

# Minnesota Resident & Family Satisfaction Surveys Orientation Packet

	Page
<b>Quick Look: Facility Checklist</b>	1
<b>Section 1: INTRODUCTION AND OVERVIEW</b> .....	2
Vital Research Contact Information.....	3
<b>Section 2: SATISFACTION SURVEY PREPARATION</b> .....	4
Family Survey Preparation.....	4
Resident Survey Preparation .....	5
TO DO <u>Two Weeks Before Your Interview Date</u> Checklist.....	6
Information About Submitting Files Electronically .....	7
TO DO <u>On Your Interview Date</u> Checklist.....	9
Interviewer Policies and Procedures.....	10
<b>Section 3: SAMPLE MATERIALS FOR COMMUNICATING WITH STAKEHOLDERS (residents, families, staff)</b> .....	12
How to Communicate With Your Stakeholders Checklist.....	13
Sample Newsletter Article.....	14
Sample Informational Letter for Family Members and Friends.....	15

## QUICK LOOK: FACILITY CHECKLIST

To Do:	Due:
<input type="checkbox"/> <b>Schedule Interview Date(s) with Vital Research</b>	3 weeks before interviews
<input type="checkbox"/> <b>Send Vital Research your <u>FAMILY Contact List</u></b> <ul style="list-style-type: none"> <li>• E-mail to census@vitalresearch.com</li> <li>• See page 4 for more information</li> </ul>	2 weeks before interviews
<input type="checkbox"/> <b>Send Vital Research your <u>RESIDENT Census List</u></b> <ul style="list-style-type: none"> <li>• E-mail to census@vitalresearch.com</li> <li>• See page 5 for more information</li> </ul>	2 weeks before interviews
<input type="checkbox"/> <b>Inform Residents of the Interviews</b> <ul style="list-style-type: none"> <li>• Posters</li> <li>• Flyers</li> <li>• Resident Council Meetings</li> </ul>	Before interview date
<input type="checkbox"/> <b>Inform Families of the Resident and Family Survey</b> <ul style="list-style-type: none"> <li>• Newsletters</li> <li>• Bill Inserts</li> <li>• Posters</li> </ul>	Before interview date & each time you have contact with a family
<input type="checkbox"/> <b>Provide 3 Lists to Interviewers:</b> <ol style="list-style-type: none"> <li>1. Current <i>short stay</i> residents</li> <li>2. Residents in <i>isolation</i></li> <li>3. Residents whose <i>family members have refused participation</i></li> </ol>	Day of interviews

## SECTION 1. INTRODUCTION AND OVERVIEW

We look forward to collaborating with your facility for the 2010 Minnesota Nursing Facility Resident and Satisfaction Surveys. This is the sixth year of resident interviews in Minnesota and the first year of family satisfaction surveys. As detailed in the letter you received from the Minnesota Department of Human Services (dated May 18, 2010), resident satisfaction interviews will take place June through August 2010 and family surveys will be mailed July through September 2010.

The 2010 resident results will be reported on the Nursing Home Report Card website at <http://www.health.state.mn.us/nhreportcard/>. The Nursing Home Report Card is an important tool for consumers and gives them access to resident and family satisfaction results. Each nursing facility will receive a report with their results compared to statewide results. The family survey is currently only planned for one year and aggregate response information for each question on the surveys will be available to each facility. The experience gained from the family survey will inform any future plans for an annual family survey, scoring and risk-adjustment decisions, and plans whether to add family satisfaction to the MN Nursing Home Report Card.

Vital Research, a 28-year old California-based research and consulting firm with expertise in senior living consumer satisfaction measurement, will collect the data for both the resident and the family surveys. Trained, Minnesota-based interviewers will conduct face-to-face interviews with residents at each nursing facility. The University of Minnesota developed both the Resident Satisfaction Survey and the Family Satisfaction Survey used in this project. The instrument has been extensively tested for reliability and validity. The resident survey was slightly modified based on feedback provided by interviewers after the 2009 survey. The family survey is being implemented for the first time in Minnesota this year.

## Vital Research Contact Information

Vital Research staff are always available to answer any questions or concerns you, your residents, or residents' family members may have during this project.

