



National Hospitality Impact Report

HEALTHCARE HOSPITALITY NETWORK





HEALTHCARE HOSPITALITY Impact Survey

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ACKNOWLEDGMENTS

Thank you to the National Hospitality Impact Survey team!

Toni Moore

*President and CEO of Philos Hospitality
HHN National Hospitality Impact Survey Committee Chair*

Dr. Catherine Curtis, Ph.D., CHE

*School of Hospitality and Tourism Management
Oklahoma State University*

Dr. Denna Wheeler, Ph.D.

*Director of Rural Research and Evaluation
Center for Health Sciences and Center for Rural Health
Oklahoma State University*

With the support of HHN Staff:

Kristin Bennett

*Executive Director,
Healthcare Hospitality Network*

Marisa Ten Brink

*Graphic Designer
Healthcare Hospitality Network*

Brittany Quinn

*Deputy Director
Healthcare Hospitality Network*

Christine Do

*Administrative Assistant
Healthcare Hospitality Network*

Baylor Devries

*Administrative Assistant
Healthcare Hospitality Network*

And thank you to our Pilot Committee for your tremendous effort in preparing this tool, which will benefit our members and HHN!

Dan's House of Hope (Houston, TX)

An independent non-profit that serves Adolescents and Young adults (AYA's ages 15-39) with cancer through lodging and support services.

Philos Hospitality (Tulsa, OK)

A faith-based nonprofit that provides lodging for families and caregivers receiving treatment in Tulsa, OK.

Family House, Inc. (Pittsburgh, PA)

Serves patients and families receiving medical care in Pittsburgh at four separate house locations.

SCCA House (Seattle, WA)

Serves patients and families traveling to Seattle Cancer Care Alliance.

Gift of Life Family House (Philadelphia, PA)

Serves transplant patients and their families receiving treatment in Philadelphia for transplant-related care.

SECU Family House at UNC Hospitals (Chapel Hill, NC)

Serves patients and families traveling to UNC Hospitals for medical treatment.

JW House (Santa Clara, CA)

Located on the campus of Kaiser Permanent Santa Clara Medical Center, JW House serves individuals and families from area hospitals.

Preliminary Results

MARCH 18, 2020

OVERALL RESPONSE SUMMARY (CAREGIVERS AND PATIENTS)

In future drafts we will provide the number of surveys by modality (i.e., electronic vs. paper) and response rate.

House	State	Responses
St. Cloud Hospital Gorecki Guest House, St. Cloud	MN	249
SECU Family House, Reynolds Campus, Winston-Salem	NC	245
Munson Manor Hospitality House, Traverse City	MI	176
Hackerman-Patz House, Allentown	PA	167
Beacon House, Marquette	MI	134
SECU Family House, Chapel Hill	NC	134
Veterans Guest House, Reno	NV	113
The Doorways, Richmond	VA	94
Family House, Peoria	IL	91
Kathy's House, Inc., Milwaukee	WI	79
Quantum House, Inc., West Palm Beach	FL	76
Hospitality House of Tulsa	OK	68
Gabriel House of Care, Jacksonville Beach	FL	62
Transplant House of Cleveland	OH	54
David's House, Lebanon	NH	47
Gift of Life Family House, Philadelphia	PA	47
JW House-Santa Clara	CA	46
Bannister Family House, San Diego	CA	42
Brent's Place, Aurora	CO	41
Atlanta Hospital Hospitality House	GA	41
Reba's Rand House, Denison	TX	40
SECU Family House, Wilmington	NC	30
Fair Haven Foundation, Fishers	IN	17
Nora's Home	TX	14
Harbor House of Rochester, Inc, Rochester	NY	13
Dan's House of Hope, Houston	TX	1
	Total	2121

1. PRIMARY MEDICAL REASON

Describe the primary medical reason for the patient's medical treatment during your most recent stay at the medical hospitality house.

Categories of Primary Medical Reason for Stay	Caregiver Frequency	Patient Frequency	Total Frequency	Total Percent
Cardiac (Heart)	327	176	503	24.78%
Cancer	299	108	407	20.05%
Orthopedic (Bone, Joint, Non-Cancer Related)	142	55	197	9.70%
Neurology (Brain/Stroke, etc.)	126	52	178	8.77%
Surgery	109	38	147	7.24%
Non-Cancer Related Transplant (Organ, Tissue, etc.)	95	23	118	5.81%
Accident	71	4	75	3.69%
Premature Birth or NICU	58	1	59	2.91%
Other or Multiple	281	65	346	17.04%
Total	N=1508	N = 522	N = 2030	

2. PERMANENT RESIDENCE LOCATION

During the time you were staying in our medical hospitality house, what was the zip code of your permanent residence?

See Appendix 1

3. HOUSING SITUATION

Please describe your permanent housing situation at the time of your stay at the medical hospitality house. (Check all that apply)

Housing Situation Category	Caregiver Frequency	Patient Percent	Total Frequency	Total Percent
I was living in a house that I owned	1201	385	1586	78.36%
I was renting a house or apartment	193	76	269	13.29%
I was living with a family member	42	31	73	3.61%
I was living with a friend	10	6	16	0.79%
I was homeless	5	2	7	0.35%
Other (please specify)	56	17	73	3.61%
Total	1507	N=517	2024	

4. TYPE OF HEALTH INSURANCE

What type of health insurance did the patient have during their hospitalization?

Health Insurance Category of Patient	Caregiver Frequency	Patient Frequency	Total Frequency	Total Percent
Medicare	678	227	905	45.43%
Employer Provided Group Health Insurance	415	151	566	28.41%
Medicaid/CHIP	157	36	193	9.69%
Direct Purchase Insurance/ Marketplace Plans etc.	118	42	160	8.03%
Military Insurance (Tricare)	65	37	102	5.12%
Uninsured	34	18	52	2.61%
Workers Compensation	8	3	11	0.55%
Tribal Health Service (Example: Cherokee Nations Health)	3	0	3	0.15%
Total	N = 1478	N = 514	N = 1992	

5. INSURANCE PROVIDER

What was the name of the patient's insurance provider at the time of their stay in our medical hospitality house? (Example: BCBS, Aetna, Kaiser Permanente, Humana, etc.)

954 caregivers and patients (27%) responded to this question. The largest categories were BCBS (N=489, 51%), and Medicare (with or without supplemental coverage, N = 77, 8%).

6. AFFORDABLE CARE ACT

Did the patient purchase insurance through Marketplace/Exchange provided by the Affordable Care Act (aka Obamacare)?

