FINAL REPORT

2014 MINNESOTA RESIDENT AND FAMILY SATISFACTION SURVEYS

vital Research
Expect New Insights

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EXECUTIVE SUMMARY

The Minnesota Department of Human Services amended Contract #B42164 between the State of Minnesota and Vital Research to include the 2014 Consumer Satisfaction and Quality of Life Resident Survey and the Family Satisfaction Survey. Vital Research contracted with Express Employment Professionals to recruit, screen, hire, and employ local field staff to conduct the resident interviews. VR also contracted with Service Mailers, a professional mailing house, to mail family surveys as well as Information Specialists Group, a Minnesota-based market research firm to conduct follow-up phone interviews.

VR contacted each nursing facility to schedule a date to conduct resident interviews and to provide an overview of the family survey. Facilities were responsible for submission of a resident census list and corresponding family contact information. Interviewers worked independently and submitted all data to VR for processing. At 365 nursing facilities a total of 12,562 interviews were completed.

This year, VR implemented electronic data collection to replace traditional Scantron paper forms. The survey was programmed into computer assisted personal interviewing (CAPI) software that interviewers accessed using Nexus 7 2013 handheld tablet computers.

VR mailed the family surveys in four batches. Three weeks following the survey mailing, reminder postcards were mailed to those families who had *not* yet returned their survey form. Ten weeks following the survey mailing, follow-up phone interviews were conducted for any facility that had not received enough surveys to meet the required margin of error. Ninety-nine percent of facilities (n=365) participated in the family survey. A total of 13,569 family surveys were completed.

The following ideas may be considered to enhance future surveys:
- Enhance communication and engagement for facilities through development of a project website to include updated instructional materials, such as online video tutorials and presentations, scheduling and calendar functions, and instant access to important information throughout the process; and
- Update and improve training content and methods as well as

interviewer support throughout data collection in response to interviewer, facility and internal feedback in addition to changes in technology.

PROJECT OVERVIEW

The Minnesota Department of Human Services (DHS), in collaboration with the Minnesota Department of Health (MDH) was charged by the Minnesota legislature in 2001 to publicly disseminate quality profiles for all nursing facilities, including information on consumer satisfaction. Contract #B42164 between the State of Minnesota and Vital Research (VR) was amended in 2014 to allow for a 10th round of consumer satisfaction and quality of life interviews with nursing facility residents (Resident Survey) and a fifth round of family satisfaction surveys (Family Survey).

The purpose of the Surveys was to:
1. Increase nursing facility awareness of resident and family perspectives of their services.
2. Provide nursing facilities with valid and reliable results to guide their quality improvement efforts.
3. Add results to the Minnesota Nursing Facility Report Card (http://www.health.state.mn.us/nhreportcard) as a consumer satisfaction component.

This report outlines the methodology, implementation, quality assurance plan, and data analysis for the 2014 Resident and Family Surveys. A brief discussion of recommendations for future surveys is included at the end of the report.

METHODOLOGY

VR was responsible for the administration of a statistically valid survey of nursing facility residents and their family members. Residents were interviewed in person. Family members had the opportunity to complete a paper, online, or phone survey.

Instruments

Two different survey instruments were used—one for residents and one for family members. The resident surveys were conducted using the Nexus 7 2013 Android tablet equipped with Nfield CAPI software from developer NIPO. Scantron printed the scannable forms for the Family Survey and as a backup option for the resident survey in the event of a technical difficulty.

The resident survey form was developed and tested by Dr. Robert Kane of the University of Minnesota and modified for use in statewide surveys in 2005. It has been implemented in statewide satisfaction surveys in Minnesota annually since 2005 and has been extensively tested for reliability and validity. No items were revised for the 2014 Resident Survey.

The final 2014 resident survey form is found in Appendix A.

The family survey form was developed and tested by Drs. Robert and Rosalie Kane of the University of Minnesota. The first page of the family survey form was reserved for printing of the cover letter, which was developed in collaboration with DHS to introduce the survey and provide more information to family respondents. One item was revised for the 2014 Family Survey to include updated communication methods.

The final 2014 family survey form is found in Appendix B.

Administration Methods

The resident surveys were administered as structured in-person interviews, as required by DHS. Structured interviewing is a standardized technique for collecting information from a large group of people. The goal of structured interviewing is to guarantee that questions are asked and answers recorded in the same way by each interviewer, such that you would get the same answers from a resident when interviewed by different people. Structured interviews differ from other types of interviews in that:

- Each question must be read exactly as written on the page;
- Each question must always be read in the order it appears; and
- The information obtained is reliable.

When a standard way to ask questions and record the answers is used, any differences that result in resident answers should be due to differences in opinions among residents, not due to the way interviewers ask the questions.

The family surveys were primarily administered as mailed paper surveys with the alternative option of completing the survey online. In addition, phone interviews were attempted when an insufficient number of surveys was completed on paper or online.

Sampling

MDS data determined which residents were to be excluded from the Resident Survey. DHS provided VR with up-to-date MDS information twice during data collection. The following residents were excluded from the sample:

- Very severely impaired (Cognitive Performance Scale score of 6) residents.
- Residents who had a Brief Interview Mental Status (BIMS) score of 0, 1, or 2.

VR sampled short stay and eligible long term residents at each facility proportionately. A *short stay* resident was defined as someone whose intended length of stay at a facility was 30 days or less. *Long term* residents were defined as people whose intended length of stay was more than 30 days. Using proportional sampling to meet the required (+/-) 3.5% margin of error at the total score level and (+/-) 6.5% margin of error at the dimension level, the proportion of completed short stay and long term interviews reflected the proportion of short stay and long term residents at the facility. For example, if a facility had 20% short stay residents and 80% long term residents, approximately 20% of the interviews would be with short stay residents and 80% of the interviews would be with long term residents. When too few residents were available in one of the two groups, interviewers substituted short stay residents for long term residents and vice versa.

A relational database was developed to determine the required number of interviews at each facility to meet the margin of error. If the facility was large enough, the database randomly selected a sample of residents to approach for an interview. For small facilities, random sampling was not possible and all residents were included in the list of residents to approach for an interview. At nursing facilities with fewer than 25 eligible residents, interviewers were instructed to complete interviews with as many residents as possible.

The database was also used to calculate the number of completed family surveys required to meet the 3.5% margin of error at the total score level and the 6.5% margin of error at the dimension level. The Family Survey did not utilize sampling — all identified representatives with valid contact information had the opportunity to complete a survey.

IMPLEMENTATION

The Surveys were implemented over an eight-month period, with eight weeks of start-up, 19 weeks of data collection, and four weeks of data analysis and reporting.

Field Staffing

VR selected Express Employment Professionals (Express) to recruit, screen, hire, and employ the field staff for the Resident Survey. Dick Grussendorf, the Project Manager at Express, had previously recruited over 300 interviewers for nine statewide projects in Minnesota.

VR provided Express with a staffing plan and recruitment materials, including:
- Job descriptions;
- Screening guides;
- Online evaluations; and
- Requirements for criminal background checks.

Interviewers were not required to have any long term care or structured interviewing experience. All trainees passed a criminal background check, as required by DHS. The standards for criminal background checks were the same as those applied to employees of nursing facilities. All trainees were required to pass their background check before successfully completing training.

Interviewer Recruitment

Nineteen interviewers who had previously worked on the Minnesota Resident Survey were able to return in 2014. The three Quality Assurance Monitors from 2013 also returned to the project.

Interviewer Characteristics

Express recruited 49 candidates to attend training. All but five of the trainees successfully passed training for a hiring rate of 90%.

Including the Quality Assurance Monitors, the average field staff age was 57 with 13 male interviewers (30%) and 31 female

interviewers (70%). Over half of the field staff had a college or graduate degree (61%), compared to 48% in 2013. The following table shows the educational distribution of the field staff.

Table 1. Interviewer Education

Education	Number	Percent
College Graduate (BA, BS)	19	43%
High School Graduate	9	20%
AA/AS, Some College or Technical School	8	18%
Graduate Degree (MA, MS, PhD)	8	18%

Interviewer Retention

Of the 44 interviewers hired, 40 successfully finished their assignments for a retention rate of 91%. Two interviewers were dismissed and two interviewers resigned.

Scheduling

VR scheduled three to four weeks in advance to provide facilities with enough time to inform the necessary parties, and prepare census lists.

The Scheduler typically communicated with facility staff on four occasions:
1. To schedule resident interview date(s) by phone;
2. To email an Orientation Packet;
3. To remind them of their scheduled date(s) via an email reminder one week in advance; and
4. A reminder phone call two days in advance.

The orientation packet included background information and specific instructions to prepare for the surveys. Additional materials were available on the project website: www.vitalresearch.com/mnsurvey2014.

Rescheduling

Interview dates for eighteen facilities (~5%) were rescheduled. Four facilities had to be rescheduled twice. The following table describes the reasons for rescheduling facilities.

Reason	NF
State Surveyor Team Visit	10[1]
Interviewer Turnover	4
Facility Request	2
Scheduling Error	2
Interviewer Conflict of Interest	2
Interviewer Absence	1
Weather	1
Total	22

Table 2. Reasons for Rescheduling

Census List Processing

Facilities were required to send an electronic census list two weeks prior to their interview date. Census list requirements were discussed during the scheduling call and were included in the Orientation Packet. The following template was available for facilities to complete. All information was required for each resident at the facility.
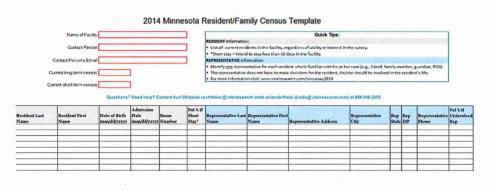

Figure 1. Census List Template

Facilities submitted residents' representative names and corresponding contact information with the resident census list. A

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[1] One facility was rescheduled twice for this reason. One facility was rescheduled once for this reason and a second time because of Facility Request. One facility was rescheduled once for this reason and a second time for Weather. One facility was rescheduled once for this reason and a second time because of Interviewer Conflict of Interest.

representative was defined as the person who met the most of the following criteria:

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

Court-appointed legal guardians and conservators who were involved in resident care, visited the facility, and/or attended care conferences could be a representative; however, legal guardians or conservators who did not have contact with the resident were not eligible to participate in the Family Survey. In addition, a resident could not be listed as his/her own representative.

