








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. An ongoing survey was implemented in July 2016 and is continuing today. This study was conducted with 261 of our previous guests. From July 2016 until February 2017, 120 or 46% of the 261 guests 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**
-  **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
Philo's Hospitality, Inc.
dba Hospitality House of Tulsa
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HEALTHCARE/PHYSICAL

 Type of insurance the patient had during their hospitalization.

2010 Results – All Guests	
Medicare	22%
Medicaid/Soonercare	24%
Private Insurance	16%
Group Insurance	10%
Uninsured	9%
Indian Health Services	12%
Other (Military, Workers Comp, etc.)	7%

2016 Results – All Guests	
Medicare	40%
Medicaid/Soonercare	17%
Private Insurance	13%
Group Insurance	4%
Uninsured	8%
Indian Health Services	3%
Other (Military, Workers Comp, etc.)	14%

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

2010 Results Hospitality House (Tulsa) – Family Suites	
4 (very significant)	33%
3	17%
2 (somewhat significant)	22%
1	9%
0 (no significant)	19%

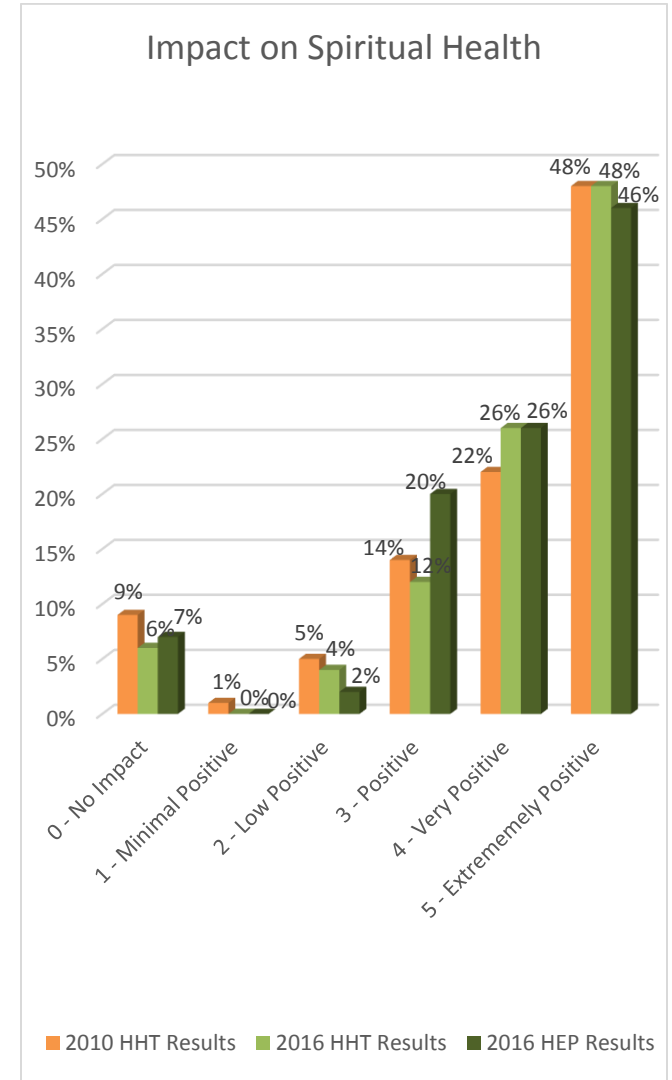
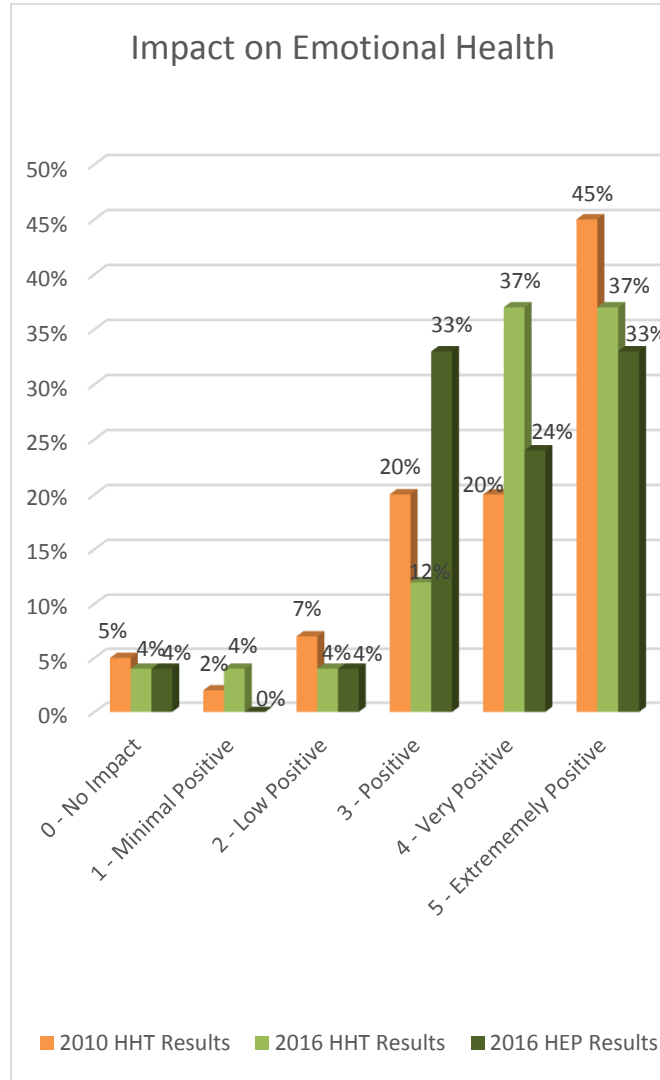
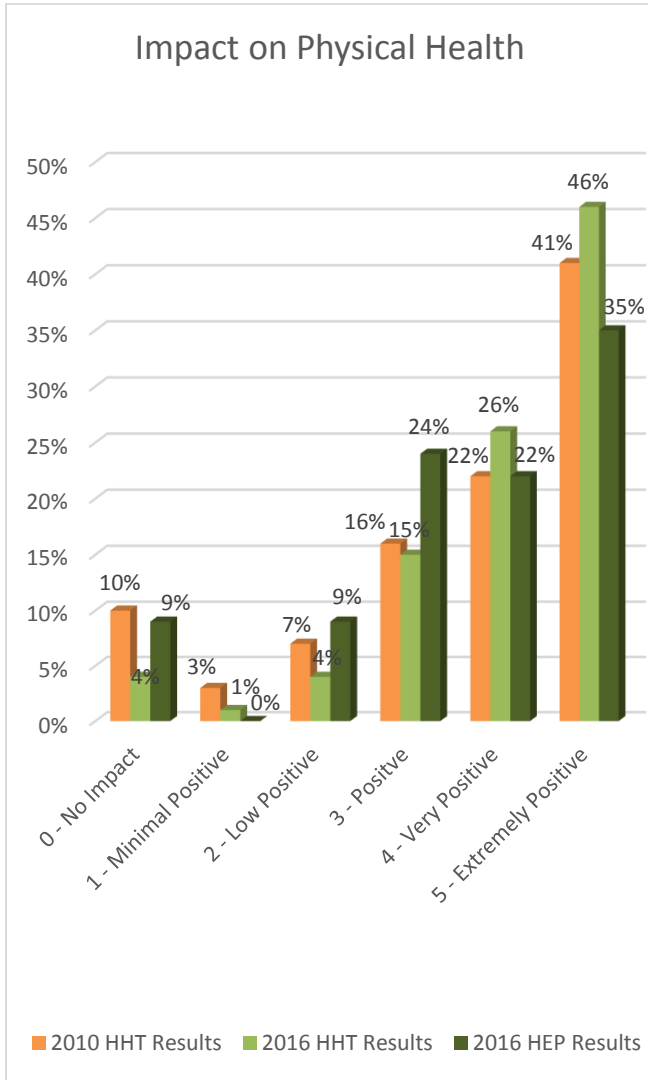
2016 Results Hospitality House (Tulsa) – Family Suites	
4 (very significant)	33%
3	15%
2 (somewhat significant)	22%
1	8%
0 (no significant)	16%