ACA Y/N	Caregiver Frequency	Patient Frequency	Total Frequency	Total Percent
Yes	48	21	69	3.45%
No	1292	478	1770	88.46%
Unsure	147	15	162	8.10%
Total	N = 1487	N = 514	N = 2001	

7. HOUSEHOLD SIZE

Including yourself, describe the number of individuals in your household that were supported by your income.

Household Members	Caregiver Frequency	Patient Frequency	Total Frequency	Total Percent
1	188	142	330	18.42%
2	736	230	966	53.91%
3	176	35	211	11.77%
4	142	28	170	9.49%
5	61	13	74	4.13%
6	23	4	27	1.51%
7	7	1	8	0.45%
8	0	1	1	0.06%
9	1	1	2	0.11%
10 or more	3	1	4	0.22%
Total	N = 1337	N = 455	N = 1792	

8. MEDICAL BILLS AFTER INSURANCE

During your stay at our medical hospitality house for this specific medical crisis only, what was the dollar amount which you were responsible to pay after insurance (if any) paid its part? (This figure can include estimates of co-pays, deductibles, medication cost and other medical expenses not covered by your insurance provider.)

\$1,000 increments medical bills after insurance	Caregiver Frequency	Patient Frequency	Total Frequency	Total Percent
Less than \$1,000	485	182	667	57.95%
\$2,000	94	46	140	12.16%
\$3,000	43	26	69	5.99%
\$4,000	26	12	38	3.30%
\$5,000	51	10	61	5.30%
\$6,000	16	14	30	2.61%
\$7,000	13	10	23	2.00%
\$8,000	14	6	20	1.74%
\$9,000	5	0	5	0.43%
\$10,000	23	4	27	2.35%
\$11,000	2	0	2	0.17%
\$12,000	7	0	7	0.61%
\$13,000	4	0	4	0.35%
\$15,000	1	0	1	0.09%
Greater than \$15,000	43	14	57	4.95%
Total	N = 827	N = 324	N = 1151	

*No \$14,000 responses

9. NON-MEDICAL EXPENSES

During your stay at our medical hospitality house for this specific medical crisis only, what was the cost of additional non-medical expenses? (This figure can include estimates of travel expenses such as meals, fuel and transportation, and lodging.)

\$1,000 increments non-medical expenses	Caregiver Frequency	Patient Frequency	Total Frequency	Total Percent
Less than \$1,000	796	314	1110	73.80%
\$2,000	129	29	158	10.51%
\$3,000	52	22	74	4.92%
\$4,000	24	6	30	1.99%
\$5,000	34	9	43	2.86%
\$6,000	12	4	16	1.06%
\$7,000	5	1	6	0.40%
\$8,000	10	2	12	0.80%
\$9,000	0	1	1	0.07%
\$10,000	12	5	17	1.13%
\$11,000	0	2	2	0.13%
\$12,000	4	0	4	0.27%
\$13,000	1	1	2	0.13%
\$15,000	4	1	5	0.33%
Greater than \$15,000	18	6	24	1.60%
Total	N = 1101	N = 403	N = 1504	

*No \$14,000 responses

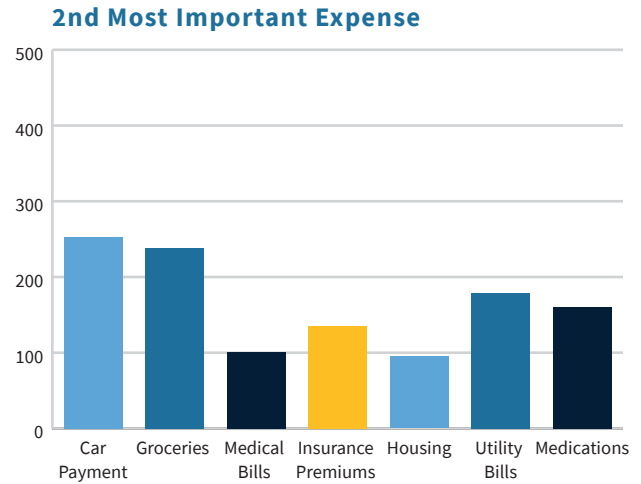
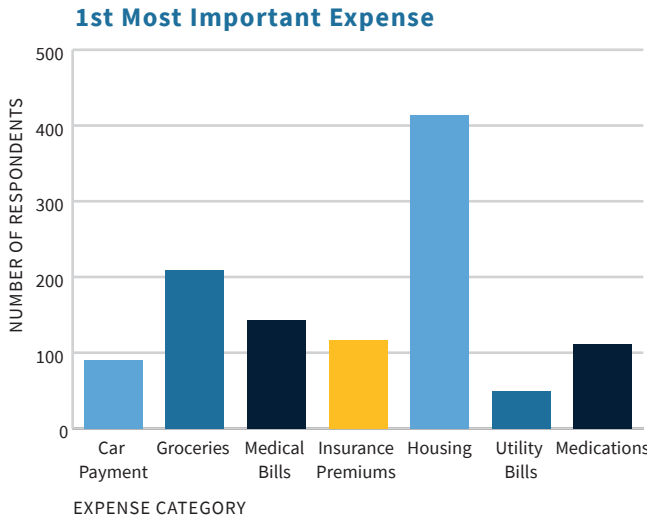
10. IMPORTANCE OF OTHER EXPENSES

If the medical hospitality house decreased your out of pocket expenses, describe in order of importance what your money was spent on. (Please rank with 1 being the most important and 7 being the least important.)

- ☐ Car payment
 ☐ Medical insurance premiums
 ☐ Prescribed medications
- ☐ Groceries
 ☐ Mortgage or rent payment
 ☐ OR N/A
- ☐ Medical Bills
 ☐ Utility bills

Category	Ranking N (%)						
	1	2	3	4	5	6	7
Car Payment (N = 664)	90 (14)	253 (38)	106 (16)	104 (16)	69 (10)	53 (8)	89 (13)
Groceries (N = 1040)	209 (20)	238 (23)	190 (18)	180 (17)	120 (12)	66 (6)	37 (4)
Medical Bills (N = 866)	143 (17)	101 (12)	155 (18)	120 (14)	109 (13)	131 (15)	107 (12)
Insurance Premiums (N = 797)	117 (15)	135 (17)	120 (15)	134 (17)	102 (13)	116 (15)	73 (9)
Housing (N = 775)	414 (53)	95 (12)	74 (10)	57 (7)	69 (9)	39 (5)	27 (3)
Utility Bills (N = 975)	49 (5)	179 (18)	218 (22)	182 (19)	168 (17)	110 (11)	69 (7)
Medications (N = 901)	111 (12)	160 (18)	134 (15)	135 (15)	170 (19)	122 (14)	69 (8)

Of note is the large number of persons who rank housing, food, and car payments first or second.

