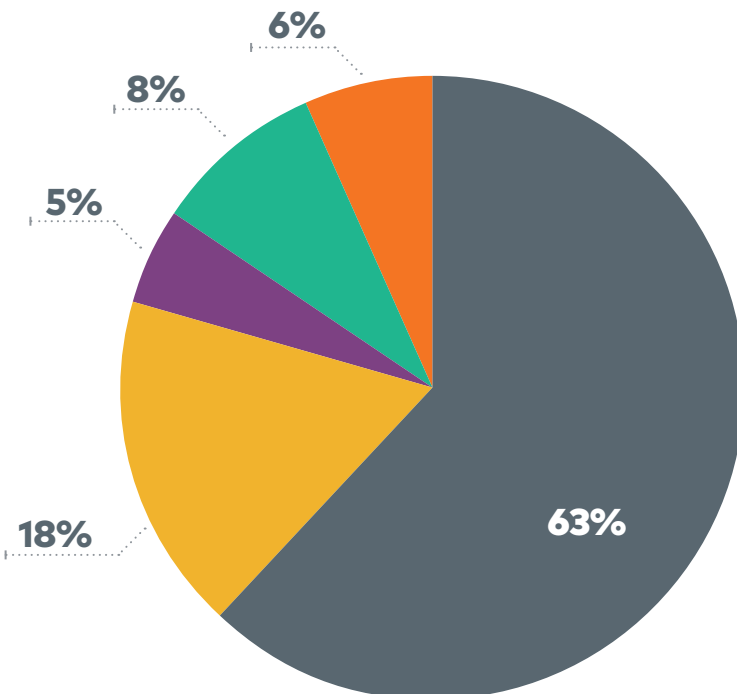
When you called for information or support, how did we do in getting you help as soon as you needed it?

First Half 2023



- Very good
- No response
- Not reported (did not include question in survey)
- Fair
- Poor

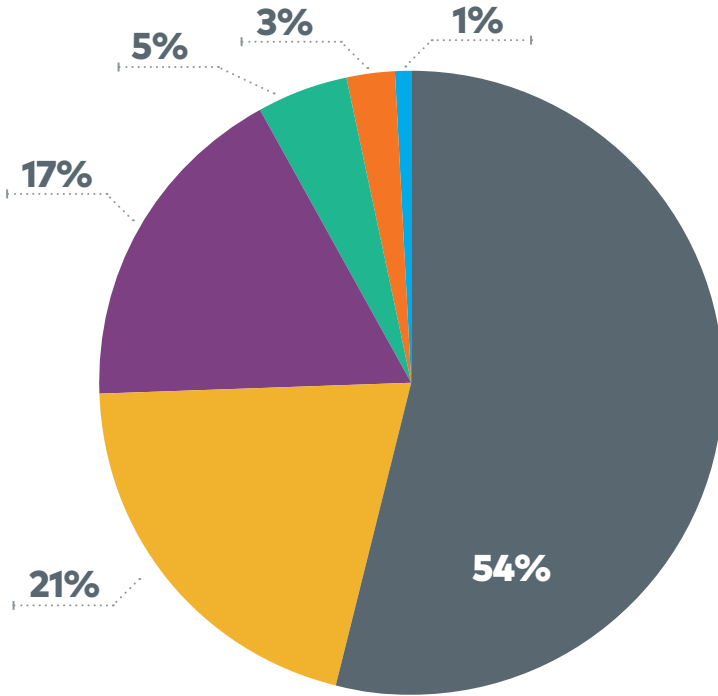
Second Half 2023



- Very good
- No response
- Not reported (did not include question in survey)
- Fair
- Poor

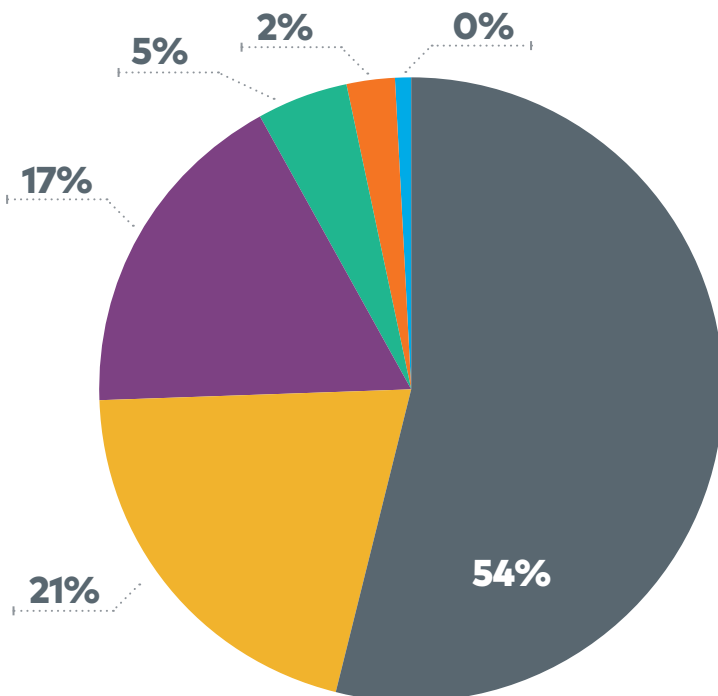
Thinking about all your telephone conversations with us related to grief support services, how helpful were the individuals with whom you spoke?

First Half 2023



- Very helpful
- Had no conversations
- Somewhat helpful
- No response
- Not helpful
- Not reported (did not include question in survey)

Second Half 2023



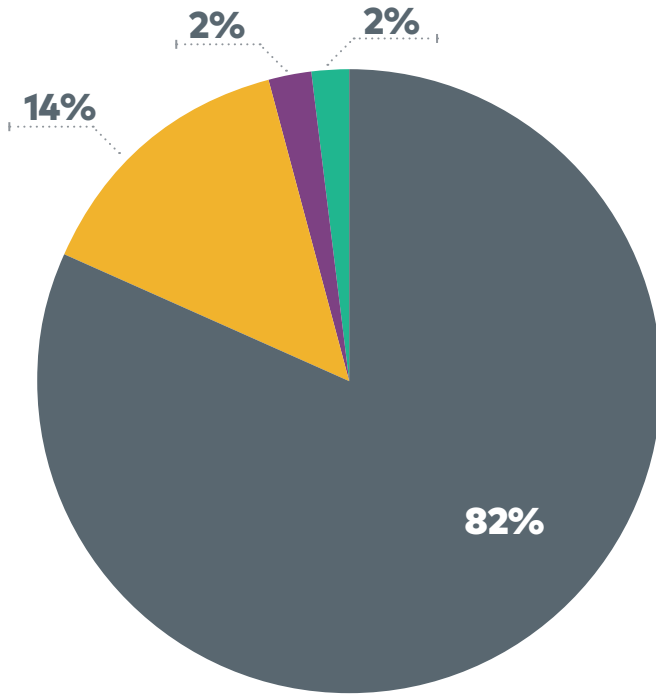
- Very helpful
- Had no conversations
- Somewhat helpful
- No response
- Not helpful
- Not reported (did not include question in survey)

Survey Section Four

In-Person Grief Support Visits

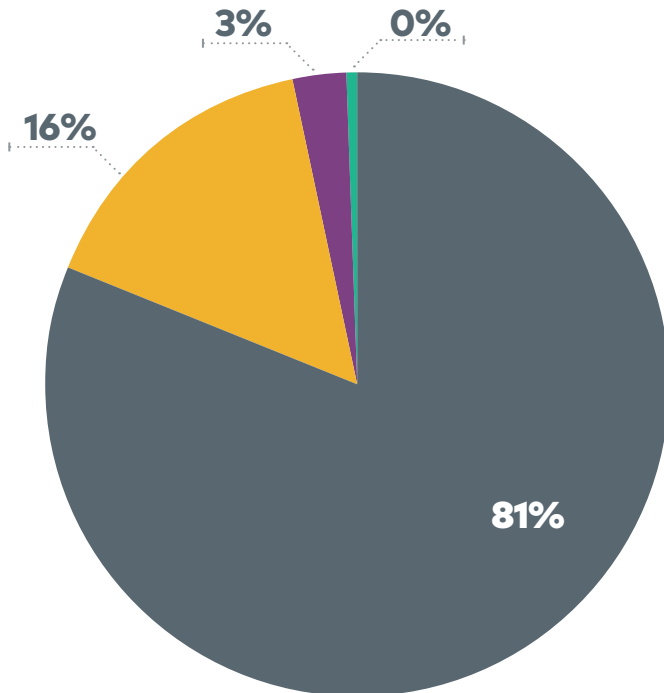
After the death, did you meet with anyone from our grief support services at your home, at our office, or somewhere else?

First Half 2023



- No
- Yes
- No response
- Not reported (did not include question in survey)

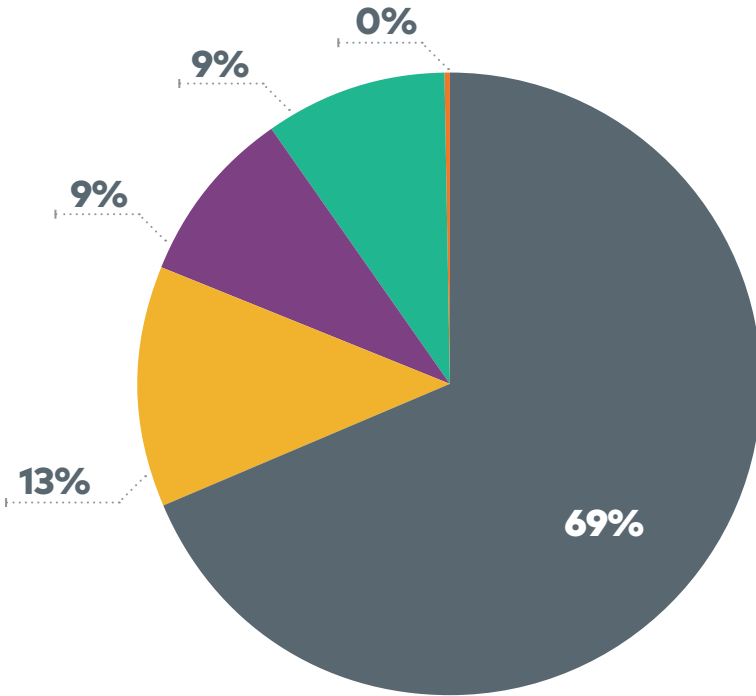
Second Half 2023



- No
- Yes
- No response
- Not reported (did not include question in survey)

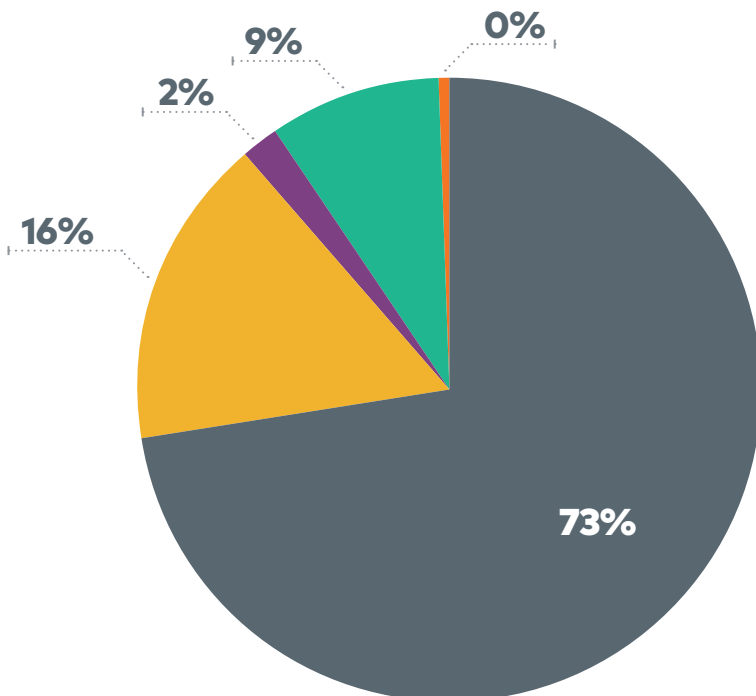
Was the number of in-person visits for grief support:

First Half 2023



- Just about right
- No response
- Not reported (did not include question in survey)
- Too few
- Too many

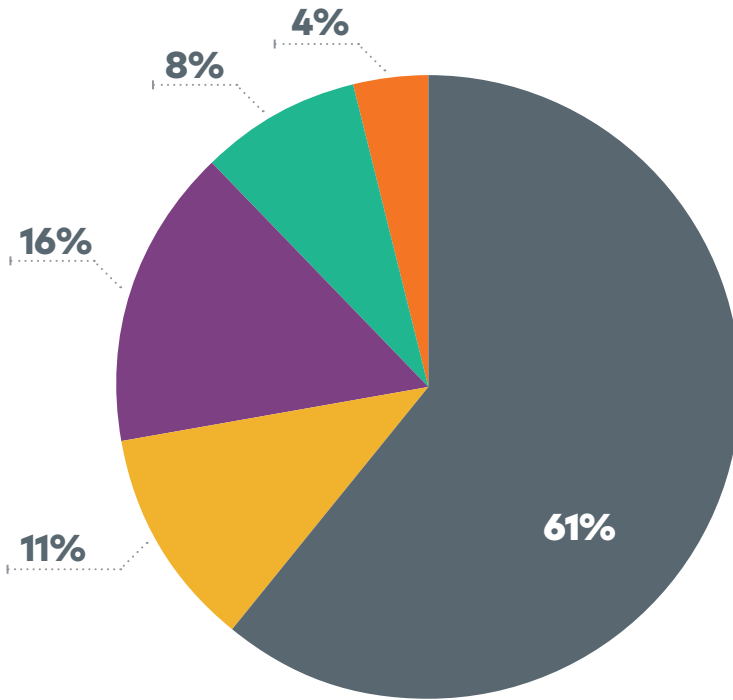
Second Half 2023



- Just about right
- No response
- Not reported (did not include question in survey)
- Too few
- Too many

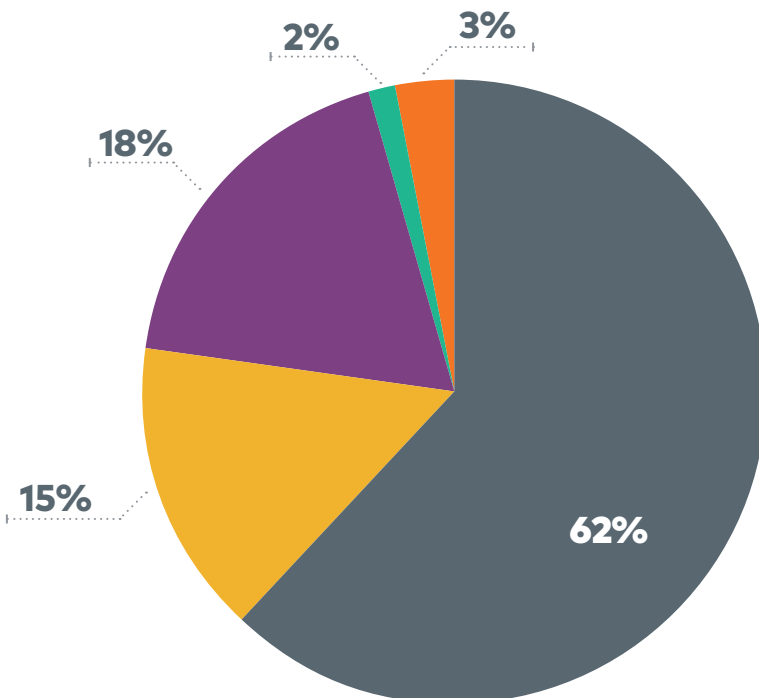
How helpful was the in-person grief support provided?

First Half 2023



- Very helpful
- No response
- Somewhat helpful
- Not reported (did not include question in survey)
- Not helpful

Second Half 2023



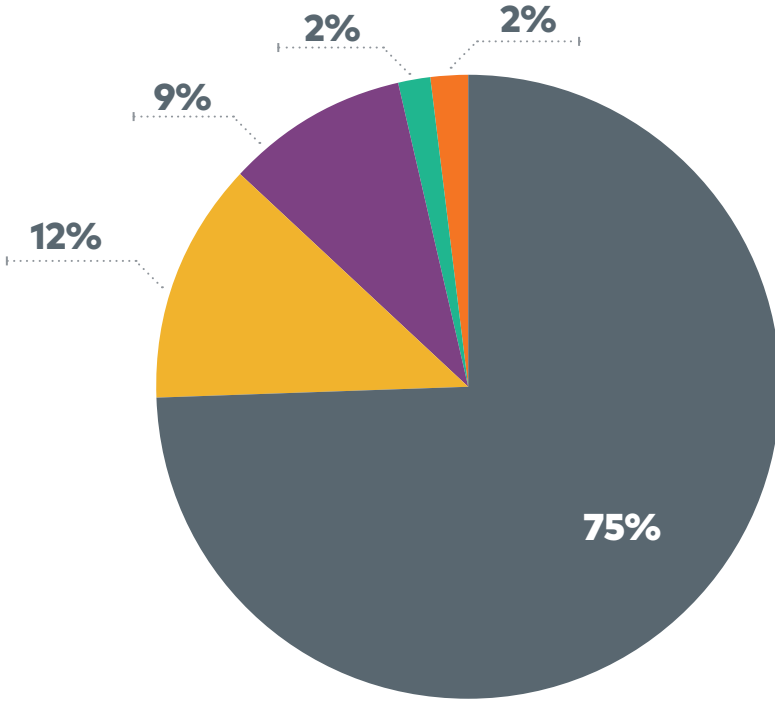
- Very helpful
- No response
- Somewhat helpful
- Not reported (did not include question in survey)
- Not helpful

Survey Section Five

In-Person Grief Support Visits

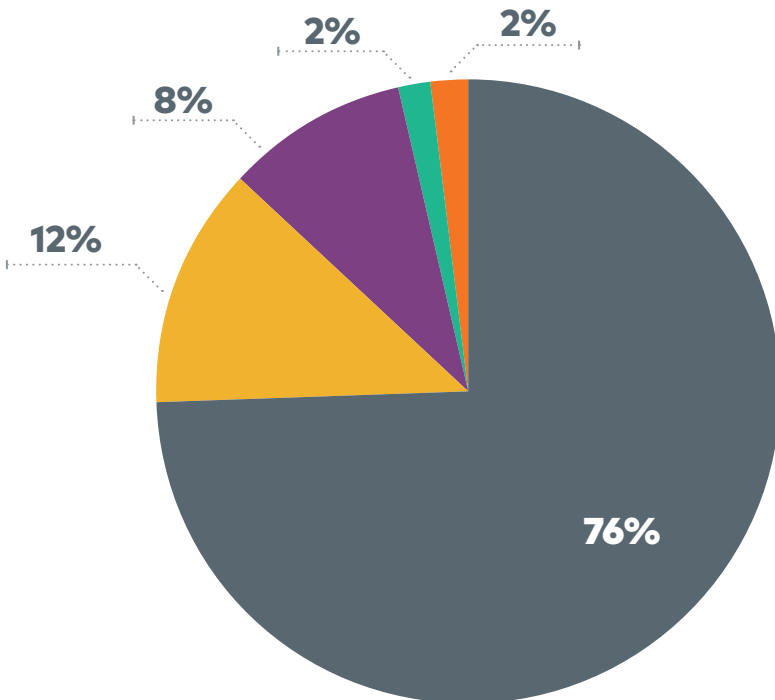
Since the death, were you informed of our grief support services?

First Half 2023



- Yes
- Not sure
- No
- No response
- Not reported (did not include question in survey)

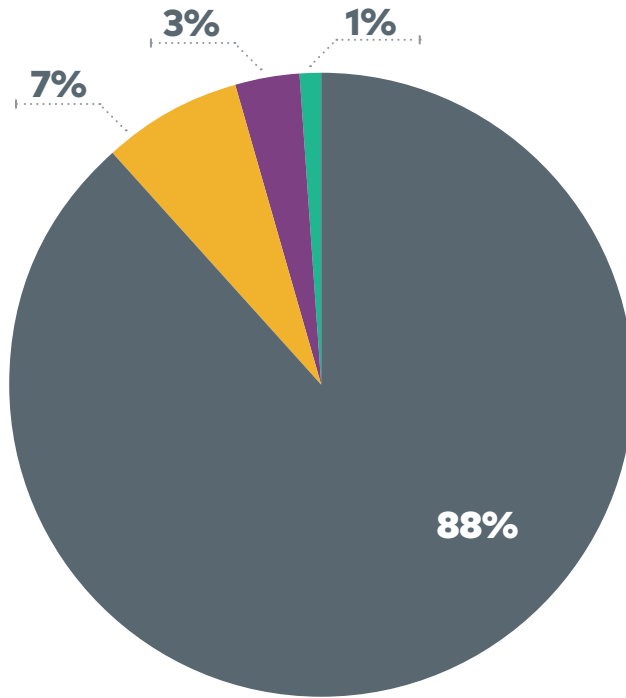
Second Half 2023



- Yes
- Not sure
- No
- No response
- Not reported (did not include question in survey)

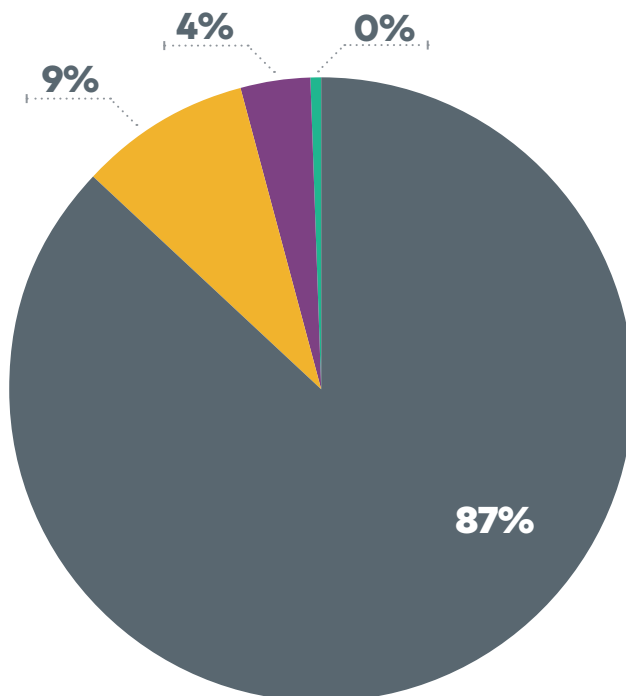
Did you attend any grief support groups that we offered?

