

Connecticut Nursing Home CoreQ Resident and Family Satisfaction Surveys: *2024 Results & 2025 Process*

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Agenda

- Background on CoreQ surveys in CT
- Overview of 2024 survey results
- What to expect for 2025 surveys
- Q&A

CoreQ Background

- The UConn Center on Aging team is administering annual CoreQ satisfaction surveys to residents and family members from every Medicaid-funded nursing home in CT
- 2024 was the 1st year (baseline data)
- CoreQ is one of seven quality measures collected by DSS

Goal: help nursing homes improve resident and family experience and quality of care

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: (1) Poor, (2) Average, (3) Good*, (4) Very good*, (5) Excellent*

- Percent satisfied = percent of residents/family rating 3 or above

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

CT CoreQ 2024 Results

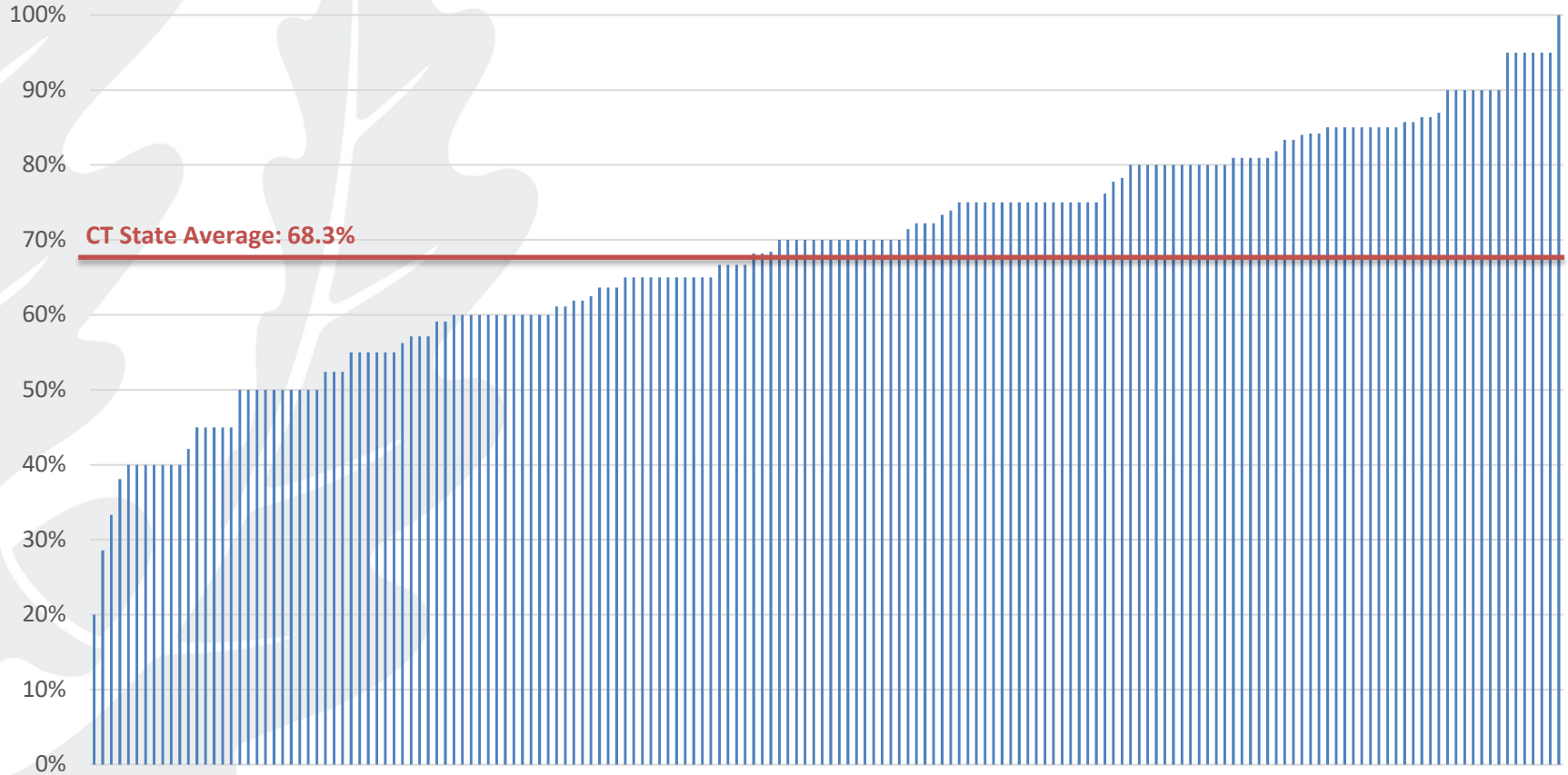
- Total number of facilities surveyed: **183**
- Total surveys completed: **7,158**
- Total resident surveys: **3507**
- Total family surveys: **3651**

CT CoreQ 2024 Results

	CT State Average	Minimum	Maximum
% of CT Resident Satisfied (score of 3+)	68.3%	20%	100%
% of CT Family Member Satisfied (score of 3+)	68.7%	19%	100%
CT State Average of Resident Scores	3.34	2.5	4.2
CT State Average of Family Member Scores	3.42	2.2	4.7

CT CoreQ 2024 Results

% of Residents Satisfied (score of 3+) by facility



CT CoreQ 2024 Results

NR - Not Reportable

Results are not reportable if there are fewer than 15 surveys complete or if between 15-19 surveys are complete, but response rates are less than 80% (resident survey) or 50% (family survey).

- 16 facilities' resident data is NR
- 13 facilities' family data is NR
- 4 facilities have no reportable data for either residents or families

Challenges with 2024 surveys

- Reaching facility administrators/contacts (emails please!)
- Long time lag for facilities returning resident info to UConn team makes scheduling difficult
- Family member email addresses really help
- NHs with small samples=not reportable (NR) results

CoreQ 2025 survey process

- UConn will survey ~20 residents in each nursing home and ~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 or on hospice will not be surveyed, but family members of almost all long-stay residents are eligible.
- Family members will receive the survey via email or mail with telephone follow-ups.

Changes to 2025 surveys

- Including residents who have conservators in resident surveys
 - Will hopefully reduce not reportable results
- No longer asking nursing homes to provide information about
 - Conservators
 - Secondary family contacts

Nursing Home Survey Process

Step	When
1. Provide NH contact 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. If needed, assist UConn staff to find selected residents on day of survey	On survey day
5. Review results/report on DSS website: https://portal.ct.gov/dss/health-and-home-care/medicaid-nursing-home-reimbursement/nursing-home-reimbursement-acuity-based-methodology?language=en_US	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. Confirm residents receiving hospice care**
- 2. Confirm residents' preferred languages** (if not English)
- 3. Provide residents' primary contacts** (family member/ representative) name, email, address, and phone number).
 - For each primary contact indicate (1) if they live out of the country, and (2) preferred language (if not English)
 - Do not include a court appointed attorney as a contact (ineligible)

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, confirm you have received the request, work with us to provide requested data, and respond with any questions
3. Requests and surveys to family members will be sent from UConnNursingHomeSurvey@uchc.edu

Text of family member email

Email will come from 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.

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Nursing Home Satisfaction Survey – CoreQ

Questions?

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For a copy of these slides visit:

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

Q&A