



## 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 study with you. This study was conducted with 574 of our previous guests. Within 17 weeks, 28% of those surveyed had returned their completed questionnaire.

This survey measured the impact HHT programs had on the caregiver and patient in the following areas:

- ⬆️ **HEALTHCARE/PHYSICAL (STRESS LEVELS, REST & NUTRITION FREQUENCY)**
- ⬆️ **FINANCIAL**
- ⬆️ **SOCIAL SERVICES**
- ⬆️ **EMOTIONAL / SPIRITUAL**
- ⬆️ **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 your Hospitality House.

Please feel free to contact me if you have any questions or suggestions concerning this information.

Sincerely,

A handwritten signature in black ink that reads "Toni Moore".

Toni Moore  
President & CEO  
Hospitality House of Tulsa  
[tmoore@tulahospitalityhouse.org](mailto:tmoore@tulahospitalityhouse.org)

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### HEALTHCARE/PHYSICAL

⬆️ **Type of insurance the patient had during their hospitalization.**

Private Insurance.....	26%
Medicaid/Soonercare.....	24%
Medicare.....	22%
Indian Health Services.....	12%
Did not have insurance.....	9%
Military Insurance.....	5%
Workman's Compensation.....	2%

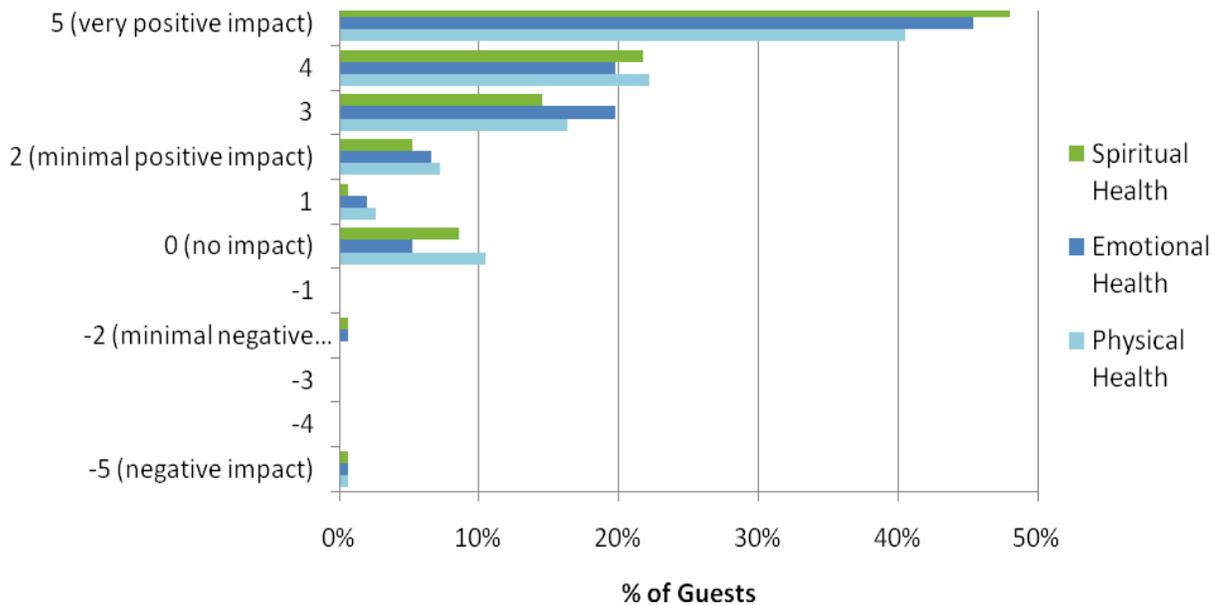
**📌 In the caregiver’s opinion, how significant did their stay at Hospitality House improve the health of their patient in the hospital?**

4 (very significant)	33%
3	17%
2 (somewhat significant)	22%
1	9%
0 (no significant)	19%

**CONCLUSIONS FROM THE COMMENTS RELATED TO THIS QUESTION:**

- Caregiver was rested and cared for, which decreased the patient’s guilt and allowed the patient to focus on their own health and recovery.
- Caregiver was able to be in close proximity to patient and provide necessary support such as mothers of neonatal babies providing breast milk, care, and bonding which the premature babies responded to.
- Caregiver was well rested and received adequate nutrition allowing them to communicate more effectively with the medical staff in making decisions on behalf of the patient’s care and recovery.