First Half 2023



- No
- Yes
- No response
- Not reported (did not include question in survey)

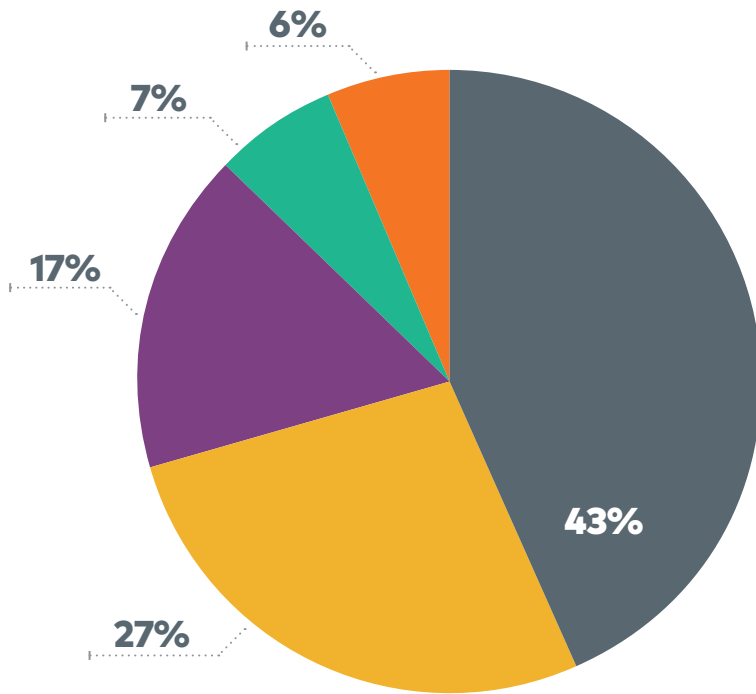
Second Half 2023



- No
- Yes
- No response
- Not reported (did not include question in survey)

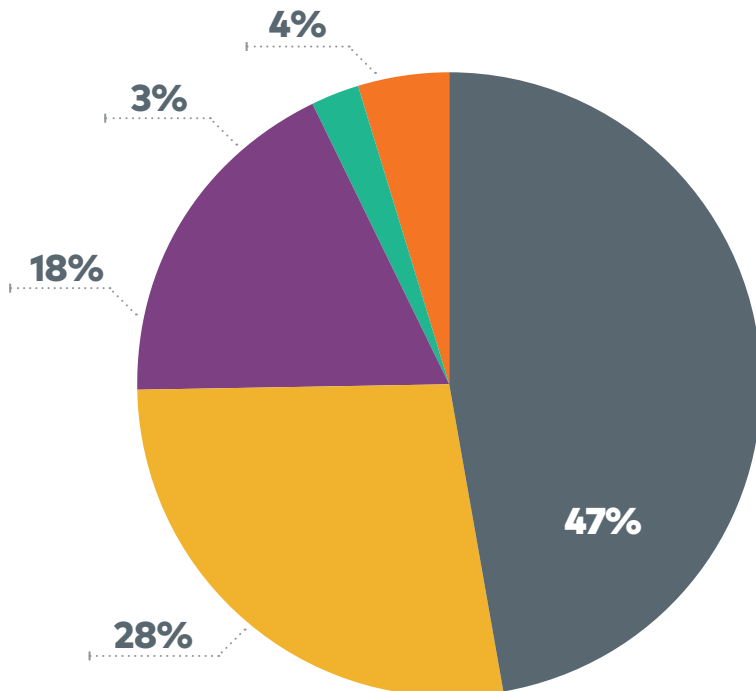
How would you rate the grief support services you attended?

First Half 2023



- Very helpful
- No response
- Somewhat helpful
- Not reported (did not include question in survey)
- Not helpful

Second Half 2023



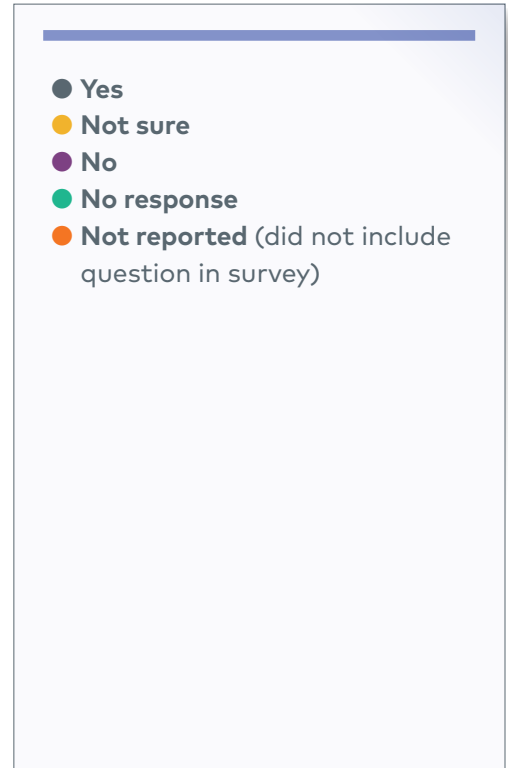
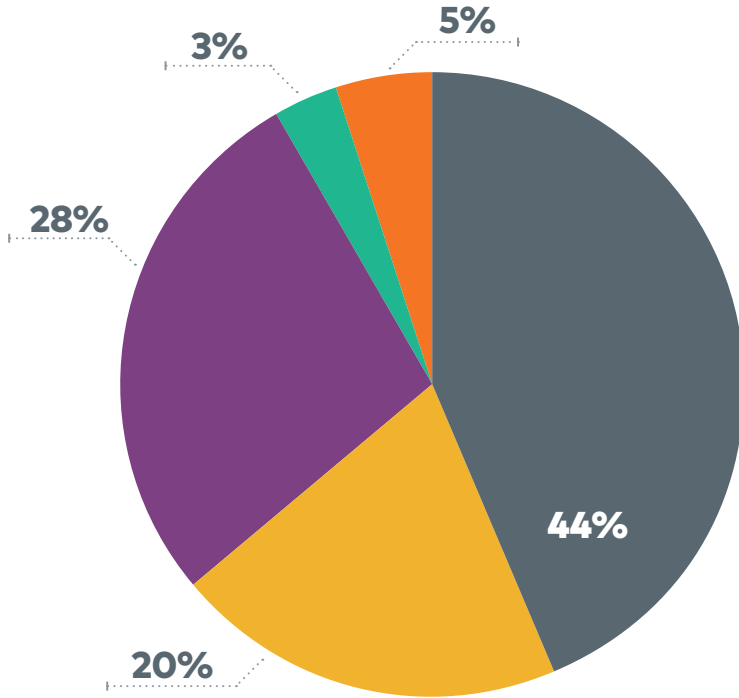
- Very helpful
- No response
- Somewhat helpful
- Not reported (did not include question in survey)
- Not helpful

Survey Section Six

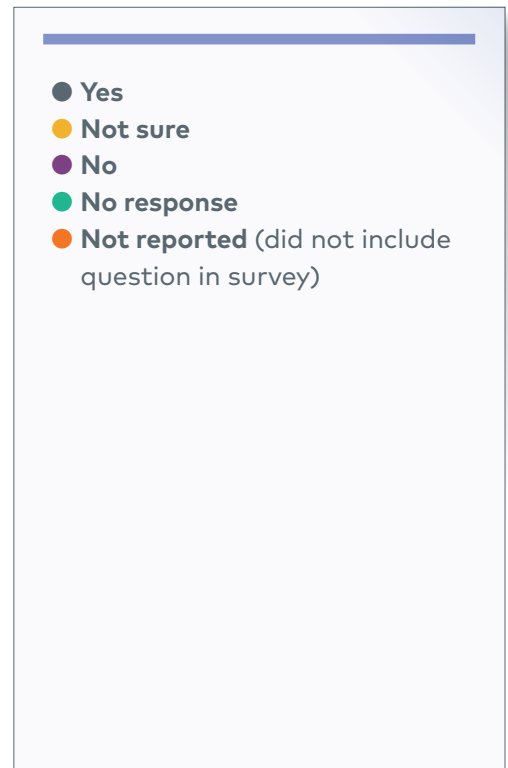
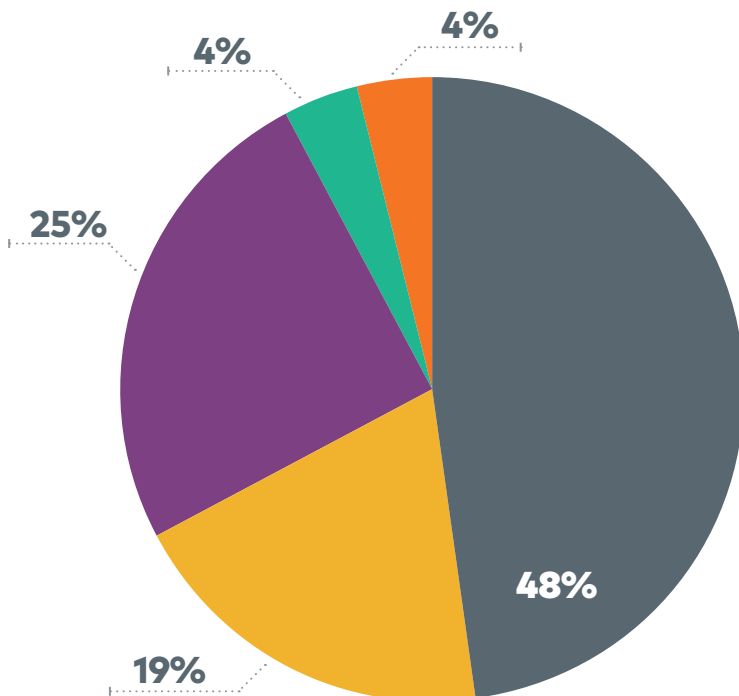
Other Grief Support Services

Since the death, were you invited to memorial services or commemorative events arranged by our grief support program?

First Half 2023

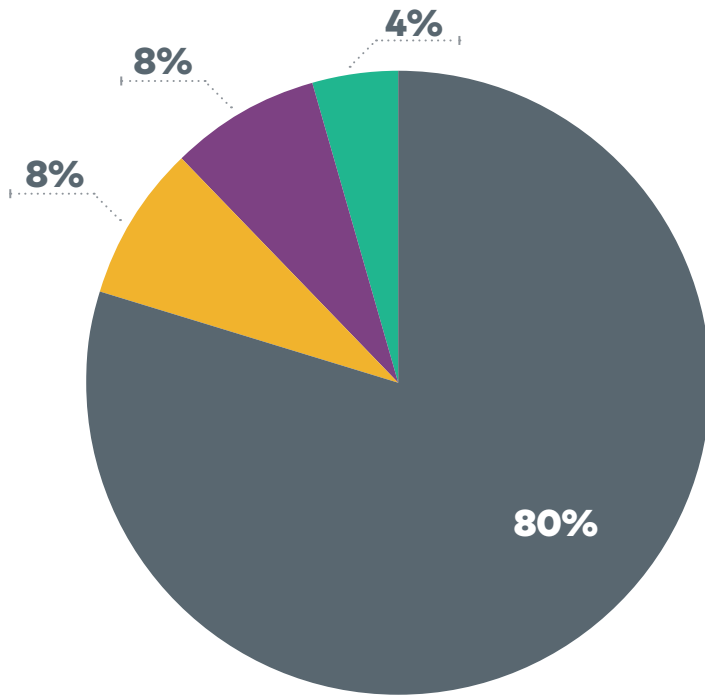


Second Half 2023



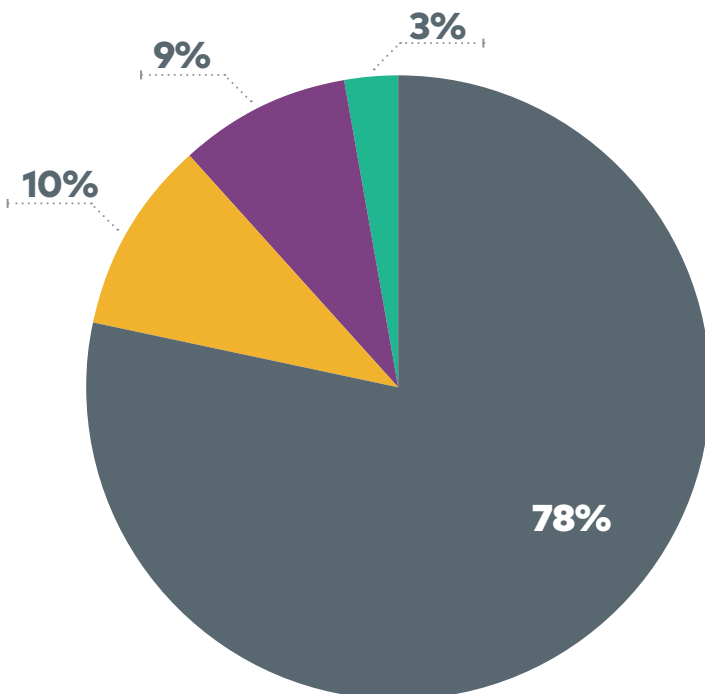
Did you attend any that were offered?