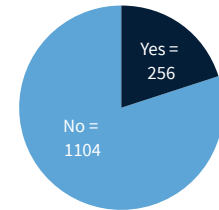


11. IMPACT OF SAVINGS ON HOUSING SITUATION

Did the savings you experienced staying at our medical hospitality house (versus paying for a hotel/motel/apartment) help you avoid a foreclosure or eviction from your permanent home or residence?

Savings Y/N	Frequency	Valid Percent	Total Frequency	Total Percent
Yes	256	111	367	20.09%
No	1104	356	1460	79.91%
Total	N = 1360	N = 467	N = 1827	

Did Savings Impact Your Housing Situation?



12. DAYS OF WORK MISSED

How many total days of work did you miss due to this medical crisis?

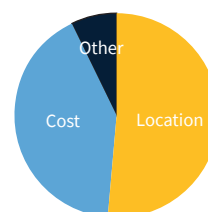
Days of Work Missed Categories	Caregiver Frequency	Patient Frequency	Total Frequency	Total Percent
1-4 Days	154	35	189	10.37%
5-10 Days	149	16	165	9.05%
10-15 Days	67	11	78	4.28%
15-20 Days	36	6	42	2.30%
20+ Days	226	94	320	17.55%
Does not apply to my situation	731	298	1029	56.45%
Total	N = 1363	N = 460	N = 1823	

13. PRIMARY DECISION REASON

Please select the primary decision to stay with the medical hospitality house:

Primary Decision Categories	Caregiver Frequency	Patient Frequency	Total Frequency	Total Percent
Close Proximity to patient/hospital/treatment center	740	219	959	51.39%
Cost	556	220	776	41.59%
Other (please specify)	99	32	131	7.02%
Total	N = 1395	N = 471	N = 1886	

Primary Decision for Choosing HH Stay



14. SIGNIFICANCE OF SAVINGS

Please describe how the cost or savings of staying at our medical hospitality house impacted your decision to stay (check most accurate statement.)

Significance of Cost Savings Categories	Caregiver Frequency	Patient Frequency	Total Frequency	Total Percent
Not significant, we could have stayed at a hotel.	34	13	47	6.14%
Somewhat significant, paying for a hotel for more than several nights would have been a financial hardship on our family	220	90	310	40.52%
Very significant, we could not have afforded to stay in a hotel or motel.	295	113	408	53.33%
Total	N = 549	N = 216	N = 765	

15. TREATMENT TYPE

Was the patient's hospitalization/treatment a planned appointment?

Y/N	Caregiver Frequency	Patient Frequency	Total Frequency	Total Percent
Yes	690	394	1084	59.63%
No	668	66	734	40.37%
Total	N = 1358	N = 460	N = 1818	

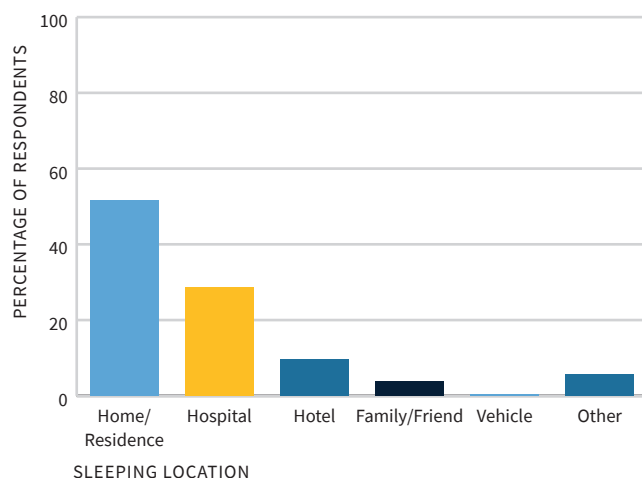
16. SLEEPING ARRANGEMENTS DURING TREATMENT: BEFORE

DURING the patient's hospitalization or treatment, where were you primarily sleeping **BEFORE** you checked into our medical hospitality house? (Check all that apply.)

Category of sleep location before checking in	Caregiver Frequency	Patient Frequency	Total Frequency	Total Percent
Home/Residence	716	341	1057	51.64%
Patient's hospital room in a chair	301	22	323	15.78%
Hotel	176	23	199	9.72%
Patient's hospital room in a bed	116	47	163	7.96%
Hospital Waiting Room	95	8	103	5.03%
Family/Friend	59	22	81	3.96%
Vehicle	0	7	7	0.34%
Other	93	21	114	5.57%
Total	N = 1556	N = 491	N = 2047	

*Participants were able to choose more than one answer

Sleeping Location Before Check-in



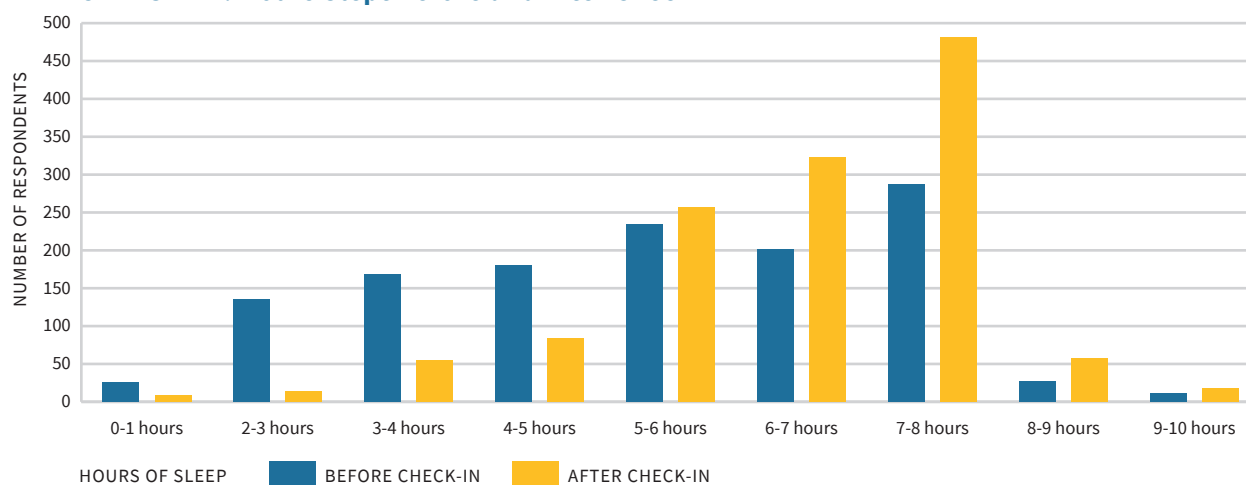
17. HOURS SLEPT: BEFORE CHECK-IN

Referring to where you were sleeping **BEFORE** you checked into the medical hospitality house, how many hours of sleep were you getting each night?

