

Survey Results

Strategic Planning 2017-2022

1. From what you know, have read or heard about services from Angela Hospice, which of the following are true? Check all that apply. Angela Hospice services are:		
	Number of Response(s)	Response Ratio
Only available to Catholics	6	1.8%
Only available to Christians	2	<1%
Only available to those living in Livonia	2	<1%
Only available to those living in suburbs near the Care Center	12	3.6%
Home Hospice Care is only available to those living within a 30-mile radius of the Care Center	84	25.6%
Only available to those that are able to pay for care	14	4.2%
Not available to Medicaid patients	9	2.7%
It's difficult or takes too long to be admitted	26	7.9%
Not available to patients with complex medical needs	9	2.7%
Only available to patients who have a few weeks or less to live	23	7.0%
None of the above are true	205	62.6%
Other* (specify below)	19	5.8%
Total	327	100%

*Other - Comments included: AH is "available to all" and "available to all whoever needs it."

2a. Patient-centered [Patient's needs come first]				
			Number of Response(s)	Response Ratio
Don't agree			1	<1
Moderately agree			24	7.2%
Strongly agree			297	89.1%
Don't know			7	2.1%
No Responses			4	1.2%
Total			333	100%

2b. Spiritual [All faiths are welcome and respected]				
			Number of Response(s)	Response Ratio
Don't agree			1	<1%
Moderately agree			15	4.5%
Strongly agree			302	90.6%
Don't know			11	3.3%
No Responses			4	1.2%
Total			333	100%

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2c. Faith based mission and values		
	Number of Response(s)	Response Ratio
Don't agree	6	1.8%
Moderately agree	43	12.9%
Strongly agree	255	76.5%
Don't know	26	7.8%
No Responses	3	<1%
Total	333	100%
2d. Well-trained & expert professional care		
	Number of Response(s)	Response Ratio
Don't agree	3	<1%
Moderately agree	39	11.7%
Strongly agree	282	84.6%
Don't know	6	1.8%
No Responses	3	<1%
Total	333	100%
2e. Compassionate Care [Toward patient, family, and caregivers]		
	Number of Response(s)	Response Ratio
Don't agree	1	1%
Moderately agree	29	8.7%
Strongly agree	296	88.8%
Don't know	4	1.2%
No Responses	3	<1%
Total	333	100%
2f. Inclusive [Angela Hospice is non-discriminatory in its practices]		
	Number of Response(s)	Response Ratio
Don't agree	4	1.2%
Moderately agree	15	4.5%
Strongly agree	289	86.7%
Don't know	21	6.3%
No Responses	4	1.2%
Total	333	100.0%

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2g. Friendly & Hospitable [We go out of our way to make everyone feel welcome]		
	Number of Response(s)	Response Ratio
Don't agree	2	<1%
Moderately agree	23	6.9%
Strongly agree	300	90.0%
Don't know	4	1.2%
No Responses	4	1.2%
Total	333	100.0%
2h. Respectful		
	Number of Response(s)	Response Ratio
Don't agree	3	<1%
Moderately agree	25	8.0%
Strongly agree	298	89.4%
Don't know	4	1.2%
No Responses	3	<1%
Total	333	100.0%
2i. Transparent [Angela Hospice's policies & practices are clear & consistent]		
	Number of Response(s)	Response Ratio
Don't agree	15	4.5%
Moderately agree	59	17.7%
Strongly agree	213	63.9%
Don't know	43	12.9%
No Responses	3	<1%
Total	333	100%

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3. If Angela Hospice were to collaborate with other health care organizations in the future to expand or enhance services, what aspects of our current organization MUST be retained? Please rank the following 1 through 10:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	1 = Most Important 10 = Least Important									
	1	2	3	4	5	6	7	8	9	10
Angela Hospice mission and values	166 55%	29 10%	12 4%	20 7%	10 3%	18 6%	9 3%	16 5%	5 2%	17 6%
The Angela Hospice name or brand	15 5%	57 19%	27 9%	29 10%	27 9%	22 7%	27 9%	33 11%	41 14%	24 8%
Its Catholic identity	31 10%	27 9%	24 8%	6 2%	11 4%	21 7%	18 6%	36 12%	48 16%	80 26%
Outreach to the economically poor	6 2%	17 6%	29 10%	32 11%	40 13%	40 13%	55 18%	35 12%	35 12%	13 4%
Patient-staff ratio	22 7%	41 14%	44 15%	50 17%	43 14%	32 11%	31 10%	21 7%	11 4%	7 2%
The Care Center facility & its services	23 8%	46 15%	55 18%	58 19%	38 13%	19 6%	19 6%	19 6%	18 6%	7 2%
Home hospice care services	17 6%	52 17%	51 17%	47 16%	41 14%	33 11%	23 8%	13 4%	19 6%	6 2%
Bereavement Services	3 1%	10 3%	29 10%	23 8%	47 16%	45 15%	58 19%	47 16%	33 11%	7 2%
Strong use of volunteers	4 1%	9 3%	21 7%	25 8%	34 11%	52 17%	51 17%	53 18%	40 13%	13 4%
Livonia location	15 5%	14 5%	10 3%	12 4%	11 4%	20 7%	11 4%	29 10%	52 17%	128 42%

