

Attachment B: English Language Survey Letter and Telephone Introduction

Survey Cover Letter



[CAREGIVER NAME]

[CAREGIVER ADDRESS]

[DATE]

Dear [CAREGIVER NAME],

[INTEGRATED HEATH SYSTEM] is working with RAND to learn about the care (we/they) provide to (our/their) (patients/members) in the last month of life. You're getting this survey because you helped care for [DECEDENT NAME]. We are very sorry for the loss of your family member.

In this package is an important survey about the care your family member got in their last month of life. **Please take a few moments to tell us how [INTEGRATED HEATH SYSTEM] cared for your loved one by completing this survey and returning it in the enclosed pre-paid envelope.**

Your participation in this survey is voluntary. Your answers may be shared with [INTEGRATED HEATH SYSTEM] for purposes of quality improvement.

For questions about the survey, please call the RAND Corporation toll-free at (XXX) XXX-XXX.

Again, we are very sorry for your loss.

Sincerely,

[Melissa Bradley, Senior Survey Director or INTEGRATED HEATH SYSTEM Contact]

[RAND Corporation or INTEGRATED HEATH SYSTEM]

Telephone Interview Introduction Script

INTRO: Hi, my name is [INTERVIEWER NAME] and I'm calling from the RAND Corporation. [INTEGRATED HEATH SYSTEM] is working with RAND to learn about the care they provide to their (patients/members) during the last month of life. We are calling you because you helped care for [DECEDENT NAME].

We are very sorry for your loss. I am calling today about an important survey about the care your family member got from [INTEGRATED HEATH SYSTEM]. We are hoping that you will take a few moments to tell us how [INTEGRATED HEATH SYSTEM] cared for [DECEDENT NAME].

Your participation in this survey is voluntary, and the interview only will take about 12 minutes. Your answers may be shared with [INTEGRATED HEATH SYSTEM] for purposes of quality improvement. May we start the survey?