First Half 2023



- No
- Yes
- No response
- Not reported (did not include question in survey)

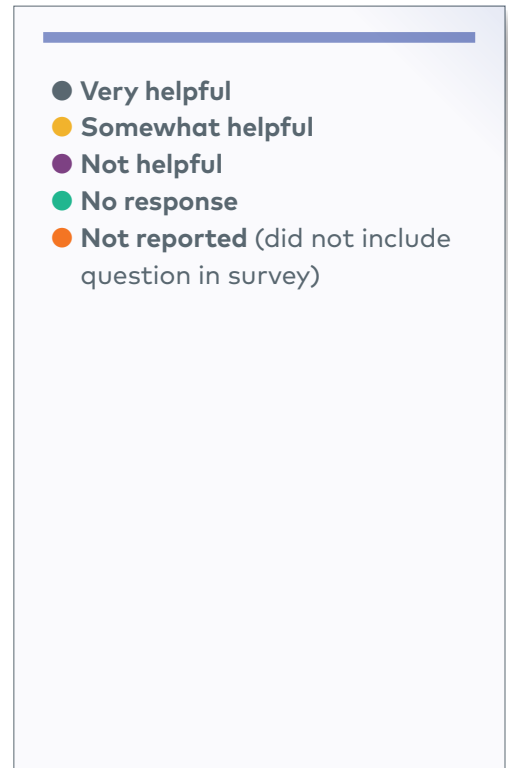
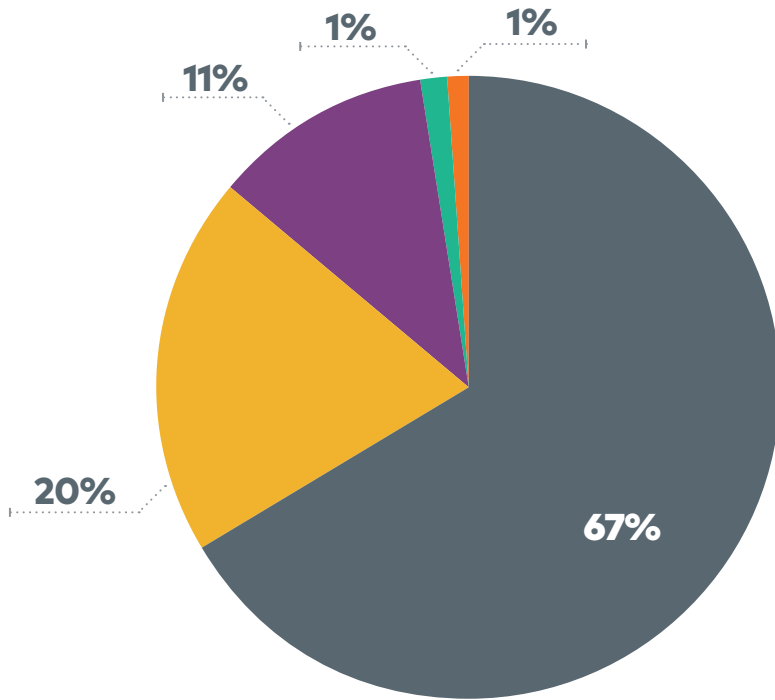
Second Half 2023



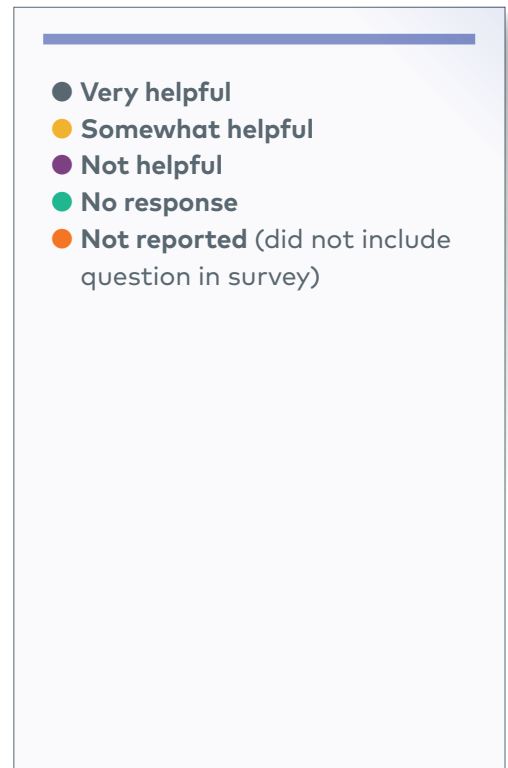
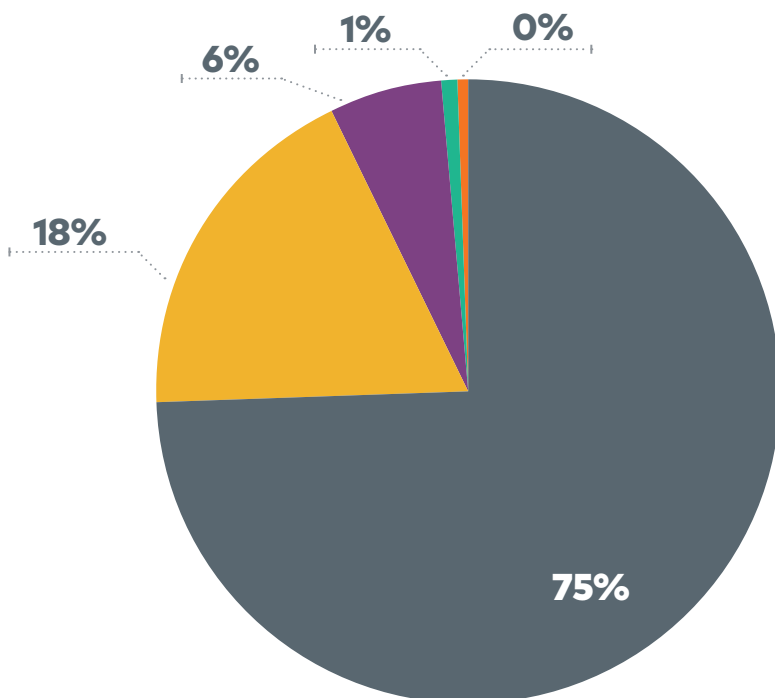
- No
- Yes
- No response
- Not reported (did not include question in survey)

How helpful were the memorial services or commemorative events you attended?

First Half 2023

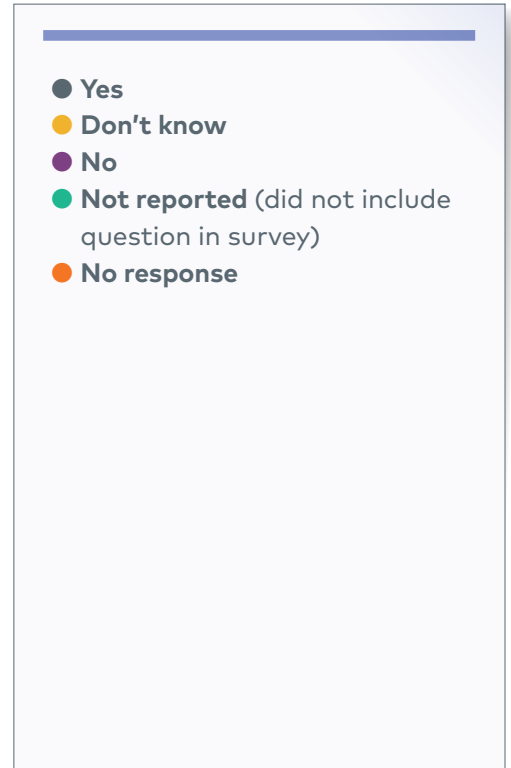
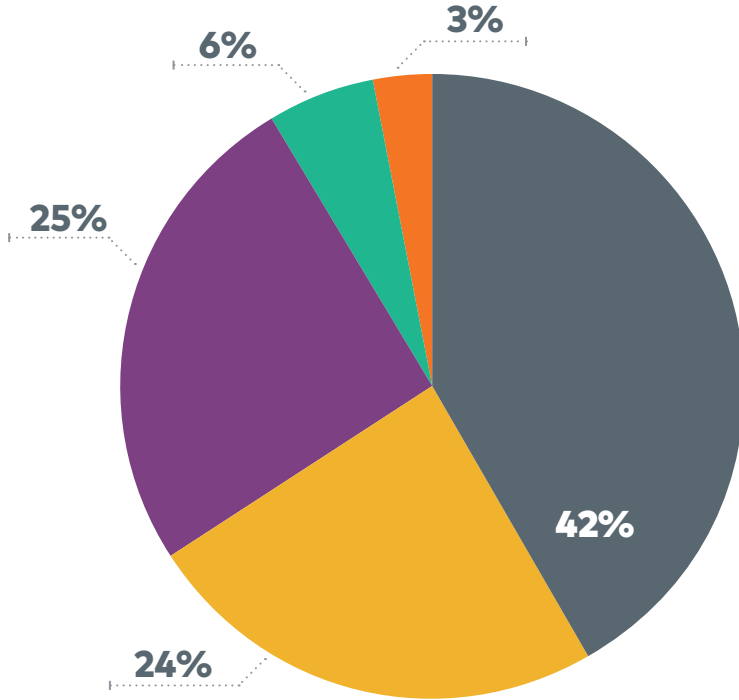


Second Half 2023

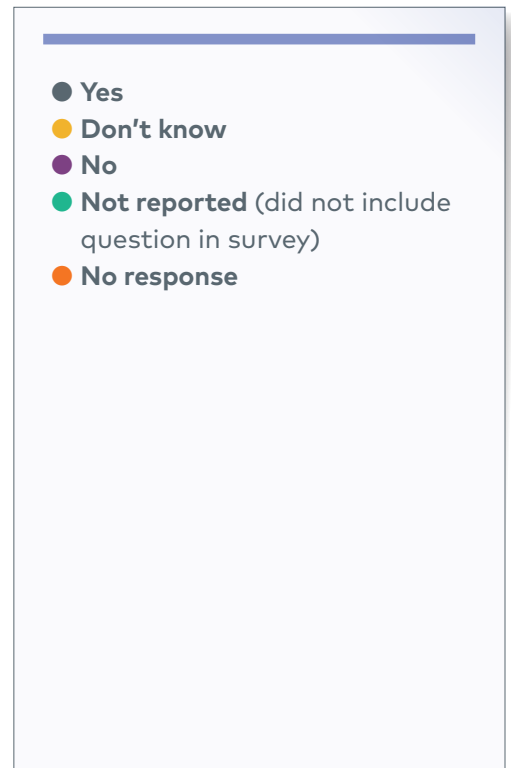
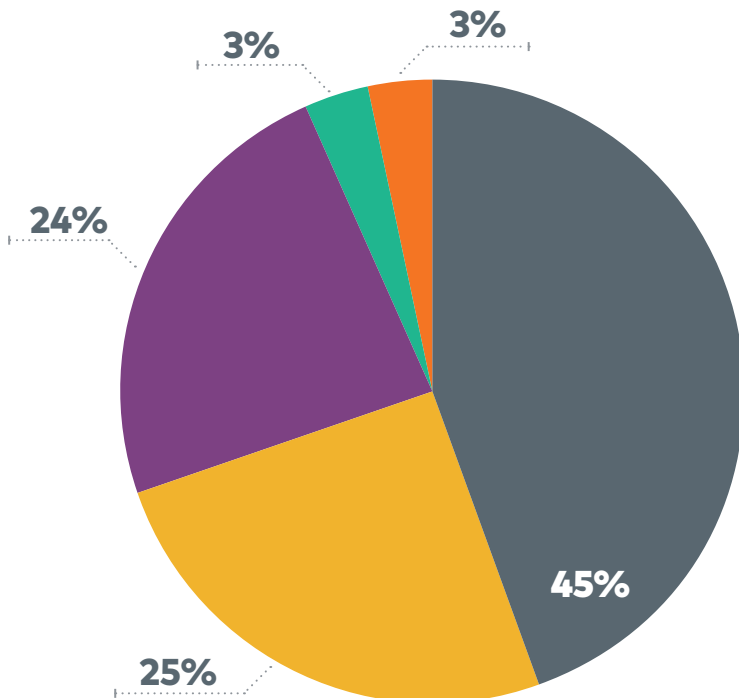


Since the death, were you informed about special activities or programs arranged by our grief support program during any holiday periods?