2016 Results Hospitality House (Tulsa) – Hotel Extension	
4 (very significant)	40%
3	9%
2 (somewhat significant)	20%
1	5%
0 (no significant)	25%

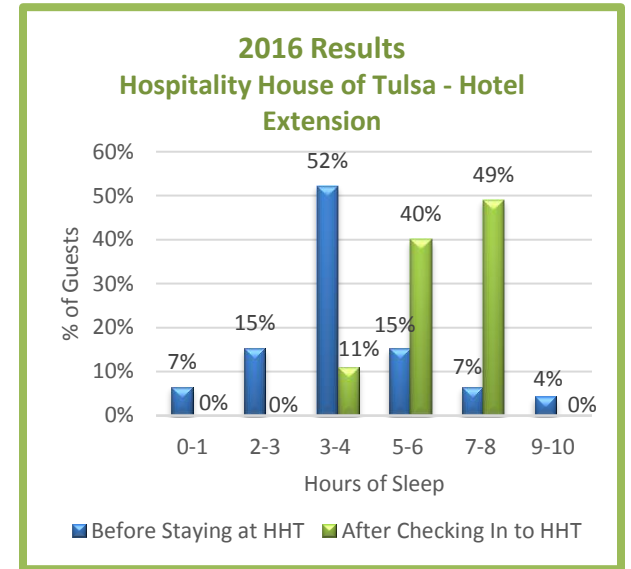
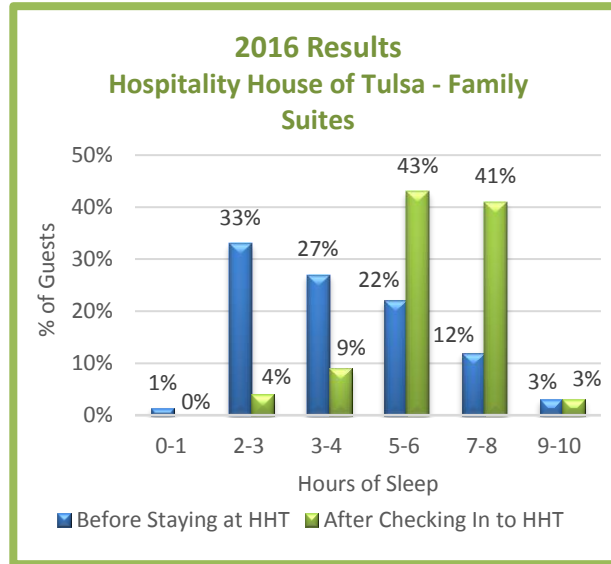
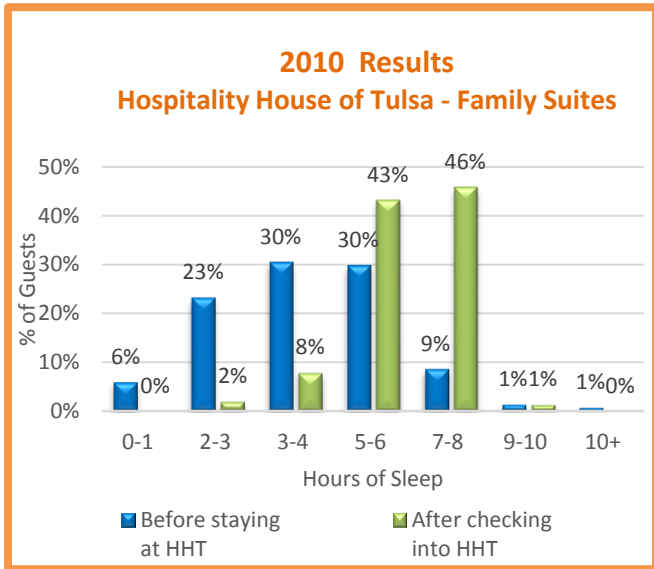
Conclusions: From the comments related to this question:

- 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.

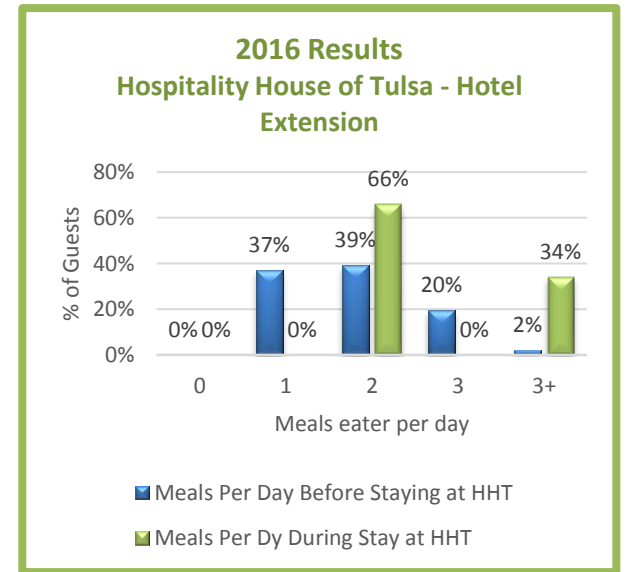
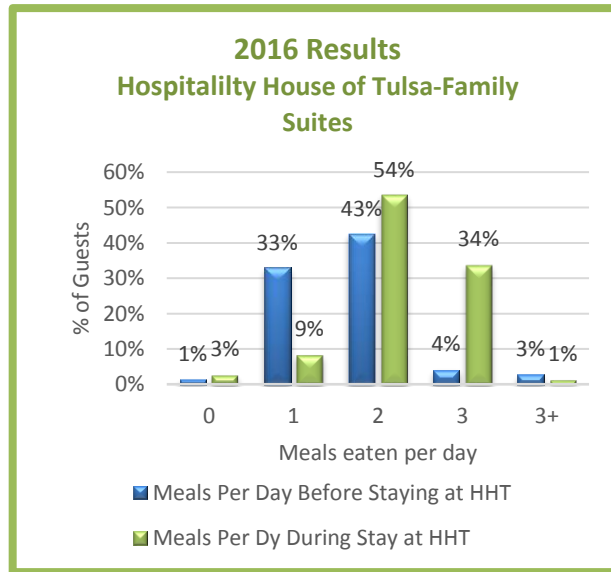
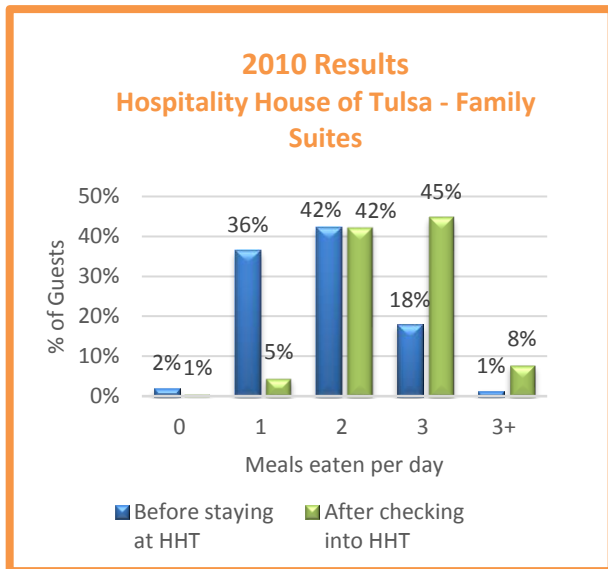
📈 In the caregiver's opinion, how did their stay at Hospitality House impact their overall health (physical, emotional, spiritual)?