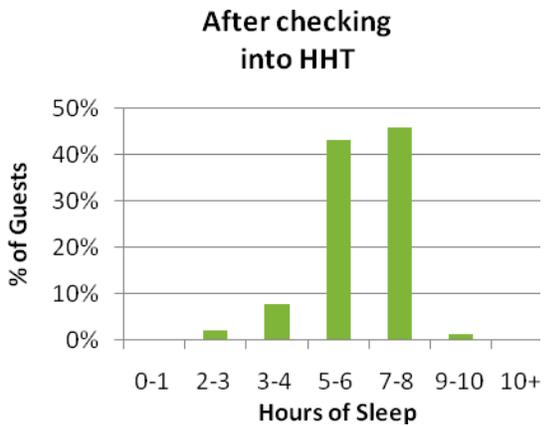
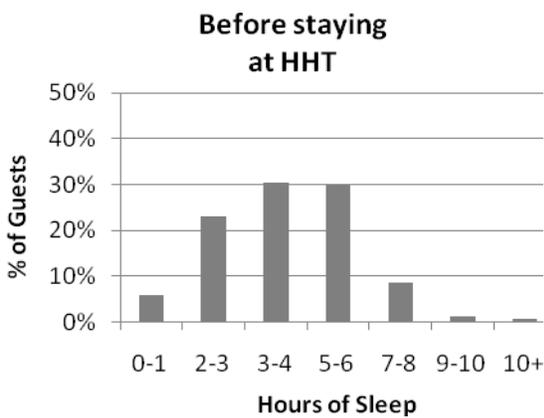
**📌 In the caregiver’s opinion, how did their stay at Hospitality house impact their overall health (physical, emotional, spiritual)?**



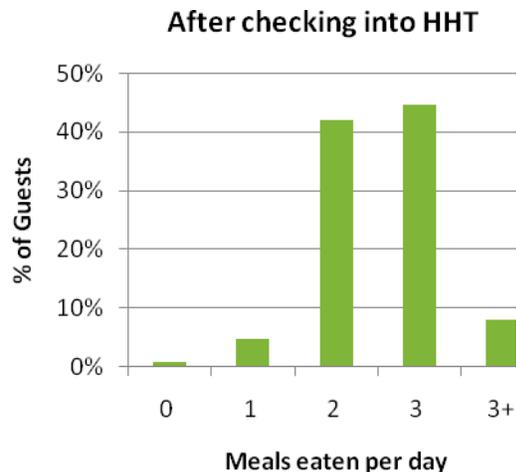
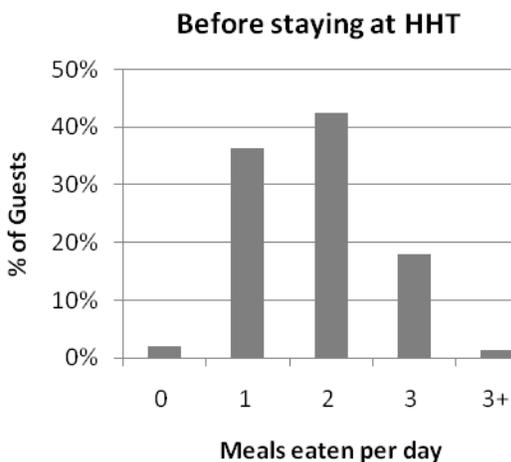
📍 **Where was the guest sleeping prior to staying at Hospitality House of Tulsa...**

Hospital waiting room	24%
Family member's hospital room in a chair	23%
Hotel/motel	17%
Family member's hospital room in a bed	9%
Vehicle	9%
At home/commuted	5%
Other	13%