Two Census Coordinators guided facility staff through preparing and submitting their census lists. In compliance with HIPAA and the HITECH Act, all facilities were encouraged to submit electronic census lists via Vital eLink. Vital eLink is a Secure Socket Layer Virtual Private Network (SSL/VPN) that provides secure sharing of confidential information among authorized users. Facilities that were unwilling or unable to use Vital eLink could submit their Census List via confidential fax. The Census List Coordinators verified all of the required information and imported census lists into a Census database.

Each facility was required to provide representatives for at least 90% of its residents. The 90% threshold was established to track facilities potentially biasing their results by controlling which families received a survey. If a family contact list was incomplete or had missing information, VR staff contacted the facility to get a completed list.

Appendix C documents the 136 facilities that submitted representative contact information for fewer than 90% of residents.

One hundred and thirty-six facilities (37%) submitted representatives for fewer than 90% of residents, ranging from 0%-89%. The reasons for the missing representatives included not having valid contact information on file, residents listed as their own representative, residents without active guardians or families, and residents with a public guardian or conservator who were not involved in the resident's life.

Data Collection – Resident Survey

Interviewers arrived at each facility at 8:30AM, unless otherwise requested. Interviewers met with the facility contact person for a brief overview of the facility and to obtain the following information:

- List of any residents in isolation;
- List of any residents whose representative refused participation; and
- Current list of short stay residents.

Facilities and interviewers were informed of the VR interviewer policies and procedures. Any violations of these procedures were reported to the VR Project Manager.

Interviewers completed a resident selection procedure prior to interviewing. All residents in isolation and family refusals were removed from the list of residents to approach and all short stay residents were assigned a resident ID number. Interviewers could only approach residents on one of these lists.

Resident Interviews

For residents who agreed to participate, interviewers read the introductory script and provided instructions on the response categories. Interviewers were instructed to conduct these confidential interviews in a private place where no staff members or family members of other residents could overhear the interview. When possible, interviewers conducted interviews where other residents could not overhear.

The average time to complete an interview was 16.52 minutes.

State Surveyor Team Procedure

At least once per year, state inspection surveyors arrive unannounced at facilities to conduct annual inspections. Our interview team was trained to be alert for such a situation. If the state surveyors and our interviewers were present at a facility at the same time, the interviewers:

- Finished the current interview, if already underway;
- Packed all materials;

- Informed the contact person that they were leaving due to the arrival of state surveyors; and
- Called VR to inform office staff.

VR staff contacted the facility within a few days to schedule a return visit to complete data collection.

Return Visits

If an insufficient number of interviews were completed at a facility, interviewers were scheduled to return to the facility to complete additional interviews. We conducted a return visit at 64 NFs (17%) The reasons for these return visits are listed below.

Reason	NF
Not Enough Residents Able to Interview[2]	29
Interviewer Error[3]	22
Interviewer Absence	5
State Surveyor Team Visit	1
Scheduling Error	1
Other	6
Total	64

Table 3. Return Visits

Data Collection – Family Survey

VR contracted with a local mailing house to mail the family surveys. VR submitted a total of four batches of representative names to the mailing house. The mailing house processed the list and mailed the family surveys and postage-paid envelopes. Three weeks following the survey mailing, VR provided the mailing house with a list of family names that had not yet returned their survey. The mailing house then mailed a reminder postcard to those families.

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[2] This includes residents who refused to participate in the survey, residents in isolation, residents whose representative declined their participation, residents too sick or hospitalized at the time of interview, residents who were deceased by the time of interview, residents discharged or moved by the time of interview, residents who were otherwise out of the facility at the time of interview, residents who could not be located, residents who could not participate because of a language barrier, residents who were asleep when visited three times, residents with a majority of n/a or "don't know" survey responses, and residents who were unable to respond to questions.

[3] The high number of interviewer errors this year can be attributed to the transition to electronic data collection. There was some initial confusion around how to account for completed interviews using the survey software.

The first step in the mailing process involved running the family contact lists through the National Change of Address (NCOA) system to match the addresses to the USPS address database. This process was designed to flag addresses that are undeliverable, mail that is being forwarded to a different address, and addresses that are unknown or may not be deliverable. The only addresses that were excluded from each mailing were those flagged as "undeliverable" through the NCOA process. If the NCOA process indicated that mail to a certain address was being forwarded, the survey was mailed to the forwarding address. The following table indicates how many family survey forms and postcards were mailed in each batch.

	# Surveys Mailed	# Postcards Mailed
Batch 1	6,306	5,087
Batch 2	9,417	5,667
Batch 3	5,606	3,050
Batch 4	1,892	1,585
Total	23,221	15,389

Table 4. Family Surveys by Batch

VR tracked representatives who did not have a valid address. Some facilities submitted representative names but no contact information. Other instances of invalid addresses were identified through the NCOA process and returned mail. Returned mail with a new address listed was re-sent to the updated address. Reasons for returned mail included: insufficient address, not deliverable, unclaimed, no such address, moved, and deceased. When an address was identified as "invalid," VR marked the representative in the census database. Representatives whose address was invalid but for whom a phone number was provided were called in an attempt to obtain a valid address and/or conduct the survey by phone. Representatives who remained unreachable were retroactively removed from the sample and were not eligible to receive a follow-up postcard.

VR made the family survey available online for the first time since the first year of implementation in 2010. Each mailed survey contained a website, username, and unique password for representatives to sign in to the survey. Instructions and a contact number for support were provided on the web page.

Family Survey Follow-up Interviews

Six weeks following each survey mailing, follow-up phone interviews were conducted for any facility that had not received enough surveys to meet the required margin of error. Follow-up phone interviews were conducted by Information Specialists Group, Inc. (ISG), a market research company in Minnesota.

As VR received additional paper or online surveys, VR sent ISG an updated data file to indicate which facilities had met the margin of error and which representatives had completed a survey and no longer needed to be contacted for a follow-up phone interview.

Family Calls

Vital Research office staff took calls from family members and other representatives with questions or concerns Monday through Friday 9AM to 8:30 PM, CST. VR staff offered to re-send a survey if requested or provide the family member with instructions for completing the survey online. VR mailed approximately 40 surveys throughout data collection upon request.

Several representatives alerted the VR project team to a mailing error. At two facilities, residents and representatives were not matched correctly and the wrong resident was listed with each representative. DHS, the two facilities, and the representatives at both facilities were notified of the security breach. Representatives received a replacement survey and had the opportunity to complete the survey on paper, online, or by phone.

Family Comments

If a representative included a separate sheet of comments with his or her survey form, VR recorded the Family ID number on the comment and separated the comments from the survey form. VR staff wrote the facility name and resident name on each comment and forwarded all comments to DHS for potential follow-up.

Family Dashboard

Facilities were provided access to an online dashboard to track the progress of their Family Survey data collection. Usernames and

passwords were sent to facility contacts at the time that their paper surveys were mailed. Each facility was able to view their total number of respondents, the number of uninvolved respondents, and the number of invalid mailing addresses. The number of surveys required and completed was also viewable and updated regularly.

Field Concerns & Feedback

We received relatively few complaints from facilities. Each facility had the opportunity to complete an online follow-up survey to gauge facility satisfaction with the survey process One hundred and eighty-three facilities (50%) completed the follow-up survey. The percentages of favorable responses for each question are displayed in the following table.

Table 5. Facility Feedback Ratings

Question	Strongly Agree/Agree
The Vital Research scheduler explained the survey process.	99.5%
Vital Research provided useful tools (e.g., orientation packet, templates, etc.) to help me prepare for data collection.	98.9%
Vital Research provided the support I needed to submit the resident census list.	100%
Vital Research staff communicated professionally over the phone.	99.5%
I felt comfortable raising questions or concerns about the survey process to Vital Research staff.	98.3%
The interviewer(s) were courteous to facility staff.	98.9%
The interviewer(s) did their best to minimize disruptions to facility operations.	98.3%
Overall, I was satisfied with the resident survey process.	96.7%
Overall, I was satisfied with the family survey process.	98.5%

In general, facilities were satisfied with the Resident Survey— 96.7% of facilities reported overall satisfaction (97.4% in 2013). Satisfaction with the Family Survey increased from 92.9% in 2013 to 98.5%.

In addition to the specific feedback questions, space was provided to write comments or suggestions. Facilities submitted 53 comments about the process. The Project Manager or Field Coordinator followed up with facilities that expressed concerns or raised questions on their follow-up survey. The following table describes the comments by theme.