**Vital Research, LLC**  
6380 Wilshire Boulevard, Suite 1609  
Los Angeles, CA 90048  
Phone: (888) 848-2555 \* Fax: (323) 653-0123

Dominique Gordon, Scheduler  
dgordon@vitalresearch.com

Mollie McGuire, M.A., Project Coordinator  
mmcguire@vitalresearch.com

Connie Hoskins, M.A., Project Manager  
choskins@vitalresearch.com

Muriel Wheatley, M.A., Project Director  
mwheatley@vitalresearch.com

2010 Minnesota Family and Resident Satisfaction Survey  
materials are available online:

<http://www.vitalresearch.com/MNSurvey2010/>

- Orientation Packet
- Resident Census List Template and Instructions
- Family Contact List Template and Instructions
- Survey Instruments
- Sampling Table
- Frequently Asked Questions
- Letter regarding confidentiality
- Administrator letter from DHS
- Reminder Posters to display in your facility

## SECTION 2. SATISFACTION SURVEY PREPARATION

### FAMILY SURVEY PREPARATION

Vital Research will mail family satisfaction surveys to the Primary Responsible Party, or the person who is most involved in the care of the resident.

#### **Definition of “Primary Responsible Party”**

The *primary responsible party* for EVERY resident at your facility should be included on the family contact list you will provide to Vital Research. When there is more than one responsible party for a resident (e.g., one family member is the power of attorney for health care and another family member is the power of attorney for finances), include the person who meets the most of the following criteria:

1. The family member who visits the nursing facility most often.
2. The family member who attends the care conferences for the resident (in person or by phone).
3. The family member who is the resident’s Power of Attorney for Healthcare.
4. The family member who is notified of any change in the resident’s health or functional status.

If a resident is his/her own Power of Attorney, but has an involved family member or friend, include the information for the resident’s family member or friend. The resident him or herself is not eligible to complete the family survey.

Court-appointed legal guardians and conservators who are involved in resident care, visit the facility, and/or attend care conferences can also be considered the primary responsible party and should be included in the contact list. However, legal guardians/conservators who have no contact with the resident should be listed and then crossed off (See *Checklist on page 6*). Uninvolved legal guardians/conservators who are crossed off the contact list will not receive a survey.

#### **Submission of Family Contact List** (See *Checklist on page 6*)

An electronic contact list must be provided to Vital Research two weeks before your resident satisfaction interview date. To ensure that we receive accurate information, the family contact list must be typed, and should be sent electronically to [census@vitalresearch.com](mailto:census@vitalresearch.com).

## RESIDENT INTERVIEW PREPARATION

### **Resident Census List** *(See Checklist on page 6)*

Please send a complete resident census list to Vital Research two weeks before your scheduled interview date. The **resident census list** should include all residents (both short and long term) at your nursing facility. Do not exclude residents for any reason, including physical or mental impairments.

To ensure that we receive accurate information, the resident census list must be typed and sent electronically to [census@vitalresearch.com](mailto:census@vitalresearch.com).

### **Resident Selection**

Interviewers will receive a list of residents to approach for an interview and will interview a sample of the eligible residents at each nursing facility. They are trained to approach residents with a wide variety of abilities and to discontinue the interview when a resident is unable or unwilling to continue. Vital Research generates a list of eligible residents using the resident census list and MDS information transmitted by the Minnesota Department of Health. All residents with a Cognitive Performance Scale (CPS) score of 0 to 5 (no impairment to severely impaired) are eligible to participate in the satisfaction survey. Very severely impaired (CPS score 6) residents are excluded from the process. In addition to excluding residents with a CPS score of 6, residents in isolation on the day of the interviews and residents whose responsible party requests that the resident not be interviewed will be excluded from participation.