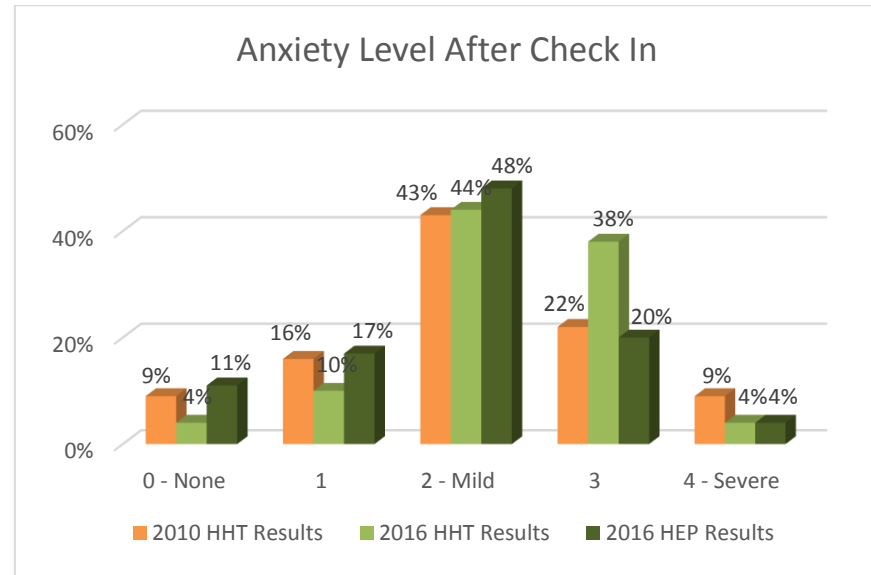
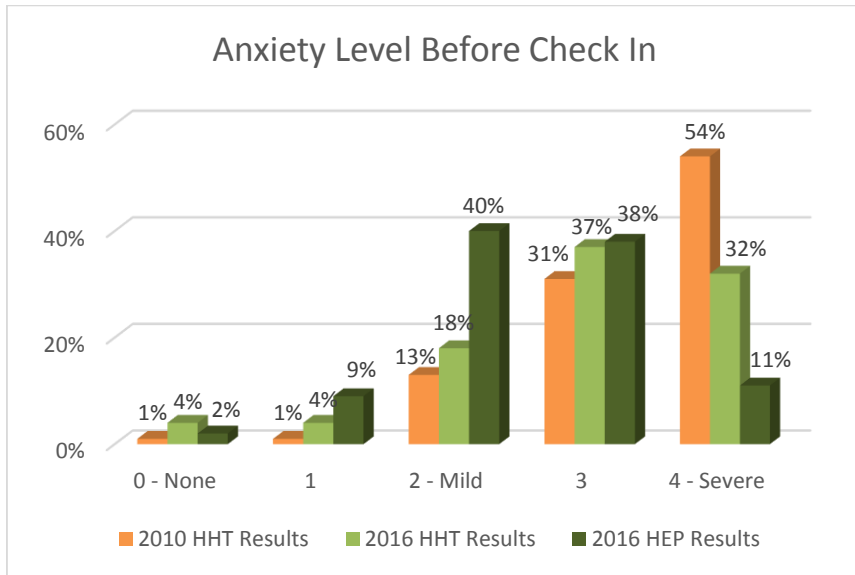
During the patient's hospitalization, how many hours of sleep per day was the caregiver receiving....



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



What was the caregiver’s level of anxiety before VS. during their stay at HHT/HEP . . .



FINANCIAL

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

2010 Results Hospitality House of Tulsa – Family Suites	
NO	53%
YES	47%
0-10 nights	20%
10-20 nights	11%
20-30 nights	5%
30-60 nights	4%
60-90 nights	2%
Unsure how many nights	5%

HHT 2016 Results Hospitality House of Tulsa – Family Suites	
NO	44%
YES	51%
1-5 Nights	30%
5-10 Nights	10%
10-15 Nights	7%
15-20 Nights	3%
20+ Nights	1%
Other	5%

HEP 2016 Results Hospitality House of Tulsa – Hotel Extension	
NO	48%
YES	43%
1-5 Nights	10.9%
5-10 Nights	23.9%
10-15 Nights	2.2%
15-20 Nights	2.2%
20+ Nights	4.3%
Other	9%

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

2010 Results Hospitality House of Tulsa-Family Suites PATIENT & CAREGIVER INCOME		
	% of Patients	% of Guests
\$0-\$4,999	34%	12%
\$5,000-\$9,999	12%	14%
\$10,000-\$14,999	7%	14%
\$15,000-\$19,999	12%	9%
\$20,000-\$24,999	10%	15%
\$25,000-\$29,999	6%	6%
\$30,000-\$34,999	3%	7%
\$35,000-\$39,999	6%	5%
\$40,000-\$49,999	2%	6%
\$50,000-\$59,999	4%	6%
\$60,000 or more	4%	6%