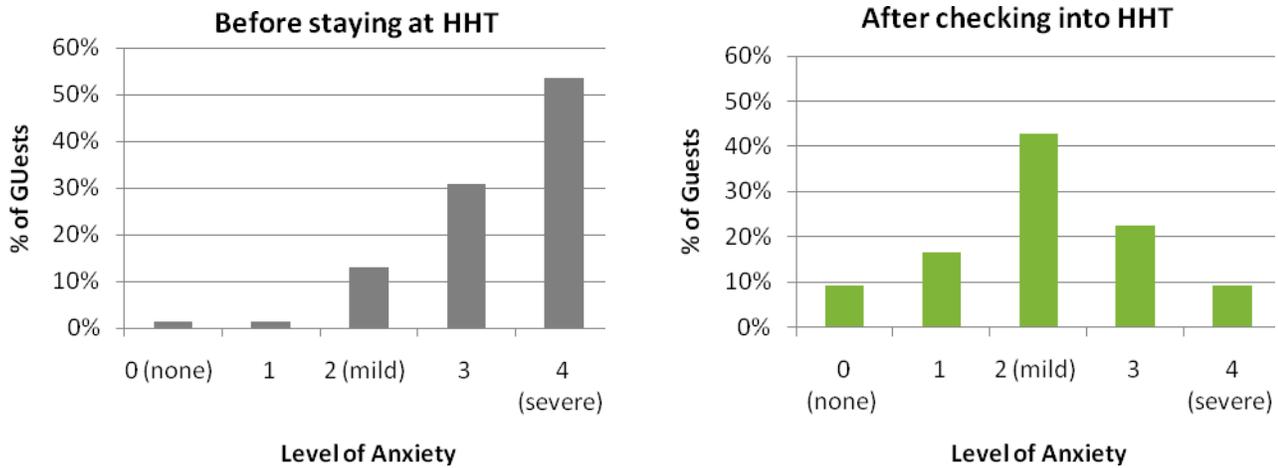
📍 **During the patient's hospitalization, how many hours of sleep per day was the caregiver receiving....**



📍 **During the patient's hospitalization, how many meals per day was the caregiver eating ...**



What was the caregiver's level of anxiety . . .



FINANCIAL

If Hospitality House of Tulsa had not been available would guest have stayed in a hotel or motel; if so, how many nights:

NO	53%
YES	47%
0-10 nights	20%
10-20 nights	11%
20-30 nights	5%
30-60 nights	4%
60-90 nights	2%
Yes, but unsure how many nights	5%

During the year that the family stayed at Hospitality House of Tulsa, the approximate amount of guest and patient income.

**84 % of the patients**  
and  
**77% of the caregivers**  
fell under the 250% of the  
poverty levels according to  
the 2010 HHS Poverty  
Guidelines  
(signified by red font)

	% of patients	% of guests
<b>\$0-\$4,999</b>	34%	12%
<b>\$5,000-\$9,999</b>	12%	14%
<b>\$10,000-\$14,999</b>	7%	14%
<b>\$15,000-\$19,999</b>	12%	9%
<b>\$20,000-\$24,999</b>	10%	15%
<b>\$25,000-\$29,999</b>	6%	6%
<b>\$30,000-\$34,999</b>	3%	7%
<b>\$35,000-\$39,999</b>	6%	5%
<b>\$40,000-\$49,999</b>	2%	6%
<b>\$50,000-\$59,999</b>	4%	6%
<b>\$60,000 or more</b>	4%	6%

- ⬆️ **The surveyed guests ranked the following items with 1, 2 or 3, with “1” being the item they spent the most money on due to money saved from Hospitality House services.**

	Ranked #1	Ranked #2	Ranked #3
Mortgage or Apartment Payment	30%	2%	11%
Groceries	26%	28%	33%
Utility Bills	17%	29%	27%
Prescribed medications	8%	7%	8%
Medical Bills	8%	6%	1%
Car payment	6%	16%	11%
Gas money	3%	8%	8%
Medical Insurance Premiums	2%	5%	0%

- ⬆️ **Did the stay at Hospitality House help guest or the patient avoid a foreclosure or eviction of home?**

	% Yes	% No
<b>Patient</b>	10%	90%
<b>You</b>	10%	90%

*According to the Health Matrix: Journal of Law-Medicine, Vol. 18, No. 65, a 2008 study by Robertson, Egelhof and Hoke showed that “half of all respondents (49%) indicated that their foreclosure was caused in part by a medical problem, including illness or injuries (32%), unmanageable medical bills (23%), lost work due to a medical problem (27%), or caring for sick family members (14%)”. (URL: [http://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=1416947](http://papers.ssrn.com/sol3/papers.cfm?abstract_id=1416947))*

- ⬆️ **Significance of the minimal donation rate (\$1-\$10) in guests’ decision to stay at the Hospitality House**

<b>0: Not Significant - We could have paid for a hotel</b>	<b>1</b>	<b>2: Somewhat Significant - Paying for several nights in a hotel/motel would have been a financial hardship on our family</b>	<b>3</b>	<b>4: Very Significant - We did not have enough to pay for a hotel/motel</b>
<b>5%</b>	<b>4%</b>	<b>23%</b>	<b>10%</b>	<b>58%</b>

