

Survey Instruments Available for Measuring Satisfaction of Nursing Home Residents, their Family Members or Staff

**CORE DOMAIN CODES OF THE RESIDENT AND FAMILY SURVEYS**

Letter	Domain
A	Overall assessment
B	Activities
C	Facility Environment
D	Food
E	Clinical care
F	Personal care
G	Staff interaction
H	Non-clinical staff services
I	Privacy/autonomy
J	Family involvement (usually only in family survey)
K	Cleanliness/housekeeping
L	Security
M	Administration

The following set of tables includes information on proprietary surveys, surveys that are in the public domain, are available upon request, and/or are in published literature. Some vendors are also listed who do not have their own surveys but who have fielded public domain surveys or surveys developed by others.

**Resident Survey – Proprietary**

Survey Name & Author/Developer /Sponsor	Contact & Website	Resident Type (Long/Short Stay/Both)	Reliability (Chronbach's alpha)	Domains (see last page for domain codes)	Survey Mode & Cognitive Screen	Additional Details
Eden Warmth Tool Elder Questionnaire	Survey available for use by non-member facilities upon request Contact: <a href="mailto:registry@Edenalt.org">registry@Edenalt.org</a> Denise Hyde	Both	Information not available as of 9/24/09	Not applicable	Self-administered or Online  Facility may choose to use cognitive screen	Total number of items =20 Completion time: estimated 10 minutes Response scale: 5

	512-557-1514 Copies of surveys available at <a href="http://lrc-institute.health.txstate.edu/common/articles/warmth-survey.html">http://lrc-institute.health.txstate.edu/common/articles/warmth-survey.html</a>  Note: Texas State University-San Marcos is no longer doing analysis					point Likert scale Readability Flesch-Kincaid = 6.0  Surveys can be submitted online and analysis done by Eden Alternative for \$1 per survey.
Gallup Consulting	Contact <a href="mailto:healthcare@gallup.com">healthcare@gallup.com</a> website <a href="https://www.gallup.com">https://www.gallup.com</a>	Both	specific to survey	A, B, C, D, E, F, G, H, I, J, K, L, M	Mode varies based on need. Outbound Phone, IVR phone and mail most common Cognitive screen available, but typically handled by facility	Total number of items: varies – average is 32 Completion time varies- Average 6 minutes Readability: specific to survey Response scale: not available
Life Services Network Confidence Satisfaction Surveys	Website <a href="http://www.lsni.org">http://www.lsni.org</a>  Confidence Satisfaction program at <a href="http://www.confidence-surveys.com">www.confidence-surveys.com</a>	2 separate surveys: (1) one for short stay discharges and (2) current nursing home residents	Overall =0.957	A, B, C, D, E, F, G, H, I, J, K, L, M plus additional domains for both surveys	Mail for both surveys	Short stay discharges: <ul style="list-style-type: none"> <li>▪ Total number of items= 32 items</li> <li>▪ Completion time= 10 -15 minutes</li> <li>▪ Response scale: 5 point Likert</li> <li>▪ Readability Flesch-Kincaid=</li> </ul>

						<p>6.9</p> <p>Current nursing home residents:</p> <ul style="list-style-type: none"> <li>▪ Total number of items= 44 items</li> <li>▪ Completion time= 10 -15 minutes</li> <li>▪ Response scale: 5 point Likert</li> <li>▪ Readability Flesch-Kincaid= 6.9</li> </ul> <p>Cost of the surveys varies as to whether or not the customer is an LSN member or an AAHSA member, or neither</p>
Market Decisions	Contact & web site <a href="http://www.marketdecisions.com">www.marketdecisions.com</a> 800-293-1538					Do not have their own survey but have fielded surveys for State of Maine, New Jersey and Maryland
MyInnerview	Website: <a href="http://www.myinnerview.com">www.myinnerview.com</a>	2 separate surveys: (1)	Current nursing resident: 0.96	Current nursing	Current nursing resident: mail	Current nursing resident:

<p>Resident satisfaction survey developed by Vivian Tellis-Nayak and Leslie Grant</p> <p>Former patient satisfaction survey developed by Leslie Grant</p> <p>Note: MyInnerview was acquired by NRC Picker but continues to use MyInnerview name</p>		<p>current nursing home residents (could include both short- and long-stay) and (2) one for patients recently discharged</p>	<p>overall; 0.74-0.92 across 4 subscales</p> <p>Former patient survey: 0.98 overall; 0.72-0.94 across 5 subscales</p>	<p>resident: A, B, C, D, E, F, G, I, J, K, L, M plus additional domains</p> <p>Former patient survey: A, C, D, E, F, G, H, I, J, K, L, M plus additional domains</p>	<p>Former patient survey: mail</p>	<p>Total number of items =32 Average time is 15-30 minutes Readability Flesch-Kincaid: 7.8 Response scale: 4 point Likert</p> <p>Former patient survey: Total number of items =34 Average time is 15-30 minutes Readability Flesch-Kincaid: 7.1 Response scale: 4 point Likert</p>
<p>NRC Picker</p>	<p>Web site <a href="http://www.nrcpicker.com">www.nrcpicker.com</a></p> <p>Note: NRC Picker acquired MyInnerview and now uses MyInnerview nursing home surveys in the US</p>					
<p>Press Ganey</p>	<p><a href="http://www.pressganey.com">www.pressganey.com</a></p>	<p>Both</p>	<p>.98 overall; 0.71-.95 across 10 subscales</p>	<p>A,B,D,E,F,K plus additional domains</p>	<p>Mail</p>	<p>Total items = 51 Average time is 12-15 minutes Readability: Flesch-Kincaid is between 6-7<sup>th</sup> grade Response scale: 5</p>

<p>Synovate</p>	<p>Contact: David A. Bryant Senior Vice President Healthcare Services Research, Synovate Email: <a href="mailto:David.Bryant@Synovate.com">David.Bryant@Synovate.com</a>  <a href="http://www.synovate.com">www.synovate.com</a></p>					<p>point Likert Do not have their own survey but fielded 2008 survey for Arizona Health Care Cost Containment System (AHCCCS)</p>
<p>uSPEQ Consumer Experience Survey Version 2.0  Developed by Commission on Accreditation of Rehabilitation Facilities (CARF) or CARF International</p>	<p>Contact: Di Shen, Ph.D. Chief Research Officer CARF International 4891 East Grant Road Tucson, Arizona 85712 Phone (520) 325-1044 x 140 Fax (520) 318-1129  Website: <a href="http://www.uSPEQ.org">www.uSPEQ.org</a></p>	<p>Survey designed for range of service providers (health, human service, aging services, or residential provider) including nursing homes – both short – and long-stay</p>	<p>Tier 1 overall =0.96; range of 0.81 to 0.92 for 5 subscales</p>	<p>A, B, C, D, E, F, G, H, I, K, L</p>	<p>Mail, Internet, or can be used for in-person interviews</p>	<p>Total items for Core set of universal questions or Tier 1 = 28. Tier 2 question set has 95 optional items organized in modules for types of services. Tier 3 questions are customized to client choice of setting or add their own items. Average time for Tier 1 items: 10-15 minutes. Response scale: 4 point Likert rating scale. Readability for Tier 1 and 2 items – Flesch-Kincaid: 3.7.</p>