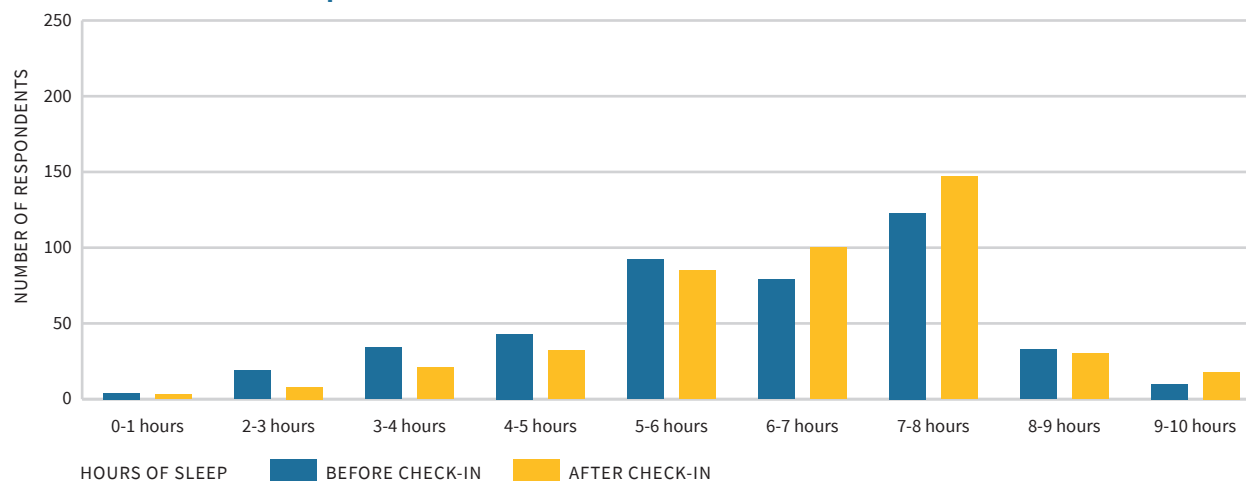
Caregiver Hours Slept Categories	Frequency Before	Valid Percent Before	Frequency After	Valid Percent After
0-1 hours	26	2.0	8	.6
2-3 hours	136	10.7	14	1.1
3-4 hours	169	13.3	55	4.2
4-5 hours	180	14.2	84	6.5
5-6 hours	235	18.5	257	19.8
6-7 hours	201	15.8	323	24.9
7-8 hours	287	22.6	481	37.1
8-9 hours	27	2.1	58	4.5
9-10 hours	11	.9	18	1.4
Total	N = 1272	100.0	1298	100

Patient Hours Slept Categories	Frequency Before	Valid Percent Before	Frequency After	Valid Percent After
0-1 hours	4	.9	3	.7
2-3 hours	19	4.3	8	1.8
3-4 hours	34	7.8	21	4.7
4-5 hours	43	9.8	32	7.2
5-6 hours	92	21.1	85	19.1
6-7 hours	79	18.1	100	22.5
7-8 hours	123	28.1	147	33.1
8-9 hours	33	7.6	30	6.8
9-10 hours	10	2.3	18	4.1
Total	N = 437	100.0	444	100.0

CAREGIVER: Hours Slept Before and After Check-in



PATIENT: Hours Slept Before and After Check-in



18. HOURS SLEPT: AFTER CHECK-IN

AFTER you checked into the medical hospitality house, how many hours of sleep were you getting each night?

See combined table above.

19. MEALS EATEN: BEFORE CHECK-IN

DURING the patient's hospitalization/treatment and **BEFORE** you checked into the medical hospitality house, how many meals were you eating a day?

Caregivers Meals per Day Categories	Frequency Before	Valid Percent After	Frequency After	Valid Percent After
One meal per day	218	16.7	69	5.2
Two meals per day	478	36.5	496	37.6
Three meals per day	592	45.3	736	55.8
More than three meals per day	20	1.5	17	1.3
Total	N = 1308	100.0	1318	100.0

Patients Meals per Day Categories	Frequency Before	Valid Percent Before	Frequency After	Valid Percent After
One meal per day	31	6.9	33	7.3
Two meals per day	139	30.9	134	29.8
Three meals per day	275	61.1	273	60.7
More than three meals per day	5	1.1	10	2.2
Total	N = 450	100.0	450	100.0

20. MEALS EATEN: AFTER CHECK-IN

DURING the patient's hospitalization/treatment and **AFTER** you checked into the medical hospitality house, how many meals were you eating a day?

See combined table above.

21. DOLLARS SPENT ON MEALS: DURING STAY

DURING the patient's hospitalization/treatment, what was the dollar amount you spent on meals per day while you were staying at the medical hospitality house?

Dollar Categories Spent on Meals Per Day	Caregiver Frequency	Patient Frequency	Total Frequency	Total Percent
Less than \$10	209	68	277	18.14%
\$10	171	61	232	15.19%
\$20	393	120	513	33.60%
\$30	192	59	251	16.44%
\$40	69	29	98	6.42%
\$50	51	17	68	4.45%
\$60	24	4	28	1.83%
\$70	7	1	8	0.52%
\$80	10	3	13	0.85%
\$90	0	1	1	0.07%
\$100	9	4	13	0.85%
Greater than \$100	18	7	25	1.64%
Total	N = 1153	N = 374	N = 1527	

22. PHYSICAL HEALTH: BEFORE CHECK-IN

BEFORE your stay at the medical hospitality house, how would you have rated your physical health?

Caregivers	Frequency Before	Valid Percent Before	Frequency During	Valid Percent During
Very Poor	24	1.8	16	1.2
Poor	91	6.8	53	4.0
Fair	310	23.0	299	22.4
Good	730	54.2	803	60.1
Excellent	192	14.3	165	12.4
Total	N = 1347	100.0	1336	100
Patients	Frequency Before	Valid Percent Before	Frequency During	Valid Percent During
Very Poor	52	11.4	23	5.0
Poor	86	18.8	63	13.7
Fair	151	33.0	189	41.1
Good	139	30.4	163	35.4
Excellent	29	6.3	22	4.8
Total	N = 457	100.0	460	100

23. ANXIETY/WORRY LEVEL: BEFORE CHECK-IN

BEFORE your stay at the hospitality house, how would you have rated your level of anxiety/worry during this medical crisis?

