

### ***National Bereaved Family Survey (BFS) Questions***

1. During [Veteran's] last month of life, how much of the time were the staff who took care of [him/her] willing to take time to **listen**?  
Always/ Usually/ Sometimes/ Never
2. During [Veteran's] last month of life, how often did the staff **provide** [him/her] **the medication and medical treatment** that you and [he/she] wanted?  
Always/ Usually/ Sometimes/ Never
3. During [Veteran's] last month of life, how often were the staff who took care of [him/her] **kind, caring and respectful**?  
Always/ Usually/ Sometimes/ Never
4. During [Veteran's] last month of life, how often did the staff who took care of [him/her] keep you or other family members **informed** about [his/her] condition and treatment?  
Always/ Usually/ Sometimes/ Never
5. Did anyone **alert** you or your family when [Veteran] was about to die?  
Yes/ No
6. From what you know about [Veteran's] time as an inpatient, how often do you think [his/her] **personal care needs** — such as bathing, dressing, and eating meals were taken care of as well as they should have been?  
Always/ Usually/ Sometimes/ Never
7. In the last month of [his/her] life, did [Veteran] have pain or did [he/she] **take medicine for pain**?  
Yes/ No
8. If [Veteran] had pain or took medicine for pain, how often did [his/her] pain make [him/her] **uncomfortable**?  
Always/ Usually/ Sometimes/ Never

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**BFS Questions (continued)**

9. Some Veterans near the end of life **re-experience the stress and emotions** that they had when they were in combat. Did this happen to [Veteran] in the last month of life?  
Yes/ No
10. (If YES) How often did [Veteran's] **stress** make [him/her] **uncomfortable?** {PTSD}  
Always/ Usually/ Sometimes/ Never
11. In [Veteran's] last month of life, how much of the time did the staff who took care of [him/her] provide you and [him/her] with the kind of **spiritual support** you both would have liked?  
Always/ Usually/ Sometimes/ Never
12. In [Veteran's] last month of life, how much of the time did the staff who took care of [him/her] provide you and [him/her] with the kind of **emotional support** you both would have liked **prior to [his/her] death?**  
Always/ Usually/ Sometimes/ Never
13. What about **after** [Veteran's] death — how much of the time did the staff who took care of [him/her] provide you with the kind of **emotional support** you would have wanted?  
Always/ Usually/ Sometimes/ Never
14. Would it have been helpful if the VA had provided more information about **benefits for surviving spouses and dependents?**  
Yes/ No
15. Would it have been helpful if the VA had provided more information about **burial and memorial benefits?**  
Yes/ No
16. Would it have been helpful if the VA had provided more help with [Veteran's] **funeral arrangements?**  
Yes/ No
17. **Overall, how would you rate the care that [Veteran] received in the last month of [his/her] life? {BFS Global Item}**  
Excellent/ Very Good/ Good/ Fair/ Poor

**BFS Questions (continued)**

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Excellent/ Very Good/ Good/ Fair/ Poor