<p>Vital Research</p> <p>2 surveys:</p> <p>1) Resident Interview Guide and</p> <p>2) Discharge Questionnaire for Short-Stay/Rehabilitation</p> <p>References: Gill et (2007) Uman et al (2000)</p>	<p>Contact: Gwen C. Uman, RN, PhD, guman@vitalresearch.com, (888) 848-2511 <a href="http://www.vitalresearch.com">www.vitalresearch.com</a></p>	<p>Long stay nursing and short stay rehabilitation discharges</p>	<p>Long stay nursing resident: Entire survey=.76 Composites=.58 to .82</p> <p>Short stay rehabilitation discharge: Entire survey=.77 Composites=.60 to .90</p>	<p>Long stay nursing resident: A, B, C, D, E, G, I, L plus additional domains</p> <p>Short stay rehabilitation discharge: A, B, C, D, E, F, L plus additional domains</p>	<p>Long stay nursing resident: Face-to-face Interview, for cognitive screen, interviewer asks screening questions</p> <p>Short stay rehabilitation discharge: Self Completion by Mail</p>	<p>Long stay resident: Total items = 46 Average time is 15 minutes Readability: 2.9 Response scale: yes/no</p> <p>Short stay rehabilitation discharge: Total items = 81 Average time is 20-30 minutes Readability: 5.1 Response scale: Likert</p>
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**Resident Survey – Public Domain or Available on Request**

Survey Name & Author/Developer /Sponsor	Contact & Website	Resident Type (Long/Short Stay/Both)	Reliability (Chronbach's alpha)	Domains (see last page for domain codes)	Survey Mode & Cognitive Screen	Additional Details
Ohio Department of Aging Resident Satisfaction Survey  Reference: Straker, Ejaz and Jones (2007)	Erin Pettegrew, Consumer Guide Team Leader Ohio Department of Aging epettegrew@age.state.oh.us Website: <a href="http://www.ltcoho.org">www.ltcoho.org</a>	Both	Range of .55 to .88 across 10 domains	A, B, C, D, E, F, H, I, M plus additional domains	In-person; interviewer stops after 4 questions in a row with non-response	Total number of items = 51 (2007) Average time: 14 minutes (2007) Response scales: 4 point Likert –yes, always/yes, sometimes/no, hardly ever/no, never Readability Flesch-Kincaid= 7.0 Implemented in OH in 2002, 2003, 2007 and 2009. in RI in 2005 and 2006
Rutgers Satisfaction Assessment Tool – Nursing Home Resident  RSAT-RN35 <sup>©</sup> Long version and RSAT-RN20 <sup>©</sup> short version  References: Lucas, J.A., &	Contact: Jason Chernesky 732-932-4606 at Institute for Health, Health Care Policy and Aging Research Division on Aging Institute's website is <a href="http://www.ihhepar.rutgers.edu/org_units/default.asp?v=2&amp;o=1">http://www.ihhepar.rutgers.edu/org_units/default.asp?v=2&amp;o=1</a>  Surveys are copyrighted	Both versions are applicable to residents who: <ul style="list-style-type: none"> <li>• Length-of-stay 4 weeks or more.</li> <li>• 21 years or older</li> <li>• English speaking</li> <li>• Have ability</li> </ul>	RSAT-RN35 <sup>©</sup> - Range of 0.79 to 0.92 across 5 domains  RSAT-RN20 <sup>©</sup> - Range of 0.71 to 0.87 across 5 domains	RSAT-RN35 <sup>©</sup> - A, B, C, D, F plus additional domains  RSAT-RN20 <sup>©</sup> - A, B, C, D, F plus additional domains	Both versions use in-person interview  cognitive screen: if residents received a score greater than 5 on the MDS Cognition Scale (MDS-COGS), they are excluded	RSAT-RN35 <sup>©</sup> <ul style="list-style-type: none"> <li>• Total number of items= 44</li> <li>• Completion time: 30 minutes</li> <li>• Response scale: 1 to 10 visual analog scale</li> <li>• Readability</li> </ul>