Theme	#	Sample
Positive Feedback	22	*This was an easy, seamless process...thank you!*
Negative Interviewer Behavior	11	*We had some residents comment afterward about surveyors turning the lights down low, while in the room – wondering why this was done.*
Census Lists – Negative Feedback	7	*Explain better in the packet how to submit the short stay list on day of interviews.*
Concerns Regarding Cognitive Impairment	6	*I think it is disruptful to interview residents in a memory care unit, it upsets the milieau (sic). These residents are not capable of answering questions that were asked.*
VR Office Staff – Negative Feedback	5	*Being new here at [Name of Facility] I felt I could have had it explained better. There were definitely unclear explanations.*
Survey Questions	4	*The only concern that arose was in response from two separate residents; they both were left very emotional because of the nature of the questions. It may be beneficial to make it more clear to the residents that the survey is optional.*
Family Survey - Uninvolved	2	*I am unsure of the family survey at this time as none of our family members have commented about it.*
Other	3	*We had a resident that after thinking about the questions being asked, wanted to change her answers. She was wondering if there was a phone number to call to do this or if it was even possible.*

Table 6. Facility Feedback Comments

Potential for Abuse, Mistreatment, or Neglect

Interviewers were trained on procedures to follow in the event they directly observed, or if a resident voluntarily reported or described a situation that would cause concern for the resident's safety or health. Interviewers used a form to document details about the situation. Every effort to record the resident's exact words was made. The completed paperwork was then used to report the information directly to the local Common Entry Point (CEP) in accordance with DHS guidelines. Interviewers were also instructed to notify the VR Project Manager whenever they were preparing to contact the CEP with a Potential for Abuse, Mistreatment, or Neglect Report. Interviewers contacted the local CEP confidentially within 24-hours and offered residents a card with contact information for the Ombudsman and Office of Health Facility Complaints. Interviewers were not required to notify the facility when a report was completed, and no additional record-keeping or follow up was done. Approximately 21 reports were made to local CEP offices throughout the state during data collection (20 in 2013).

Privacy & Security

In compliance with state and federal law, policies were in place to guide the transmission of data, the physical security of data, and the confidentiality of respondents.

Transmission of Data

All facilities were required to submit their electronic census lists through a secure HTTPS website using Secure Socket Layer Virtual Private Network (SSL/VPN) technology. Facilities were instructed not to send any resident or family information via email. When communicating with interviewers, VR staff transmitted all resident lists and information through a secure website.

Physical Security

All resident and family information was kept secure using the following precautions:
- All electronic data were stored on password-protected computers/servers accessible only to project staff.
- Computers and servers were protected by firewalls and

security protocols that encrypt and block unauthorized access.

- Tablet computers used for data collection did not record or store any identifying information and all survey responses were uploaded to the secure VR server no less than once each day whenever data was collected. All survey data were encrypted in transit.
- All hard copy documents or files that were shipped were tracked via FedEx.
- All raw data forms and contact lists were held in a locked, limited-access office. The VR office is located in a limited access, secured building with 24-hour security.
- Electronic data elements will be deleted and hard copies of data will be shredded at a date determined by DHS.

Confidentiality

DHS provided VR with a letter describing VR's requirement to safeguard all health information. This letter was available on the project website and was sent to any facility with questions or concerns about HIPAA, the HITECH Act, or the privacy of personal health information.

QUALITY ASSURANCE

The quality assurance plan included four components: training, quality assurance monitoring, inter-rater reliability, and auditing and validating data.

Training

VR conducted three field staff trainings—one dedicated 2-day training for candidates with at least two years of experience on the Resident Survey and two 3-day interviewer trainings for the remaining candidates. All three trainings took place in the Twin Cities. Each training included a combination of classroom instruction and monitored interviews.

Training	Host Facilities
Return Interviewer	Presbyterian Homes of North Oaks – Waverly Gardens Care Center Maranatha Senior Living Community
Traditional Training #1	Sholom Home West Park River Estates Care Center
Traditional Training #2	Presbyterian Homes of Bloomington The Villa at Osseo

Table 7. Training Locations

Training Teams

Training teams were comprised of VR staff, Quality Assurance Monitors, and the most experienced interviewers. The team was responsible for all classroom instruction, supervision of interviews, and evaluating trainee progress. The average tenure for training team members with VR was 6.4 years, and distribution of education levels is shown in the table below.

Education	Percent
Bachelor's Degree	56%
Advanced Degree	33%
Some College	11%

Table 8. Training Team Education

Training Content

Interviewer training was based on the principles of Adult Education and incorporated discussion, observation, practice, and feedback. By the end of training, trainees became proficient in the following skills:

- Structured interview methods;
- Establishing rapport and interacting with residents ;
- Categorizing resident responses without bias;
- Communicating with residents who have difficulty communicating;
- Sensitivity to age, mental or behavioral health, cognitive and physical impairment, and cultural competency;
- Maintaining confidentiality;
- Resident selection procedures;
- Electronic data collection and all required paperwork; and
- Reporting potentials for abuse, mistreatment, or neglect.

Trainees were required to complete at least three successful interviews supervised by a member of the training team. Following each interview, the trainer met with the interviewer to debrief the interview and provide feedback. Successful trainees were permitted to conduct unsupervised interviews after passing all training requirements.

Evaluation of Trainees

The trainers used several tools to evaluate knowledge and skill acquisition of the trainees. Trainers made their final decisions on which trainees successfully completed the training based on the Knowledge Test, Interview Skills Checklist, Percent Agreement, and the behaviors and attitudes expressed during training.

KNOWLEDGE TEST

Trainers administered a short Knowledge Test toward the end of the training. Test answers and rationale were reviewed with trainees to provide the training team with an additional opportunity to discuss training concepts. Trainees' Knowledge Test scores ranged from 71% to 100%, with an average score of 89.5%.

INTERVIEW SKILLS CHECKLIST

VR developed a skills checklist to capture the key behavioral elements that contribute to a successful interview. During each training interview, the observing trainer would complete a Skills Checklist to evaluate how well the trainee was exhibiting the required skills. The overall average Skills Checklist score during training was 95%. Trainees with an individual average score below 80% were not hired.

PERCENT AGREEMENT

During each supervised interview, the observing trainer would mark the answers on a separate interview form. During the debriefing, the answer to each question was compared and discussed. Trainers calculated percent agreement using the following formula:

$$Percent\ Agreement = \frac{[\#of\ Questions\ with\ Same\ Answer\ Choice\ Marked\,]}{[Total\ \#\ of\ Questions\ Asked]}$$

Percent agreement calculations documented the ability of trainees to categorize resident responses and interpret information according to the requirements of a structured interview. Percent agreement at training ranged from 89% to 100% with an average of 98%. Interviewers were required to complete at least three interviews with percent agreement of 90% or higher. Trainees that did not meet this standard were not hired.

Quality Assurance Monitoring

Three experienced Quality Assurance (QA) Monitors were periodically scheduled to observe each interviewer in the field. QA Monitoring ensured interviewers' procedures in the field met or exceeded the expectations and job requirements as outlined during training.

Interviewers were monitored an average of once every two weeks. The QA Monitoring process was similar to the supervised interviews during training. The QA Monitor observed at least two interviews with each interviewer, completing an Interview Skills Checklist and survey form during each interview. Following the observation, supervisors would debrief with the interviewer to

discuss demonstrated skills, scoring decisions, strengths and suggestions for improvement.

Over the course of the day, the QA Monitor also evaluated the interviewers' procedural and communication skills. These observations were discussed with interviewers, who acknowledged the feedback by signature on an Interviewer Evaluation Form.

QA Monitors provided the VR Project Manager with weekly reports during a scheduled conference call. They provided feedback on the interviewers they observed as well as discussed any relevant field issues so appropriate follow-up could be done. QA Monitors brought any urgent or more time-sensitive issues to the Project Manager's attention within 24 hours.

Inter-Rater Reliability

Inter-rater agreement was calculated for observation interviews conducted during training and in the field following training. The Trainer/QA Monitor's survey was included in the data set for the facility and the interviewer's form was used to calculate inter-rater agreement. *Cohen's Kappa*, which represents percent agreement corrected for chance, was calculated for each question. *Kappa* ranges from -1.0 to 1.0, where values of zero imply no relationship (therefore any agreement is attributable to chance alone), values of -1.0 indicate there is perfect disagreement, and values of 1.0 indicate perfect agreement. In general, a *Kappa* of 0.7 or above is considered satisfactory.

Cohen's Kappa is calculated as:

$$\kappa = \frac{[Pr(a) - Pr(e)]}{[1 - PR(e)]}$$

Where:
Pr(a)= Observed agreement
Pr(e)= Expected agreement
(Landis & Koch, 1977)

During training, 95 pairs of inter-rater interviews were collected, along with 193 during data collection for a total of 288 pairs. All Kappas exceeded the 0.70 acceptable level. These findings indicate that interviewers consistently selected the same response category as the Trainer or QA Monitor.

