

# STAR

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## Instructions

Instructions SURVEY OF TEAM ATTITUDES AND RELATIONSHIPS  
(STAR)Welcome!

**DIRECTIONS:** The purpose of this survey is to find out how you feel about your work. Please read each item carefully, then click on the button next to the response that matches your feelings most closely.

At the end of each page, click on the 'Next' button to go to the next page of the survey. Clicking the 'Next' button on the last page of the survey takes you to a review page that displays your submitted responses. If you are unable to complete the survey at one sitting, you may return to complete it at another time, but it must be done on the same computer and web browser. Click the 'Save and Complete Later' button to exit the survey.

A red asterisk indicates a required response. You will get an error message if you do not enter a response to a question with an \*

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## Privacy

**Privacy Policy** Your privacy is important to us. The identity of all survey participants is kept strictly confidential. All information collected in this survey will be held in strict confidence.

All information you provide by completing this survey will be kept private, including your name and the agency where you work. No information will be given to your supervisor or agency. Your job or employment status will not be affected by your participation in the survey.

No one at your organization will receive a copy of your survey. Nor will the responses to any of your questions be disclosed to anyone at your hospice. At no time will any of your responses be linked to your name or to any other information that could be used to identify you.

None of your answers will be reported in any way that identifies you personally. The survey results will only be released in summary tables and reports. No information collected in this survey may be used for any other purpose than the purpose for which it was collected.

Your responses will be grouped with others' responses for reporting purposes. Reports will include results for all staff combined. In some cases, reports will also include results for sub-groups of staff (e.g. all clinical staff). In order to ensure confidentiality, no results will be reported for a sub-group that is comprised of less than 5 individuals.

During survey administration, we make information available to your hospice administrator related to the number of surveys completed by staff at your organization. We do not provide the names of individuals who have completed the survey. For example, we may report that X number of individuals completed the survey, but we do not disclose the names of those individuals or any information that could be used to identify them.

#### How To Contact Us

Should you have questions or concerns regarding this privacy policy, contact NHPCO by email at [STAR@nhpco.org](mailto:STAR@nhpco.org)

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#### Collaboration (Core)

Q1 At this company, there is effective collaboration between teams.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
-

Q2 At this company, we do a good job of sharing knowledge across business lines.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
- 

Q3 My manager encourages collaboration on my team.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
- 

Q4 The people I work with cooperate to get the job done.

- Strongly Disagree
- Disagree
- Neither Agree Nor Disagree
- Agree
- Strongly Agree

---

Communication (Core)

Q5 I feel that our organizational reporting structure is clearly defined.

- Strongly Disagree
- Disagree
- Neither Agree Nor Disagree
- Agree
- Strongly Agree

---

Q6 My manager keeps me informed about the things I need to know.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
-

Q7 I receive the information I need to do my job effectively.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
- 

Q8 There is open and honest communication at this company.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
- 

Company Leadership (Core)

Q9 I have confidence in the leadership team to make the right decisions for this company.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
- 

Q10 Leadership demonstrates that employees are important to the success of this company.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
- 

Q11 The behavior of our leadership team is consistent with this company's values.

- Strongly Disagree
- Disagree
- Neither Agree Nor Disagree
- Agree
- Strongly Agree

---

Q12 Administrative decisions interfere too much with patient care.

- Strongly Disagree
- Disagree
- Neither Agree Nor Disagree
- Agree
- Strongly Agree

---

**Patient & Family Focus (Core)**

Q13 Does your job involve any contact with patients or family members?

- Yes
- No

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Q14 Patient and family problems and concerns are dealt with quickly.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
-

Q15 I am empowered to make decisions to best serve my patients.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
- 

Q16 This company's processes enable me to effectively meet my customers' needs.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
- 

Q17 We regularly use customer feedback to improve the way we work.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
-



Q18 I am given enough opportunities to process difficult patient deaths.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
- 

Q19 I am able to voice my ethical concerns about a patient's plan of care.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
- 

#### Employee Engagement (Core)

Q20 I am proud to work for this company.