59 Comment(s) Comments focused on difficulty in ranking importance of services as well as the desire to keep things as they are and not make changes - "Hard to rank. They are all important"; "They should all be #1"; "We must retain all of the above"; and "I wouldn't want to see a thing changed."

4. If Angela Hospice were to expand services, which of the following do you think would contribute most to Angela Hospice's long-term success? Check all that apply.

	Number of Response(s)	Response Ratio
Expanding beyond its present 30-mile radius	177	54.4%
Adding an additional home care satellite office(s)	206	63.3%
Expanding the size of the present Care Center	102	31.3%
Increasing and/or adding technologies	117	36.0%
Offering new services	95	29.2%
Other: (specify below)	31	9.5%
Total	325	100%

70 Comment(s) The largest number of responders feel that there is not a need to change anything and Angela Hospice should continue care and services as is - "Continued focus on quality"; "All of the above"; "New services would complicate things"; "No need for expansion"; "Not familiar enough to answer effectively." Singular suggestions included the provision of "alternative services"; "in home hair care and nails"; "skilled care services."

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5. If you were leading this organization what would it look like in 5 years? [Please describe and explain]		
300 Response(s)		
Answer	# of responses	% of total
EXPAND SERVICE AREA / SATELLITE	43	10.6%
PALLIATIVE CARE	4	1.0%
TECHNOLOGY	11	2.7%
CARE CENTER	27	6.7%
CARE / QUALITY	3	0.7%
BEREAVEMENT / GRIEF SUPPORT / SOCIAL WORK	6	1.5%
MISSION AND VALUES	21	5.2%
CARE OF THE POOR	13	3.2%
INDIVIDUAL SUGGESTIONS	17	4.2%
CONTINUE / GROW OVERALL The majority of responders commented that Angela Hospice should remain as it is now - "Stay the same"; "Much like it is today"; "Exactly the same." Others echoed that but added: "The same, only bigger"; "Much the same now with increased capacity"; and it would be "A bigger and more refined version of today."	113	27.9%
EDUCATION / MARKETING / COMMUNITY RELATIONS	22	5.4%
IMPROVE PROCESSES	2	0.5%
PARTNERSHIP / ALLIANCE	12	3.0%
FUNDING / FISCAL	30	3.7%
HUMAN RESOURCES / STAFFING / TEAM MORAL	8	7.4%
VOLUNTEERS	15	2.0%
QUALITY	41	3.7%
COMMENTS Comments included: "Not my area of expertise"; "I wouldn't have the talent to lead this organization"; and "I am certain that you can best answer this question." Others stated that they "Didn't know" and "Not sure."	2	10.1%
NEGATIVE		0.5%

6. How are you familiar with Angela Hospice? Check all that apply.		
Answer	# of responses	% of total
REPUTATION	2	6.5%
FAMILY / FRIEND RECEIVED CARE	5	16.1%
BEREAVEMENT	1	3.2%
EMPLOYEE (PAST OR PRESENT)	2	6.5%
VOLUNTEER	2	6.5%
COMMUNITY MEMBER	6	19.4%
CONTRACTOR / VENDOR	3	9.7%
DEVELOPMENT AND FUND RAISERS	4	12.9%
COMMENTS	6	19.4%