Caregivers	Frequency Before	Valid Percent Before	Frequency During	Valid Percent During
No worry	83	6.2	119	8.9
Mild anxiety/worry	239	17.8	481	36.2
Moderate anxiety/worry	559	41.7	525	39.5
Severe anxiety/worry	459	34.3	205	15.4
Total	N = 1340	100.0	N = 1330	100.0
Patients	Frequency Before	Valid Percent Before	Frequency During	Valid Percent During
No worry	60	13.2	77	16.9
Mild anxiety/worry	127	28.0	172	37.8
Moderate anxiety/worry	174	38.3	176	38.7
Severe anxiety/worry	93	20.5	30	6.6
Total	N = 454	100.0	455	100.0

24. PHYSICAL HEALTH: DURING STAY

DURING your stay at our medical hospitality house, how would you have rated your physical health?

See combined table in Question 22 above.

25. ANXIETY/WORRY LEVEL: DURING STAY

DURING your stay at our medical hospitality house, how would you have rated your level of anxiety/worry?

See combined table in Question 23 above.

26. ADDITIONAL NEEDS

DURING your stay at the medical hospitality house, were there any needs or services important to you that were not provided during your medical crisis away from home? (Check all that apply.)

Additional Need Categories	Caregiver Frequency	Patient Frequency	Total Frequency	Total Percent
More meal and snack items needed	121	30	151	20.43%
Additional meals other than evening meals provided by volunteers	100	39	139	18.81%
Transportation to and from the hospital	87	51	138	18.67%
Other (Please Specify)	211	100	311	42.08%
Total	N = 519	N = 220	N = 739	

*Participants can check multiple answers

Overall most of the 211 responses in the “other” category were “None” or some comment about all need being met. The few comments that did indicate an unmet need the following categories were mentioned:

MEALS

Allergy friendly meals
Inadequate meals (pizza and water one night)
Meals not provided

ROOM AMENITIES

Soft mattress
Better beds
Not sufficiently clean for a transplant patient
Had a room with no bathroom
TV in room

SERVICES

No driver available
More transportation on weekends
Restricted laundry services
Activities (something to do)
Exercise equipment
Late check in
Handicapped accessible doors and elevators

27. ADDITIONAL NEEDS: MOST REQUESTED

Which of these additional services, if not already available, DURING your stay at the medical hospitality house would have been helpful (Check all that apply.)

Caregivers	Caregiver Frequency	Patient Frequency	Total Frequency	Total Percent
Chaplain or spiritual counsel at the medical hospitality house	155	42	197	25.58%
Health education and information classes regarding your patient's diagnosis, new dietary changes, caregiving at home, et	154	58	212	27.53%
Evening activities involving opportunities to be with other families	107	46	153	19.87%
Other	142	66	208	27.01%
Total	N = 558	N = 212	N = 770	

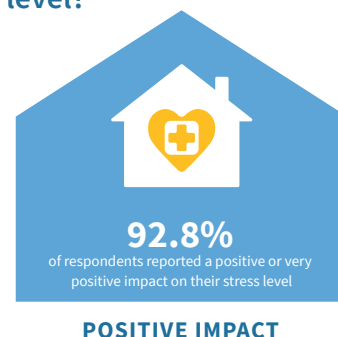
*Participants can check multiple answers

More detailed analyses of the “other” category will be presented on future drafts.

28. IMPACT ON STRESS LEVEL

Thinking about services, rest quality, meals provided, or distance to the hospital or treatment center, what impact did the medical hospitality house have on your stress level?

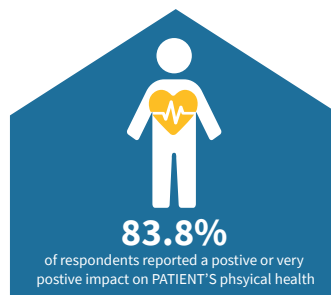
Caregivers	Caregiver Frequency	Patient Frequency	Total Frequency	Total Percent
Very Negative	4	1	5	0.28%
Negative	5	7	12	0.67%
No Impact	72	41	113	6.28%
Positive	458	153	611	33.98%
Very Positive	798	259	1057	58.79%
Total	N = 1337	N = 461	N = 1798	



29. IMPACT ON PATIENT'S HEALTH

Thinking about services, rest quality, meals provided, or distance to the hospital or treatment center, what was the impact your stay at our medical hospitality house had on the physical health of the PATIENT?

Caregivers	Frequency	Percent
Very Negative	1	.1
Negative	3	.2
No Impact	213	16.0
Positive	514	38.6
Very Positive	602	45.2
Total	N = 1333	100.0



PHYSICAL HEALTH

30. EXPLANATION OF NEGATIVE HEALTH IMPACT

Please explain how staying in the medical hospitality house negatively affected the PATIENT'S physical health:

Overall, there were very few responses to this question. Here are the few comments provided.

- Having to guess where I would be staying
- No comfortable bed, small bedroom, couldn't do stairs, no A/C
- Bed was not a hospital bed and no one could help
- Dust, mold and room was generally unclean

31. IMPACT OF CAREGIVER'S STAY ON PATIENTS HEALTH

How do you think the PATIENT'S health was affected by you staying in the medical hospitality house?