<p>Lowe, T. J. (2002). Crystal, S. et al Sept.2001.</p>	<p>but are available for licensing by Rutgers Division on Aging for a nominal fee</p>	<p>to consent to interview.</p>				<p>Flesch Kincaid = 7.0</p> <p>RSAT-RN20<sup>®</sup></p> <ul style="list-style-type: none"> <li>▪ Total number of items= 20</li> <li>▪ Completion time: 12 minutes</li> <li>▪ Response scale: 1 to 10 visual analog scale</li> <li>▪ Readability Flesch Kincaid = 7.0</li> </ul> <p>Survey versions used by State of New Jersey and Maine</p>
<p>Arizona Long Term Care System for the Elderly and Physically Disabled (ALTCS- EPD), part of AHCCCS</p> <p>Reference: <a href="http://www.azahcccs.gov/shared/Downloads/surveys/AL">http://www.azahcccs.gov/shared/Downloads/surveys/AL</a></p>	<p>AHCCCS website: <a href="http://www.azahcccs.gov">www.azahcccs.gov</a></p>	<p>ALTCS-EPD members reside in one of three care settings: nursing facilities, assisted living facilities, or their own homes</p>	<p>Not available</p>	<p>A, C, D, E, F, G, H, I, K, M plus additional domains</p>	<p>Phone</p>	<p>Total number of items = 61 Average time: not available Response scales: mix of scales: yes/no/DK; yes; always/yes, sometimes, no/DK; excellent to poor Readability: Flesch-Kincaid: not</p>

<a href="#">TCS Satisfaction Survey 2008-FullReport.pdf</a>						available
CAHPS Nursing Home Survey: Long Stay Resident Instrument  Reference: Sangl et al (2007)	Contact: CAHPS Help Line at <a href="mailto:cahps1@ahrq.gov">cahps1@ahrq.gov</a> or 1-800-492-9261 Website: <a href="https://www.cahps.ahrq/">https://www.cahps.ahrq/</a>	Long stay  *expect to finalize short stay survey in spring 2010	Range of .60 to .80 across 5 subscales	A, B, C, D, F, G, I, K, L	In-person; interviewer stops after 3 question in a row with nonsensical or non-response	Total number of items = 45 Average time: 83% of interviews completed in 20 minutes or less Response scales: mix of scales (0 to 10; yes/no; definitely/probably yes/ definitely/probably no; never to always) Readability: Flesch-Kincaid: 3.5
Resident Satisfaction Survey  Reference: Kane et al (2003)	Kane, R.A. Quality of Life in Nursing Homes Final Report - July 2003. Submitted to Centers for Medicare and Medicaid. Downloadable from 2005 archives at <a href="http://www.cms.hhs.gov/NursingHomeQualityInit/s/35_NHQIArchives.asp#TopOfPage">http://www.cms.hhs.gov/NursingHomeQualityInit/s/35_NHQIArchives.asp#TopOfPage</a>	Both	Range of 0.53 - 0.77 across 10 domains	A, B, C, D, G, I, L plus additional domains	In-person; residents who are unresponsive are excluded	Variant used by of State of Minnesota in 2007  Total number of items = 52 (2007 Minnesota version) Completion time: not available Response scale: Minnesota version used: generally yes/generally

	<p>for 2007 Minnesota survey version see <a href="http://www.health.state.mn.us/nhreportcard/mn_survey_instrument.pdf">http://www.health.state.mn.us/nhreportcard/mn_survey_instrument.pdf</a></p>					<p>no/don't know or not applicable; In original version interview started with 4 point Likert but if respondent had difficulty, interviewer switched scale to mostly yes/mostly no Readability: not available</p>
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Family Survey – Proprietary					
Survey Name & Author/Developer /Sponsor	Contact & Website	Reliability (Chronbach's alpha)	Domains (see last page for domain codes)	Survey Mode	Additional details
Eden Warmth Tool Family Questionnaire	Survey available for use by non-member facilities upon request Contact: <a href="mailto:registry@Edenalt.org">registry@Edenalt.org</a> Denise Hyde 512-557-1514 Copies of surveys available at <a href="http://lhc-institute.health.txstate.edu/common/articles/warmth-survey.html">http://lhc-institute.health.txstate.edu/common/articles/warmth-survey.html</a> Note: Texas State University-San Marcos is no longer doing analysis	Information not available as of 9/24/09	Not applicable	Self-administered or Online	Total number of items =20 Response scale: 5 point Likert scale Completion time: estimated 10 minutes Readability Flesch-Kincaid = 8.0  Surveys can be submitted online and analysis done by Eden Alternative for \$1 per survey.
Gallup Consulting	Contact <a href="mailto:healthcare@gallup.com">healthcare@gallup.com</a> website <a href="https://www.gallup.com">https://www.gallup.com</a>	specific to survey	A, B, C, D, E, F, G, H, I, J, K, L, M	Mode varies based on need. Outbound Phone, IVR phone and mail most common Cognitive screen available, but typically handled by facility	Total number of items: varies – average is 32 Completion time varies- Average 6 min Readability: specific to survey Response scale: not available

