



EVALUATION OF OUR MISSION

Because you continue to invest in the lives of families facing a medical crisis away from home, we are happy to share the results of our outcome measurement survey with you. An ongoing survey was implemented in 2020 and is continuing today. This study was conducted with 844 of our previous guests. From 2020 through 2022, 89 out of 844 surveys were returned from our Family Suites guests for a return rate of 10%. This survey measured the impact Hospitality House of Tulsa programs had on the caregiver and patient in the following areas:

- BACKGROUND
- FINANCIAL
- EMPLOYMENT
- HEALTH
- COVID-19
- UNMET NEEDS

We hope this information will be an encouragement to you, knowing the huge difference you are making in the lives of the thousands who must travel to Tulsa in need of you Hospitality House. Please feel free to contact me if you have any questions or suggestions concerning this information.

Sincerely,

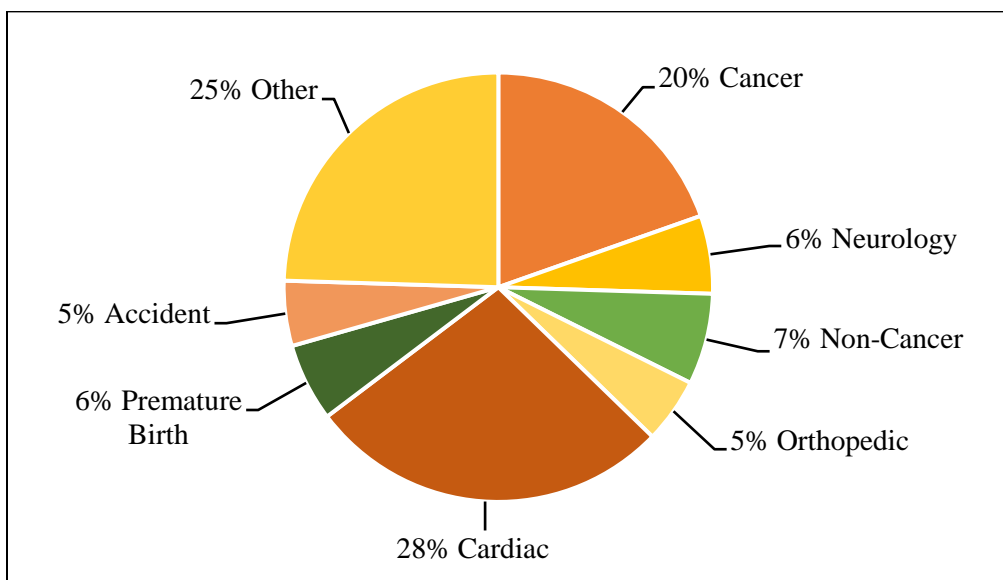
A handwritten signature in blue ink that reads "Toni Moore". The signature is written in a cursive, flowing style.

Toni Moore
President & CEO
Philos Hospitality, Inc.
DBA Hospitality House of Tulsa
tmoore@philoshospitality.org

PRIMARY MEDICAL REASON

1. Describe the primary medical reason for the patient's medical treatment during your most recent stay at Hospitality House of Tulsa.

Medical Reason	Frequency	Total Percentage (%)
Cancer	17	19.5%
Neurology (Brain, Stroke, etc.)	5	5.7%
Non-Cancer Related Transplant (Organ, Tissue, etc.)	6	6.9%
Orthopedic (Bone, Joint, Non-Cancer Related)	4	4.6%
Cardiac (Heart)	24	27.6%
Premature Birth	5	5.7%
Accident	4	4.6%
Other	22	25.3%
Total	87	100.0%



DISTANCE TRAVELED

2. What is the distance in miles (one way) between where you were living and the hospital where your family member was receiving care during your stay at Hospitality House of Tulsa?