## SOCIAL SERVICES

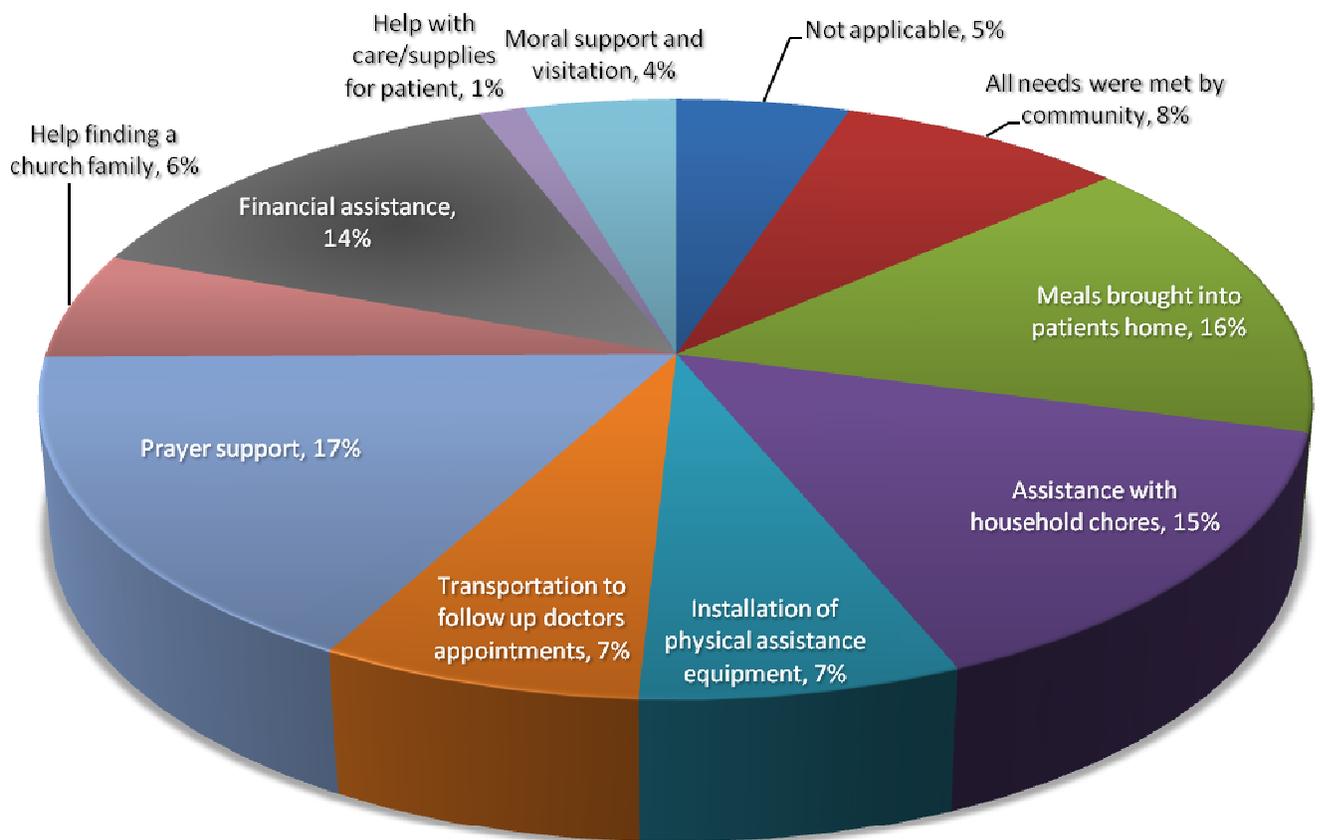
- ⬆️ **Distance in miles (one way) between caregiver/patient home and the Tulsa hospital where patient was receiving medical care.**

	% of Respondents
30 – 50 miles.....	11%
50 – 100 miles.....	41%
100 – 150 miles.....	22%
150 – 200 miles.....	5%
Greater than 200 miles.....	21%

- At the request of our guests, Hospitality House contacts guest's and patient's community volunteers and churches to assist the family during their recovery time at home. If family were contacted by a church following the medical crisis, how significant was the support received?

Did not request Community Connection support	61%
0 (Not significant)	6%
1	1%
2 (Somewhat significant)	4%
3	6%
4 (Very significant)	22%

- How could the guests' home community have been more helpful with the health crisis situation once the family returned home with patient?



**CONCLUSIONS ABOUT COMMUNITY CONNECTION:** While most guests did not request Community Connection assistance at time of discharge, the majority of those surveyed found that after they were home with the patient they did need assistance in the above areas. Our organization will now begin performing follow up phone calls to caregivers within 5 days of returning home to inquire of their needs during recovery.