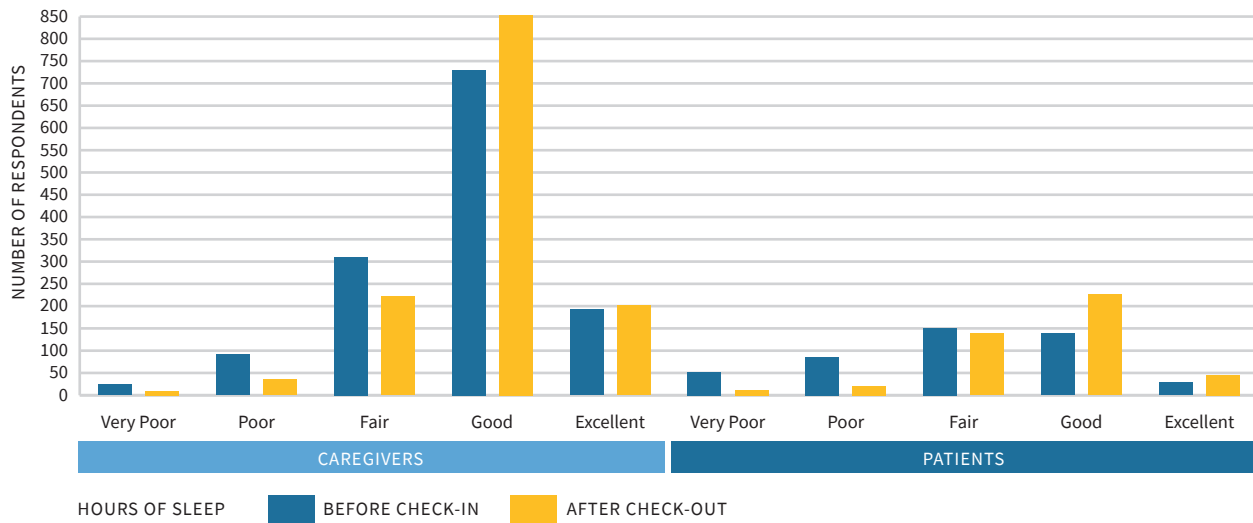
There were 1055 responses to this question. The overwhelming response was positive (N=904, 86%). Caregivers commented primary on the reduced worry and stress provided by having a safe, inexpensive place to stay in close proximity of the hospital. Some caregivers responded that the patient's health was not affected (N=117, 11%).

32. OVERALL HEALTH AT CHECK-OUT

How would you rate your physical health UPON CHECKING OUT of the medical hospitality house?

	Caregiver Frequency	Patient Frequency	Total Frequency	Total Percent
Very Poor	9	12	21	1.19%
Poor	35	21	56	3.17%
Fair	222	139	361	20.46%
Good	853	226	1079	61.17%
Excellent	202	45	247	14.00%
Total	N = 1321	N = 443	N = 1764	

PHYSICAL HEALTH: Before Check-in and After Check-Out

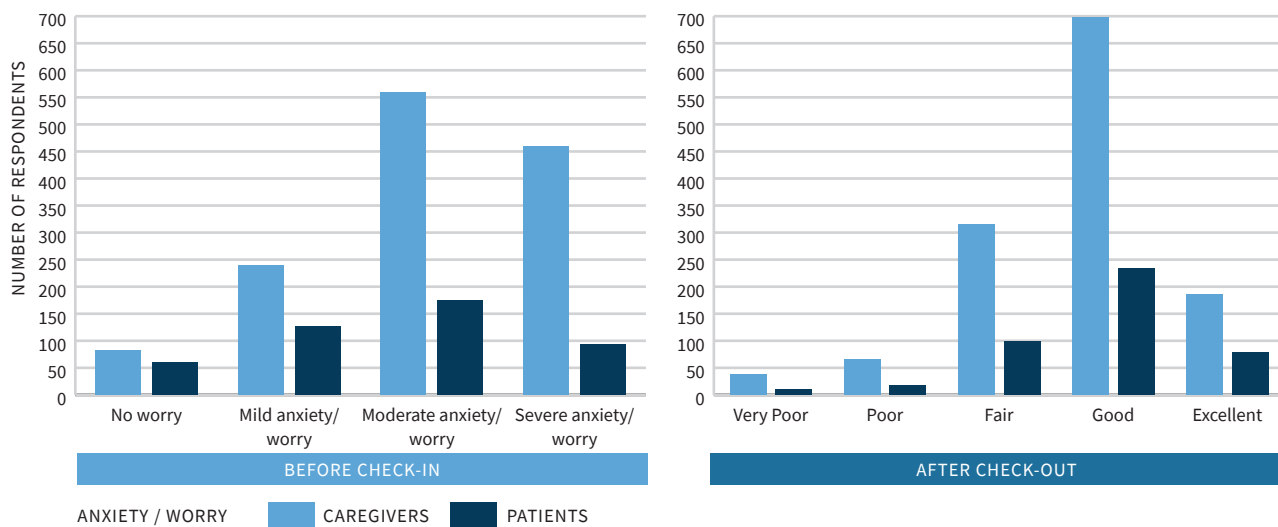


33. ANXIETY/WORRY LEVEL AT CHECK-OUT

How would you rate your level of anxiety/worry UPON CHECKING OUT of the medical hospitality house?

	Caregiver Frequency	Patient Frequency	Total Frequency	Total Percent
Very Poor	38	10	48	2.76%
Poor	66	18	84	4.82%
Fair	316	99	415	23.82%
Good	698	233	931	53.44%
Excellent	185	79	264	15.15%
Total	N = 1303	N = 439	N = 1742	

MENTAL HEALTH: Anxiety/Worry Levels Before and After Check-out



34. IMPACT OF HH EXPERIENCE ON ANXIETY/WORRY LEVEL

Please rate the impact that the presence of the medical hospitality house staff and volunteers had on your anxiety/worry level?

Impact Categories	Caregiver Frequency	Patient Frequency	Total Frequency	Total Percent
Very Negative	3	1	4	0.23%
Negative	5	6	11	0.63%
No Impact	131	59	190	10.80%
Positive	514	162	676	38.41%
Very Positive	668	211	879	49.94%
Total	N = 1321	N = 439	N = 1760	



35. CHALLENGES UPON RETURNING HOME

What were the biggest challenges or needs in your health crisis situation once you returned home? Please rank with 1 being the biggest challenge and 8 being the least challenging.

- ☐ Installation of physical assistance equipment such as wheelchair ramps or grab-bars for bathrooms
- ☐ Financial assistance
- ☐ Emotional support
- ☐ Transportation
- ☐ Spiritual support
- ☐ Physical support with daily activities
- ☐ Meals brought to patient's home
- ☐ Assistance with household chores during patient's recovery
- ☐ OR N/A

Category	Ranking N (%)							
Space Holder	1	2	3	4	5	6	7	8
Assist with chores (N = 709)	232(33)	176(25)	101(14)	71(10)	57(8)	27(4)	25(4)	20(3)
Emotional Support (N = 776)	218(28)	154(20)	149(19)	101(13)	61(8)	37(5)	41(5)	15(2)
Financial Assistance (N = 662)	170(26)	91(14)	99(15)	93(14)	72(11)	49(7)	59(9)	30(5)
Install physical assists (N = 483)	86(18)	51(11)	47(10)	41(8)	59(12)	31(6)	36(7)	132(27)
Meals delivered (N = 539)	34(6)	69(13)	84(16)	99(18)	87(16)	83(15)	50(9)	33(6)
Physical support (N = 689)	127(18)	153(22)	116(17)	88(13)	79(11)	88(13)	30(4)	8(1)
Spiritual support (N = 613)	40(7)	78(13)	63(10)	73(12)	84(14)	100(16)	114(19)	61(10)
Transportation (N = 638)	65(10)	72(11)	87(14)	81(13)	75(12)	85(13)	96(15)	77(12)

36. PATIENT READMISSION

AFTER the patient was discharged from the hospital or outpatient treatment, did the patient have an unplanned readmission within 30 days to any hospital for complications from the same diagnosis?