Distance	Frequency	Total Percentage (%)
30-50 miles	7	8.1%
50-100 miles	27	31.4%
100-150 miles	22	25.6%
150-200 miles	16	18.6%
200 miles or greater	14	16.3%
Total	86	100.0%

HOUSING SITUATION

3. Please describe your permanent housing situation at the time of your stay at Hospitality House of Tulsa. (Check all that apply)

Permanent Housing Situation	Frequency	Total Percentage (%)
I was renting a house or apartment	13	14.3%
I was homeless	1	1.1%
I was living with a friend	--	--
I was living in a house that I owned	57	62.6%
I was living with a family member	4	4.4%
Other – Write In	16	17.6%
Total	91	100.0%

DISTANCE FROM HOSPITALITY HOUSE OF TULSA TO MEDICAL FACILITY

4. Approximately how many minutes (driving) did it take you to go from Hospitality House of Tulsa to the medical facility/hospital where your patient was receiving care?

No. of min	Frequency	Total Percentage (%)
1-5 min	60	69.0%
6-10 min	15	17.2%
11-15 min	4	4.6%
16-20 min	3	3.4%
20+ min	5	5.7%
Total	87	100.0%

IMPACT ON STRESS LEVEL

5. Rate the impact this distance between Hospitality House of Tulsa and the medical facility/hospital had on your stress level.

Impact Level	Frequency	Total Percentage (%)
Very Positive Impact	50	57.5%
Minimal Positive Impact	6	6.9%
No Impact	20	23.0%
Minimal Negative Impact	5	5.7%
Negative Impact	6	6.9%
Total	87	100.0%

EMPLOYMENT STATUS

6. During your stay at Hospitality House of Tulsa, what was *your employment status*?

Employment Status	Frequency	Total Percentage (%)
Full-Time	18	22.0%
Part-Time	4	4.9%
Unemployed, not seeking work	3	3.7%
Unemployed, seeking work	--	--
Self-employed	7	8.5%
Retired	38	46.3%
Left work due to family medical crisis	7	8.5%
Receiving Disability Compensation	5	6.1%
Total	82	100.0%

7. During your stay at Hospitality House of Tulsa, what was *your patient's employment status*?

Employment Status	Frequency	Total Percentage (%)
Full-Time	10	12.2%
Part-Time	4	4.9%
Unemployed, not seeking work	12	14.6%
Unemployed, seeking work	1	1.2%
Self-employed	4	4.9%
Retired	35	42.7%
Left work due to family medical crisis	3	3.7%
Receiving Disability Compensation	13	15.9%
Total	82	100.0%

HOUSEHOLD INCOME

8. During the same year that you stayed at Hospitality House of Tulsa, what was *your and your patient's* income?

Caregiver's Income		
Income	Frequency	Total Percentage (%)
\$0-\$12,000	18	25.4%
\$12,001 to \$19,999	15	21.1%
\$20,000 to \$27,999	7	9.9%
\$28,000 to \$34,999	6	8.5%
\$35,000 to \$41,999	7	9.9%
\$42,000 to \$49,999	2	2.8%
\$50,000 to \$59,999	4	5.6%
\$60,000 or more	12	16.9%
Total	71	100.0%

Patient's Income		
Income	Frequency	Total Percentage (%)
\$0-\$12,000	33	44.6%
\$12,001 to \$19,999	10	13.5%
\$20,000 to \$27,999	7	9.5%
\$28,000 to \$34,999	8	10.8%
\$35,000 to \$41,999	8	10.8%
\$42,000 to \$49,999	2	2.7%
\$50,000 to \$59,999	3	4.1%
\$60,000 or more	3	4.1%
Total	74	100.0%

HEALTH INSURANCE

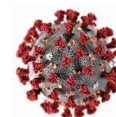
10. During this hospitalization, did the patient have medical insurance?

Income	Frequency	Total Percentage (%)
Yes	74	90.2%
No	8	9.8%
Total	82	100.0%

11. If yes on the previous question, was the insurance purchased through the Marketplace provided through the Affordable Care Act?