	Training Kappa (n ranges from 90 to 95)	Post-training Kappa (n ranges from 190 to 193)	Table 9. Cohen's *Kappa* for Training and Post-Training
COMFORT			
Have you been too cold here?	0.931	0.962	
Are you in physical pain?	0.977	0.961	
Are you ever in pain because you are left in one position for too long?	1.000	0.982	
Are you bothered by noise when you are in your room?	0.848	0.892	
ENVIRONMENTAL ADAPTIONS			
Is it easy for you to get around in your room by yourself?	0.928	0.952	
Are your personal items arranged so you can get to them?	0.901	0.914	
Can you get to the personal items you want to use for grooming?	0.933	0.928	
Can you take care of your own things here as much as you want?	0.905	0.951	
PRIVACY			
Can you find a place to be alone when you want to be alone?	0.924	0.924	
Can you make a private phone call?	0.971	0.905	
Do you and your visitors get enough privacy?	0.905	0.977	
DIGNITY			
Do the people who work here treat you politely?	0.773	1.000	
Do the people who work here treat you with respect?	0.936	0.945	
Do the people who work here handle you gently?	0.867	1.000	
Do the people who work here respect your modesty?	1.000	1.000	
MEANINGFUL ACTIVITY			
Are there things to do here that you enjoy?	0.914	0.892	

	Training Kappa (n ranges from 90 to 95)	Post-training Kappa (n ranges from 190 to 193)
		Table 9 (cont'd). Cohen's *Kappa* for Training and Post-Training
MEANINGFUL ACTIVITY		
Are there things to do on the weekend that you enjoy?	0.948	0.893
Do you ever help other people?	0.961	0.934
Can you do hobbies that you enjoy here?	0.875	0.879
FOOD ENJOYMENT		
Do they serve your favorite foods here?	0.961	0.971
Do you like the food here?	0.892	0.956
Do you enjoy mealtimes here?	0.950	0.960
AUTONOMY		
Can you go to bed at the time you want?	0.936	0.947
Can you get up in the morning at the time you want?	0.925	0.970
Do the people who work here know what you like and don't like?	0.976	0.962
Can you change things you don't like here?	0.966	0.935
Can you decide what clothing to wear?	0.880	0.903
INDIVIDUALITY		
Are people working here interested in the things you've done in your life?	0.966	0.956
Do the people who work here know who you are as a person?	0.930	0.974
Do the people who live here know who you are as a person?	0.902	0.959
SECURITY		
Are your personal items safe here?	0.928	0.914
Does your clothing get lost or damaged in the laundry?	0.838	0.913
Do you feel safe and secure here?	0.809	1.000
RELATIONSHIPS		
Do the people who work here ever stop by just to talk?	0.916	0.957

	Training Kappa (Kappa (n ranges from 90 to 95)	Post-training Kappa (n ranges from 190 to 193)
RELATIONSHIPS		
Do you consider anybody who works here to be your friend?	0.869	0.983
Can you get help when you need it?	0.932	0.942
QUALITY OF LIFE INTRACLASS CORRELATION	0.846	0.861
SATISFACTION		
Do the people who work here listen to what you to say?	0.942	0.964
Do the people who work here explain what they are doing when they give you care?	0.847	0.929
Do you consider any of the other people who live here a friend?	0.952	0.926
Do the people who work here wait to be invited in before entering your room?	0.818	0.958
Do the people who work here ever get angry at you?	0.864	0.917
Would you recommend [Name of Facility] to someone who needs care?	0.922	0.944
Overall, what grade would you give [Name of Facility]?	0.969	1.000
SATISFACTION INTRACLASS CORRELATION	0.660	0.665
MOOD		
Bored	0.970	0.993
Angry	0.939	0.982
Peaceful or Calm	0.932	0.964
Worried	0.942	0.958
Interested in things	0.953	1.000
Sad or Unhappy	0.971	0.986
Afraid	0.982	0.971
Lonely	0.971	0.993
Happy	0.984	0.991
MOOD INTRACLASS CORRELATION	0.806	0.697

Table 9 (cont'd). Cohen's *Kappa* for Training and Post-Training

Auditing & Validating Data

Finally, data quality was assured through an extensive data auditing process which included survey programming along with scrubbing and validating all electronic data.

Survey Programming

Electronic data collection inherently allows certain tasks to be performed by the survey software rather than the interviewer, thus helping to reduce data entry errors, maintain data quality and potentially reduce interview time. Additionally, the survey instrument(s) were programmed in such a way as to further reduce entry errors whenever possible. Elements of electronic data collection and survey programming that help ensure data quality included the following:

- Interviewers were required to enter both the VR-assigned facility ID and resident ID numbers twice on each survey entry. Entries that did not match had to be corrected before proceeding with the survey.
- Separate electronic surveys for residents "not interviewed" were required along with the corresponding reason.
- Interview Start Time and End Time were automatically stamped by the software along with each interviewer's unique ID.
- The survey was programmed so that each question required an answer to eliminate inadvertently skipped questions.

All data was uploaded to the VR server the same day it was collected allowing for further review within 24 hours.

With these measures in place, VR was able to identify a serious data integrity issue relatively quickly. During the second week of data collection, interview data from one interviewer for one facility showed time stamps far outside the normal range (i.e. between 9:00am and 5:00pm local time). All data from this interviewer was examined from the beginning of the data collection. After ruling out any hardware or software-related issues, the interviewer's assignment was ended the same day. This all occurred within 24 hours of first discovering the anomalous time stamps.

Vital Research immediately notified DHS about what had occurred. Overall there were four facilities where data had been collected by this interviewer. DHS determined that VR would contact the facilities directly and offer them the opportunity to redo all interviews for their facility to ensure the integrity of all interview data collected this year or allow them to remove the data from this year and use the results from 2013 on their published report card. Three facilities chose to have VR return to collect new interview data, and one facility elected to use last year's results.

The implementation of electronic data collection this year and our accompanying internal audit and review procedures enabled us to identify and investigate the issue within hours after it occurred. We quickly determined this was an isolated incident attached to one interviewer rather than a wider-reaching problem that affected or could have affected more data.

Resident Survey Data Tracking

An automated report identified which facilities were scheduled each day so VR staff could track the incoming data, such as:

- Number of short stay completed interviews;
- Number of long term completed interviews;
- Total number of completed interviews;
- Number of incomplete interviews; and
- Number of residents approached but not interviewed

The Project Coordinator followed up with interviewers to confirm interview counts and discuss discrepancies as needed.

RESIDENT SURVEY

Resident survey items 1 through 42 of the survey form were scored during electronic data collection as follows:
- Yes = 1
- No = 2
- DK/NA/NR = 3

Item 43 of the survey form was scored as follows:
- A = 1
- B = 2
- C = 3
- D = 4
- F = 5
- DK/NA/NR = 6

Items 44 through 52 of the survey were scored as follows:
- Often = 1
- Sometimes = 2
- Rarely = 3
- Never = 4
- DK/NA/NR = 5

The Project Management database was programmed to detect various entry errors and inconsistencies. The following checks were applied to validate data:
- Facility ID numbers against the scheduled dates and list of interviewers;
- Resident ID numbers against census lists;
- Admission date and initials against Resident ID number; and
- Duplicate Resident ID numbers

FAMILY SURVEY

The family survey forms were scored during scanning as follows:

Item 1:
- Spouse = 1
- Child = 2
- Son-in-law or daughter-in-law = 3
- Sibling = 4
- Other relative or friend = 5
- Guardian/conservator/power of attorney/case manager = 6

Item 2:
- Male = 1
- Female = 2

Items 3 and 4:
- Once a week or more= 1
- A couple times a month = 2
- About once a month = 3
- Less than once a month = 4
- Not Applicable – The resident is unable to communicate via telephone, email, text, etc. = 5 (#4 only)

Items 5 through 35:
- Excellent (A) = 1
- Very Good (B) = 2
- Average (C) = 3
- Below Average (D) = 4
- Failing (F) = 5
- Don't Know/Not Applicable (NA) = 6

Item 36 and 37 of the family survey form were scored the same as the scales 5 to 1, with 5 being Extremely Confident/Extremely High and 1 being Not at All Confident/Extremely Low.

The scanner was programmed to stop and provide an error message if a respondent marked two answers. The following rules were applied to the marking of two answers:
- *For Questions 3 and 4:*
  - If more than one answer is filled, select the answer that represents the more frequent time period.
- *For Questions 5 through 35:*
  - If more than one scale answer (A-F) is filled in, leave the question blank.
  - If one scale answer (A-F) and NA are filled in, select the scale answer.
- *For Questions 36 and 37:*
  - If more than one answer is filled, leave the question blank.

Auditing Survey Data

A Data Analyst created a program in SPSS 22 to identify surveys with out-of-range or unidentifiable values. These surveys were reviewed and the data file was corrected, as needed. Errors included completed interviews that were denoted as incomplete and duplicate surveys. Any remaining out of range values such as

negative interview times, ages > 114 years, etc., were set to missing. If a duplicate family ID was found, both survey forms were reviewed and corrected, when possible. If a representative completed a family survey by more than one method, the mailed survey was accepted, and the duplicate was removed.

DATA ANALYSIS

Facility Participation Rate

All 366 eligible facilities agreed to participate in the Resident Survey for a 100% initial facility response rate. However, wih the decision of one facility to use last year's results following the data integrity issue described on page 27, this left 365 facilities for a 99.7% facility response rate. At the 365 nursing facilities, there were 29,214 beds and 25,873 skilled nursing residents for a statewide occupancy rate of 89%. One facility did not participate in the Family Survey.

Response Rate and Demographics

Ninety-eight percent of residents were eligible to participate in the survey (n=25,235). A total of 15,777 residents were approached for an interview and 12,975 complete and incomplete interviews were conducted, resulting in a resident participation rate of 82% (same as 2013). The average number of interviews completed at each facility was 34 (34 in 2013), with a range of 11 to 61 interviews.

Interviewed residents ranged in age from 20 to 110 years with an average of 82 years. The length of stay for interviewed residents ranged from less than one year to 43 years with an average of 2.41 years.

Participating facilities (n=365) provided VR with a total of 24,746 representatives. Of the 24,746 representatives, 633 were designated as not involved in the residents' life, therefore ineligible to complete a survey. We also tracked invalid contact information using our custom database, the National Change of Address System and by tracking returned mail. Facilities submitted a total of 1,631 representatives without valid mailing addresses. Uninvolved representatives and representatives with invalid contact information were removed from the sample for a total of 22,482 representatives eligible to complete the survey. We mailed a total of 23,221 surveys to Minnesota family members (note: some of the invalid contacts were identified after the mailing). The average number of family surveys completed at each facility was 37, with a range of one to 136 surveys. In total, 13,569 family surveys were

completed.