First Half 2023

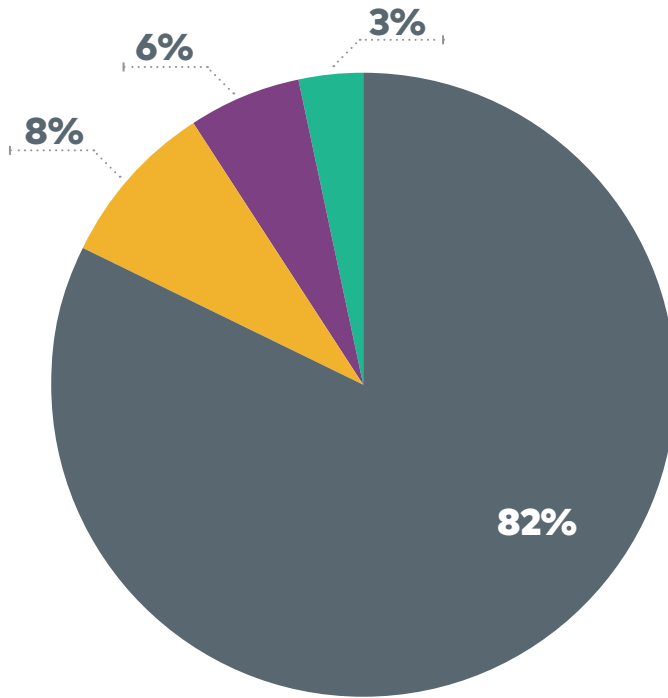


Second Half 2023



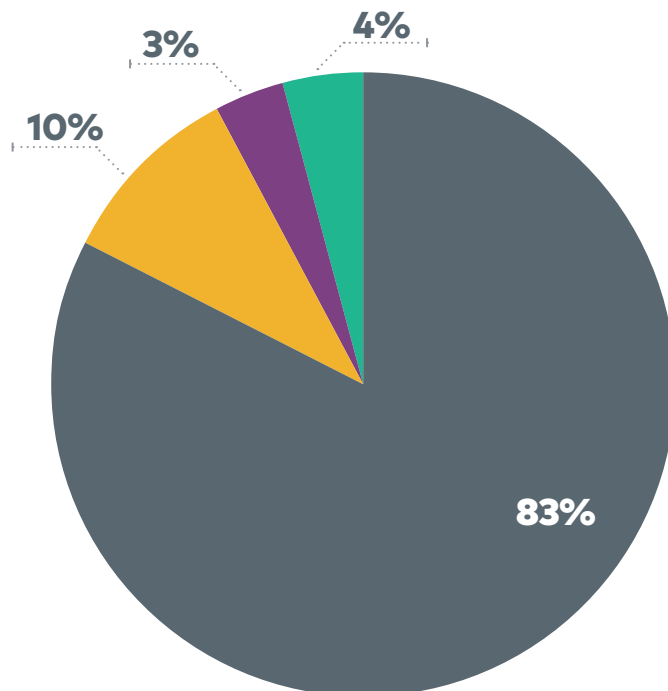
Did you attend any holiday period events that were offered?

First Half 2023



- No
- No response
- Not reported (did not include question in survey)
- Yes

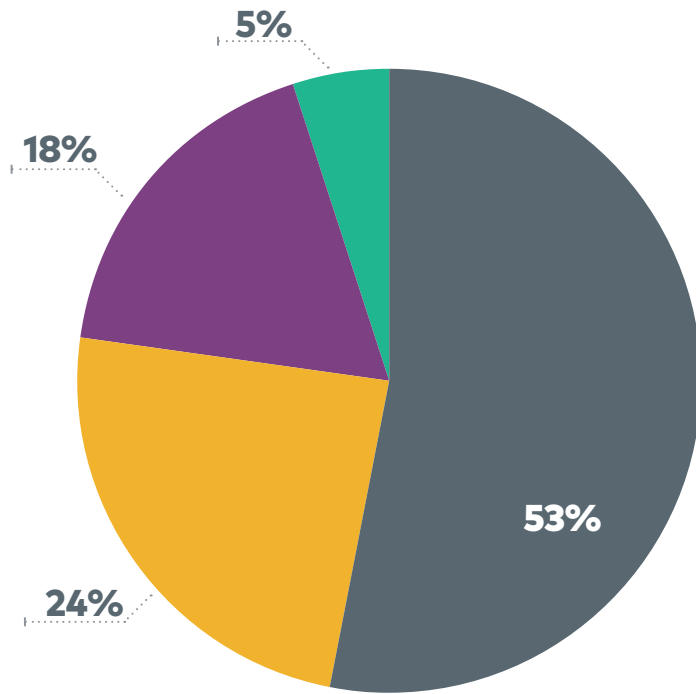
Second Half 2023



- No
- No response
- Not reported (did not include question in survey)
- Yes

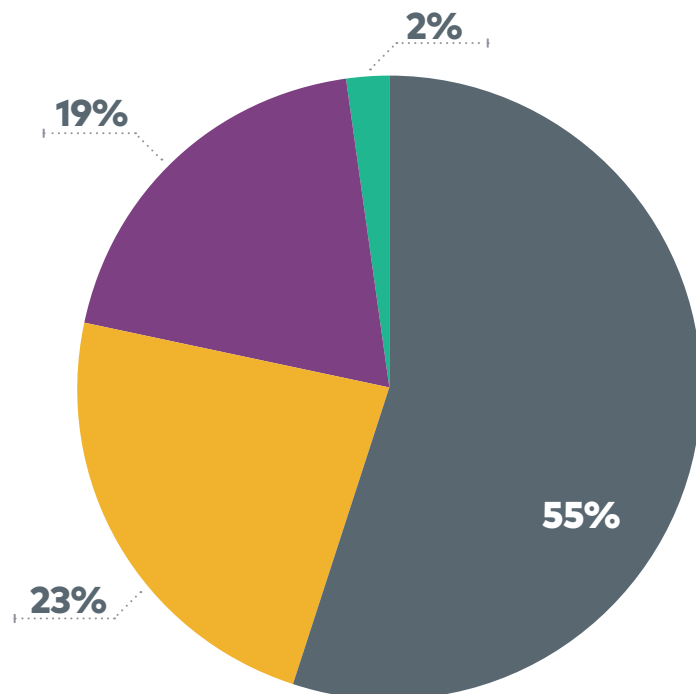
How helpful were the holiday grief support activities you attended?

First Half 2023



- Very helpful
- Somewhat helpful
- Not helpful
- No response

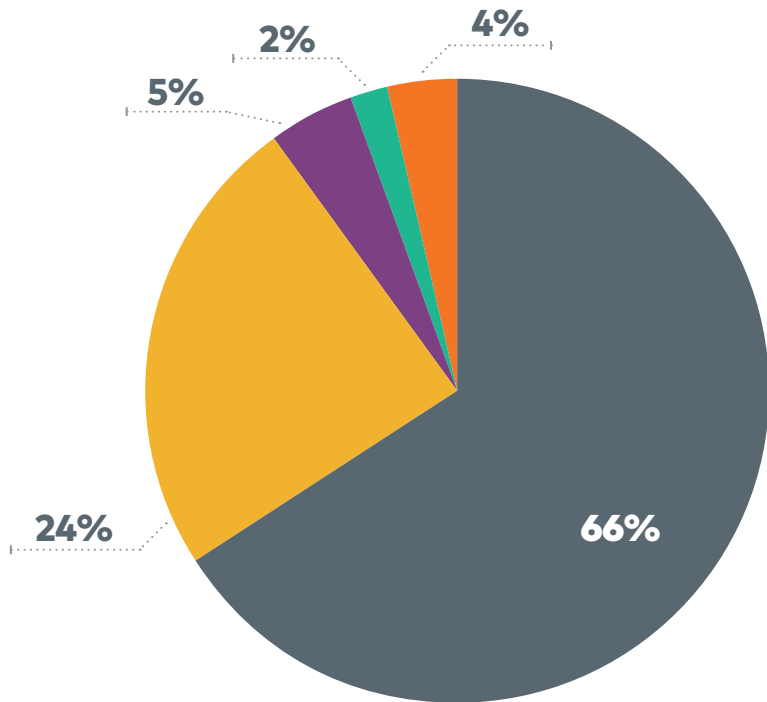
Second Half 2023



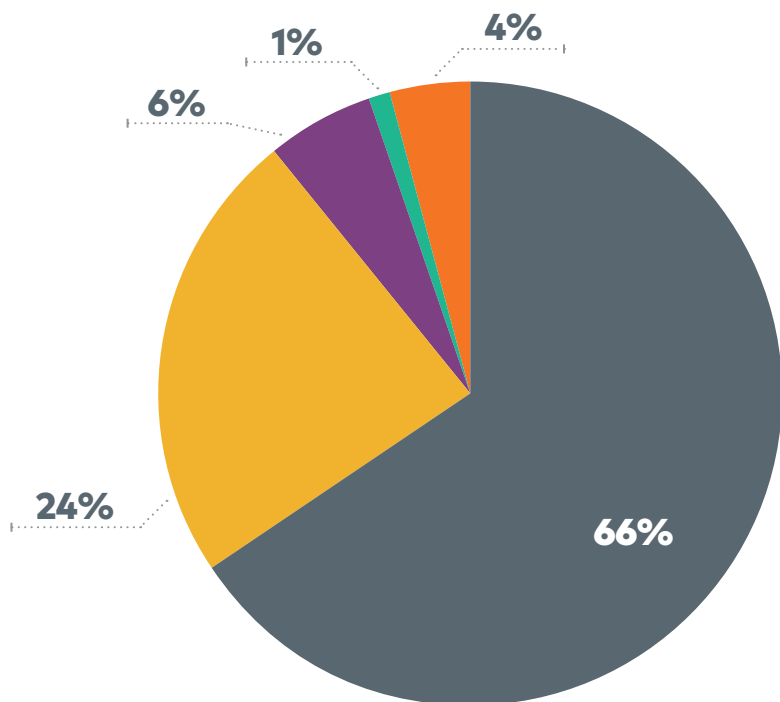
- Very helpful
- Somewhat helpful
- Not helpful
- No response

After the death, were grief support services provided for any children in the family (18 years old or younger)?

