



2015 CONSUMER SATISFACTION AND QUALITY OF LIFE SURVEY
2015 SATISFACTION SURVEY OF FAMILY MEMBERS OF RESIDENTS

FINAL REPORT



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IMPLEMENTATION

PROJECT OBJECTIVES

The Minnesota Department of Human Services (DHS) provided Vital Research (VR) with a list of 357 Minnesota nursing facilities (NFs) to include in the 2015 Consumer Satisfaction and Quality of Life Survey (Resident Survey) and the Satisfaction Survey of Family Members of Residents (Family Survey). For the Resident Survey, trained field interviewers conducted structured face-to-face interviews with a sample of long-term residents at each of the facilities to meet the required $\pm 3.5\%$ margin of error at the total score level and $\pm 6.5\%$ margin of error at the dimension level. Interviews were conducted in English, Spanish, Russian, Hmong, and ASL. The Family Survey included mailing surveys to all primary responsible parties (PRPs) of long-term residents, followed by phone interviews, if needed, to meet the same margin of error.

DATA COLLECTION

Rescheduling

VR scheduled interview dates for the Resident Survey three to four weeks in advance to provide facilities with enough time to inform the necessary parties and to prepare census lists. Interview dates for 23 facilities (~6%) required rescheduling. The following table describes the reasons for rescheduling facilities.

Table 1. Reasons for Rescheduling

Reason	NF
State Surveyor Team Visit	9
Interviewer Turnover	4
Facility Request	3
Scheduling Error	2
Interviewer Absence	5
Total	23

Census List Processing

Facilities were required to send an electronic census list to VR two weeks prior to their interview date. Facilities submitted residents' representative names and corresponding contact information with their resident census lists. One hundred and one (28%) NFs submitted representatives for fewer than 90% of residents, ranging from 0%-89%.

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

Resident Survey Return Visits

If an insufficient number of resident interviews were completed at a facility, interviewers were scheduled to return to the facility to complete additional interviews. We conducted a return visit at 89 NFs (25%). The reasons for these return visits are listed below.

Reason	NF
Not Enough Residents Willing or Able to Participate	64 (29 in 2014)
Interviewer Error	6
Interviewer Absence	8
State Surveyor Team Visit	2
Technical Problems	9
Total	89

Table 2. Reasons for Return Visits

This was the first year that short-stay residents were not included in the Resident Survey, which decreased the number of eligible residents at many facilities. The smaller number of residents at NFs resulted in needing to complete a higher proportion of interviews to meet the required margin of error. In previous years, it was possible to conduct additional short-stay interviews if long-term residents were not willing or able to participate in interviews to meet the total number of required interviews. As a result of the higher proportion of interviews to complete at the facility-level and the lack of substitution of short-stay residents, the number of return visits increased considerably (from 64 in 2014 to 89 in 2015).

Oversampling of Residents in Minority Racial/Ethnic Groups

In addition to completing resident interviews at each facility to meet the margin of error for the Resident Survey, as many interviews as possible

were conducted with residents in minority racial/ethnic groups. While every eligible resident was included in the random sampling process of the Resident Survey, if, after sampling, any additional minority residents remained, interviewers attempted to interview all of those additional residents. Four hundred and seventy minority residents were interviewed as part of the regular sample for the Resident Survey and an additional 173 minority residents were interviewed after the sample was completed. A total of 643 completed interviews were completed with residents in a minority racial/ethnic group across 156 NFs.

FIELD CONCERNS & FEEDBACK

Each facility had the opportunity to complete an online follow-up survey to gauge facility satisfaction with the survey process, and 170 facilities (47%) chose to do so. The percentages of favorable responses for every question on the survey are displayed in the following table.

Question	Strongly Agree/Agree
The Vital Research scheduler explained the survey process accurately.	96.5%
Vital Research provided useful tools (e.g., website link, templates, etc.) to help me prepare for resident interviews.	96.5%
Vital Research provided the support I needed to prepare and submit the resident census list.	96.4%
Vital Research staff communicated professionally over the phone.	99.4%
I felt comfortable raising questions or concerns about the survey process to Vital Research staff.	96.8%
The interviewer(s) were courteous to facility staff.	99.4%
The interviewer(s) did their best to minimize disruptions to facility operations.	96.4%
Overall, I was satisfied with the resident survey process.	97.6%
Overall, I was satisfied with the family survey process.	99.3%

Table 3. Facility Feedback Ratings

In general, facilities were satisfied with the Resident Survey—97.6% of facilities reported overall satisfaction (as compared to 96.7% in 2014). Satisfaction with the Family Survey increased, as well (from 98.5% in 2014 to 99.3%).

