



Resident Satisfaction

Survey Tools

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: registry@Edenalt.org Denise Hyde 512-557-1514 Copies of surveys available at http://ltc-institute.health.txstate.edu/common/articles/warmth-survey.html Note: Texas State University-San Marcos is no longer doing analysis	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 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 healthcare@gallup.com website https://www.gallup.com	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
	Website	2 separate	Overall =0.957	A, B, C, D, E,	Mail for both	Short stay

<p>Life Services Network Confidence Satisfaction Surveys</p>	<p>http://www.lsn.org Confidence Satisfaction program at www.confidence-surveys.com</p>	<p>surveys: (1) one for short stay discharges and (2) current nursing home residents</p>		<p>F, G, H, I, J, K, L, M plus additional domains for both surveys</p>	<p>surveys</p>	<p>discharges:</p> <ul style="list-style-type: none"> ▪ Total number of items= 32 items ▪ Completion time= 10 -15 minutes ▪ Response scale: 5 point Likert ▪ Readability Flesch-Kincaid= 6.9 <p>Current nursing home residents:</p> <ul style="list-style-type: none"> ▪ Total number of items= 44 items ▪ Completion time= 10 -15 minutes ▪ Response scale: 5 point Likert ▪ Readability Flesch-Kincaid= 6.9 <p>Cost of the surveys varies as</p>
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						to whether or not the customer is an LSN member or an AAHSA member, or neither
Market Decisions	Contact & web site www.marketdecisions.com 800-293-1538					Do not have their own survey but have fielded surveys for State of Maine, New Jersey and Maryland
MyInnerview Resident satisfaction survey developed by Vivian Tellis-Nayak and Leslie Grant Former patient satisfaction survey developed by Leslie Grant Note: MyInnerview was acquired by NRC Picker but continues to use MyInnerview name	Website: www.myinnerview.com	2 separate surveys: (1) current nursing home residents (could include both short- and long-stay) and (2) one for patients recently discharged	Current nursing resident: 0.96 overall; 0.74-0.92 across 4 subscales Former patient survey: 0.98 overall; 0.72-0.94 across 5 subscales	Current nursing resident: A, B, C, D, E, F, G, I, J, K, L, M plus additional domains Former patient survey: A, C, D, E, F, G, H, I, J, K, L, M plus additional domains	Current nursing resident: mail Former patient survey: mail	Current nursing resident: Total number of items =32 Average time is 15-30 minutes Readability Flesch-Kincaid: 7.8 Response scale: 4 point Likert Former patient survey: Total number of items =34 Average time is 15-30 minutes Readability Flesch-Kincaid: 7.1 Response scale: 4 point Likert
NRC Picker	Website					

	www.nrcpicker.com Note: NRC Picker acquired MyInnerview and now uses MyInnerview nursing home surveys in the US					
Press Ganey	www.pressganey.com	Both	.98 overall; 0.71-.95 across 10 subscales	A,B,D,E,F,K plus additional domains	Mail	Total items = 51 Average time is 12-15 minutes Readability: Flesch-Kincaid is between 6-7 th grade Response scale: 5 point Likert
Synovate	Contact: David A. Bryant Senior Vice President Healthcare Services Research, Synovate Email: David.Bryant@Synovate.com www.synovate.com					Do not have their own survey but fielded 2008 survey for Arizona Health Care Cost Containment System (AHCCCS)
uSPEQ Consumer Experience Survey Version 2.0 Developed by Commission on Accreditation of Rehabilitation Facilities (CARF) or CARF	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: www.uSPEQ.org	Survey designed for range of service providers (health, human service, aging services, or residential provider) including	Tier 1 overall =0.96; range of 0.81 to 0.92 for 5 subscales	A, B, C, D, E, F, G, H, I, K, L	Mail, Internet, or can be used for in-person interviews	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

International		nursing homes – both short – and long-stay				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>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 www.vitalresearch.com</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>

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
<p>Ohio Department of Aging Resident Satisfaction Survey</p> <p>Reference: Straker, Ejaz and Jones (2007)</p>	<p>Erin Pettegrew, Consumer Guide Team Leader Ohio Department of Aging epettegrew@age.state.oh.us Website: www.ltcoho.org</p>	<p>Both</p>	<p>Range of .55 to .88 across 10 domains</p>	<p>A, B, C, D, E, F, H, I, M plus additional domains</p>	<p>In-person; interviewer stops after 4 questions in a row with non-response</p>	<p>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</p>
<p>Rutgers Satisfaction Assessment Tool – Nursing Home Resident</p> <p>RSAT-RN35[©] Long version and RSAT-RN20[©] short version</p> <p>References: Lucas, J.A., &</p>	<p>Contact: Jason Chernesky 732-932-4606 at Institute for Health, Health Care Policy and Aging Research Division on Aging Institute's website is http://www.ihhccpar.rutgers.edu/org_units/default.asp?v=2&o=1</p> <p>Surveys are copyrighted but are</p>	<p>Both versions are applicable to residents who:</p> <ul style="list-style-type: none"> • Length-of-stay 4 weeks or more. • 21 years or older • English speaking • Have ability to 	<p>RSAT-RN35[©] - Range of 0.79 to 0.92 across 5 domains</p> <p>RSAT-RN20[©] - Range of 0.71 to 0.87 across 5 domains</p>	<p>RSAT-RN35[©] - A, B, C, D, F plus additional domains</p> <p>RSAT-RN20[©] - A, B, C, D, F plus additional domains</p>	<p>Both versions use in-person interview</p> <p>cognitive screen: if residents received a score greater than 5 on the MDS Cognition Scale (MDS-COGS), they are excluded</p>	<p>RSAT-RN35[©]</p> <ul style="list-style-type: none"> • Total number of items= 44 • Completion time: 30 minutes • Response scale: 1 to 10 visual analog scale • Readability Flesch Kincaid =