<p>Life Services Network</p> <p>Confidence Satisfaction Surveys</p>	<p>Website <a href="http://www.lsn.org">http://www.lsn.org</a> Confidence Satisfaction program at <a href="http://www.confidence-surveys.com">www.confidence-surveys.com</a></p>	<p>Overall =0.957</p>	<p>A, B, C, D, E, F, G, H, I, J, K, L, M plus additional domains for both surveys</p>	<p>Mail</p>	<ul style="list-style-type: none"> <li>▪ Total number of items= 49</li> <li>▪ Completion time= 10-15 minutes</li> <li>▪ Response scale: 5 point Likert</li> <li>▪ Readability Flesch-Kincaid= 6.9</li> </ul> <p>Cost of the surveys varies as to whether or not the customer is an LSN member or an AAHSA member, or neither</p>
<p>Market Decisions</p>	<p><a href="http://www.marketdecisions.com">www.marketdecisions.com</a> 800-293-1538</p>				<p>Do not have their own survey but have fielded surveys for States of Maine, New Jersey and Maryland</p>
<p>MyInnerview</p> <p>Developed by Vivian Tellis-Nayak and Leslie Grant</p> <p>Note: MyInnerview was acquired by NRC but continues to use MyInnerview name</p>	<p>Web site: <a href="http://www.myinnerview.com">www.myinnerview.com</a></p>	<p>Overall =0.96; 0.74 to 0.2 across 4 subscales</p>	<p>A, B, C, D, E, F, G, I, J, K, L, M plus additional domains</p>	<p>Mail</p>	<p>Total number of items =34 Average time is 15-30 minutes Readability Flesch-Kincaid: 7.1 Response scale: 4 point Likert</p>
<p>NRC Picker</p>	<p>Web site <a href="http://www.nrcpicker.com">www.nrcpicker.com</a></p> <p>Note: NRC acquired MyInnerview and now uses MyInnerview</p>				

	nursing home surveys in the US				
Press Ganey	www.pressganey.com	.98 overall; 0.71-.95 across 10 subscales	A, B, D, E, F, K plus additional domains	Mail	Target: both short and long stay Total number of items =50 Average time 12-15 minutes Flesch Kincaid Readability 6-7 <sup>th</sup> grade Response scale: 5 point Likert
Vital Research Family Satisfaction Questionnaire for Nursing Homes	Contact: Gwen C. Uman, RN, PhD, guman@vitalresearch.co m, (888) 848-2511 www.vitalresearch.com	Long/short stay: Entire survey=.86 Composites =.58 to .85	A, B, C, D, G, H, I, L plus additional domains	Self Completion by Mail or Phone	Total number of items =73 Average time 20-30 minutes Response scale: 4-point (Always to Never) Readability: 6.7 grade level