Income	Frequency	Total Percentage (%)
Yes	8	10.8%
No	59	79.7%
NA	7	9.5%
Total	74	100.0%

COVID-19 PANDEMIC EFFECT



12. Because of the COVID-19 pandemic, please rank the level of fear you experienced while your patient was receiving care during your medical crisis away from home:

Visiting your patient in a medical facility

Level of Fear Experienced	Frequency	Total Percentage (%)
Extremely Fearful – 4	6	7.9%
3	11	14.5%
Somewhat Fearful – 2	23	30.3%
1	9	11.8%
Not Fearful - 0	27	35.5%
Total	76	100.0%

Having to travel away from home

Level of Fear Experienced	Frequency	Total Percentage (%)
Extremely Fearful – 4	12	15.6%
3	10	13.0%
Somewhat Fearful – 2	18	23.4%
1	11	14.3%
Not Fearful - 0	26	33.8%
Total	77	100.0%

TIMELINE POSTPONED OR DELAYED DUE TO COVID-19

13. Was the timeline of your patient receiving care postponed or delayed due to situations or obstacles created by the COVID-19 pandemic?

Income	Frequency	Total Percentage (%)
Yes	12	14.6%
No	70	85.4%
Total	82	100.0%

DAYS OF WORK MISSED

14. How many total days of work were missed due to this medical crisis?

Caregiver		
Days Missed	Frequency	Total Percentage (%)
1-7 Days	8	9.6%
8-30 Days	12	14.5%
31-60 Days	4	4.8%
61-90 Days	5	6.0%
91+ Days	2	2.4%
Not Applicable	52	62.6%
Total	83	100.0%

Patient		
Days Missed	Frequency	Total Percentage (%)
1-7 Days	1	1.2%
8-30 Days	4	4.9%
31-60 Days	5	6.1%
61-90 Days	3	3.7%
91+ Days	9	11.0%
Not Applicable	60	73.2%
Total	82	100.0%

LOSS OF JOB

15. Did the caregiver/patient lose their job because of this medical crisis?

Caregiver		
Income	Frequency	Total Percentage (%)
Yes	14	17.9%
No	64	82.1%
Total	78	100.0%

Patient		
Income	Frequency	Total Percentage (%)
Yes	5	6.5%
No	72	93.5%
Total	77	100.0%

Did you know that 18% of caregivers told us that they lost a job in order to care for their loved one in the hospital?

OTHER OPTIONS FOR LODGING

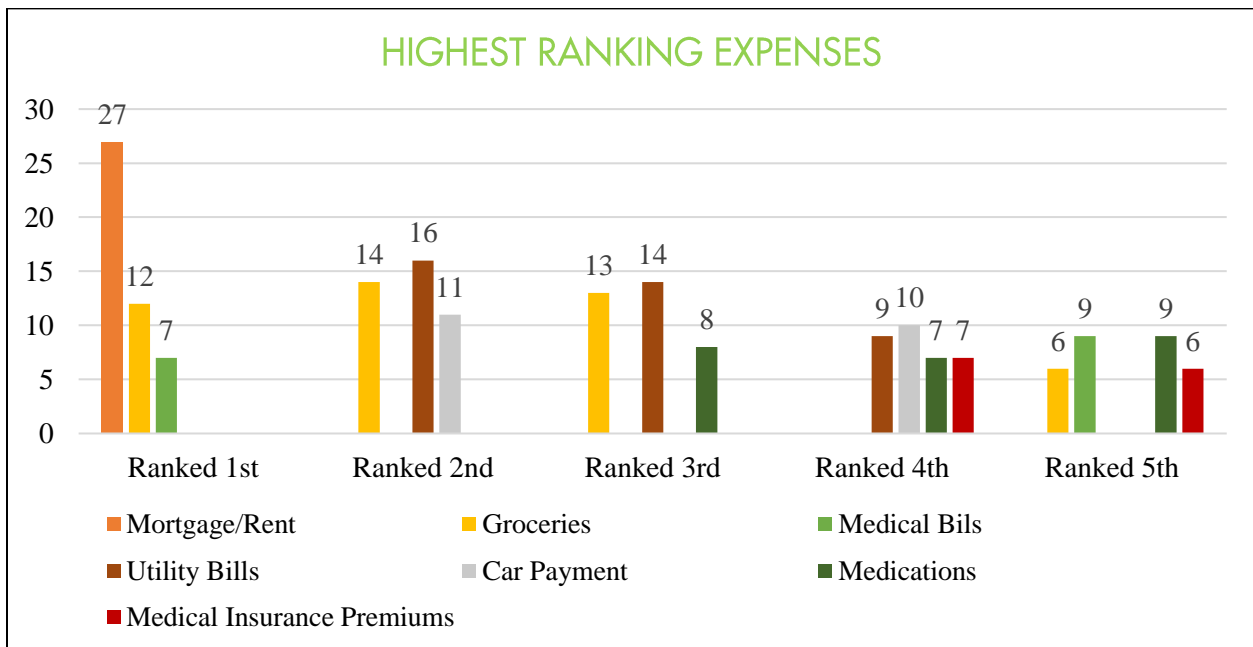
16. Had Hospitality House of Tulsa not been available for you, would you have stayed in a hotel or motel?