Caregivers	Caregiver Frequency	Patient Frequency	Total Frequency	Total Percent
Yes	235	81	316	18.23%
No	1058	359	1417	81.77%
Total	N = 1293	N = 440	N = 1733	

***We appreciate you taking the time to provide the following demographic information as it will help us secure more funding for families in medical crisis.**

37. MILITARY STATUS

Is the patient a U.S. veteran or active duty U.S. military member?

Veteran Category	Caregiver Frequency	Patient Frequency	Total Frequency	Total Percent
Active	3	1	4	0.23%
Veteran	310	126	436	25.42%
N/A	966	309	1275	74.34%
Total	N = 1279	N = 436		

38. MILITARY BRANCH

What branch of the U.S. Military?

Veteran of Military Branch Categories	Caregiver Frequency	Patient Frequency	Total Frequency	Total Percent
U.S. Army	164	56	220	50.23%
U.S. Navy	62	33	95	21.69%
U.S. Air Force	50	23	73	16.67%
U.S. Marines	30	14	44	10.05%
U.S. Coast Guard	5	1	6	1.37%
Total	N = 311	N = 127	N = 438	

39. GENDER

What is your gender?

Gender Category	Caregiver Frequency	Patient Frequency	Total Frequency	Total Percent
Male	359	240	599	34.66%
Female	920	201	1121	64.87%
Prefer not to disclose	6	2	8	0.46%
Total	N = 1285	N = 443	N = 1728	

40. AGE OF PATIENT

What was the age of the patient when you last stayed at the medical hospitality house?

Age Categories	Caregiver Frequency	Patient Frequency	Total Frequency	Total Percent
0-12 Years	133	1	134	7.77%
13-18 Years	40	1	41	2.38%
19-39 Years	98	20	118	6.84%
40-64 Years	320	185	505	29.29%
65-84 Years	612	223	835	48.43%
85+ Years	83	8	91	5.28%
Total	N = 1286	N = 438	N = 1724	

41. EDUCATION

What is your highest level of education completed? (Check only one.)

Caregivers	Caregiver Frequency	Patient Frequency	Total Frequency	Total Percent
Other	3	2	5	<1%
Some school, but no High School diploma or GED	42	15	57	3.34%
High School Diploma or GED	259	89	348	20.37%
Some college, but no degree	228	88	316	18.50%
Vocational Training Certificate	69	18	87	5.09%
Two-year college degree	180	58	238	13.93%
Four-year college degree	258	94	352	20.60%
Graduate degree and beyond	232	73	305	17.86%
Total	N = 1271	N = 437	N = 1708	

42. EMPLOYMENT STATUS

At the time of your stay at the medical hospitality house what was your employment status?

Caregivers	Caregiver Frequency	Patient Frequency	Total Frequency	Total Percent
Retired	580	223	803	43.67%
Full-Time	362	77	439	23.87%
Part-time	104	26	130	7.07%
Leave of Absence due to medical crisis	92	23	115	6.25%
Self-Employed	61	15	76	4.13%
Unemployed, not seeking work	51	17	68	3.70%
Left work due to medical crisis	50	30	80	4.35%
Receiving disability compensation	49	63	112	6.09%
Unemployed, seeking work	14	2	16	0.87%
Total	N = 1363	N = 476	N = 1839	

43. HOUSEHOLD INCOME

Please describe your annual household income at the time of your stay.

Income Categories	Caregiver Frequency	Patient Frequency	Total Frequency	Total Percent
\$0,000-\$10,000	60	33	93	7.19%
\$10,000-20,000	89	53	142	10.98%
\$20,000-30,000	116	45	161	12.45%
\$30,000-40,000	143	49	192	14.85%
\$40,000-50,000	116	40	156	12.06%
\$50,000-60,000	97	30	127	9.82%
\$60,000-70,000	83	19	102	7.89%
\$70,000-80,000	39	15	54	4.18%
\$80,000-90,000	43	14	57	4.41%
\$90,000-120,000	102	20	122	9.44%
\$120,000-150,000	41	9	50	3.87%
\$150,000 or more	27	10	37	2.86%
Total	N = 956	N = 337	N = 1293	

*Note inconsistent intervals near the end

Thank you for participating in this important survey!

Your feedback allows us to show how our services have impacted families in medical crisis and improve our services in order to assist more families.