2016 Results Hospitality House of Tulsa-Family Suites PATIENT & CAREGIVER INCOME		
	% of Patients	% of Guests
\$0-\$4,999	19%	9%
\$5,000-\$9,999	11%	9%
\$10,000-\$14,999	12%	17%
\$15,000-\$19,999	19%	11%
\$20,000-\$24,999	16%	20%
\$25,000-\$29,999	12%	8%
\$30,000-\$34,999	2%	12%
\$35,000-\$39,999	2%	0%
\$40,000-\$49,999	2%	5%
\$50,000-\$59,999	4%	0%
\$60,000 or more	1%	9%

2016 Results Hospitality House of Tulsa-Hotel Extension PATIENT & CAREGIVER INCOME		
	% of Patients	% of Guests
\$0-\$4,999	23%	12%
\$5,000-\$9,999	6%	5%
\$10,000-\$14,999	9%	12%
\$15,000-\$19,999	9%	3%
\$20,000-\$24,999	13%	12%
\$25,000-\$29,999	15%	13%
\$30,000-\$34,999	6%	8%
\$35,000-\$39,999	8%	3%
\$40,000-\$49,999	4%	15%
\$50,000-\$59,999	2%	7%
\$60,000 or more	5%	10%


In 2016, 91% of the Family Suites Patients & 86% of the Family Suites Guests, fell below the federal poverty level.

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.

2010 Results Hospitality House of Tulsa – Family Suites	Guest Ranking		
	#1	#2	#3
Mortgage/Rent	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%


2016 Results Hospitality House of Tulsa – Family Suites	Guest Ranking		
	#1	#2	#3
Mortgage/Rent	20%	2%	7%
Groceries	23%	22%	18%
Utility Bills	7%	17%	24%
Prescribed Medications	3%	12%	11%
Medical Bills	14%	7%	4%
Car Payment	4%	12%	2%
Gas Money			
Medical Insurance Premiums	1%	0%	4%

HEP 2016 Results Hospitality House of Tulsa – Hotel Extension	Guest Ranking		
	#1	#2	#3
Mortgage/Rent	18%	7%	5%
Groceries	20%	9%	32%
Utility Bills	9%	30%	15%
Prescribed medications	7%	14%	10%
Medical Bills	9%	12%	5%
Car payment	9%	5%	2%
Gas money			
Medical Insurance Premiums	7%	2%	5%

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

	0: Not Significant - We could have paid for a hotel	1	2: Somewhat Significant - Paying for several nights in a hotel/motel would have been a financial hardship on our family	3	4: Very Significant - We did not have enough to pay for a hotel/motel
2010 Results Hospitality House of Tulsa – Family Suites	5%	4%	23%	10%	58%
2016 Results Hospitality House of Tulsa – Family Suites	7%	7%	29%	11%	45%
2016 Results Hospitality House of Tulsa – Hotel Extension	7%	9%	20%	11%	50%

SOCIAL SERVICES

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

Distance In Miles	% of Respondents		
	HHT 2010	HHT 2016	HEP 2016
30 – 50	10%	4%	4%
50 – 100	40%	46%	37%
100 – 150	22%	23%	24%
150 – 200	5%	10%	4%
Greater than 200	21%	14%	26%