Margin of Error

The sampling plan determined the number of completed interviews required for the results to be considered representative of each population to a ±3.5% margin of error at the total score level and ±6.5% margin of error at the dimension level. At nursing facilities with fewer than 25 eligible residents, interviewers were instructed to complete interviews with as many residents as possible. Twenty-two facilities (6%) did not meet the margin of error. However, of the 22 facilities, nine did meet the adjusted target for the Resident Survey.

If a facility did not have the required number of completed family surveys, follow-up phone interviews were conducted to meet the margin of error. Forty-one facilities did not meet the margin of error for the Family Survey (11%).

Appendix D lists the facilities that did not meet the margin of error for the Resident Survey.

Appendix E lists the facilities that did not meet the margin of error for the Family Survey.

Data Summary

The following tables summarize the resident and family data collected statewide.

Table 10. Resident Data Summary

	Population	Sample	%
Participating Facilities	366	365	99.7%
Total Residents (Census)	29,214 (Beds)	25,873	88.6%
Total Eligible Residents	25,873	25,235	97.5%
Long term Eligible Residents	25,235	22,110	87.6%
Short term Eligible Residents		3,125	12.4%
Approached Residents	25,235	15,773	62.5%
Unsuccessful Attempts (Not Interviewed)	15,773	2,802	17.8%
Refusal	2,809	640	22.9%
Unable to Respond		975	34.8%

	Population	Sample	%
Discharged/Moved		210	7.5%
Hospitalized/Ill		153	5.5%
Out of Facility		38	1.4%
Asleep (3 Times)		136	4.9%
Language Barrier		78	2.8%
Unable to Locate		126	4.5%
Deceased		253	9.0%
Family Refusals		107	1.0%
Residents in Isolation		47	1.7%
Other		36	3.8%
Interviews Started	15,777	12,975	82.2%
Interviews with Assistance	12,975	149	1.1%
Incomplete Interviews	12,975	413	3.2%
Unable to Respond		197	47.9%
Refusal to Continue		72	17.5%
Fatigue		98	23.8%
Necessary Clinical Care	413	9	2.2%
Resident Illness		5	1.2%
Other		30	7.3%
Complete Interviews	12,971	12,562	96.8%
Long term Complete		11,066	88.1%
Short term Complete	12,562	1,496	11.9%

Table 10 (cont'd). Resident Data Summary

	Population	Sample	%
Participating Facilities	366	365	99.7%
Residents with a PRP	25,873	24,746	95.6%
Uninvolved PRPs		633	2.6%
PRPs with invalid addresses	24,746	1,631	6.6%
PRPs Eligible for the Survey	24,746	22,482	90.1%
Total Completed Surveys	22,482	13,569	60.4%
Completed by Mail		11,735	86.5%
Completed by Phone Interview	13,569	974	7.2%
Completed Online		860	6.3%

Table 11. Family Data Summary

Submission of Survey Data

Census data with MDS information was matched to the cleaned SPSS system file of imported electronic survey data and scanned survey data by nursing facility ID (FID), resident ID (RID), and family ID (family_id). Final resident and family data files were submitted to DHS for further analysis and included all survey data and calculated variables.

RECOMMENDATIONS

Survey Suggestions

VR offered interviewers the opportunity to provide anonymous feedback on every aspect of the project, including the resident survey form. Interviewers commented on the following questions most frequently.

Survey Question	Suggestion
Are your personal items arranged so you can get to them? *Can you get to the personal items you want to use for grooming?*	These two questions and their probes are similar and felt repetitive to residents and interviewers. Consider rewording one of the questions or combining them.
Do the people who work here respect your modesty?	Residents were confused by the word "modesty." Consider rewording this question.
Do the people who work here know you as a person?	This question elicited poor responses from some residents. The wording "as a person" was confusing to some residents.
Do the people who work here wait to be invited in before entering your room?	The most common response is that they knock. Consider adding "they knock" as a synonym for yes to this question.
In the past two weeks how often have you felt interested in things?	Residents often seem confused by this question even with the current probe. Consider modifying the probe to say "in the community or the world."

Table 12. Resident Survey Suggestions

Project Website

As VR sifted through feedback from this year's project and examined all the procedures, systems, and resources involved, specific elements and areas for improvement and enhancement were identified. As strategies for making desired changes were developed, VR determined the implementation of a comprehensive project website aimed primarily at facilities would achieve many objectives.

The project website will allow facilities, their staff, and even residents to access all information related to the project in one location and at their convenience. Information regarding all aspects of the project, from scheduling and census list completion to the integration of the family dashboard and links to other relevant sites will be readily available. Video tutorials and other interactive content will provide better instruction and communication to facilities who would like more detailed assistance with their preparation efforts. VR will continue to speak directly with facility contacts over the phone as often as needed to facilitate a smooth resident and family survey experience. The more comprehensive project website will enhance the ability to provide meaningful and useful information in a timely and engaging manner.

Training and Interviewer Support Updates

The transition to electronic data collection called for significant revisions to interviewer training content and instruction methods. VR engaged successfully in more small group exercises and activities that resulted in better trainee engagement and knowledge retention.

Building on these improvements, VR will update the knowledge and skills assessments used in training and in the Quality Assurance process to reflect more accurately on the current skills and knowledge needed to be a successful interviewer. Additionally, ongoing assessments and updates that support and reinforce positive interviewing skills and behavior throughout the project even after training is over and data collection has begun will be introduced.

To further strengthen the team atmosphere among interviewers, QA Monitors, and VR staff, VR will launch a forum for interviewers to express their questions and concerns anonymously as they arise so that these issues can be addressed promptly, objectively and with a consistent message.

APPENDICES

A. Resident Satisfaction Survey

B. Family Satisfaction Survey

C. Facilities Below 90% Resident Representatives

D. Resident Survey: Margin of Error Not Met

E. Family Survey: Margin of Error Not Met

APPENDIX A

RESIDENT SATISFACTION SURVEY

Minnesota Department of Human Services
Resident Satisfaction Interview Form 2014

MARKING INSTRUCTIONS

- Use No. 2 pencil only.
- Make dark marks that fill the circle completely.
- Make no stray marks.

USE NO. 2 PENCIL ONLY

CORRECT MARK ○ ○ ● ○

INCORRECT MARKS ⊘ ⊗ ⊖ ⊙

Facility ID #

Interviewer ID #

Today's Date
Month | Day | Year

Resident ID #

Admission Date
Month | Day | Year

Type of Stay
- ○ Long Term
- ○ Short Stay

Interview Status

- ○ Not interviewed
- ○ Incomplete
- ○ Complete

Reason why resident was not interviewed (if applicable)

- ○ Family Refusal
- ○ Isolation
- ○ Deceased
- ○ Discharged/Moved
- ○ Hospitalized/Ill
- ○ Out of facility
- ○ Unable to locate
- ○ Asleep (when visited 3 times)
- ○ Language barrier
- ○ Unable to respond to questions
- ○ Refused
- ○ Other

Reason why interview is incomplete (if applicable)

- ○ Resident fatigue
- ○ Unable to respond to questions
- ○ Refusal to continue
- ○ Necessary clinical care
- ○ Resident illness
- ○ Other

Start Time

End Time

Assistance with interview (if applicable)

- ○ Family member
- ○ Volunteer
- ○ Staff member
- ○ Custodian/Guardian
- ○ Other

PLEASE DO NOT WRITE IN THIS AREA

SERIAL #

	Generally, YES	Generally, NO	DK/NA/ NR
THE FIRST FEW QUESTIONS ARE ABOUT HOW COMFORTABLE YOU ARE HERE.			
1. Have you been too cold here?*	○	○	○
2. Are you in physical pain?*	○	○	○
3. Are you ever in pain because you are left in one position for too long?* *(Probe: you are not turned or moved)*	○	○	○
4. Are you bothered by noise when you are in your room?*	○	○	○
I HAVE A FEW MORE QUESTIONS ABOUT YOUR ROOM.	**Generally, YES**	**Generally, NO**	**DK/NA/ NR**
5. Is it easy for you to get around in your room by yourself?	○	○	○
6. Are your personal items arranged so you can get to them? *(Probe: clothing, toothbrush, comb, soap)*	○	○	○
7. Can you get to the personal items you want to use for grooming? *(Probe: toothpaste, toothbrush, comb, shampoo, soap, shaver)*	○	○	○
8. Can you take care of your own things here as much as you want? *(Probe: personal items)*	○	○	○
NOW I'D LIKE YOU TO THINK ABOUT YOUR PRIVACY HERE.	**Generally, YES**	**Generally, NO**	**DK/NA/ NR**
9. Can you find a place to be alone when you want to be alone?	○	○	○
10. Can you make a private phone call?	○	○	○
11. Do you and your visitors get enough privacy? *(Probe: when they visit with you)*	○	○	○
THIS GROUP OF QUESTIONS IS ABOUT THE PEOPLE WHO WORK HERE.	**Generally, YES**	**Generally, NO**	**DK/NA/ NR**
12. Do the people who work here treat you politely?	○	○	○
13. Do the people who work here treat you with respect? *(Probe: Are the people who work here polite, listen to what you have to say, care about your feelings?)*	○	○	○
14. Do the people who work here handle you gently?	○	○	○
15. Do the people who work here respect your modesty? *(Probe: avoid exposing your body more than needed)*	○	○	○
NOW I HAVE A FEW QUESTIONS ABOUT THE ACTIVITIES HERE.	**Generally, YES**	**Generally, NO**	**DK/NA/ NR**
16. Are there things to do here that you enjoy?	○	○	○
17. Are there things to do on the weekend that you enjoy?	○	○	○
18. Do you ever help other people? *(Probe: Helping them find their way, moving from place to place, giving advice, reading to them)*	○	○	○
19. Can you do hobbies that you enjoy here? *(Probe: reading, knitting, puzzles, playing cards, building or fixing things, music)*	○	○	○