Income	Frequency	Total Percentage (%)
Yes	47	57.3%
No	35	42.7%
Total	82	100.0%

IMPORTANCE OF OTHER EXPENSES

17. If Hospitality House of Tulsa decreased your out-of-pocket expenses, describe in order of importance what your money was spent on. (Please rank 1 being most important and 8 being least important).

Category	Ranking N (%)							
	1	2	3	4	5	6	7	8
Car Payment	2	11	5	10	1	3	1	3
Groceries	12	14	13	6	6	2	3	--
Medical Bills	7	1	4	4	9	8	2	1
Medical Insurance Premiums	1	6	3	7	6	3	6	3
Mortgage/Rent	27	2	1	2	1	--	2	1
Medications	4	3	8	7	9	6	7	--
Utility Bills	3	16	14	9	2	5	--	1
Other Expenses	7	5	2	--	4	4	3	11



SIGNIFICANCE OF SUGGESTED DONATION RATE

18. How significant was the suggested donation rate (\$40/night unless reduced by Family Assistance Program application) in your decision to stay at Hospitality House of Tulsa?

Significance Level	Frequency	Total Percentage (%)
Very Significant – We did not have enough to pay for a hotel/motel	34	42.0%
Moderately Significant	9	11.1%
Somewhat Significant - Paying for several nights in a hotel would have been a financial hardship for our family	26	32.1%
Mildly Significant	5	6.2%
Not Significant – We could have paid for a hotel	7	8.6%
Total	81	100.0%

19. Did your stay at Hospitality House of Tulsa at the suggested donation rate (\$40/night, unless reduced by Family Assistance Program application) help *you or your patient avoid a foreclosure* of your home or eviction during this medical crisis?

Caregiver		
Income	Frequency	Total Percentage (%)
Yes	16	20.5%
No	62	79.5%
Total	78	100.0%

Patient		
Income	Frequency	Total Percentage (%)
Yes	12	16.0%
No	63	84.0%
Total	75	100.0%

SLEEPING ARRANGEMENTS DURING TREATMENT: BEFORE CHECK-IN

20. During your family member's hospitalization, where were you sleeping before you checked into Hospitality House of Tulsa? (Please check all that apply)