- Strongly Disagree
- Disagree
- Neither Agree Nor Disagree
- Agree
- Strongly Agree

---

Q21 I rarely think about looking for a new job with another company.

- Strongly Disagree
- Disagree
- Neither Agree Nor Disagree
- Agree
- Strongly Agree

---

Q22 I would recommend this company to people I know as a great place to work.

- Strongly Disagree
- Disagree
- Neither Agree Nor Disagree
- Agree
- Strongly Agree

---

Q23 My work gives me a feeling of personal accomplishment.

- Strongly Disagree
- Disagree
- Neither Agree Nor Disagree
- Agree
- Strongly Agree

---

Q24 This company motivates me to contribute more than is normally required to complete my work.

- Strongly Disagree
- Disagree
- Neither Agree Nor Disagree
- Agree
- Strongly Agree

---

Q25 I would not consider taking another job in health care.

- Strongly Disagree
- Disagree
- Neither Agree Nor Disagree
- Agree
- Strongly Agree

---

Q26 I like my job better than the average health care worker.

- Strongly Disagree
- Disagree
- Neither Agree Nor Disagree
- Agree
- Strongly Agree

---

Growth and Development (Core)

Q27 I have the training I need to do my job effectively.

- Strongly Disagree
- Disagree
- Neither Agree Nor Disagree
- Agree
- Strongly Agree

---

Q28 My manager helps me in my career development.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
-

Q29 Overall, I feel that my career goals can be met at this company.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
- 

Q30 This company provides me with the opportunity for learning and development.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
- 

Q31 My organization offers enough opportunities for career advancement.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
-

### Inclusion (Core)

Q32 Diverse perspectives are valued and encouraged in my team.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
- 

Q33 I am comfortable voicing my ideas and opinions, even if they are different from others.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
-

Q34 I am given the opportunity to be involved in decisions that affect me.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
- 

Q35 I am treated with respect at work.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
- 

Q36 I receive appropriate recognition when I do a good job.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
-

Q37 I trust my manager.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
- 

**Job Enablement (Core)**

Q38 I have access to the resources (e.g., materials, equipment, technology, etc.) I need to do my job effectively.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
-



Q39 My job is challenging and interesting.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
- 

Q40 My job makes good use of my skills and abilities.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
- 

Q41 I have the authority I need to do my job.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
-

Q42 At this company, people are held accountable for their performance.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
- 

Q43 At this company, people are rewarded according to their performance.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
- 

Q44 I have a clear understanding of what is expected of me.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
-

Q45 I receive feedback that helps me improve my performance.

- Strongly Disagree
- Disagree
- Neither Agree Nor Disagree
- Agree
- Strongly Agree

---

**Alignment (Core)**

Q46 I can see a clear link between my work and this company's strategic objectives.

- Strongly Disagree
- Disagree
- Neither Agree Nor Disagree
- Agree
- Strongly Agree

---

Q47 Senior leadership gives employees a clear picture of the direction our company is headed.

- Strongly Disagree
- Disagree
- Neither Agree Nor Disagree
- Agree
- Strongly Agree

---

Work Process (Core)

Q49 I am encouraged to come up with better ways of doing things.

- Strongly Disagree
- Disagree
- Neither Agree Nor Disagree
- Agree
- Strongly Agree

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Q50 My department looks for ways to change processes to improve patient care.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
-

Q51 On my team, decisions are made in a timely manner.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
- 

Q52 Work is well coordinated on my team.

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
- 

**Compensation (Core)**

Q53. On average, how many hours per week do you usually work for this organization?

- Less than 20
  - 20 to 29
  - 30 to 39
  - 40 to 49
  - 50 to 59
  - Over 60
- 

Q54. What is your employment status?(as defined by the organization you work for)

- Full Time
  - Part Time (includes PRN)
  - Other (Please List) \_\_\_\_\_
- 

Q55. What is your mode of compensation?