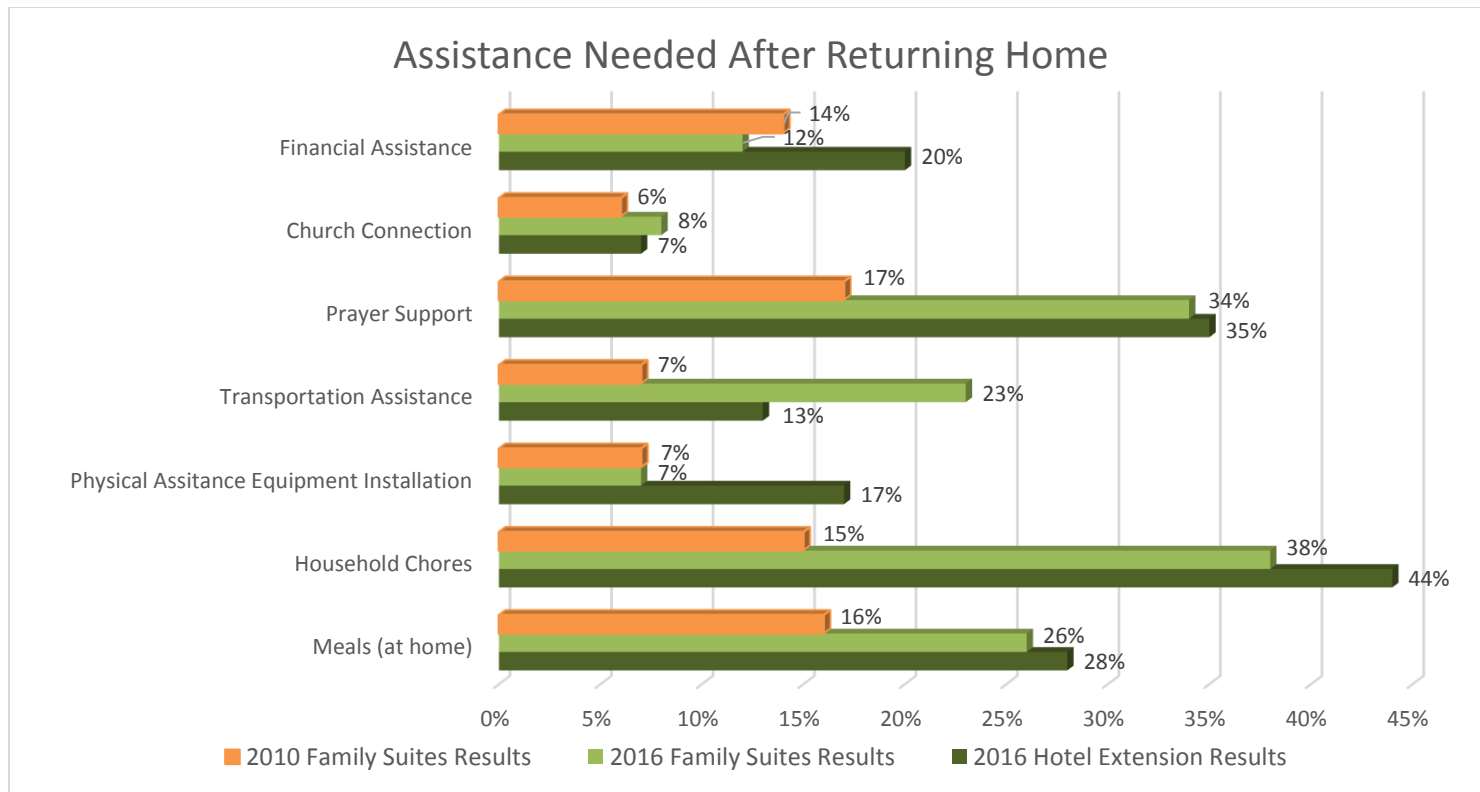
Did the stay at Hospitality House help the guest or the patient avoid a foreclosure or eviction of home?

2010 Results Hospitality House of Tulsa – Family Suites		
	% Yes	% No
Patient	10%	90%
Guest	10%	90%

2016 Results Hospitality House of Tulsa – Family Suites		
	% Yes	% No
Patient	5%	95%
Guest	5%	95%


2016 Results Hospitality House of Tulsa – Hotel Extension		
	% Yes	% No
Patient	2%	98%
Guest	0%	100%

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




* The Community Connection Programs helps to connect guests with care, resources, and support once they return home after their medical crisis. The outcomes and effectiveness will be measured in depth during the 2017/2018 year.

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?

Level of Effectiveness	2010 Results Hospitality House of Tulsa – Family Suites	2016 Results Hospitality House of Tulsa – Family Suites	2016 Results Hospitality House of Tulsa – Hotel Extension
Very Positive - 5	58%	47%	44%
4	13%	27%	16%
3	12%	10%	24%
Minimally Positive - 2	8%	4%	7%
0-1	8%	3%	7%

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

Level of Impact	2010 Results Hospitality House of Tulsa – Family Suites	2016 Results Hospitality House of Tulsa – Family Suites	2016 Results Hospitality House of Tulsa – Hotel Extension
Very Positive - 5	61%	48%	52%
4	17%	16%	17%
3	9%	18%	22%
Minimally Positive - 2	5%	3%	4%
1	3%	4%	
No Impact - 0	3%	7%	2%