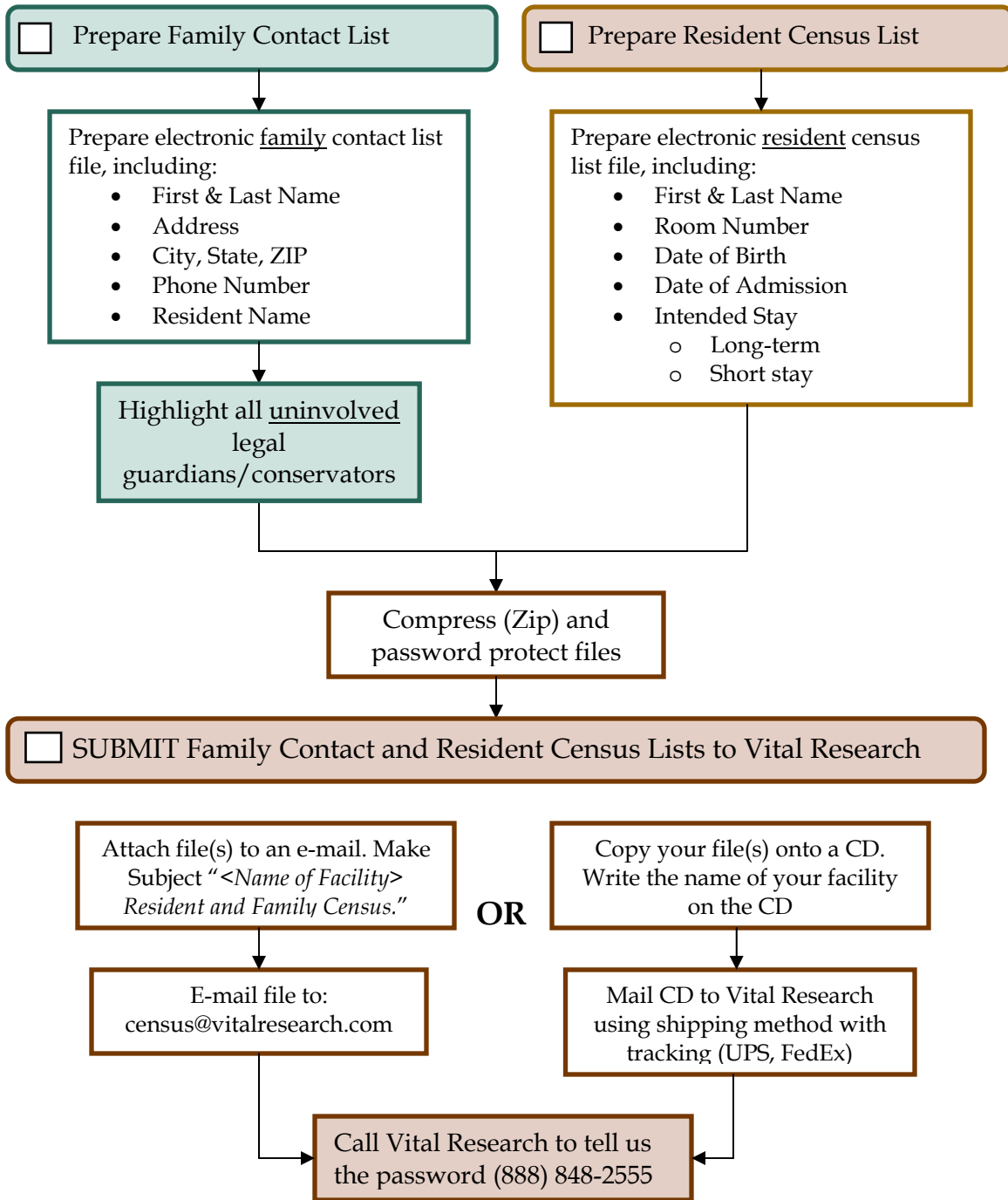
### **Day of Interviews** *(See Checklist on page 9)*

Interviewers are instructed to arrive at your facility at 8:30 AM. You should provide the following lists to the interviewers when they arrive on your scheduled interview date:

- A list of current short stay residents (short stay residents are defined as residents with the intent to stay fewer than 30 days, for example, rehabilitation or respite care)
- A list of residents who are not available which includes:
  - Residents in isolation (to prevent spreading communicable diseases)
  - Residents whose responsible party asks to exclude their loved one

## TO DO Two Weeks Before Your Interview Date

You will need to submit two items prior to your interview date.  
You can Use this checklist to check off each complete item.



If you have any questions or problems, please call (888) 848-2555 or e-mail census@vitalresearch.com.

## Information about Submitting Files Electronically

Submitting your data electronically will ensure the most accurate sampling of your residents and will ensure families receive satisfaction surveys. Non-electronic family contact and resident census lists will not be accepted.

Vital Research can accept files in the following formats:

Excel (\*.xls)                      Text File (\*.txt)                      Access (\*.mdb)  
 Word (\*.doc)                      Comma separated values (\*.csv)                      Data file (\*.dat)

If your software exports data in a format not listed above, please contact us before sending it. You may also complete a family contact or resident census file template in Excel, if it is easier for you. To obtain a template, please email [census@vitalresearch.com](mailto:census@vitalresearch.com), or go to our website: <http://www.vitalresearch.com/MNSurvey2010/>

Please enter your **resident census** data in the following format:

Last Name	First Name	Intended Stay (Long Term or Short Stay)	Date of Birth (mm/dd/yyyy)	Admission Date (mm/dd/yyyy)	Room #
Smith	Nancy	Long Term	3/18/1936	5/1/2005	216A
Jones	Paul	Short Stay	12/1/1922	3/31/2000	134B

