



John Sample
123 Main Street
Anytown, US 12345

Dear John Sample,

Our records show that you were recently a caregiver for Jane Sample at Hospice. Approximately three weeks ago, we sent you a survey regarding the care you and your family member or friend received from this hospice. If you have already returned the survey to us, please accept our thanks and disregard this letter. However, if you have not done so already, we would greatly appreciate it if you would take the time to complete this important questionnaire.

We hope that you will take this opportunity to help us learn about the quality of care your family member or friend received. The results from this survey will be used to help ensure that all Americans get the highest quality hospice care.

Questions 1 – 47 in the enclosed survey are part of a national initiative sponsored by the United States Department of Health and Human Services (HHS) to measure the quality of care in hospices. The Centers for Medicare & Medicaid Services (CMS) pays for most of the hospice care in the U.S. It is CMS' responsibility to ensure that hospice patients and their family members and friends get high quality care. One of the ways they can fulfill this responsibility is to find out directly from you about the hospice care your family member or friend received. Your participation is voluntary and will not affect any health care or benefits you receive.

Please take a few minutes and complete the enclosed survey. After you have completed the survey, please return it in the pre-paid envelope. Your answers may be shared with the hospice for purposes of quality improvement.

If you have any questions about the enclosed survey, please call the toll-free number 1-888-611-2442. Thank you for helping to improve hospice care for all consumers.

Sincerely,

A handwritten signature in cursive script that reads "Jennifer Ittner".

Jennifer Ittner
Survey Vendor Project Director