COMFORT

ENVIRONMENTAL ADAPTATIONS

PRIVACY

DIGNITY

MEANINGFUL ACTIVITY

FOOD ENJOYMENT	THE NEXT FEW QUESTIONS ARE ABOUT THE FOOD AND MEALTIMES.	Generally, YES	Generally, NO	DK/NA/ NR
	20. Do they serve your favorite foods here?	O	O	O
	21. Do you like the food here?	O	O	O
	22. Do you enjoy mealtimes here?	O	O	O

AUTONOMY	THE NEXT FEW QUESTIONS ARE ABOUT THE CHOICES YOU HAVE HERE.	Generally, YES	Generally, NO	DK/NA/ NR
	23. Can you go to bed at the time you want?	O	O	O
	24. Can you get up in the morning at the time you want?	O	O	O
	25. Do the people who work here know what you like and don't like?	O	O	O
	26. Can you change things you don't like here? *(Probe: your bathing schedule, your food, your room)*	O	O	O
	27. Can you decide what clothing to wear?	O	O	O

INDIVIDUALITY	THE NEXT FEW QUESTIONS ARE ABOUT YOUR PERSONAL IDENTITY HERE.	Generally, YES	Generally, NO	DK/NA/ NR
	28. Are people working here interested in the things you've done in your life?	O	O	O
	29. Do the people who work here know who you are as a person? *(Probe: Do they recognize what is special about you?)*	O	O	O
	30. Do the people who live here know who you are as a person? *(Probe: Do they recognize what is special about you?)*	O	O	O

SECURITY	NEXT I'D LIKE TO ASK YOU A FEW QUESTIONS ABOUT SAFETY.	Generally, YES	Generally, NO	DK/NA/ NR
	31. Are your personal items safe here? *(Probe: clothing, jewelry, things that are important to you)*	O	O	O
	32. Does your clothing get lost or damaged in the laundry?*	O	O	O
	33. Do you feel safe and secure here?	O	O	O

RELATION-SHIPS	I HAVE A FEW MORE QUESTIONS ABOUT THE PEOPLE WHO WORK HERE.	Generally, YES	Generally, NO	DK/NA/ NR
	34. Do the people who work here ever stop by just to talk?	O	O	O
	35. Do you consider anybody who works here to be your friend? *(Probe: Can you confide in anyone?)*	O	O	O
	36. Can you get help when you need it?	O	O	O

SATISFACTION				
	37. Do the people who work here listen to what you say? *(Probe: Do they answer you? Look at you when you speak? Do what you say?)*	O	O	O
	38. Do the people who work here explain what they are doing when they give you care? *(Probe: Doing things to help you)*	O	O	O
	39. Do you consider any of the other people who live here a friend? *(Probe: Can you confide in anyone?)*	O	O	O
	40. Do the people who work here wait to be invited in before entering your room? *(Probe: Ask to be invited in?)*	O	O	O

	Generally, YES	Generally, NO	DK/NA/ NR
41. Do the people who work here ever get angry at you?*	○	○	○
42. Would you recommend [Name of Facility] to someone who needs care?	○	○	○

THE NEXT QUESTION IS ABOUT HOW YOU FEEL ABOUT [Name of Facility] OVERALL.

43. Overall, what grade would you give [Name of Facility], [pause] where A is the best it could be and F is the worst it could be?   Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ   ○

[Show answer choice card **after** posing this question. Read all choices aloud.]

MOOD

THE LAST FEW QUESTIONS ARE ABOUT HOW YOU'VE BEEN FEELING. AFTER ASKING EACH QUESTION I WILL ASK YOU TO CHOOSE YOUR ANSWER FROM: OFTEN, SOMETIMES, RARELY OR NEVER.

In the past two weeks, how often have you felt... [Show answer choice card after posing the question. Read all choices aloud.]	OFTEN	SOME-TIMES	RARELY	NEVER	DK/NA/ NR
44. Bored	○	○	○	○	○
45. Angry	○	○	○	○	○
46. Peaceful or Calm *(Probe: Relaxed)*	○	○	○	○	○
47. Worried	○	○	○	○	○
48. Interested in things *(Probe: going on here and in the outside world)*	○	○	○	○	○
49. Sad or Unhappy	○	○	○	○	○
50. Afraid	○	○	○	○	○
51. Lonely	○	○	○	○	○
52. Happy	○	○	○	○	○

THOSE ARE ALL THE QUESTIONS I HAVE ABOUT THIS FACILITY. THANK YOU VERY MUCH FOR ANSWERING MY QUESTIONS.

▬▶ **GO TO THE FIRST PAGE TO BUBBLE IN INTERVIEW STATUS AND THE END TIME.**

APPENDIX B

FAMILY SATISFACTION SURVEY

Please mark only one answer choice per question.

1. **What is your relationship to the resident at the nursing facility?**

   ○ Spouse

   ○ Child

   ○ Son-in-law or Daughter-in-law

   ○ Sibling

   ○ Other relative or friend

   ○ Guardian/Conservator/Power of Attorney/ Case Manager

2. **Are you male or female?**

   ○ Male

   ○ Female

3. **About how often do you visit the resident?**

   ○ Once a week or more

   ○ A couple times a month

   ○ About once a month

   ○ Less than once a month

4. **About how often do you communicate with the resident via telephone, email, text, etc?**

   ○ Once a week or more

   ○ A couple times a month

   ○ About once a month

   ○ Less than once a month

   ○ Not Applicable – The resident is unable to communicate via telephone, email, text, etc.

Please tell us about your experiences with the nursing facility and the care given there. Please grade each of the following items where A=excellent, B=very good, C=average, D=below average, and F=failing.

	Excellent A	Very Good B	Average C	Below Average D	Failing F	Don't Know/Not Applicable NA
5. Comfort of the resident's room	O	O	O	O	O	O
6. Respect for the resident's dignity	O	O	O	O	O	O
7. Staff's attitude towards the resident (respect, concern, caring)	O	O	O	O	O	O
8. Quality of food served to the resident	O	O	O	O	O	O
9. Menu choice of food available to the resident	O	O	O	O	O	O
10. Atmosphere at meal time	O	O	O	O	O	O
11. Personal care and attention given to the resident	O	O	O	O	O	O
12. Offering activities that are interesting to the resident	O	O	O	O	O	O
13. Being able to see professional nurses when needed	O	O	O	O	O	O
14. Being able to see physicians when needed	O	O	O	O	O	O
15. Having the same staff assigned consistently	O	O	O	O	O	O
16. Having staff who know the resident	O	O	O	O	O	O
17. Having staff who like the resident	O	O	O	O	O	O
18. Staff doing what they say they will do	O	O	O	O	O	O
19. Staff respect for the resident's privacy	O	O	O	O	O	O
20. Cleanliness of the facility	O	O	O	O	O	O
21. Smell of the facility	O	O	O	O	O	O
22. Resident safety	O	O	O	O	O	O
23. Communicating with you about the resident's health status	O	O	O	O	O	O
24. Making the nursing facility a pleasant place to visit	O	O	O	O	O	O
25. Making you feel welcome when you visit	O	O	O	O	O	O

PLEASE DO NOT WRITE IN THIS AREA

O O O O O O O O O O O O O O O O O O O O O O O O O O

SERIAL #

	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	○	○	○	○	○	○
27. Answering questions that you might have	○	○	○	○	○	○
28. Making you feel confident in the care the resident receives	○	○	○	○	○	○
29. Allowing you to provide help or care to the resident	○	○	○	○	○	○
30. Not counting on you to provide more help than you want to provide	○	○	○	○	○	○
31. Allowing the resident to choose to receive or refuse care	○	○	○	○	○	○
32. Staff going the extra mile to resolve problems	○	○	○	○	○	○
33. Management responding well to your concerns	○	○	○	○	○	○
34. Quality of care provided in the nursing facility	○	○	○	○	○	○
35. Quality of nursing facility as a place to live	○	○	○	○	○	○

	Extremely Confident 5	4	3	2	Not at all Confident 1
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 High 5	4	3	2	Extremely Low 1
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?	○	○	○	○	○

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APPENDIX C

FACILITIES BELOW 90% RESIDENT REPRESENTATIVES

FACILITIES BELOW 90% RESIDENT REPRESENTATIVES

FID	Facility Name	# of Residents	# of PRP	Residents with PRP
7	Andrew Residence	211	0	0.00%
120	Galtier Health Center	104	0	0.00%
96	Elliot Care Home	14	1	7.14%
329	Saint Olaf Residence	68	12	17.65%
131	Grand Avenue Rest Home	19	4	21.05%
306	Golden Living Center-Rochester West	39	9	23.08%
60	Golden Living Center-Chateau	64	24	37.50%
42	Golden Living Center-Bloomington	68	28	41.18%
248	Mount Olivet Careview Home	142	68	47.89%
148	Hayes Residence	39	19	48.72%
171	Owatonna Care Center	38	20	52.63%
36	Bethel Healthcare Community	99	53	53.54%
168	Golden Living Center-Hopkins	121	70	57.85%
302	Richfield Health Center	97	58	59.79%
52	Camden Care Center	50	30	60.00%
241	Minnesota Masonic Home North Ridge	300	181	60.33%
307	Rose Of Sharon Manor	58	35	60.34%
364	Health & Rehab Of New Brighton	81	51	62.96%
41	Birchwood Health Care Center	95	61	64.21%
189	Lake Minnetonka Care Center	20	13	65.00%
382	Golden Living Center-Wabasso	41	27	65.85%
363	Golden Valley Health & Rehab	143	97	67.83%
298	Redeemer Residence	119	81	68.07%
232	Martin Luther Care Center	123	85	69.11%
103	Evergreen Terrace	82	57	69.51%
137	Golden Living Center-Greeley	66	46	69.70%
244	Mission Nursing Home	90	63	70.00%
146	Haven Homes Of Maple Plain	48	34	70.83%
20	Augustana Health Care Center of Minneapolis	256	183	71.48%
111	Fairview University Transitional Services	11	8	72.73%