**Family Survey – Public Domain or Available on Request**

Survey Name & Author/Developer /Sponsor	Contact & Website	Reliability (Chronbach's alpha)	Domains (see last page for domain codes)	Survey Mode	Additional details
<p>Arizona Long Term Care System for the Elderly and Physically Disabled (ALTCS-EPD), part of AHCCCS</p> <p>Reference: <a href="http://www.azahcccs.gov/shared/Downloads/surveys/ALTCS_Satisfaction_Survey_2008-FullReport.pdf">http://www.azahcccs.gov/shared/Downloads/surveys/ALTCS_Satisfaction_Survey_2008-FullReport.pdf</a></p>	<p>AHCCCS website: <a href="http://www.azahcccs.gov">www.azahcccs.gov</a></p>	<p>Not available</p>	<p>A, C, D, E, F, G, H, I, K, M plus additional domains</p>	<p>Phone</p>	<p>Non-member survey is a representative for ALTCS-EPD members who reside in one of three care settings: nursing facilities, assisted living facilities, or their own homes; have been enrolled with a ALTCCS contractor for at least one year</p> <p>Total number of items = 66 Average time: not available Response scales: mix of scales: yes/no/DK; yes,always/yes, sometimes, no/DK; excellent to poor Readability: Flesch-Kincaid - not available</p>
<p>Nursing Facility-Family Satisfaction Survey (NF-FSQ)</p> <p>Reference: Castle (2004)</p>	<p>Contact: <a href="mailto:castlen@pitt.edu">castlen@pitt.edu</a></p>	<p>Range of 0.76-0.93 for 8 subscales</p>	<p>A, B, C, D, E, F, I, L plus additional domains</p>	<p>mail</p>	<p>Total number of items = 23 Average time to complete= 11 minutes Response scale: 1 to 10 visual analog scale Readability Flesch Kincaid = 8.0</p> <p>Sample excludes family members of residents who are under age 65, in hospice or with stay less than 30 days</p>

<p>Nursing Home Satisfaction Survey - developed by Market Decisions owned by Massachusetts Department of Public Health;</p>	<p>Survey available on request at no cost          Contact Roberta Bernstein  <a href="mailto:roberta.bernstein@state.ma.us">roberta.bernstein@state.ma.us</a></p>	<p>Range of .89-.92 for six subscales</p>	<p>A, B, C, D, F, G, I, L, M</p>	<p>mail with phone follow-up</p>	<p>Target: Family members of long-term care residents with stays of 4+ weeks</p> <p>Total number of items= 65          Average time to complete – 20 minutes          Flesch Kincaid 8.0          Response scale: All questions use 5 point Likert scale</p> <p>State of Massachusetts implemented in 2005 and 2007</p>
<p>Ohio Department of Aging Family Satisfaction Survey</p> <p>Reference: Ejaz et al 2003</p>	<p>Erin Pettegrew,          Consumer Guide Team Leader          Ohio Department of Aging  <a href="mailto:epettegrew@age.state.oh.us">epettegrew@age.state.oh.us</a>          Website:  <a href="http://www.ltcoho.org">www.ltcoho.org</a></p>	<p>Range of .81 to .96 across 11 domains</p>	<p>A, B, C, D, E, F, G, H, I, J, K, L, M</p>	<p>Mail with phone followup</p>	<p>Total number of items = 51          Average time to complete: not available          Response scales: 4 point Likert –yes, always/yes, sometimes/no, hardly ever/no, never          Flesch Kincaid Readability: not available</p> <p>State of Ohio implemented in 2001, 2002, 2006 and 2008</p>
<p>CAHPS Nursing Home Survey: Family Member Instrument</p>	<p>Contact: CAHPS Help Line at <a href="mailto:cahps1@ahrq.gov">cahps1@ahrq.gov</a> or 1-800-492-9261          Website:  <a href="https://www.cahps.ahrq/">https://www.cahps.ahrq/</a></p>	<p>Range of 0.78 to 0.90 across 4 subscales</p>	<p>A, C, F, G, J, K, M plus additional domains</p>	<p>Mail with or without phone followup</p>	<p>Total number of items = 50          Average time to complete = 15 minutes          Flesch Kincaid Readability: 8.0          Response scales: mix of scales (0 to 10; yes/no; definitely/probably yes/definitely/probably no; never to always)</p>

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