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7. What is your current relationship with Angela Hospice? Choose just one.		
Answer	# of responses	% of total
DONATE / FUNDRAISERS	28	38.9%
VOLUNTEER	9	12.5%
FAMILY MEMBER / FRIEND RECEIVED CARE	12	16.7%
CONTRACTOR / VENDOR	1	1.4%
EMPLOYEE (PAST OR PRESENT)	4	5.6%
OTHER	6	8.3%
COMMENTS Responders suggested that they "Would like to volunteer" and "I am planning to volunteer in the future."	10	13.9%
NEGATIVE	2	2.8%

8. Is the Catholic identity of Angela Hospice a deciding factor in your decision to be a part of the organization? Choose just one		
Answer	# of Responses	% of Total
Yes, it is/was important	120	36.0%
No, it is/was not important	211	63.3%
No Responses	2	<1%
Total	333	100%

9. How long were you or have you been involved with Angela Hospice?		
	Number of Response(s)	Response Ratio
Less than a year	37	11.1%
1-2 years	52	15.6%
3-5 years	67	20.1%
5-10 years	80	24.0%
11-15 years	43	12.9%
16-25 years	51	15.3%
No Responses	3	<1%
Total	333	100%

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10. Please choose the response that best describes where you live:		
	Number of Response(s)	Response Ratio
Livonia	99	29.7%
Redford or Westland	32	9.6%
Plymouth or Northville	59	17.7%
Western Wayne County	13	3.9%
Wayne County	30	9.0%
Macomb County	4	1.2%
Oakland County	56	16.8%
Washtenaw County	10	3.0%
Other (specify below)	28	8.4%
No Responses	2	<1%
Total	333	100%
42 Comment(s)		

11. How did you first become aware of and/or involved with Angela Hospice? You can select more than one.		
	Number of Response(s)	Response Ratio
Knew someone who has been an Angela Hospice Care Center patient	87	26.6%
Knew someone who has been an Angela Hospice home hospice care patient	62	18.9%
Knew family member or friend of an Angela Hospice patient [Care Center or home hospice care]	55	16.8%
Through the Felician Sisters	44	13.4%
Through a health system, clinic, or nursing home	48	14.6%
Through another hospice organization	11	3.3%
Through my local church	19	5.8%
Through the Livonia-area community	65	19.8%
Through a friend, neighbor, or family member who was already involved with or employed by Angela Hospice	82	25.0%
Through a business colleague	13	3.9%
Through the Internet	14	4.2%
Through media [TV, newspapers]	20	6.1%
Other (specify below)	36	11.0%
Total	327	100%
53 Comments Connections cited include - "Through ALS of Michigan" and "As a board member of Plymouth United Way."		

12. Every non-profit organization depends on the time, talent, and treasure of those involved with the organization. Please indicate which of these you have contributed to Angela Hospice since January 2016. You can select more than one.		
	Number of Response(s)	Response Ratio
Time (as an employee or volunteer)	208	65.4%
Talent	129	40.5%
Treasure	176	55.3%
Total	318	100%

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13. If you marked TIME above, please indicate which of the following best describes how your gift of time was/is given. You can select more than one.		
	Number of Response(s)	Response Ratio
Board member and/or board committee work	9	3.0%
Employee	83	27.8%
Volunteer	136	45.6%
Consulting	1	<1%
Vendor	4	1.3%
Other (specify below)	84	28.1%
Total	298	100%
75 Comment(s)		
14. If you marked TALENT above, please indicate which of the following best describes your area of talent. You can select more than one.		
	Number of Response(s)	Response Ratio
Spiritual Care	30	10.3%
Technology	5	1.7%
Food Service	16	5.5%
Pastoral Care	7	2.4%
Music	8	2.7%
Art	3	1.0%
Special Events Planning & Execution	23	7.9%
Administrative support (filing, data input, mailings, etc.)	42	14.4%
Landscaping/Flower Buds	13	4.4%
Fundraising	37	12.7%
Marketing	8	2.7%
Legal	1	<1%
Financial and/or Accounting	13	4.4%
Clinical support	47	16.2%
Other (specify below)	122	42.0%
Total	290	100%
104 Comment(s)		
15. If you marked TREASURE above, please check Yes below if you donated materials, furniture, food, and/or equipment in the last year.		
	Number of Response(s)	Response Ratio
Yes	91	27.3%
No	213	63.9%
No Responses	29	8.7%
Total	333	100%
16. Did you make a financial gift to Angela Hospice in 2016?		
	Number of Response(s)	Response Ratio
Yes	204	61.2%
No	121	36.3%
No Responses	8	2.4%
Total	333	100%