



# Connecticut Nursing Home Resident and Family Satisfaction: CoreQ Survey Plans

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# Nursing Home Satisfaction Survey – CoreQ

- UConn Center on Aging will administer a nursing home satisfaction survey to nursing home residents and their families
- CoreQ survey - developed by a gerontologist at West Virginia University
- Independently tested as a valid and reliable measure for nursing home satisfaction and endorsed by the National Quality Forum (NQF)
- Satisfaction is directly linked to quality-of-care outcomes
- Goal: help nursing homes improve resident and family experience and quality of care

# Nursing Home Satisfaction Survey – CoreQ

- CoreQ will be administered yearly in every Medicaid-funded nursing home in CT
- CT Department of Social Services will use CoreQ results to adjust Medicaid rates paid to nursing homes based on quality of care
- CoreQ is one of several quality-of-care indicators that CT DSS will use for rate-setting
- 1<sup>st</sup> year (2024) will be to establish baseline data on survey scores and benchmarks.
- DSS will decide on full implementation of rate setting at a later date.

# Nursing Home Satisfaction Survey – CoreQ

- UConn will survey at least 20 residents in each nursing home and at least 20 family members.
- UConn will randomly select the residents and family members to survey.
- Research staff will go to every Medicaid-certified nursing home in CT and administer the survey in person to long-stay nursing home residents.
- Residents with severe cognitive impairment, on hospice, or with conservators will not be surveyed, but family members of almost all long-stay residents are eligible.
- Family members will receive the survey via email or telephone with mail follow-up.

# Nursing Home Satisfaction Survey – CoreQ

## Survey Questions

1. In recommending this facility to your friends and family, how would you rate it overall?
2. Overall, how would you rate the staff?
3. How would you rate the care you (your family member) receive(s)?

Response choices: Poor, Average, Good, Very good, Excellent

Researchers tested 22 questions and found the combined score of these 3 items represent overall resident satisfaction with the nursing facility.

Castle, Gifford & Schwartz. 2021. The CoreQ Development and Testing of a Resident Satisfaction Survey. *Journal of Applied Gerontology*, 40, 629-637.

# Nursing Home Survey Process

Step	When
1. Provide NH contact people's information to UConn team	At the beginning of annual survey cycle (January)
2. UConn will email NH contact people to request data on NH residents and family members and coordinate a date for survey administration with the nursing home. UConn will be flexible if an unexpected event occurs, like a state inspection.	Approximately 1 month before survey date (Surveys will be staggered with a different group of NHs surveyed each month)
3. Post flyers in NH common areas to alert residents to upcoming survey	1 week prior to survey date
4. Communicate to family members that they may receive a survey from UConn (email/phone)	1 week prior to survey date
4. Assist UConn staff to find & introduce selected residents on day of survey	On survey day
5. Review results/report on DSS website: <a href="https://portal.ct.gov/DSS/Health-And-Home-Care/Medicaid-Nursing-Home-Reimbursement/Nursing-Home-Reimbursement-Acuity-Based-Methodology">https://portal.ct.gov/DSS/Health-And-Home-Care/Medicaid-Nursing-Home-Reimbursement/Nursing-Home-Reimbursement-Acuity-Based-Methodology</a>	Annually

# Nursing Home Data Request Process

1. UConn Center on Aging research staff will send through secure/email FTP a list of NH residents retrieved from recent MDS data in an excel file with clear instructions listed
2. NH contact will review list of residents and supply information for each resident (details on next slide)
3. Send excel spreadsheet back to UConn through secure FTP site/email

Note: UConn Center on Aging's contract and Business Associate Agreement with DSS allows for the exchange of identifiable resident and representative information under HIPAA regulations. For your records, documentation will be provided to each nursing home.

# Data Request Elements

For each resident, data requested will include:

1. **Legal court-appointed conservator/guardian?** (specify type of legal guardian/conservator). Note: POA is NOT considered a legal court-appointed conservator/guardian.
2. **Receiving hospice care?**
3. **Resident's preferred language** (if not English)
4. **Resident's primary contact** (family member/ representative) name, email, address, and phone number).
  - For each primary contact indicate if they (1) live out of the country, (2) are the court-appointed guardian (both are ineligible for family member/representative survey), (3) preferred language (if not English)
5. **Resident's secondary contact** (to be used if primary contact is a court-appointed guardian/conservator)



# Requests for you

1. Identify 2 contacts at each nursing home we can reach out to with requests – **look for an email distributed from Myers & Stauffer with a link to provide this contact information.**
2. When we contact you, work with us to provide requested data, select a feasible resident survey date, and respond with any questions
3. Requests and surveys to family members will be sent from [UConnNursingHomeSurvey@uchc.edu](mailto:UConnNursingHomeSurvey@uchc.edu)

# Text of family member email

Email will come from [UconnNursingHomeSurvey@uchc.edu](mailto:UconnNursingHomeSurvey@uchc.edu)

**Subject line:** Satisfaction survey about your family member's nursing home

Dear [facility name] family member or resident representative,

We are inviting you to participate in a short survey conducted by UConn Center on Aging about your experiences with the nursing home in which your family member lives.

This survey is very short and will only take about 2-3 minutes to complete.

**Please follow this link to the information sheet about this study and to complete the short survey:**

**[insert link to REDCap survey]**

This link is unique to you and should not be forwarded to others.

This project, Connecticut Nursing Home Resident and Family Satisfaction, is funded by the Connecticut Department of Social Services to understand resident and family member experiences. UConn Center on Aging researchers are surveying nursing home residents and their family members in all Connecticut nursing homes. This study is being conducted in partnership with the Connecticut Department of Social Services as part of their quality review process. They will use the information to help nursing homes provide high-quality care. We received your name and contact from the nursing home; nursing homes are required to help in reaching participants for this study.

This study is being led by Ellis Dillon, PhD, and Julie Robison, PhD at the UConn Center on Aging. Your decision about whether to participate in this survey is completely voluntary and entirely up to you. Your decision to participate will not impact anything about your family member's care at the nursing home.

# Flyer to post in NH



## NURSING HOME SATISFACTION SURVEY

UConn Health research staff will be visiting this facility on  
**[insert date]** to conduct a survey.

- A randomly selected group of residents will be invited to complete a brief satisfaction survey.
- The survey is funded by the Connecticut Department of Social Services and is required to be conducted in all Medicaid-certified nursing homes in the state of Connecticut.
- The survey will only take a few minutes.
- Participation in the survey is voluntary.

#### PROJECT INVESTIGATORS:

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## Questions?

### Principal Investigators:

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### Project email:

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For a copy of these slides visit:

<https://health.uconn.edu/aging/our-research/>