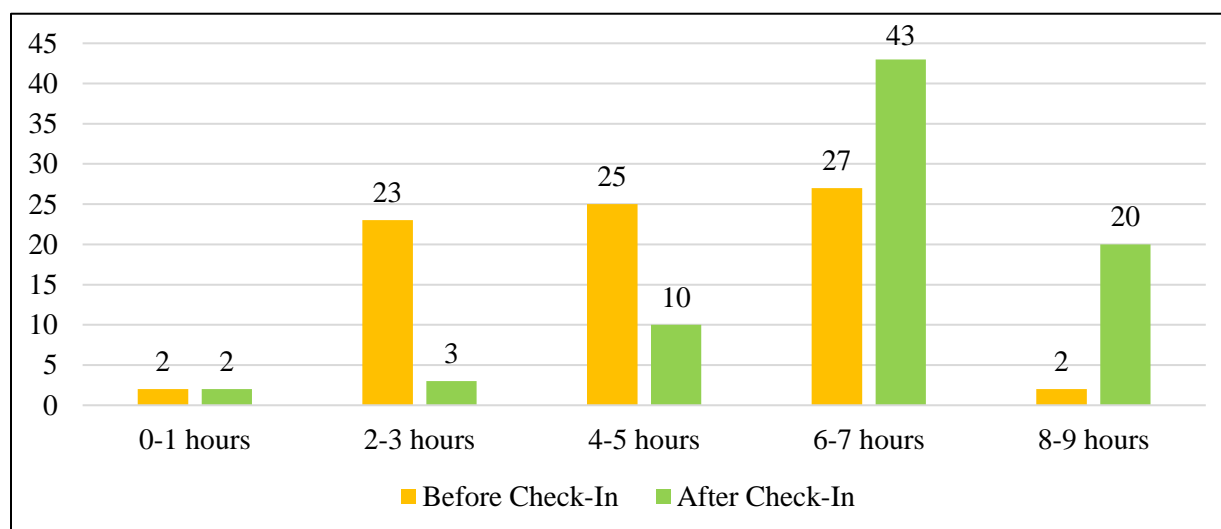
Where were you sleeping?	Frequency	Total Percentage (%)
Family member's hospital room in a bed	5	5.2%
Family member's hospital room in a chair	20	20.6%
Hospital waiting room	7	7.2%
Hotel/Motel	13	13.4%
Vehicle	10	10.3%
At Home	29	78.4%
Other	13	13.4%
Total	97	100.0%

HOURS SLEPT: BEFORE AND AFTER CHECK-IN

21. During your family member's hospitalization, and thinking about where you were sleeping in the previous question, how many hours of sleep per day did you get *before and during your stay* at Hospitality House of Tulsa?

Before Check-In			After Check-In		
Income	Frequency	Total Percentage (%)	Income	Frequency	Total Percentage (%)
0-1 hours	2	2.5%	0-1 hours	2	2.6%
2-3 hours	23	29.1%	2-3 hours	3	3.8%
4-5 hours	25	31.6%	4-5 hours	10	12.8%
6-7 hours	27	34.2%	6-7 hours	43	55.1%
8-9 hours	2	2.5%	8-9 hours	20	25.6%
10+ hours	--	--	10+ hours	--	--
Total	79	100.0%	Total	78	100.0%

Did you know that 63% of our caregivers report that before checking into Hospitality House of Tulsa, they received five hours or less of sleep each night?