<p>Lowe, T. J. (2002). Crystal, S. et al Sept.2001.</p>	<p>available for licensing by Rutgers Division on Aging for a nominal fee</p>	<p>consent to interview.</p>				<p>7.0 RSAT-RN20[®] ▪ Total number of items= 20 ▪ Completion time: 12 minutes ▪ Response scale: 1 to 10 visual analog scale ▪ Readability Flesch Kincaid = 7.0 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 Reference: http://www.azahcccs.gov/shared/Downloads/survey/s/ALTCS_Satisfaction_Survey_2008-FullReport.pdf</p>	<p>AHCCCS website: www.azahcccs.gov</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 available</p>

<p>CAHPS Nursing Home Survey: Long Stay Resident Instrument</p> <p>Reference: Sangl et al (2007)</p>	<p>Contact: CAHPS Help Line at cahps1@ahrq.gov or 1-800-492-9261 Website: https://www.cahps.ahrq/</p>	<p>Long stay</p> <p>*expect to finalize short stay survey in spring 2010</p>	<p>Range of .60 to .80 across 5 subscales</p>	<p>A, B, C, D, F, G, I, K, L</p>	<p>In-person; interviewer stops after 3 question in a row with nonsensical or non-response</p>	<p>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</p>
<p>Resident Satisfaction Survey</p> <p>Reference: Kane et al (2003)</p>	<p>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 http://www.cms.hhs.gov/NursingHomeQuality/nits/35_NHQIArchives.asp#TopOfPage</p> <p>for 2007 Minnesota survey version see http://www.health.state.mn.us/nhreportcard/mn_survey_instrument.pdf</p>	<p>Both</p>	<p>Range of 0.53 -0.77 across 10 domains</p>	<p>A, B, C, D, G, I, L plus additional domains</p>	<p>In-person; residents who are unresponsive are excluded</p>	<p>Variant used by of State of Minnesota in 2007</p> <p>Total number of items = 52 (2007 Minnesota version) Completion time: not available Response scale: Minnesota version used: generally yes/generally no/don't know or not applicable; In original version interview started with 4 point Likert but if respondent</p>

						had difficulty, interviewer switched scale to mostly yes/mostly no Readability: not available
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**Contacts referenced in this document may no longer be valid*

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: registry@Edenalt.org Denise Hyde 512-557-1514 Copies of surveys available at http://lrc-institute.health.txstate.edu/common/articles/warmth-survey.html 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 healthcare@gallup.com website https://www.gallup.com	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 http://www.lsn.org Confidence Satisfaction program at www.confidence-surveys.com</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"> ▪ Total number of items= 49 ▪ Completion time= 10-15 minutes ▪ Response scale: 5 point Likert ▪ Readability Flesch-Kincaid= 6.9 <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>www.marketdecisions.com 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: www.myinnerview.com</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 www.nrcpicker.com</p> <p>Note: NRC acquired MyInnerview and now uses MyInnerview nursing home surveys in the US</p>				

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 th grade Response scale: 5 point Likert
Vital Research Family Satisfaction Questionnaire for Nursing Homes	Contact: Gwen C. Uman, RN, PhD, guman@vitalresearch. com, (888) 848-2511 www.vitalresearch.com	Long/short stay: Entire survey=.86 Composite s=.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

**Contacts referenced in this document may no longer be valid*

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: http://www.azahcccs.gov/shared/Downloads/surveys/ALTCS_Satisfaction_Survey_2008-FullReport.pdf</p>	<p>AHCCCS website: www.azahcccs.gov</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: castlen@pitt.edu</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</p>	<p>Survey available on request at no cost Contact Roberta Bernstein</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>

Market Decisions owned by Massachusetts Department of Public Health;	(roberta.bernstein@state.ma.us)				Total number of items= 65 Average time to complete – 20 minutes Flesch Kincaid 8.0 Response scale: All questions use 5 point Likert scale State of Massachusetts implemented in 2005 and 2007
Ohio Department of Aging Family Satisfaction Survey Reference: Ejaz et al 2003	Erin Pettegrew, Consumer Guide Team Leader Ohio Department of Aging epettegrew@age.state.oh.us Website: www.ltcoho.org	Range of .81 to .96 across 11 domains	A, B, C, D, E, F, G, H, I, J, K, L, M	Mail with phone followup	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 State of Ohio implemented in 2001, 2002, 2006 and 2008
CAHPS Nursing Home Survey: Family Member Instrument	Contact: CAHPS Help Line at cahps1@ahrq.gov or 1-800-492-9261 Website: https://www.cahps.ahrq/	Range of 0.78 to 0.90 across 4 subscales	A, C, F, G, J, K, M plus additional domains	Mail with or without phone followup	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)

**Contacts referenced in this document may no longer be valid*

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