FACILITIES BELOW 90% RESIDENT REPRESENTATIVES

FID	Facility Name	# of Residents	# of PRP	Residents with PRP
317	Saint Gertrude's Health & Rehab Center	99	72	72.73%
155	Golden Living Center-Henning	26	19	73.08%
305	Robbinsdale Rehab & Care Center	70	52	74.29%
346	Southside Care Center	16	12	75.00%
320	Golden Living Center-St. Louis Park	179	135	75.42%
336	Samaritan Bethany Home On Eighth	177	134	75.71%
151	Cerenity Care Center On Humboldt	109	83	76.15%
49	Bywood East Health Care	97	74	76.29%
167	Essentia Health Homestead	26	20	76.92%
21	Clayco Care Center, Inc.	26	20	76.92%
77	Courage Kenny Rehabilitation Institute: Transition Rehabilitation Program	39	30	76.92%
32	Bethany Care Center	62	48	77.42%
195	Lakeshore Lutheran Home	58	45	77.59%
376	Viewcrest Health Center	86	67	77.91%
295	Providence Place	176	139	78.98%
390	The Villa At Saint Louis Park	68	53	79.41%
142	Cornerstone Nursing & Rehab Center	39	31	79.49%
406	Saint Therese At Oxbow Lake	59	47	79.66%
40	Birchwood Care Home	60	48	80.00%
217	Golden Living Center-Lynwood	45	36	80.00%
357	Texas Terrace Care Center	91	73	80.22%
24	Bayshore Health Center-Rule 50 And 80	122	95	80.33%
89	Ebenezer Care Center	118	95	80.51%
252	Neilson Place	77	62	80.52%
29	Benedictine Health Center Of Minneapolis	83	67	80.72%
176	Janesville Nursing Home	32	26	81.25%
11	Augustana Health Care Center Of Apple Valley	160	130	81.25%
227	Maplewood Care Center	124	101	81.45%
219	Madonna Towers Of Rochester	54	44	81.48%
206	Golden Living Center-Linden	54	44	81.48%

FACILITIES BELOW 90% RESIDENT REPRESENTATIVES

FID	Facility Name	# of Residents	# of PRP	Residents with PRP
122	Gil-Mor Manor	38	31	81.58%
170	Faribault Care Center	49	40	81.63%
299	Regina Care Center	51	42	82.35%
272	Parker Oaks Communities, Inc.	17	14	82.35%
100	Episcopal Church Home Of Minnesota	116	96	82.76%
235	Golden Living Center-Meadow Lane	47	39	82.98%
83	Cuyuna Range Hospital District	94	78	82.98%
216	Golden Living Center-Lynnhurst	65	54	83.08%
144	Halstad Living Center	36	30	83.33%
158	Highland Chateau Health Care Center	55	46	83.64%
124	Grace Living Community Of Glen Oaks	49	41	83.67%
405	Carondelet Village Care Center	43	36	83.72%
256	Bigfork Valley Communities	37	31	83.78%
246	Golden Living Center-Moorhead	74	62	83.78%
110	Seminary Home	70	59	84.29%
370	Golden Living Center-Twin Rivers	51	43	84.31%
393	Golden Living Center-Whitewater	51	43	84.31%
97	Boundary Waters Care Center	32	27	84.38%
104	Golden Living Center-Excelsior	45	38	84.44%
203	Guardian Angels Health & Rehab Center	84	71	84.52%
28	Benedictine Health Center At Innsbruck	97	82	84.54%
400	Golden Living Center-Walker	26	22	84.62%
181	Kenyon Sunset Home	26	22	84.62%
53	Camilia Rose Care Center	78	66	84.62%
39	Golden Living Center-Rochester East	106	90	84.91%
101	Fitzgerald Nursing Home And Rehab	20	17	85.00%
188	Saint Eligius Health Center	60	51	85.00%
174	Good Samaritan Society-Inver Grove	40	34	85.00%
333	Saint Therese Home	241	205	85.06%
399	Woodlyn Heights Healthcare Center	67	57	85.07%

FACILITIES BELOW 90% RESIDENT REPRESENTATIVES

FID	Facility Name	# of Residents	# of PRP	Residents with PRP
229	Maranatha Senior Living Community	81	69	85.19%
221	Mala Strana Health Care Center	82	70	85.37%
62	Chris Jensen Health & Rehab Center	158	135	85.44%
192	Golden Living Center-Lake Ridge	160	137	85.63%
263	Oakland Park Communities	28	24	85.71%
157	Heritage Manor Health Center	70	60	85.71%
10	Anoka Rehab And Living	91	78	85.71%
208	Littlefork Medical Center	50	43	86.00%
301	Rice Care Center	72	62	86.11%
349	Sterling Park Healthcare Center	36	31	86.11%
384	Walker Methodist Health Center	303	261	86.14%
8	Angels Care Center	65	56	86.15%
46	The Villa At Bryn Mawr	105	91	86.67%
358	The Colony of Eden Prairie	15	13	86.67%
220	Mahnomen Hospital & Nursing Center	30	26	86.67%
321	Saint Lucas Health Care Community	76	66	86.84%
79	Evansville Care Center	38	33	86.84%
270	Park River Estates Care Center	92	80	86.96%
326	Essentia Health Saint Mary's	85	74	87.06%
402	Jourdain/Perpich Extended Care Center	39	34	87.18%
347	Southview Acres Health Care Center, Inc.	219	191	87.21%
160	Hillcrest Health Care Center	79	69	87.34%
18	Augustana Chapel View Care Center	95	82	87.37%
87	Divine Providence Health Center	24	21	87.50%
165	Saint Brigid's At Hi-Park	16	14	87.50%
22	Barrett Care Center	41	36	87.80%
70	Good Samaritan Society-Comforcare	41	36	87.80%
234	Mcintosh Senior Living	41	36	87.80%
200	Lakeview Methodist Healthcare Center	74	65	87.84%
5	Good Samaritan Society-Ambassador	74	65	87.84%

FACILITIES BELOW 90% RESIDENT REPRESENTATIVES

FID	Facility Name	# of Residents	# of PRP	Residents with PRP
78	Crest View Lutheran Home	117	103	88.03%
162	Golden Living Center-Rush City	42	37	88.10%
179	Karlstad Healthcare Center	34	30	88.24%
108	Mayo Clinic Health System-Fairmont	34	30	88.24%
233	Good Samaritan Society-Mary Jane Brown	51	45	88.24%
340	Sholom Home West	154	136	88.31%
327	Saint Michael's Health & Rehab Center	77	68	88.31%
138	Ecumen North Branch	60	53	88.33%
223	Pathstone Living	60	53	88.33%
119	Frazee Care Center	69	61	88.41%
6	Red Wing Health Care Center-Rule 80 And 50	105	93	88.57%
201	Lakewood Care Center	35	31	88.57%
76	Country Manor Health & Rehab Center	159	141	88.68%
339	Sholom Home East	106	94	88.68%
134	Gracepointe Crossing Gables West	107	95	88.79%
240	Minnesota Masonic Home Care Center	197	175	88.83%
287	Pleasant Manor	63	56	88.89%
74	Cook County North Shore Hospital & Care Center	27	24	88.89%
247	Mother Of Mercy Campus Of Care	73	65	89.04%
254	New Harmony Care Center	64	57	89.06%
132	Grand Meadow Healthcare Center	37	33	89.19%
404	The Gables At Boutwells Landing	102	91	89.22%
311	Saint Anne Extended Healthcare	93	83	89.25%
345	South Shore Care Center	38	34	89.47%

APPENDIX D

RESIDENT SURVEY: MARGIN OF ERROR NOT MET

Resident Survey: Margin of Error Not Met

The 2014 sample size formula, as in previous years, assumed ±3.5% margin of error at the total score level and ±6.5% margin of error at the dimension level. The formula determined how many interviews were required to meet the margin of error at each facility. The sampling plan called for interviewers to approach all eligible residents at facilities with 25 or fewer eligible residents. In 22 out of 365 facilities (6%), interviewers were unable to complete the required number of interviews. A return visit was scheduled to re-approach residents who were out of the facility, were unable to respond, or may have refused during the first visit.

When Dr. Arling developed the sampling plan, he anticipated that not all eligible residents could be interviewed at facilities with fewer than 25 eligible residents. Following the same procedures as in 2013, an *adjusted target* was calculated by multiplying the number of eligible residents by the estimated completion rate (89%). Of the 22 facilities that did not meet the margin of error, eleven of them had 25 or fewer eligible residents. Of those eleven, nine met the margin of error based on the *adjusted target* (eligible x completion rate). The following table provides details on the nine facilities that met the *adjusted target*.