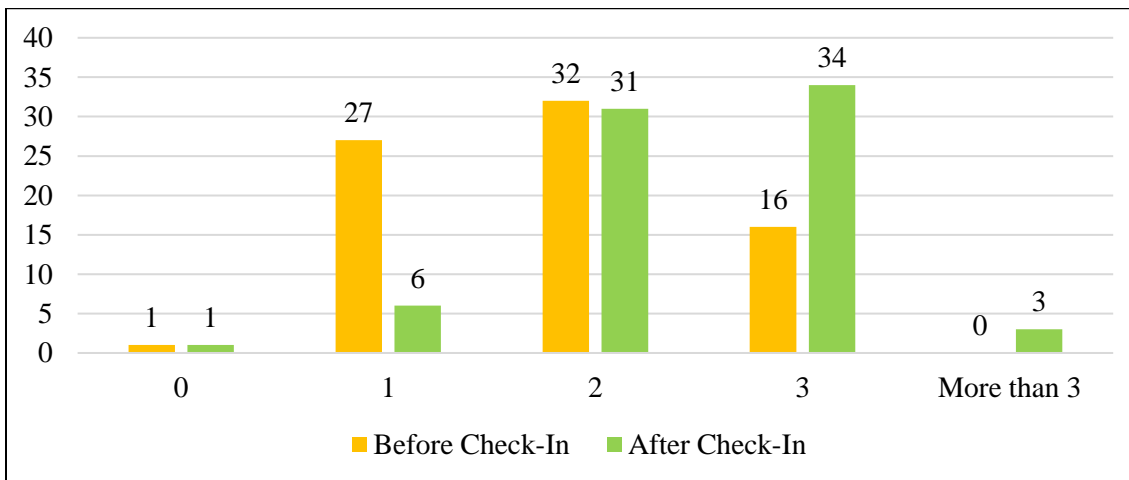
MEALS EATEN: BEFORE AND AFTER CHECK-IN

22. During your family member's hospitalization, and thinking about where you were staying before checking in at Hospitality House of Tulsa, how many meals per day were you eating *before and during* your stay at Hospitality House of Tulsa?

Before Check-In		
Income	Frequency	Total Percentage (%)
0	1	1.3%
1	27	35.5%
2	32	42.1%
3	16	21.1%
+ 3	--	--
Total	76	100.0%

After Check-In		
Income	Frequency	Total Percentage (%)
0	1	1.3%
1	6	8.0%
2	31	41.3%
3	34	45.3%
+ 3	3	4.0%
Total	75	100.0%

Did you know that before checking in 82% of our caregivers reported eating less than three meals a day?



ANXIETY/WORRY LEVEL: BEFORE AND AFTER CHECK-IN

23. Concerning you family member's hospitalization, how would you have rated your level of anxiety/worry before and during your stay at Hospitality House of Tulsa?

Before Check-In			After Check-In		
Anxiety Level	Frequency	Total Percentage (%)	Anxiety Level	Frequency	Total Percentage (%)
Severe – 4	29	39.2%	Severe – 4	7	9.6%
3	25	33.8%	3	13	17.8%
Mild – 2	17	23.0%	Mild – 2	36	49.3%
1	2	2.7%	1	14	19.2%
None - 0	1	1.4%	None - 0	3	4.1%
Total	74	100.0%	Total	73	100.0%

PATIENT'S HEALTH IMPROVEMENT

24. In your opinion, how did staying close to your hospitalized loved one improve the patient's health?

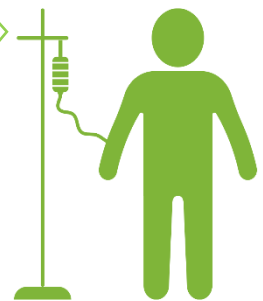


"I WAS ABLE TO PROVIDE MY BABY WITH PUMPED BREAST MILK, BE PRESENT EVERY DAY FOR BONDING, WAS ABLE TO PARTICIPATE IN HER CARE, AND WAS ABLE TO PRACTICE BREASTFEEDING WITH A LACTATION CONSULTANT. I BELIEVE ALL OF THESE FACTORS ALLOWED HER TO BE DISCHARGED FROM THE HOSPITAL MORE QUICKLY."

"STAYING CLOSER TO MY DAUGHTER THAT WAS BORN 2 1/2 MONTHS EARLY WAS A HUGE RELIEF AND THE WHOLE STAFF WAS SO AMAZING AND HOSPITABLE."

"IT MEANT THE ABSOLUTE WORLD TO HAVE A PLACE TO STAY AND FOOD TO EAT! IT WAS SUCH A RELIEF! AND PRAYING WITH THE STAFF WAS AMAZING! GOD BLESS EVERY PERSON WHO WORKS/VOLUNTEERS WITH THE HOSPITALITY HOUSE!"