Please enter your **family contact** data in the following format:

Last Name	First Name	Address	City	State	ZIP	Phone	Resident First Name	Resident Last Name
Smith	John	1234 Main Street	Minneapolis	MN	55402	612-555-3555	Nancy	Smith
Jones	Jane	9876 Main Street	Minneapolis	MN	55401	612-555-8762	Paul	Jones

### **Password Protect your File (for file formats: .doc, or .xls)**

*For information on how to password-protect other file formats, please visit our website.*

1. Open your family contact or resident census list file (.doc, or .xls).
2. Go to File>Save As on the menu at the top of the screen.
3. In the "Save As" window, click on "Tools" at the top right. Click on "General Options."
4. In the "Save Options" window, enter your "Password to open." Click "OK."
5. Re-enter your password when prompted, then click "OK."
6. Click "Save."
7. Click "Yes" if you want to replace the existing file; OR click "No" if you want to rename the file, saving the password protected version separately.

*If you have any questions or problems submitting your data file,  
please contact Karilyn Mauerman or Eliot Reyes at Vital Research at  
(888) 848-2555 or [census@vitalresearch.com](mailto:census@vitalresearch.com).*

## TO DO On Your Scheduled Interview Date

Please use the following checklist to help you prepare for resident interviews

### Prepare Lists for Interviewers

- List of current short stay residents. Include for each resident his/her:
- Name
  - Room Number
  - Date of Birth
  - Admission

- List of residents who are not available,
- Residents in Isolation
  - Residents whose responsible party asks to exclude their loved one.

NOTE: Interviewers can only approach long-term residents who were on the list you provided to Vital Research two weeks prior to your interview date.

### Interviewer Orientation

- Show interviewer (s) any locations that may be available intermittently for interviewing.

- Provide a brief tour or map of the facility so the interviewer (s) can easily locate resident rooms, the restroom, and where they can eat lunch.

## Interviewer Policies & Procedures

Vital Research is committed to the highest quality data collection procedures. Please note the following Policies and Procedures that we require all the interviewers to follow. If you find that an interviewer is not following these Policies and Procedures while at your nursing facility, please contact the Project Manager, Connie Hoskins at (888) 848-2555.

### Interviewers must be professional at the nursing facility:

- Interviewers must inform the Contact Person when they arrive and leave the nursing facility.
- Interviewers must always wear a nametag.
- Interviewers must dress safely, professionally, and appropriately.
- Interviewers must **not** request or accept free lunch or beverages from nursing facility staff or residents.
- Interviewers must **not** expect designated rooms for meeting. Available private space for interviews may be utilized.
- Interviewers must **not** ask or expect staff to bring residents to them in a fixed location.
- Interviewers must **not** use cell phones during work time.

### Interviewers must treat the residents with respect and care:

- Interviewers must always knock on the door and wait to be invited in before entering a resident's room.

### Interviewers are required to keep all information about interviews confidential:

- Interviewers must **not** conduct interviews in public areas where staff or family members of other residents can hear the interviews.

### Interviewers are not allowed to be in the facility at the same time as state surveyors:

- If you know ahead of time that Minnesota Department of Health state surveyors are going to be at your facility the day of our visit, please call Dominique Gordon at Vital Research at (888) 848-2555 so that we may reschedule your interview date.

- If state surveyors visit your facility while Vital Research interviewers are present, interviewers are trained to finish any interviews in progress, notify the Vital Research Project Manager, thank the Contact Person at your facility, and leave.
- Vital Research staff will work with the Facility Contact Person to schedule a revisit, so interviewers will be able to complete the required number of interviews.

## SECTION 3. SAMPLE MATERIALS FOR COMMUNICATING WITH STAKEHOLDERS

It is important to communicate with staff, residents, family members and guardians about the satisfaction surveys. To ensure accurate family satisfaction data, it is very important to get a high response rate at your facility. To reach a high response rate, it is important for your facility to inform families and responsible parties of the satisfaction survey and to encourage them to participate. Below are some suggestions for communicating with stakeholders. You will also find sample announcements in this section.