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

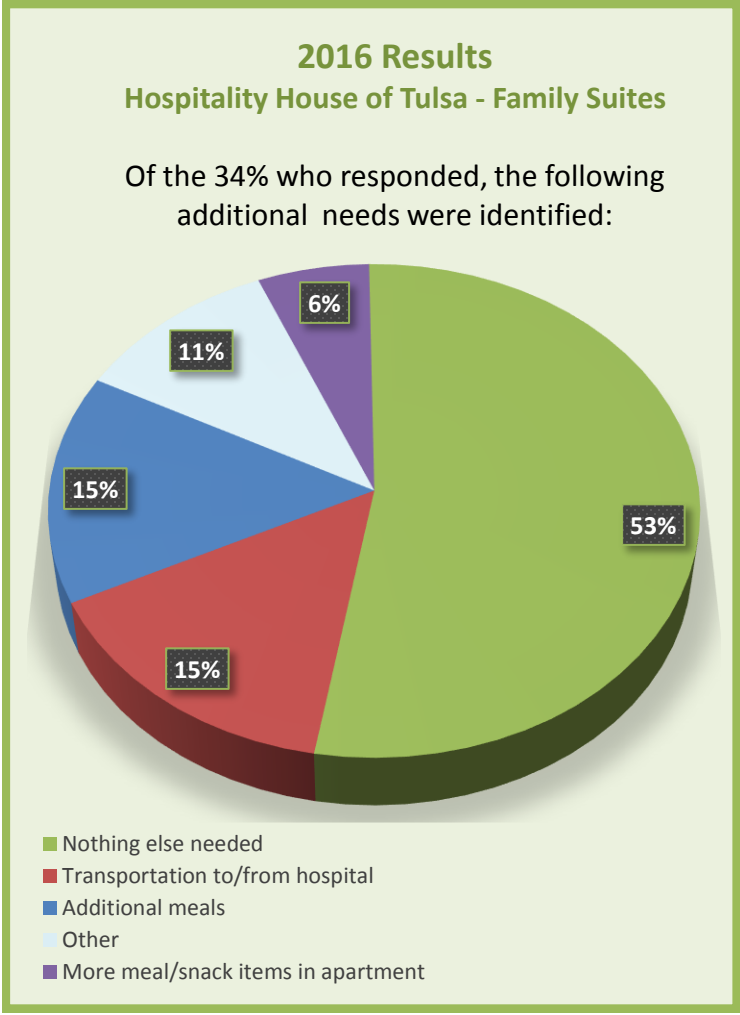
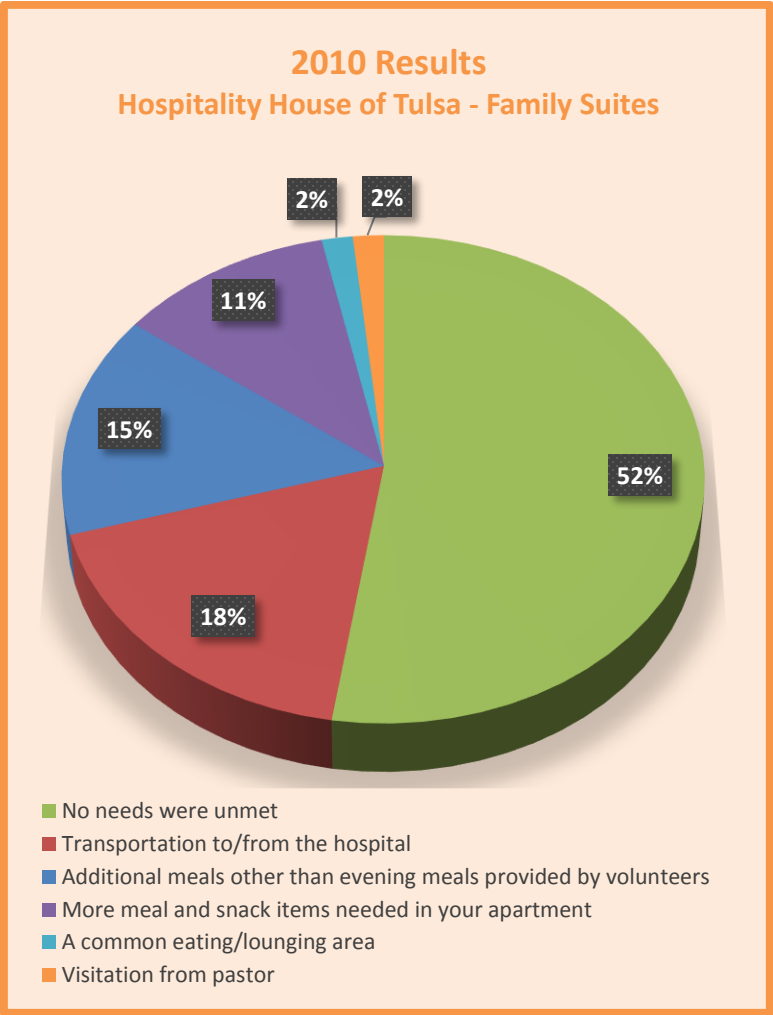
2010 Results Hospitality House of Tulsa – Family Suites											
	5 (very positi ve effect)	4	3	2 (minimal positive effect)	1	0	-1	-2 (minimal negative effect)	-3	-4	-5 (negative effect)
Personal Relationship with Christ	47%	16%	10%	10%	4%	13%	0%	1%	0%	0%	1%
Prayer	44%	21%	9%	8%	2%	12%	0%	1%	0%	1%	1%
Bible Reading	24%	16%	15%	9%	4%	30%	0%	1%	1%	0%	1%
Church Attendance	20%	11%	11%	8%	3%	44%	0%	1%	0%	0%	2%