First Half 2023

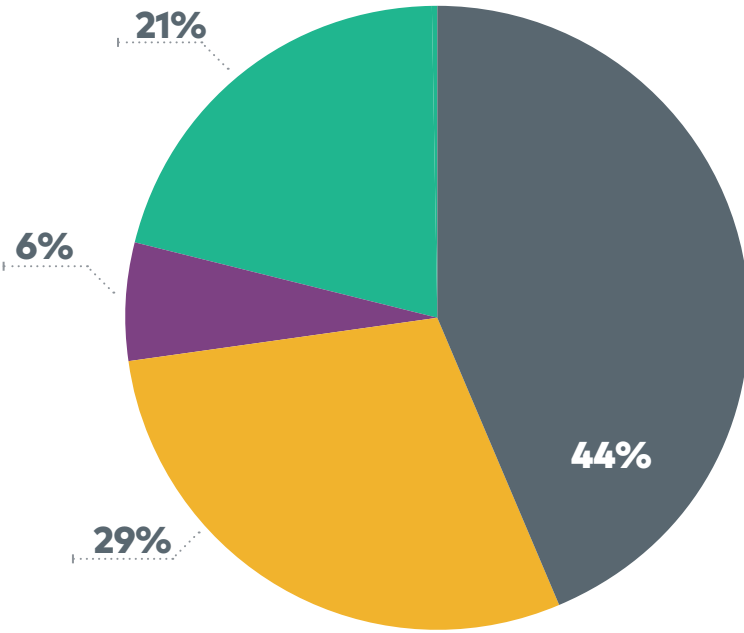


Second Half 2023



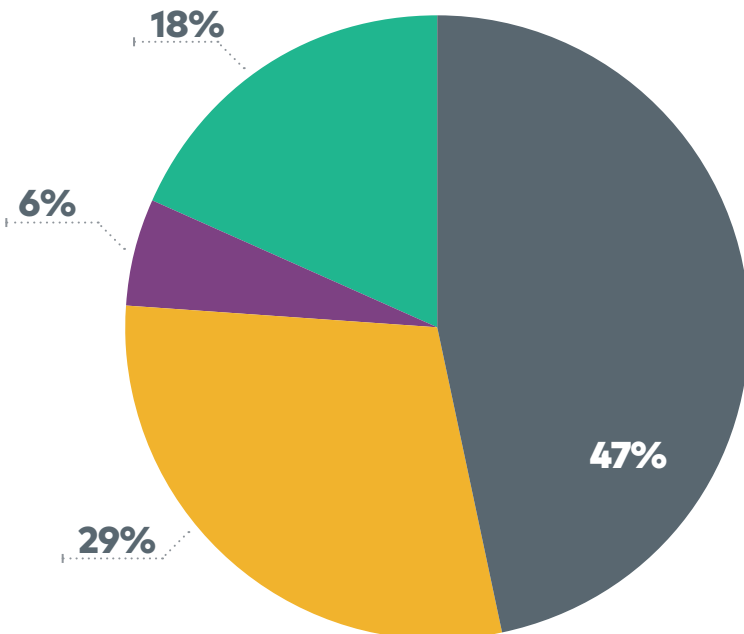
How helpful were the grief support services to children?

First Half 2023



- Very helpful
- Somewhat helpful
- No response
- Not helpful

Second Half 2023



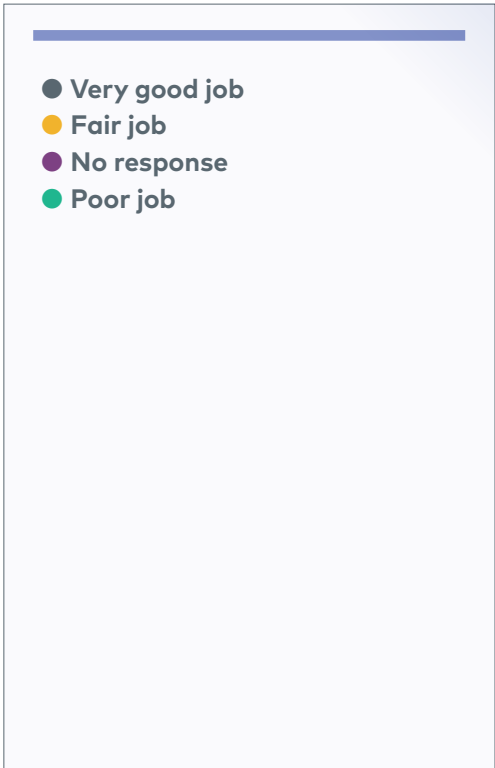
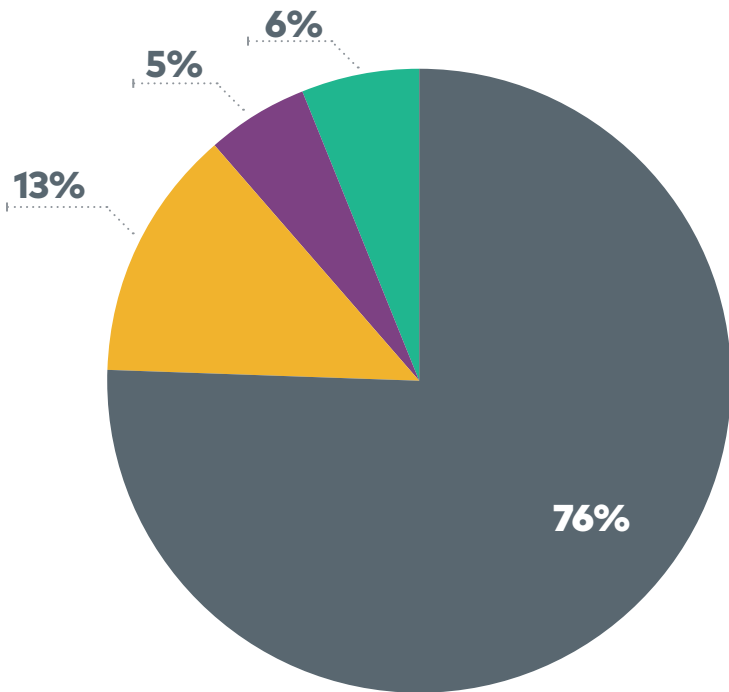
- Very helpful
- Somewhat helpful
- No response
- Not helpful

Survey Section Seven

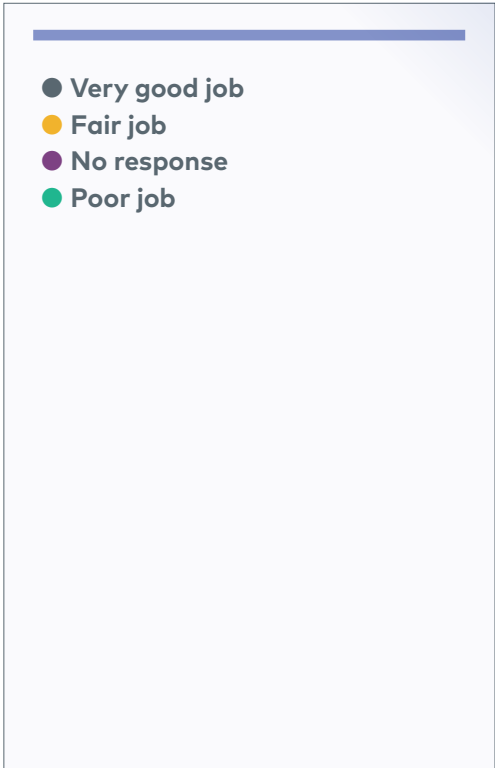
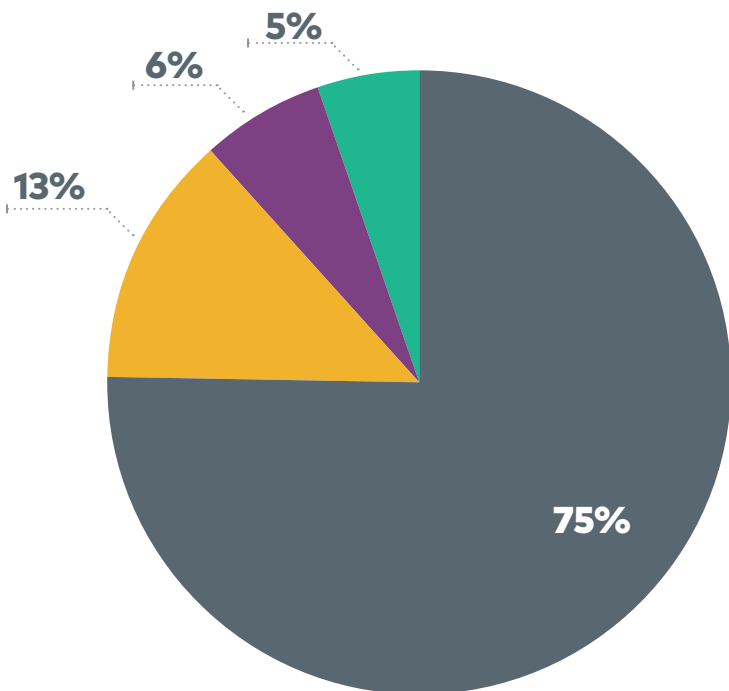
Overall

How good a job did we do delivering grief support services and educational information about grief in ways that were sensitive to your cultural and/or spiritual background?

First Half 2023

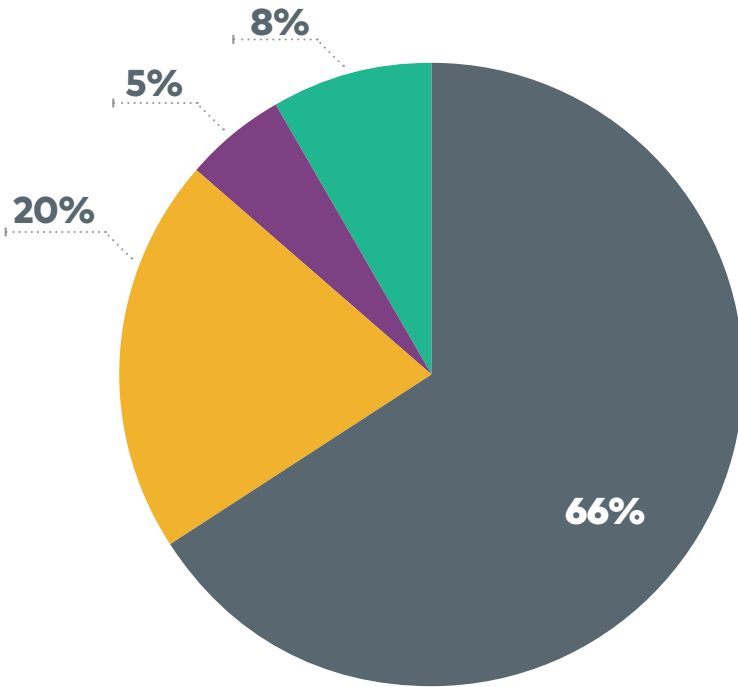


Second Half 2023



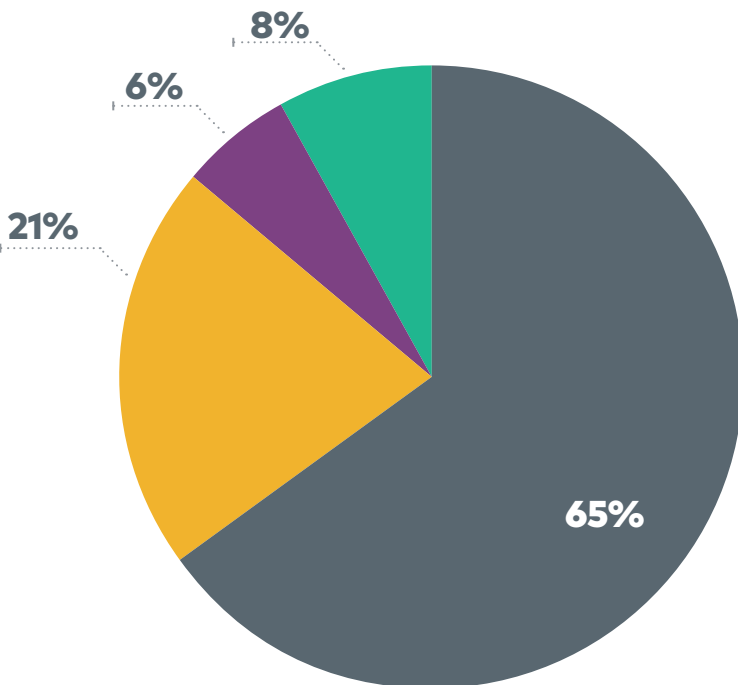
After the death, how well would you say our grief support services met your needs?