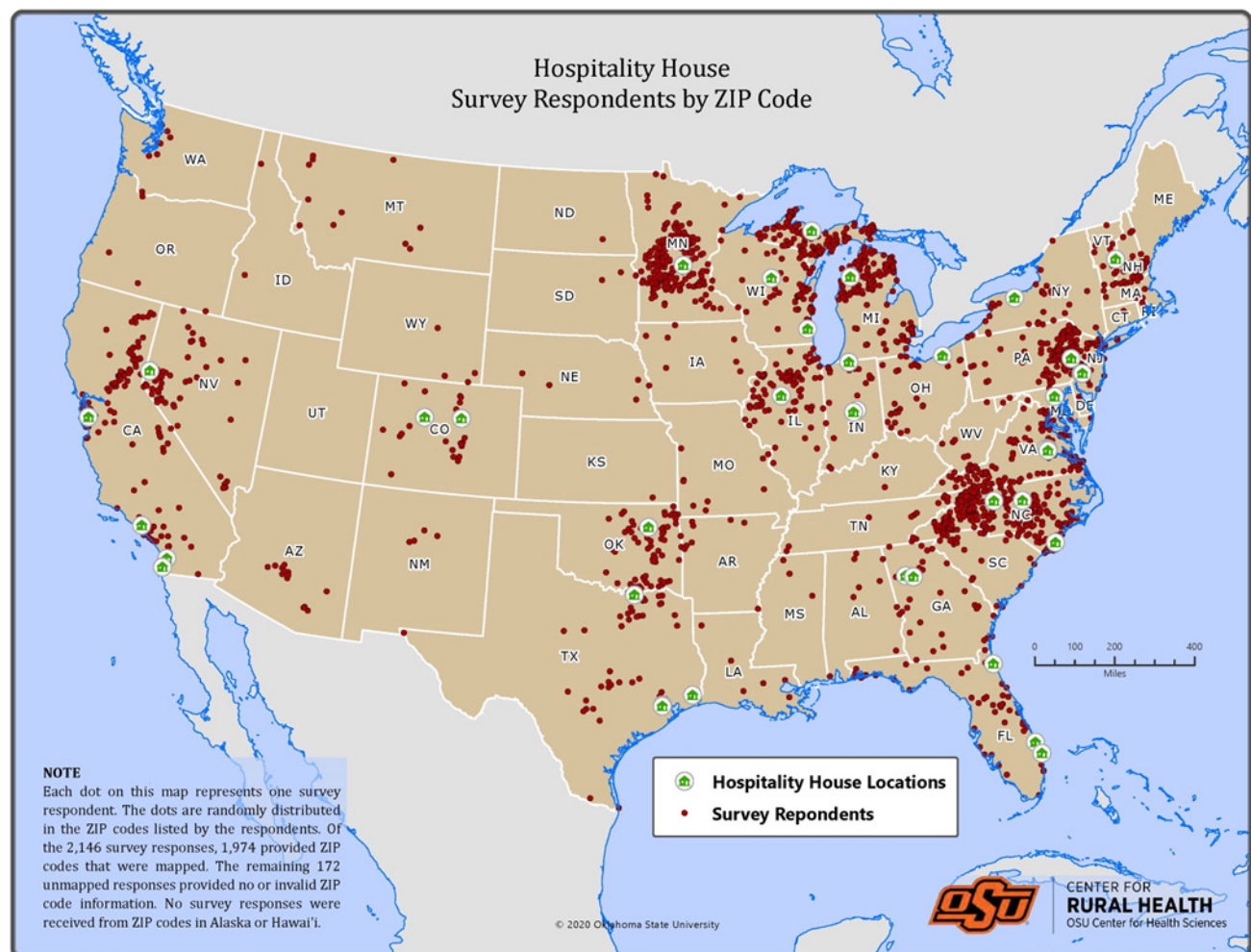
44. SURVEY DIFFICULTY

How easy or hard was this survey for you?

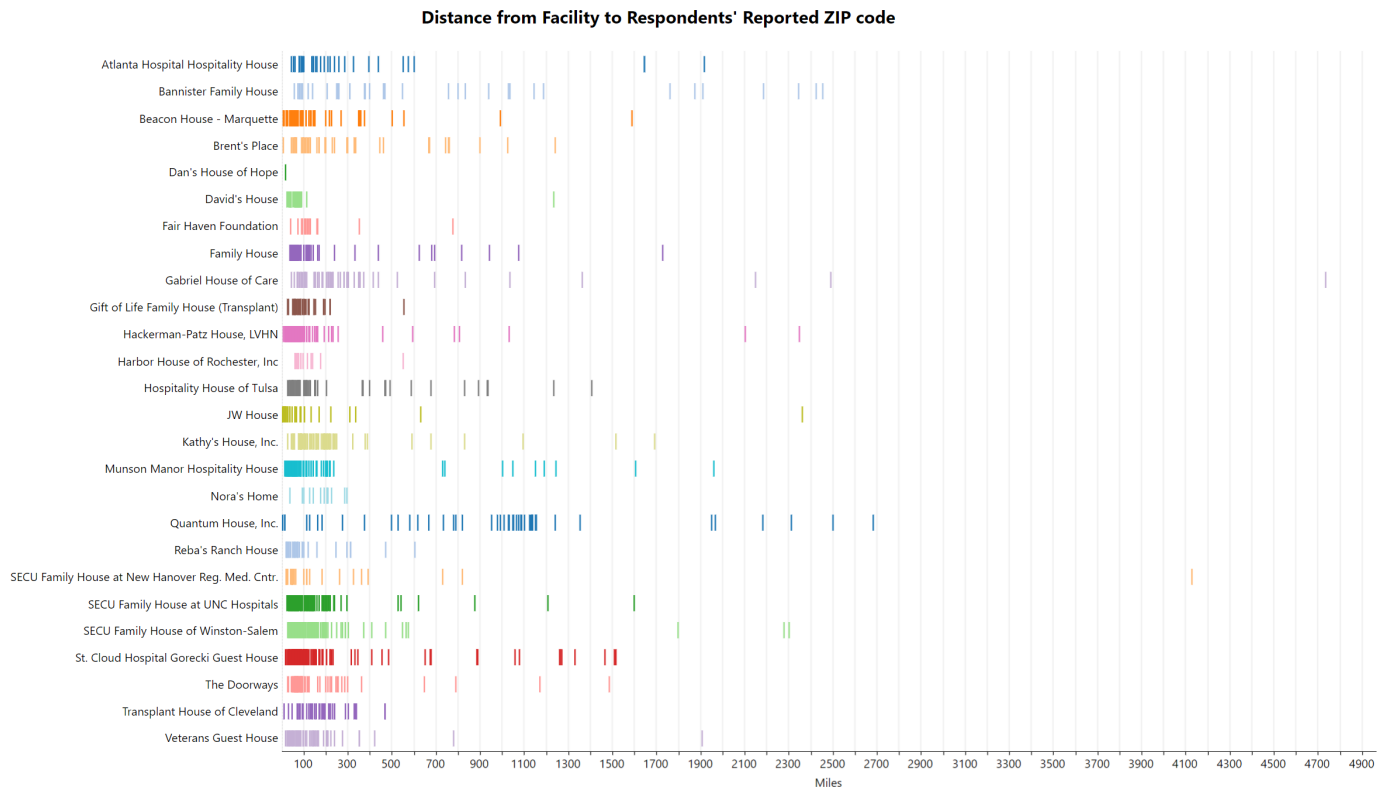
Difficulty Category	Frequency	Valid Percent
Very difficult	8	.5
Difficult	55	3.2
Neither easy nor difficult	453	26.6
Easy	688	40.3
Very easy	502	29.4
Total	1706	100.0

APPENDIX 1

Survey Respondents by ZIP Code



Geospatial Analyses



Interpreting this Graph. Each hash mark represents one respondent. The hash marks are placed along the x-axis at locations that correspond to their distance from the facilities. For most facilities, the hash marks, or respondents, are concentrated within 100-miles of the facility.