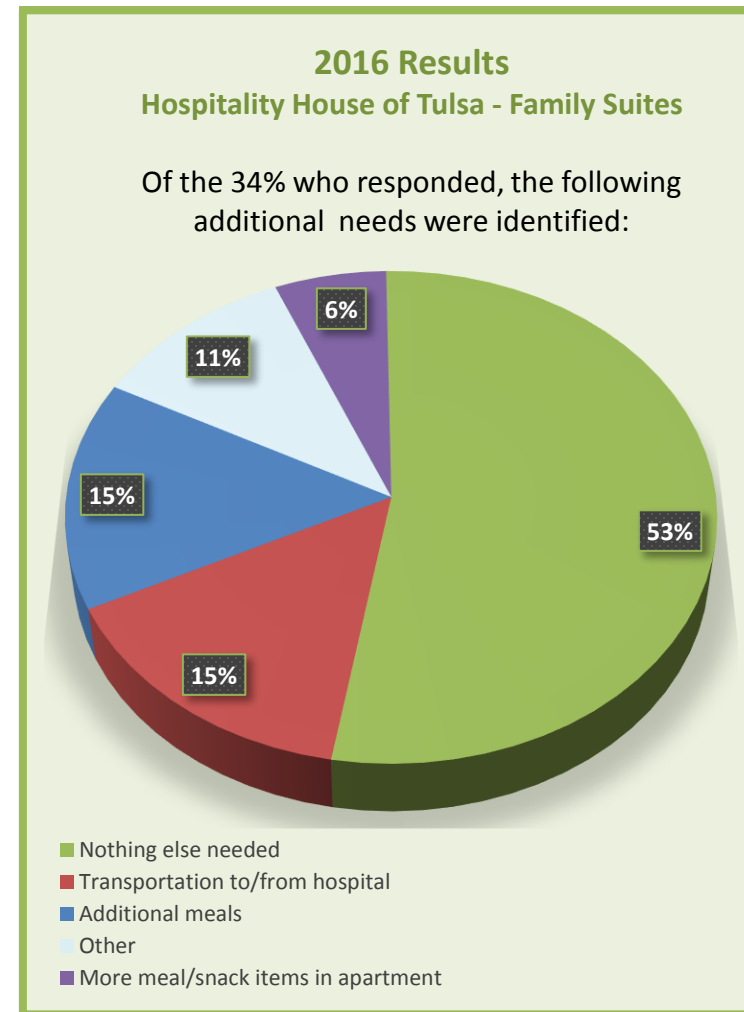
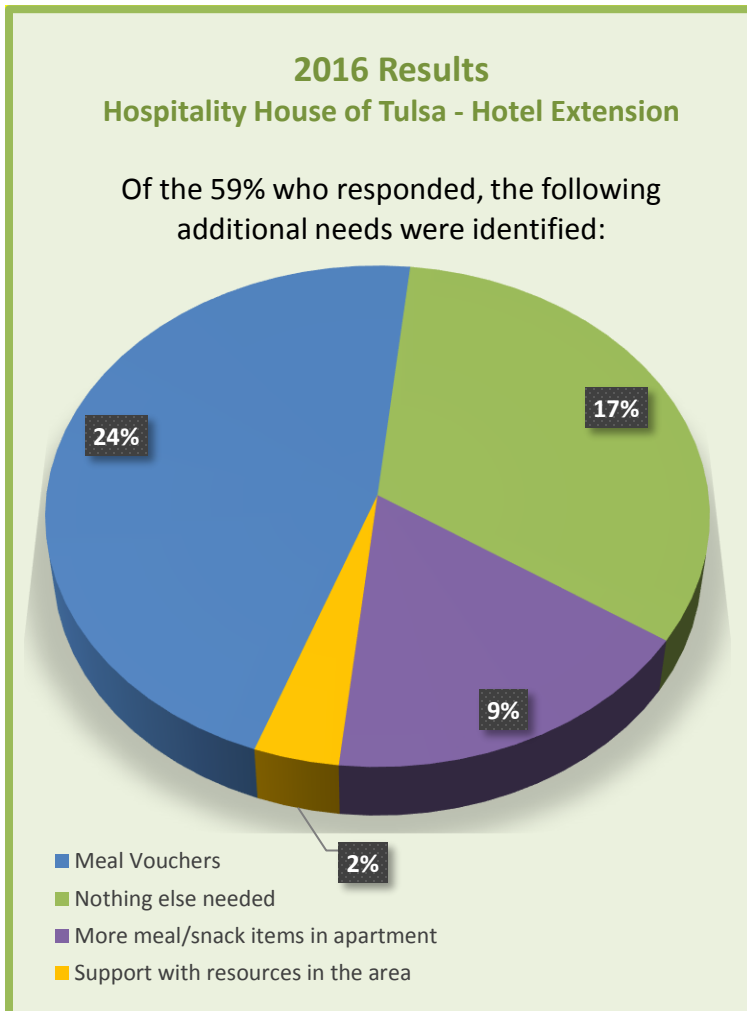
2016 Results Hospitality House of Tulsa – Family Suites							
	5 (very positive effect)	4	3	2 (minimal positive effect)	1	0	-1
Personal Relationship with Christ	49%	18%	7%	4%	3%	14%	
Prayer	47%	23%	8%	8%	1%	7%	
Bible Reading	25%	11%	18%	7%	10%	23%	
Church Attendance	21%	14%	11%	6%	7%	33%	

2016 Results Hospitality House of Tulsa –Hotel Extension							
	5 (very positive effect)	4	3	2 (minimal positive effect)	1	0	-1
Personal Relationship with Christ	41%	9%	20%	7%	0%	20%	
Prayer	41%	20%	22%	7%	0%	7%	
Bible Reading	30%	13%	17%	9%	4%	17%	2%
Church Attendance	30%	4%	13%	7%	0%	37%	2%

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?





Unmet needs: This section shows that the highest unmet needs for the Family Suites is transportation to/from hospital and additional meals. The greatest unmet need at the Hotel Extension is meal vouchers as there are not currently meals provided in this location. The 2010 results show that the greatest need was also transportation to /from hospitals.