First Half 2023



- Very well
- Moderately well
- No response
- Not well

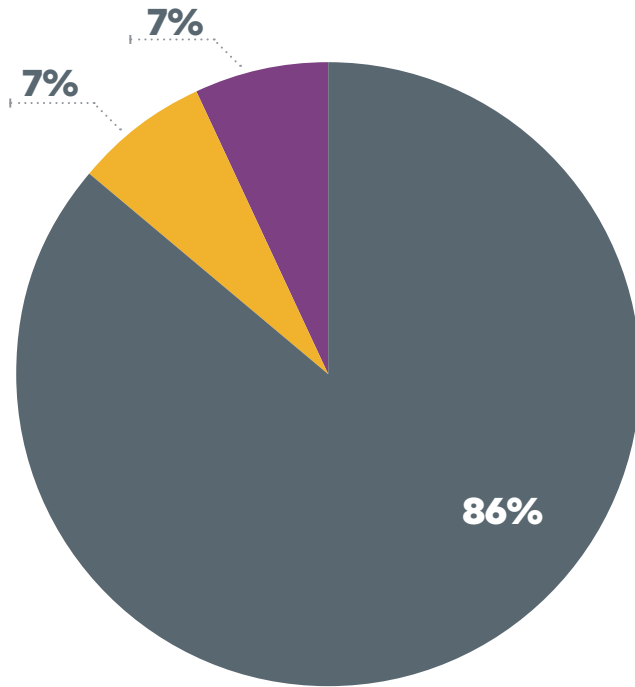
Second Half 2023



- Very well
- Moderately well
- No response
- Not well

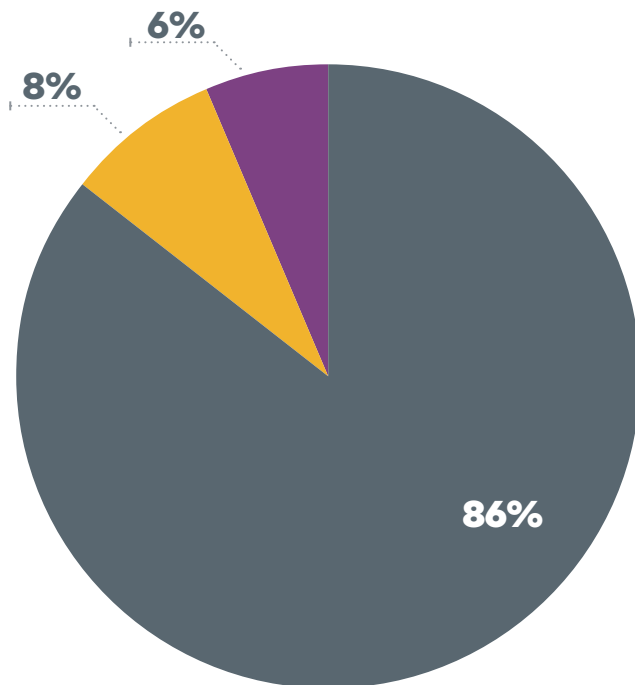
Would you say the grief support services you experienced were compassionate and personal?

First Half 2023



- Yes
- No response
- No

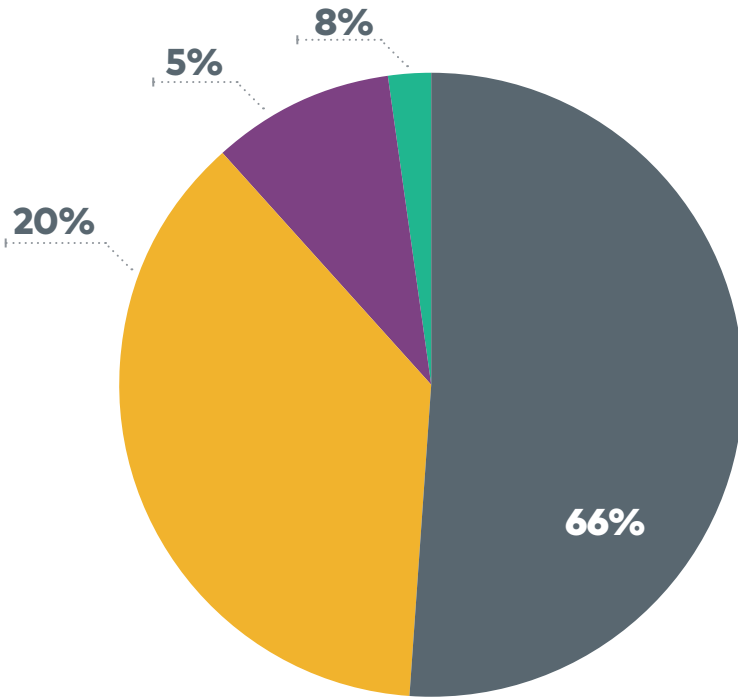
Second Half 2023



- Yes
- No response
- No

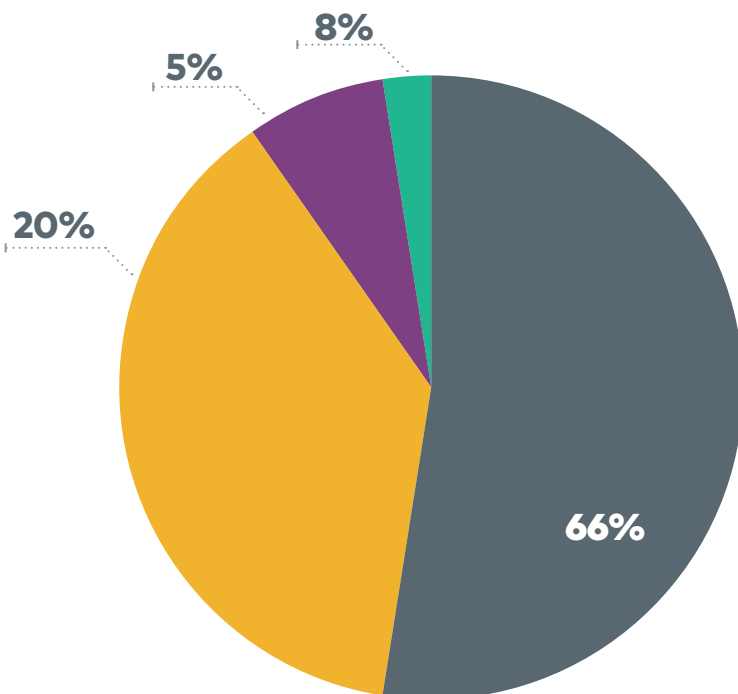
Have you experienced deaths of other family members or close friends in the last 13 months?

First Half 2023



- No
- Yes
- Not reported (did not include question in survey)
- No response

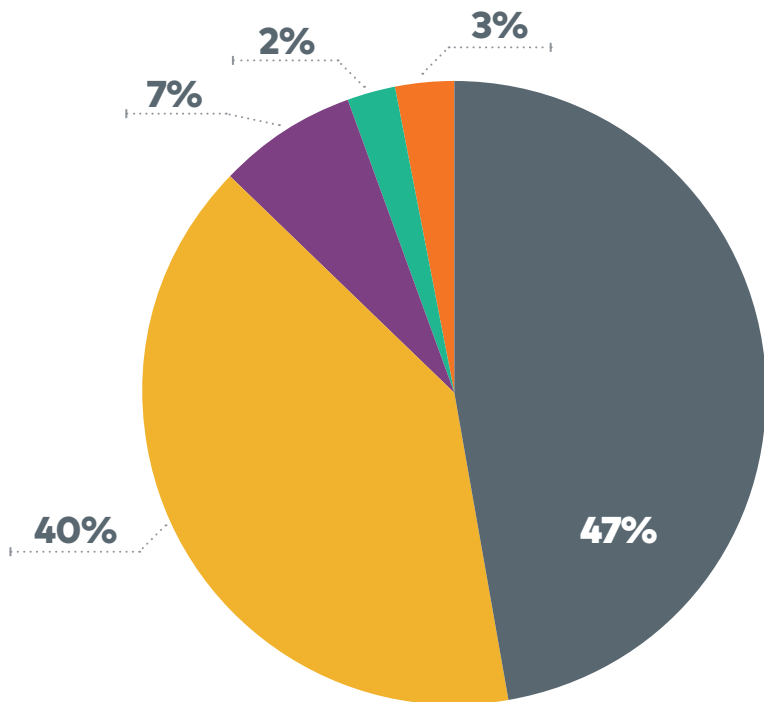
Second Half 2023



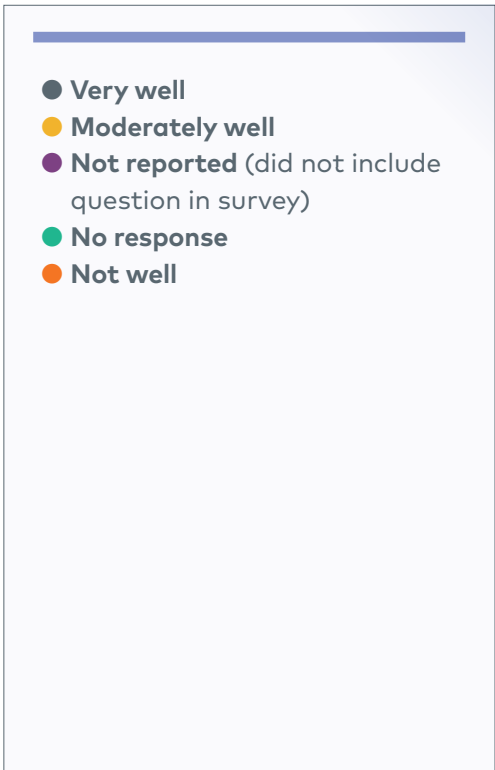
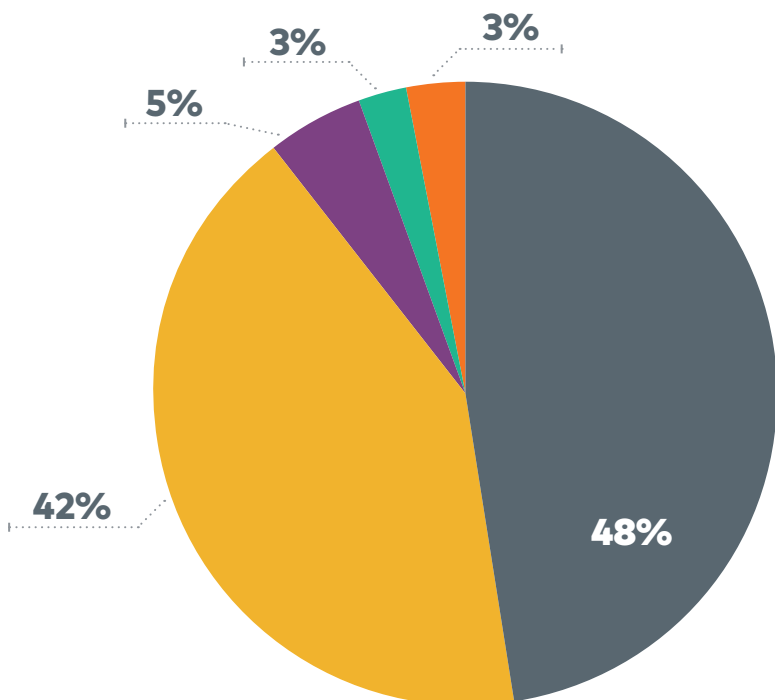
- No
- Yes
- Not reported (did not include question in survey)
- No response

Overall, how well do you feel you are coping at this time?

