

CoreQ Survey Process: Frequently Asked Questions

Q: When will the Core Q surveys start being collected?

A: UConn Center on Aging will begin surveying in February 2024 and continue through the entire year. The goal is to survey 20 residents and 20 family members/representatives from each nursing home by December 31st, 2024. We will let your facility know in advance when we plan to visit. This is an annual survey process and will restart at the beginning of each year.

Q: What is the deadline to complete the survey? Will UConn work with the nursing homes for scheduling?

A: UConn must survey every Medicaid-certified CT nursing home once in each calendar year. We have flexibility regarding which nursing home is surveyed in which month and we will work with each nursing home to select a day that works. Please respond to requests for information within 2 weeks of the request.

Q: Is this mandatory for all nursing homes in CT?

A: Yes. All Medicaid certified nursing homes in Connecticut are required to participate and provide UConn with the necessary information to complete the CoreQ survey.

Q: When do you need the nursing home contact information form to be submitted?

A: **Please fill out the form as soon as possible.** Completion of the form will only take a few minutes and is necessary to ensure smooth communication between UConn Center on Aging and the correct contacts at each nursing home. We will request updated contact information each year, as this survey will be conducted on an ongoing annual basis. To complete the form, please follow this link: <https://form.jotform.com/233524321409146>

Q: Are you following the full technical guidance for CoreQ?

A: Yes. The administration of this survey is guided by the official CoreQ manual. We are following protocols specifically for long stay residents and family members.

Q: Is this only long-stay residents and Family or does it include short-stay residents?

A: Only long-stay residents (living in the facility for more than 100 days) and their family members/representatives will be eligible to complete the survey.

Q: Why are short-stay residents not included?

A: The process for surveying short-stay residents is more complex, requiring follow ups with short-stay residents after discharge. At this time, DSS has decided to limit the survey to long-stay residents and their families/representatives.

Q: Does the payor source of the long-stay resident matter?

A: No. All long-stay residents who meet the eligibility criteria will be included in the random sample, regardless of payor source.

Q: How will you be getting family email address information? If it's from the nursing home, do you have permission to receive this information?

A: UConn research staff will ask nursing home facility staff to provide contact information (name, email if available, address, and phone number) for a primary and secondary (if applicable) family member or representative. UConn Center on Aging's contract and Business Associate Agreement with CT Department of Social Services (DSS) allows for the exchange of identifiable resident and representative information under HIPAA regulations. When we request information from your facility, we will include a signed letter of permission from DSS.

Q: Will residents and family members need to sign a consent form?

A: This project has been approved by the UConn Health institutional review board (IRB), which oversees ethical approval for research. Because of the minimal risk involved in this study, a signed consent form is not required. Instead, we will read an "information sheet" providing important background information before asking residents if they want to participate in the survey. The information sheet will be shared with family members through a link in the email we will send to them. They will be required to read through that page before clicking through to the survey. If we call family members, we will review the information sheet verbally. If we send the survey by mail, a paper copy of the information sheet will be included.

Q: Who will pick the 20 residents?

A: UConn Center on Aging will randomly select 40 residents from a list of residents who meet the eligibility criteria. We will survey the random sample of 40 residents in order to complete at least 20 surveys.

Q: What if we do not have 20 long stay residents?

A: We will survey all eligible residents who would like to participate.

Q: How will the cognitive impairment exclusion criteria be identified?

A: Residents with a BIMS score of 7 or less will be excluded from the random sample.

Q: Can resident and/or family member opt out of the survey?

A: Yes. The survey is completely voluntary. It is entirely up to the resident or family member to decide whether or not to participate.

Q: If a resident or family member opts out or simply doesn't respond, will this affect the score for the facility?

A: No. Survey response rates will have no impact on the CoreQ score. We will follow up with family members who do not respond to the survey email by phone and mail to facilitate completion- in order to reach the target of 20 completed surveys in each group.

Q: What training is the person conducting the survey receiving before implementing it in the facility?

A: Research staff at UConn Center on Aging are very experienced in administering a wide variety of surveys with older adults and people with disabilities in nursing homes and other community

locations. Research staff receive specific training on the ethical and safe conduct of research and will receive additional training specific to procedures for administering the CoreQ survey.

Q: What kind of training related to resident rights and safety will be provided?

A: UConn Center on Aging research staff are experienced in working with nursing homes and their residents. As it applies to this study, residents have the right to be invited to participate, and the right to refuse participation. Research staff will read an information sheet to residents and allow them to decide if they want to participate. If you have specific suggestions regarding resident rights and safety, please contact us.

Q: Are surveyors vaccinated for COVID?

A: UConn Center on Aging staff are required to have the COVID vaccination. They will follow all current guidelines regarding vaccination, testing and PPE use for each nursing home at the time of the visit.

Q: How will the survey result impact the nursing home Medicaid rate?

A: The first year of CoreQ survey will establish baseline metrics. Eventually, the survey results will be one of seven quality measures that will be a part of the rate methodology. DSS will provide more information about the rate methodology at a later date.

Q: Will CoreQ survey results affect CMS 5-star ratings?

A: No these surveys will not affect CMS ratings. These surveys are conducted and reported at the Connecticut level, not to CMS.

Q: How quickly will we be able to view the survey results on the DSS website?

A: Survey results will be added to the DSS website annually. UConn Center on Aging is designing a process to provide nursing homes with their CoreQ results soon after all of their resident and family surveys are complete.

Q: For nursing homes with Specialty Care units, how will the survey be administered?

A: If your nursing home has a combination of different units feel free to reach out to us to discuss how we will handle surveying. We will categorize the facility based on the DSS list of Medicaid-certified nursing facilities and MDS data. If you have questions about how your facility is categorized please reach out to us at UconnNursingHomeSurvey@uchc.edu

Q: How can we contact the UConn Center on Aging CoreQ team?

A: Please email us at UconnNursingHomeSurvey@uchc.edu

Q: Where are the slides from the Feb. 1, 2024 survey process overview webinar posted?

A: Follow this link: <https://health.uconn.edu/aging/wp-content/uploads/sites/102/2024/02/UConn-Center-on-Aging-CoreQ-Nursing-Home-webinar-Feb-2024.pdf>