**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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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

   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?  
   Excellent/ Very Good/ Good/ Fair/ Poor