"MY HUSBAND IMPROVED GREATLY THE DAY I GOT THERE AND THOUGH I KNOW THE LORD ULTIMATELY DID THE MIRACLE, I'M SURE THAT THINGS WOULD'VE BEEN DIFFERENT HAD I NOT BEEN ABLE TO STAY."



"IT HELPED TREMENDOUSLY WITH KNOWING EVERYTHING WAS BETTER WITH BED, HEAT, AND FOOD."

"IT MEANT A LOT TO HIM. HE FELT I WAS TAKEN CARE OF."

"THE PATIENT AND I WERE ABLE TO STAY IN TULSA CLOSER TO THE HOSPITAL INSTEAD OF DRIVING BACK TO ARKANSAS. IT WAS IMPORTANT FOR US TO STAY NEAR THE HOSPITAL IN CASE OF AN EMERGENCY DURING CHEMO TREATMENT."

"I FEEL SHE STOPPED WORRYING ABOUT ME. DEFINITE RELIEF."

PHYSICAL HEALTH: BEFORE CHECK-IN

25. Before your stay at Hospitality House of Tulsa, how would you have rated your physical health?

Health	Frequency	Total Percentage (%)
Very Poor	--	--
Poor	8	10.0%
Fair	32	40.0%
Good	36	45.0%
Excellent	4	5.0%
Total	80	100.0%

IMPACT OF PHYSICAL, EMOTIONAL, AND SPIRITUAL HEALTH

26. How did your stay at Hospitality House of Tulsa impact your overall health in the following 3 areas?

Physical Health

Impact	Frequency	Total Percentage (%)
Very Positive – 2	37	52.9%
1	23	32.9%
No Impact – 0	8	11.4%
-1	2	2.9%
Negative Impact - -2	--	--
Total	70	100.0%

Emotional Health

Impact	Frequency	Total Percentage (%)
Very Positive – 2	52	70.3%
1	19	25.7%
No Impact – 0	2	2.7%
-1	1	1.4%
Negative Impact - -2	--	--
Total	74	100.0%

Spiritual Health

Impact	Frequency	Total Percentage (%)
Very Positive – 2	51	71.8%
1	14	19.7%
No Impact – 0	5	7.0%
-1	1	1.4%
Negative Impact - -2	--	--
Total	71	100.0%

CHALLENGES UPON RETURNING HOME

27. Returning home with a seriously ill family member is difficult. How could your home community have been more helpful in your health crisis situation once you returned home? (Check all that apply)

Impact	Frequency	Total Percentage (%)
Meals brought into patient's home	22	14.5%
Assistance with household chores during patient's recovery, such as lawn care, pet care, childcare, laundry, house cleaning, grocery shopping, etc.	29	19.1%
Installation of physical assistance equipment such as wheelchair ramps or grab bars for bathrooms	9	5.9%
Transportation assistance for follow up doctor appointments or testing	12	7.9%
Prayer Support	39	25.7%
Finding a church family to connect with for spiritual growth needs	4	2.6%
Financial assistance to help pay for utilities, rent, medicine, etc.	17	11.2%
Other – Please Specify	20	13.2%
Total	152	100.0%

Did you know that 26% of caregivers told us that they wished they had more prayer support upon returning home?