- Salaried
  - Hourly
- 

Q56. What is your current annual salary? *(Please round to the nearest dollar. Please do not use commas.)*

\_\_\_\_\_

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Q57. What is your hourly rate?

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Q58. How long have you worked for this organization?

- Less than 1 Year
- 1 to 2 Years
- 3 to 5 Years
- 6 to 10 Years
- 11 to 20 Years
- Over 20 Years

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**Intent to Stay (Optional)**

Q59 I intend to keep working at this company for...

- Less than 6 months
- 6 months to 1 year
- Another 1 to 2 years
- Another 2 to 3 years
- Another 3 to 4 years
- Another 4 to 5 years
- At least another 5 years

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**Corporate Responsibility & Ethics (Optional)**

Q60 I have the opportunity to participate in this company's social responsibility initiatives(e.g., encourage use of volunteer day, be involved in community initiatives).

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
- 

Q61 This company is taking action to be socially responsible (e.g., supporting community events, charitable causes etc.).

- Strongly Disagree
  - Disagree
  - Neither Agree Nor Disagree
  - Agree
  - Strongly Agree
-



Q62 This company shows a commitment to ethical business decisions and conduct.

- Strongly Disagree
- Disagree
- Neither Agree Nor Disagree
- Agree
- Strongly Agree

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**Managing Change (Optional)**

Q63. I feel supported in my efforts to adapt to organizational changes.

- Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree
-

Q64 My manager does a good job communicating the reasons behind important changes that are made

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

---

Q65. Leadership does a good job of communicating the reasons behind important changes that are made

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

---

Pay & Benefits (Optional)

Q66. I am paid fairly for the work I do.

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

---

Q67. My total compensation (base salary + any bonuses + benefits + equity) is fair compared to the market rate.

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

Q68. The employee benefits I have meet my needs.

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

### Safety (Optional)

Q69. I feel comfortable reporting any safety concern, no matter how small.

- Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree
- 

Q70. Safety risks are quickly corrected at this company.

- Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree
- 

Q71. This company is a safe place to work.

- Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree
-

Q72. This company is committed to employee safety.

- Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree
- 

#### Work-Life Balance (Optional)

Q73. I can manage my job responsibilities in a way that enables a healthy work-life balance.

- Strongly disagree
  - Disagree
  - Neither agree nor disagree
  - Agree
  - Strongly agree
- 

Q74. My manager supports my efforts to balance my work and personal life.

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

---

Q75. My workload is manageable.

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

---

Q76. The amount of stress in my job is manageable.

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

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Demographics (Core)

Q77. Gender

- Male
  - Female
  - Gender Variant/Non-Conforming
  - Not Listed \_\_\_\_\_
  - Prefer not to Answer
- 

Q78. How old were you on your last birthday?

- 18-24
  - 25-36
  - 37-54
  - 55+
- 

Q79. Are you of Hispanic or Latino family background?

- Yes
  - No
-

Q80. Which of the following best describes your race? (select all that apply)

- White or Caucasian
  - Black or African American
  - Asian
  - Pacific Islander or Native Hawaiian
  - American Indian or Alaska Native
  - Other
- 

Q81. What is the highest level of education that you have completed?

- Less than High School
- High School or GED
- Some college
- 2 year college degree (Associate)
- 4 -year college degree (BA/BS)
- Masters Degree
- Professional Degree (MD/JD)
- Doctoral Degree
- Other (Please List) \_\_\_\_\_

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Survey Follow Up (Optional)



Q82. I am confident that action will be taken, and positive change will happen as a result of this survey.

- Strongly Disagree
- Disagree
- Neither Agree Nor Disagree
- Agree
- Strongly Agree

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Open - ended items (Core)

Q83. What does this company do well that helps you be successful?

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Q84. What could this company do better to help you be successful?

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