1. **Employees:** Schedule an orientation meeting with management and staff to explain that the Minnesota Resident Satisfaction Survey that involves the presence of outside interviewers in the nursing facility this spring. Also consider providing written materials for employees to read.
2. **Residents:** Plan a short presentation (e.g., during a resident council meeting) to communicate with residents about the satisfaction interviews in the spring. You may wish to announce the statewide survey in your nursing facility's newsletter, in-house TV announcements, posters, or verbal reminders to encourage participation and stress that everybody's opinion is valued.
3. **Families:** To inform residents' families and guardians of the upcoming surveys, you may want to send individual letters, a newsletter, bill inserts, or place posters in common areas to explain the project. If you have a family council or an upcoming family event, a short presentation to family members would be helpful. It is important to encourage family members to participate in the survey every chance you get. The more families that participate in the survey at your facility, the more accurate your results will be!

## How To Communicate With Your Stakeholders

Informing your stakeholders about the satisfaction survey will help them understand the interview process.  
You can use this checklist for ideas.

### Inform Your

Inform staff that:

- a. The interviewer (s) will be in the facility on your scheduled dates.
- b. They may be asked to assist the interviewer (s) in locating residents.
- c. Interviews take approximately 15-20 minutes to complete.
- d. They should not interrupt interviews in-progress.
- e. If they need to talk with a resident, deliver something to the room, etc. they should return when the interview is completed.

### Inform Residents & Families

Make a short presentation at resident and family council meetings.

Send out a newsletter to inform every one of the upcoming interviews.  
(See section 3, page 14)

Send out a family member and friend information letter.  
(See section 3, page 15)

Hang poster or post other reminders in public areas where family members will see them (See Website)

Sample Materials for Communicating with Stakeholders can be downloaded from the Vital Research website by visiting: <http://www.vitalresearch.com/MNSurvey2010>

## Sample Newsletter Article

### SHARE YOUR OPINIONS ABOUT OUR SERVICE!

We are pleased to announce our participation in the sixth annual statewide Minnesota Nursing Home Resident Satisfaction Survey and the first annual statewide Minnesota Nursing Home Family Satisfaction Survey! Every Medicaid-certified nursing facility in the state will participate. Both residents and family members will be asked for their opinions. The results from the resident satisfaction survey will be available to us so we can learn about what we do well and what we could do better. This year's results will again be posted on the Internet in the Nursing Home Report Card (<http://www.health.state.mn.us/nhreportcard/>) to give consumers the opportunity to find out how residents feel about each nursing facility. The family survey is being pilot tested this year and results will inform the state's decision to implement it in the future.

Family Satisfaction Survey: Each primary family member or friend will receive a survey in the mail this summer asking about satisfaction with *<Insert Name of Nursing Home>*. Your opinion is very important to us, so please complete the survey and return it in the pre-paid envelope to Vital Research, the independent research firm that will process your survey to ensure confidentiality of your responses.

Resident Satisfaction Interviews: Specially trained interviewers from Vital Research will interview a sample of our nursing facility residents this spring. The interviews will take approximately 20 minutes to complete and will be confidential.

If you have any questions about the statewide survey, please call *<Insert Name of Contact Person>* at *<Insert Phone Number>* or Connie Hoskins at Vital Research, LLC, (888) 848-2555.

## Sample Informational Letter for Family Members and Friends

Dear Family Members and Friends,

We are pleased to announce that the sixth statewide Minnesota Resident Satisfaction Survey and the first ever statewide Minnesota Family Satisfaction Survey have started. Residents and their family members will be asked for opinions about their nursing home. The resident results will be posted on the Internet as part of a consumer guide in the Nursing Home Report Card (<http://www.health.state.mn.us/nhreportcard/>). The family survey results will inform the State's future plans for implementing and using family satisfaction information in Minnesota.

This summer, you should receive a survey in the mail from Vital Research on behalf of the Department of Human Services. Vital Research is collecting the satisfaction surveys and is not connected with any Minnesota nursing home or with the Department of Human Services, other than their work on this project. Your opinion is important. Please fill out the survey and return it in the enclosed pre-paid envelope. Your responses will be confidential and will only be reported as a summary of all family members' opinions.

This summer, specially trained interviewers from Vital Research will also interview a sample of our nursing facility residents. They have been trained to approach residents with a wide variety of disabilities and to discontinue the interview when a resident is unable or unwilling to continue. The interviews will take approximately 20 minutes to complete and will be confidential.

If you have any questions about the statewide survey, please call *<Insert Name of Contact Person>* at *<Insert Phone Number>* or Connie at Vital Research, LLC, (888) 848-2555.

Thank you in advance for your cooperation!

Sincerely,

*<Insert Signature>*

*<Insert Name of Administrator>*

Administrator