First Half 2023



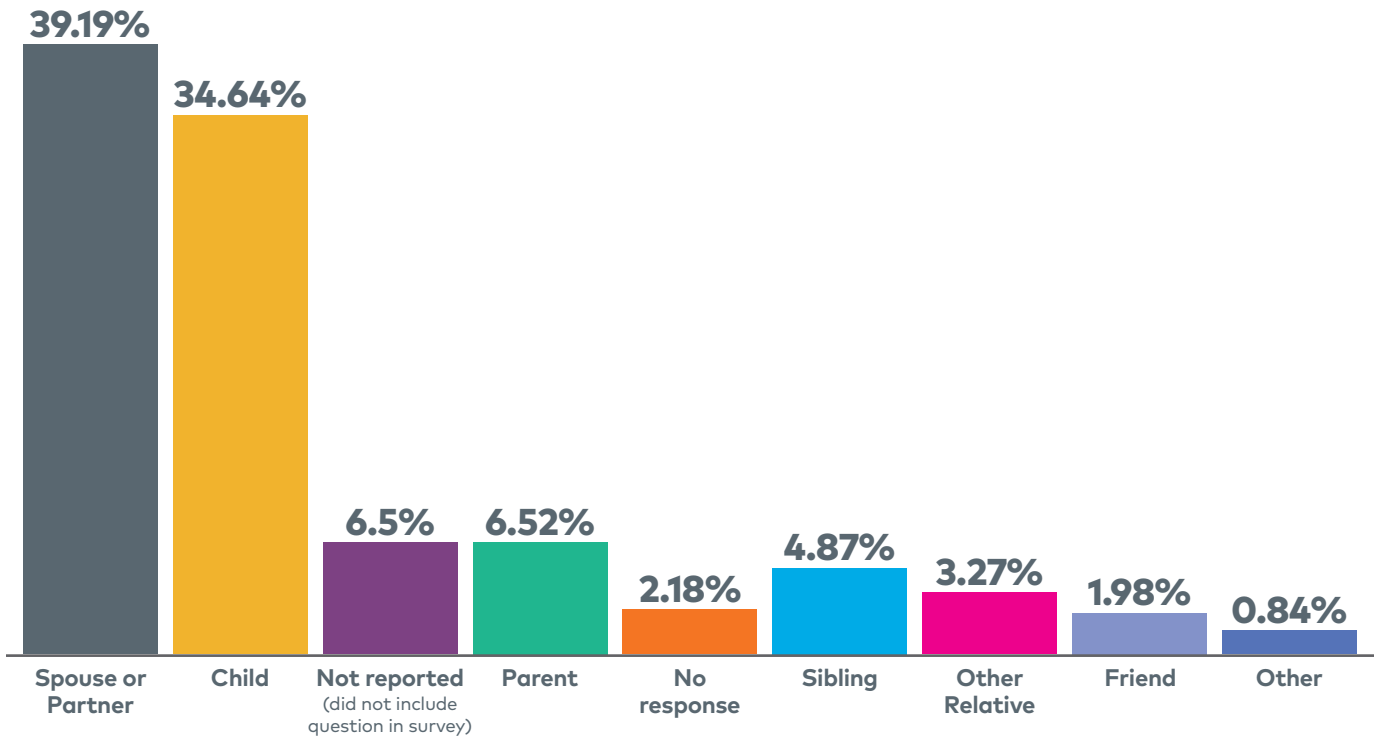
Second Half 2023



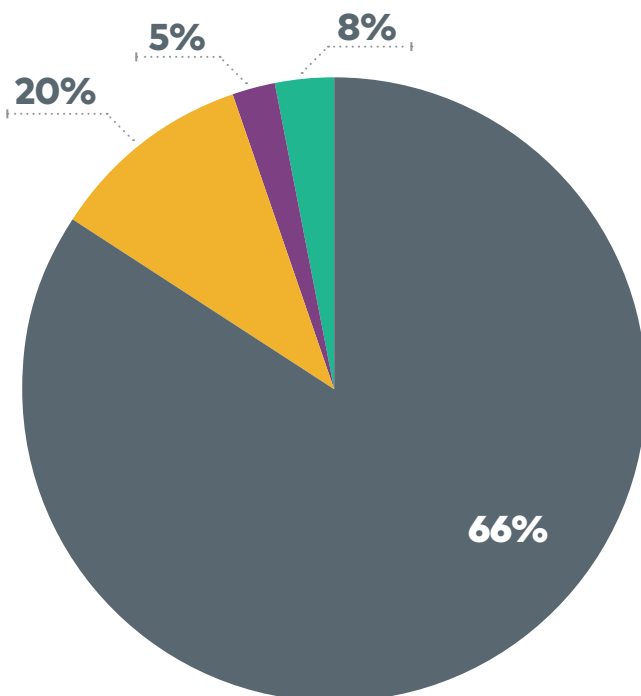
Survey Section Eight

Demographics

What is your relationship to...

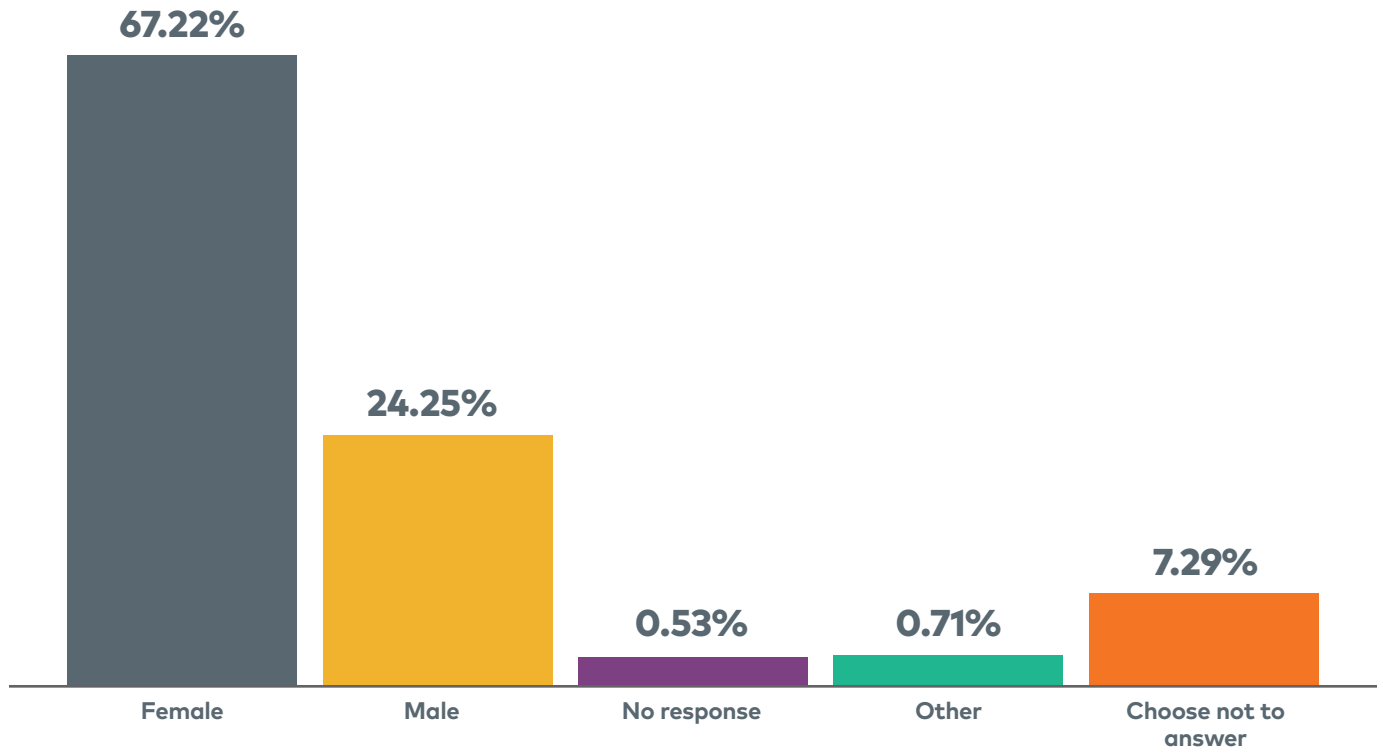


Are you of Hispanic or Spanish family background?

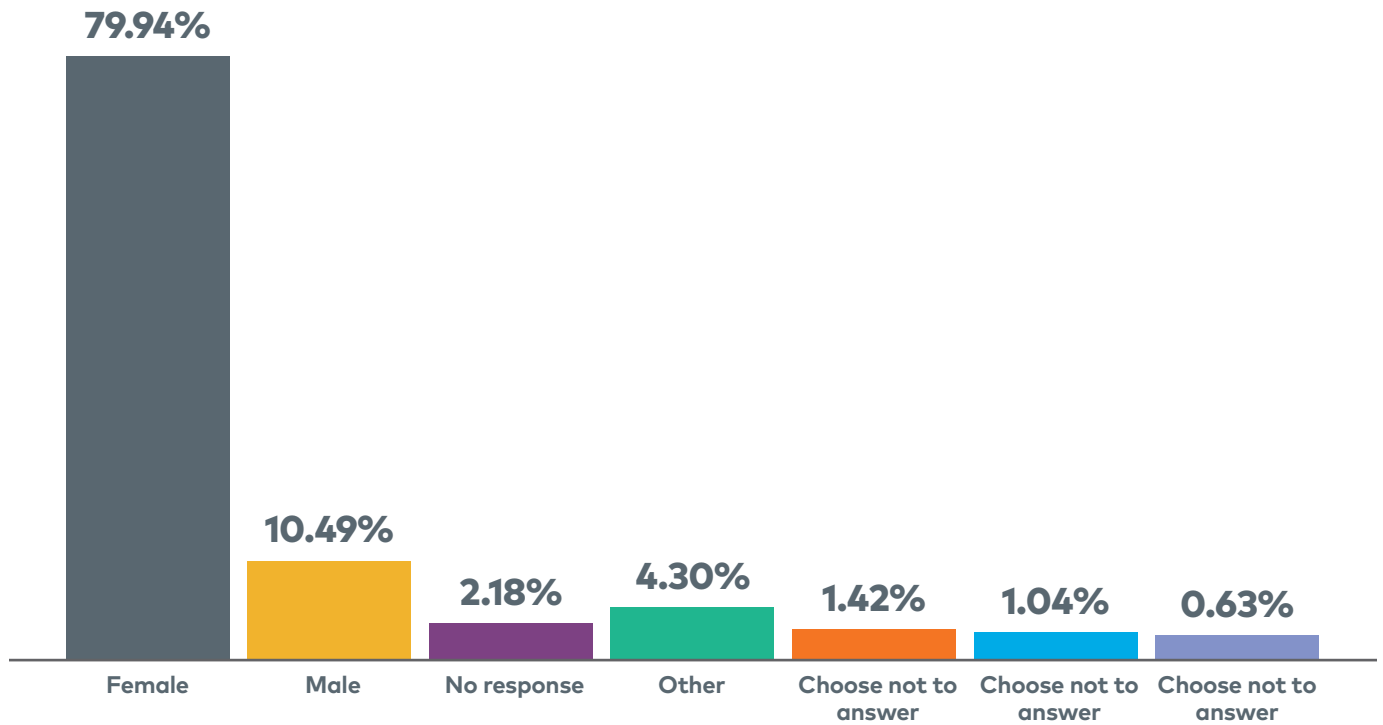


- No
- Not reported (did not include question in survey)
- No response
- Yes

Gender of Survey Responder



Which of the following best describes your race?





FAQs

FAQs

What is the Cost of EGSS?

Evaluation of Grief Support Services is a benefit of NHPCO membership; there is no additional cost to participate for NHPCO member organizations.

How Can I Learn More?

- egss@nhpco.org
- www.nhpco.org/regulatory-and-quality/quality/nhpco-performance-measures/egss/
- 800-646-6460



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