SPIRITUAL LIFE IMPACT: AFTER CHECK-IN

28. How did your experience staying at Hospitality House of Tulsa effect areas of your spiritual life?

Prayer

Impact	Frequency	Total Percentage (%)
Very Positive – 2	45	68.2%
1	12	18.2%
No Impact – 0	9	13.6%
-1	--	--
Negative Impact - -2	--	--
Total	66	100.0%

Bible Reading

Impact	Frequency	Total Percentage (%)
Very Positive – 2	26	43.3%
1	14	23.3%
No Impact – 0	18	30.0%
-1	1	1.7%
Negative Impact - -2	1	1.7%
Total	60	100.0%

Church Attendance

Impact	Frequency	Total Percentage (%)
Very Positive – 2	12	23.1%
1	13	25.0%
No Impact – 0	25	48.1%
-1	1	1.9%
Negative Impact - -2	1	1.9%
Total	52	100.0%

Personal Relationship with Christ

Impact	Frequency	Total Percentage (%)
Very Positive – 2	34	53.1%
1	17	26.6%
No Impact – 0	13	20.3%
-1	--	--
Negative Impact - -2	--	--
Total	64	100.0%

SPIRITUAL LIFE IMPACT: WRITE-IN

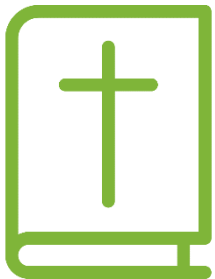
29. Are there any other ways staying at Hospitality House of Tulsa effected areas of your spiritual life?



"IT WAS WONDERFUL TO HAVE OTHERS PRAYING FOR AND WITH US!"

"IT IMPROVED MY DAILY PRAYING ROUTINE."

"HOSPITALITY HOUSE OF TULSA INCREASED MY FAITH IN THE LORD. I FELT BLESSED TO HAVE SOMEWHERE SAFE TO STAY THAT'S CLOSE TO THE HOSPITAL. BECAUSE OF HOSPITALITY HOUSE WE DIDN'T HAVE TO MAKE MULTIPLE TRIPS FROM ARKANSAS TO TULSA. HOSPITALITY HOUSE MADE IT POSSIBLE FOR OUR PATIENT TO GET BETTER CARE. STAYING AT THE HOSPITALITY HOUSE SAVED US A SUBSTANTIAL AMOUNT OF MONEY ON LODGING AND TRAVELING EXPENSES. IT MADE ME BELIEVE THAT THERE ARE PEOPLE THAT TRULY CARE AND THE LORD WORKS THROUGH THEM. MY FAITH HAS BEEN INCREASED DRAMATICALLY."



"THIS WAS JUST ONE MORE WAY THE LORD SHOWED ME THAT HE WAS MY PROVISION IN THE SCARIEST TIME OF MY LIFE. I'M SO GRATEFUL FOR HOSPITALITY HOUSE, AND HOW THE LORD IS USING THIS ORGANIZATION."

"KNOWING HOW LOVING AND SUPPORTING STRANGERS ARE IN OUR TIME OF NEED HELPED BRING FAITH AND HOPE TO OUR FAMILY."

ANXIETY/STRESS LEVEL IMPACT

30. Rate the impact of having the staff and volunteers at Hospitality House of Tulsa available to you in terms of helping your anxiety level.

Impact	Frequency	Total Percentage (%)
Very Positive – 2	54	75.0%
1	13	18.1%
No Impact – 0	5	6.9%
-1	--	--
Negative Impact -2	--	--
Total	72	100.0%

31. How did the prayer support of the staff/volunteers of Hospitality House of Tulsa effect your anxiety and stress level?

Impact	Frequency	Total Percentage (%)
Very Positive – 2	58	76.3%
1	11	14.5%
No Impact – 0	7	9.2%
-1	--	--
Negative Impact - -2	--	--
Total	76	100.0%

ADDITIONAL NEEDS

32. Were there any needs or services important to you that Hospitality House of Tulsa did not provide during your medical crisis away from home? (Check all that apply)

Unprovided Needs	Frequency	Total Percentage (%)
Transportation to/from the hospital	1	2.2%
Additional meals other than evening meals provided by volunteers	3	6.5%
More meal and snack items needed in your apartment	4	8.7%
Personal toiletry items	1	2.2%
Nothing else needed	8	17.4%
Other – Write In	29	63.0%
Total	46	100.0%