## SPIRITUAL NEEDS

- 📈 In the caregiver's opinion, how did the prayer support of the staff and volunteers of the Hospitality House of Tulsa affect the caregiver's anxiety and stress level?

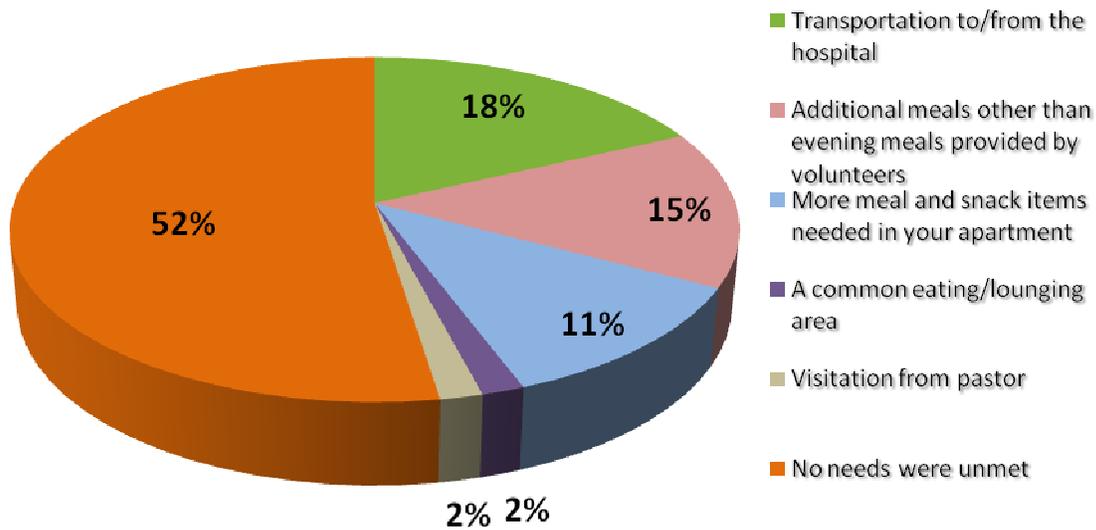
<b>5 (very positive effect)</b>	58%
<b>4</b>	13%
<b>3</b>	12%
<b>2 (minimal positive effect)</b>	8%
<b>1</b>	1%
<b>0</b>	7%
<b>-1</b>	0%
<b>-2 (minimal negative effect)</b>	0%
<b>-3</b>	0%
<b>-4</b>	1%
<b>-5 (negative effect)</b>	0%

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

<b>5 (very positive impact)</b>	61%
<b>4</b>	17%
<b>3</b>	9%
<b>2 (minimal positive impact)</b>	5%
<b>1</b>	3%
<b>0 (no impact)</b>	3%
<b>-1</b>	1%
<b>-2 (minimal negative impact)</b>	1%
<b>-3</b>	0%
<b>-4</b>	0%
<b>-5 (negative impact)</b>	0%

## UNMET NEEDS

- 📍 Were there any needs or services important to you that Hospitality House of Tulsa did not provide during your medical crisis away from home?



- 📍 Guest thought it would have been helpful to have:

	YES	NO
Health education and informational classes regarding your patient's diagnosis, new dietary changes, care giving at home, etc.	51%	49%
Evening activities involving opportunities to be with other families staying at Hospitality House	38%	62%
A Chaplain available at Hospitality House	51%	49%

**CONCLUSIONS ABOUT UNMET NEEDS:** *This section shows that the highest unmet need is transportation to/from hospital. Since Hospitality House of Tulsa serves families with patients in all Tulsa hospitals, those who are at hospitals such as Saint Francis Hospital are farther from the Hospitality House than those at Hillcrest or St. John. If a guest does not have their own personal transportation and is at a hospital that is further away, they will not have access to the basic needs to support themselves and their hospitalized patient.*

**GENERAL CONCLUSIONS:** *Our core programs and services of lodging, meals, prayer support, and Community Connection showed significant value and necessity to the families we have served. We also identified areas of improvement. While these are amazing outcomes for the families we were able to serve, this survey, along with our growing waiting list, also tells us that there were thousands more patients and their families that did not benefit from these needed services during their medical crisis. Our organization is in crucial need of expanding our lodging and services immediately, but also responsibly. We invite you to join us in giving access to healthcare, lodging, meals and support to the most needy medical families now.*