

Nursing Home Satisfaction Survey Tools

Owner	Domains (see last page for domain codes)		Mode	Cognitive Screen	Cost per Resident*	Web Site
Life Services Network Confidence Satisfaction Surveys	Resident Survey: Overall assessment, activities, environment, food, autonomy/privacy, clinical care, personal care, non-clinical staff services	A, B, C, D, E, F, H, I	Mail	None	Not Available	Life Services Network: http://www.lsn.org/products/confidence.html
Market Decisions	Choice, cleanliness; activities; spiritual needs; caring, listening, respect, dignity; personal care, laundry; meals/dining; safety	B, D, F, K, L	In-person Interview	MDS COGS Score	Not Available	Contact Market Decisions: http://www.marketdecisions.com/
My InnerView	Privacy, autonomy, staff competence, cleanliness	I, K	Mail	Facility must do cognitive screen	\$3.75 (resident)	My InnerView: www.myinnerview.com
NRC & Picker Long Term Care Surveys	Overall assessment, activities, environment, food, autonomy/privacy, clinical care, personal care, staff interaction	A, B, C, D, E, F, G, I	In-person Interview	None	Not Available	NRC & Picker: http://www.nationalresearch.com/
Press Ganey	Admission, room, dining, maintenance, nurses, CNAs, housekeeping, activities, finances, overall	A, B, D, E, F, K	Mail	Unknown	Not Available	Press Ganey: www.pressganey.com
Vital Research Resident Experience & Assessment of Life (REAL)	Advertises that they will tailor their survey to a NH's specific needs	Not Applicable	In-person Interview	None	Estimated \$25, min purchase of 100	Vital Research: http://www.vitalresearch.com/
American Health Care Association Satisfaction Assessment Questionnaire	Family, friends, community involvement, independence, respect, NH programs and setting, meals, dining, health care, staff, management and safety, roommates/ other residents, moving in/out	D, E, G, J, I, L	In-person Interview	MDS 2.0 assessment does not trigger the Cognitive loss/dementia RAP	Not Available	www.ahca.org/quality/qfi/intact.pdf

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CMS Nursing Home CAHPS	Care delivery, wait time, communication, courtesy and respect, transportation	E, F, I	In-person Interview	Vignettes, short term memory, reasoning, time/place, animal name ex., verbal fluency	Not Available	Not yet available. Information about the tool is available: https://www.cahps.ahrq.gov/default.asp
Kleinsorge & Koenig's Resident Opinion Survey	Activities, facility environment, food, clinical care and treatment, personal care, staff interaction, non-clinical staff services	B, C, D, E, F, G, H	Mail	No	Not available	Contact Abt Associates: www.abtassociates.com Maryland NH Consumer Satisfaction Final Recommendations
Eden Warmth Tool	Measures the "climate" of an organization by its organization, team work, acceptance of change, leadership, optimism, trust and generosity	--	Internet	None	Cost is only for analysis, \$1.00 per survey	Contact Texas State University-San Marcos: http://www.edenalt.com/edentols.htm#survey
Client Satisfaction with Long Term Care	Not available	--	In-person Interview	5-question cognitive screen	Estimated \$732 per facility	Florida Department of Health http://www.doh.state.fl.us/
"What is Important to Nursing Home Residents?"	Not available	--	In-person Interview	None	Not available	Montana Department of Health http://www.dphhs.mt.gov/
Rutgers Satisfaction Assessment Tool – Nursing Home Residents	Activities, care and services, caregivers, environment, meals, well-being, overall satisfaction	B, C, D, E, F,	In-person Interview	None	Not Available	Rutgers University http://www.rutgers.edu/

Domain Codes

Domain	Code
Resident Survey	
Overall assessment	A
Activities	B
Facility environment	C
Food	D
Clinical care	E
Personal care	F
Staff interaction	G
Non-clinical staff services	H
Privacy/autonomy	I
Family involvement	J
Cleanliness/housekeeping	K
Security	L
Administration	M
Staff Survey	
Management	N
Hours	O
Administration	P
Salary	Q
Opportunity to grow, learn	R
Safety	S
Benefits	T
Environment/atmosphere	U
Having a voice	V