



Minnesota Department of **Human Services**

Dear family member or friend,

The Minnesota Department of Human Services (DHS), in partnership with the Minnesota Department of Health, is conducting statewide surveys of nursing home residents and their families. These surveys are part of a larger strategy to enhance the quality of nursing home care in Minnesota. Findings from this survey will be provided to nursing facilities to help them see how they compare with other facilities and identify opportunities for improving the quality of resident care they provide. Results from the resident survey are reported publicly on the Nursing Home Report Card at <http://www.health.state.mn.us/nhreportcard/>; family satisfaction survey results may be added to the report card.

You have received this survey because you were identified as the representative for the following resident:

<Resident Name>

<Nursing Home Name>

The purpose of these questions is to get the opinions of family members or friends of Minnesota nursing home residents about the care the resident receives, the resident's quality of life, and the way they themselves are treated. All nursing homes in Minnesota are participating. Your answers will be combined with the answers of other family members or friends in order to rate the care in this nursing home. We will report average ratings received by this facility; however we will not identify who participated in the survey or tell anyone how you answered the questions. In order to preserve the confidentiality of families and residents, DHS hired an independent research firm – Vital Research – to conduct the resident and family satisfaction surveys. Vital Research is not affiliated with any Minnesota nursing home or DHS.

Please complete the survey in the next 14 days. You can either complete this survey and return it to Vital Research (6380 Wilshire Blvd., #1609, Los Angeles, CA 90048) in the enclosed, postage-paid envelope, or you can complete the survey online by typing the following link in the URL address bar in your web browser:

<Unique Link>

If you have any questions about the survey, you may call Valerie Cooke at DHS at 651-431-2263, or Connie Hoskins at Vital Research, toll-free at 1-888-848-2555. If you have immediate concerns about care issues, please use your nursing home's complaint procedure.

Thank you for your participation in this important survey.

Sincerely,

Robert Held
Division Director, Nursing Facility Rates and Policy
Department of Human Services

	Excellent A	Very Good B	Average C	Below Average D	Failing F	Don't Know/Not Applicable NA
26. Including your thoughts and opinions in planning the resident's care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. Answering questions that you might have	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. Making you feel confident in the care the resident receives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. Allowing you to provide help or care to the resident	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. Not counting on you to provide more help than you want to provide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. Allowing the resident to choose to receive or refuse care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. Staff going the extra mile to resolve problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. Management responding well to your concerns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. Quality of care provided in the nursing facility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. Quality of nursing facility as a place to live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

36. Rating the nursing facility on a scale where 5=extremely confident and 1=not at all confident, how confident are you that the resident is well cared for whether you are present or not?	Extremely Confident					Not at all Confident
	5	4	3	2	1	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

37. Rating the nursing facility on a scale where 5=extremely high and 1=extremely low, how enthusiastically would you recommend this nursing facility to another family?	Extremely High					Extremely Low
	5	4	3	2	1	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

For Office Use Only

<input type="text"/>	0 1 2 3 4 5 6 7 8 9	<input type="text"/>	0 1 2 3 4 5 6 7 8 9
<input type="text"/>	0 1 2 3 4 5 6 7 8 9	<input type="text"/>	0 1 2 3 4 5 6 7 8 9
<input type="text"/>	0 1 2 3 4 5 6 7 8 9	<input type="text"/>	0 1 2 3 4 5 6 7 8 9