FID	Name Of Facility	Number of Eligible Residents	Adjusted Target	Number of Interviews Completed	Comments
021	Clayco Care Center, Inc	25	22	22	2 deceased, 1 discharged
087	Divine Providence Health Center	24	21	23	1 deceased
096	Elliot Care Home	14	12	13	1 hospitalized
101	Fitzgerald Nursing Home And Rehab	19	17	18	4 unable to respond, 1 incomplete interview (unable to respond)
167	Essentia Health Homestead	24	21	22	1 guardian refusal, 1 refusal, 1 unable to respond
181	Kenyon Sunset Home	25	22	24	1 discharged
189	Lake Minnetonka Care Center	20	18	19	1 refusal

Resident Survey: Margin of Error Not Met

FID	Name Of Facility	Number of Eligible Residents	Adjusted Target	Number of Interviews Completed	Comments
272	Parker Oaks Communities, Inc.	17	15	16	1 incomplete interview (too many DK/NA/NR responses)

Thirteen facilities did <u>not</u> meet the requisite margin of error based on the sampling table or the *adjusted target,* if applicable (the facility had 25 or fewer residents). The following table provides details on those facilities that did not meet the margin of error.

FID	Name Of Facility	Number of Eligible Residents	Adjusted Target	Number of Interviews Completed	Comments
013	Good Samaritan Society - Arlington	25	22	21	3 unable to respond, 1 incomplete interview (refusal to continue)
058	Central Health Care Of Le Center	27	N/A	23	2 deceased, 1 discharged, 1 hospitalized, 1 language barrier, 1 unable to respond
067	Cokato Manor	45	N/A	27	1 deceased, 1 language barrier, 4 refusals, 3 asleep when visited 3 times, 4 unable to respond, 4 incomplete interviews (1 resident fatigue, 3 unable to respond)
073	Cook Community Hospital C&NC Unit	28	N/A	20	1 deceased, 5 unable to respond
074	Cook County North Shore Hospital & Care Center	27	N/A	17	2 deceased, 2 discharged, 6 unable to respond
124	Grace Living Community Of Glen Oaks	48	N/A	28	1 duplicate interview, facility elected no return visit
155	Golden Living Center - Henning	26	N/A	24	1 discharged, 1 hospitalized, 1 refusal, 1 unable to respond

Resident Survey: Margin of Error Not Met

FID	Name Of Facility	Number of Eligible Residents	Adjusted Target	Number of Interviews Completed	Comments
196	Lakeside Medical Center	27	N/A	24	1 deceased, 2 discharged
277	Pelican Valley Health Center	30	N/A	22	4 deceased, 1 discharged, 1 refusal, 1 unable to respond, 2 incomplete interviews (unable to respond)
303	Riverview Care Center	21	19	18	3 unable to respond
307	Rose Of Sharon Manor	58	N/A	32	1 duplicate interview, facility elected no return visit
321	Saint Lucas Health Care Community	76	N/A	37	1 duplicate interview, facility elected no return visit
386	Good Samaritan Society-Waterville	29	N/A	24	4 deceased, 1 unable to respond

APPENDIX E

FAMILY SURVEY: MARGIN OF ERROR NOT MET

Family Survey: Margin of Error Not Met

FID	Name Of Facility	Total Number of Reps	Target Completed Surveys	Actual Completed Surveys	Comments
13	Good Samaritan Society-Arlington	26	23	22	• 1 phone trouble • 2 refusal • 1 will mail
14	Adrian Care Center	24	21	20	• 2 wrong number • 1 disconnected • 2 refusal • 1 voicemail
42	Golden Living Center-Bloomington	28	24	17	• 1 will mail/mailed • 1wrong number • 1 duplicate name/num • 1 refusal • 5 will mail/mailed • 1 disconnected
52	Camden Care Center	30	25	16	• 5 refusal • 7 voicemail • 2 will mail/mailed • 2 wrong number • 1 busy • 1 disconnected • 1 duplicate name/num
58	Central Health Care Of Le Center	26	23	17	• 1 phone trouble • 2 refusal • 4 voicemail • 1 will mail/mailed • 1 wrong number • 1 disconnected
69	Colonial Manor Of Balaton	26	23	22	• 3 refusal • 1 will mail • 1 wrong number

1

Family Survey: Margin of Error Not Met

FID	Name Of Facility	Total Number of Reps	Target Completed Surveys	Actual Completed Surveys	Comments
73	Cook Community Hospital C&NC Unit	26	23	22	• 3 disconnected • 1 refusal • 1 voicemail
74	Cook County North Shore Hospital & Care Center	24	21	20	• 2 disconnected • 3 voicemail • 1 wrong number
97	Boundary Waters Care Center	27	23	22	• 1 disconnected • 1 no answer • 1 unavailable • 1 voicemail • 2 refusal • 2 will mail/mailed
107	Fairfax Community Home	27	23	22	• 1 disconnected • 3 refusal • 1 wrong number
108	Mayo Clinic Health System-Fairmont	30	25	22	• 1 refusal • 1 unavailable • 1 will mail/mailed • 1 wrong number • 5 voicemail
111	Fairview University Transitional Services	8	7	5	• 1 disconnected • 2 refusal • 2 unavailable
131	Grand Avenue Rest Home	4	4	3	• 1 disconnected
132	Grand Meadow Healthcare Center	33	25	21	• 2 disconnected • 2 refusal • 1 voicemail • 8 will mail/mailed • 1 wrong number

Family Survey: Margin of Error Not Met

FID	Name Of Facility	Total Number of Reps	Target Completed Surveys	Actual Completed Surveys	Comments
148	Hayes Residence	19	17	16	• 1 unavailable • 2 will mail/mailed • 1 wrong number • 1 no answer
165	Saint Brigid's At Hi-Park	14	12	11	• 2 voicemail • 1 wrong number • 1 disconnected
167	Essentia Health Homestead	20	18	17	• 1 voicemail • 1 will mail/mailed • 1 wrong number
169	Good Samaritan Society-Howard Lake	27	23	19	• 3 disconnected • 1 no answer • 3 refusal • 1 voicemail • 1 will mail/mailed
174	Good Samaritan Society-Inver Grove	34	25	23	• 2 disconnected • 1 refusal • 1 unavailable • 5 voicemail • 1 will mail/mailed • 2 wrong number
176	Janesville Nursing Home	26	23	20	• 5 refusal • 1 wrong number • 1 disconnected
181	Kenyon Sunset Home	22	19	15	• 1 fax • 2 refusal • 3 voicemail

Family Survey: Margin of Error Not Met

FID	Name Of Facility	Total Number of Reps	Target Completed Surveys	Actual Completed Surveys	Comments
185	Golden Living Center-La Crescent	32	25	21	• 2 disconnected • 1 fax • 1 no answer • 5 refusal • 2 will mail/mailed
216	Golden Living Center-Lynnhurst	54	31	25	• 2 wrong number • 6 disconnected • 1 no answer • 3 phone trouble • 7 refusal • 10 voicemail • 3 will mail/mailed
217	Golden Living Center-Lynwood	36	25	18	• 2 wrong number • 5 disconnected • 6 refusal • 10 voicemail • 1 will mail/mailed
220	Mahnomen Hospital & Nursing Center	26	23	15	• 2 wrong number • 3 disconnected • 1 no answer • 6 refusal • 3 voicemail
257	Good Samaritan Society-Blackduck	29	25	24	• 1 wrong number • 3 disconnected • 2 refusal • 1 will mail/mailed • 1 language barrier
263	Oakland Park Communities	24	21	20	• 1 refusal • 1 voicemail • 2 will mail

Family Survey: Margin of Error Not Met

FID	Name Of Facility	Total Number of Reps	Target Completed Surveys	Actual Completed Surveys	Comments
274	Parkview Manor Nursing Home	29	25	24	• 2 refusal • 2 voicemail • 1 disconnected • 1 duplicate name/num
277	Pelican Valley Health Center	32	25	22	• 1 no answer • 3 refusal • 2 voicemail • 4 will mail/mailed • 1 disconnected
306	Golden Living Center-Rochester West	9	7	3	• 3 refusal • 3 voicemail • 1 wrong number • 3 disconnected
342	Golden Living Center-Slayton	35	25	24	• 2 refusal • 4 voicemail • 2 will mail/mailed • 5 disconnected • 1 language barrier • 1 no answer
345	South Shore Care Center	34	25	23	• 1 phone trouble • 1 refusal • 1 unavailable • 2 voicemail • 3 disconnected
346	Southside Care Center	12	8	7	• 1 language barrier • 2 refusal • 1 duplicate name/num
349	Sterling Park Healthcare Center	31	25	24	• 3 refusal • 2 voicemail • 1 will mail/mail

5

Family Survey: Margin of Error Not Met

FID	Name Of Facility	Total Number of Reps	Target Completed Surveys	Actual Completed Surveys	Comments
353	Sunnyside Care Center	33	25	24	• 3 disconnected • 2 refusal • 3 voicemail • 3 will mail • 1 wrong number • 1 call back • 1 fax • 1 no answer
357	Texas Terrace Care Center	73	37	35	• 12 disconnected • 13 refusal • 2 unavailable • 3 language barrier • 4 voicemail • 4 will mail/mailed • 9 wrong number
358	The Colony of Eden Prairie	13	10	6	• 4 refusal • 1 voicemail • 2 will mail • 1 wrong number
395	Good Samaritan Society-Winthrop	31	25	23	• 2 disconnected • 1 fax • 3 refusal • 1 voicemail • 1 wrong number
400	Golden Living Center-Walker	22	19	17	• 3 disconnected • 2 no answer • 2 refusal • 1 voicemail • 1 wrong number

Family Survey: Margin of Error Not Met

FID	Name Of Facility	Total Number of Reps	Target Completed Surveys	Actual Completed Surveys	Comments
402	Jourdain/Perpich Extended Care Center	34	25	14	• 5 disconnected • 1 duplicate name/num • 1 fax • 1 no answer • 6 refusal • 3 voicemail • 1 will mail/mailed • 4 wrong number • 1 call back
405	Carondelet Village Care Center	36	25	18	• 3 disconnected • 4 duplicate name/num • 2 refusal • 1 voicemail • 8 will mail/mailed