In addition to the specific feedback questions, space was provided to write comments or suggestions. Facilities submitted a total of 48 comments about the process, which the following table describes by theme.

Theme	#	Sample Comment
Positive Interviewer Behavior	12	<i>No issues, interviewers were very polite and respectful.</i>
Negative Interviewer Behavior	4	<i>Resident expressed the interviewer would not leave although he [the resident] didn't want to complete the interview.</i>
Census List Process	9	<i>Find an easier way to submit resident data. It is very time consuming to gather the resident demographics.</i>
Communication Challenges	10	<i>We thought the process with the information requested prior to the survey was not real clear in what we were expected to complete.</i>
VR Office Staff – Negative Feedback	5	<i>Being new here at [Name of Facility] I felt I could have had it explained better. There were definitely unclear explanations.</i>
Survey Questions	2	<i>I really think the questions need to be revised. I would like to see a 1-5 rating, 1 being always, 3 most of the time, and 5 never. The yes/no does not reflect the overall resident experience!!!</i>
General Positive Feedback	3	<i>Great shout out to everyone at Vital Research!</i>
Scheduling	3	<i>Three surveyors were scheduled to come and then only two actually came so the process was slower.</i>

Table 4. Facility Feedback Comments

DATA ANALYSIS

FACILITY PARTICIPATION RATE

All 357 eligible NFs agreed to participate in the Resident Survey for a 100% facility response rate. Two of the 357 NFs did not participate in the Family Survey.

RESPONSE RATE AND DEMOGRAPHICS

Resident Survey

Across the 357 NFs, there were 21,668 long-term skilled nursing residents, ninety-six percent of whom were eligible to participate in the survey (n=20,834). A total of 15,120 residents were approached for an interview, and 11,613 interviews were conducted, resulting in a resident participation rate of 76.8%. The average number of interviews completed at each facility was 32 (as compared to 34 in 2014), with a range of 12 to 60 interviews per facility.

Participating residents ranged in age from 22 to 113 years, with an average of 83 years. The length of stay for participating residents ranged from less than one year to 60 years with an average of 2.62 years.

Family Survey

Participating NFs (n=355) provided VR with a total of 20,832 resident representatives. Of the 20,832 representatives, 522 were determined to not be involved in the residents' life, and were therefore ineligible to complete a survey. VR 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 997 representatives without valid mailing addresses. Uninvolved representatives and representatives with invalid contact information were removed from the sample, leaving a total of 19,313 representatives eligible to complete the survey. We mailed a total of 19,907 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, 11,780 family surveys were completed, resulting in a 61% response rate.

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 $\pm 3.5\%$ margin of error at the total score level and $\pm 6.5\%$ margin of error at the dimension level. At NFs with fewer than 25 eligible residents, interviewers were instructed to complete interviews with as many residents as possible. Across all NFs, forty-four NFs (12%) did not meet the margin of error. However, nine facilities with 25 or fewer residents did meet the adjusted target that takes the average resident response rate into account.

Appendix B lists the facilities that did not meet the margin of error 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-eight facilities did not meet the margin of error for the Family Survey (14%).

Appendix C 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.

	Population	Sample	%
Participating Facilities	357	357	100%
Total Eligible Residents	21,668	20,834	96.2%
Approached Residents	20,834	15,120	72.3%
Unsuccessful Attempts (Not Interviewed)	15,120	3,507	23.2%
Unable to Respond		1,244	35.5%
Refusal		765	21.8%
Deceased		327	9.3%
Asleep (3 Times)		288	8.2%
Family Refusals		202	5.8%

Table 5. Resident Data Summary

Table 5 (cont'd). Resident Data Summary

	Population	Sample	%
Discharged/Moved		160	4.6%
Hospitalized/Ill		143	4.1%
Unable to Locate		137	3.9%
Out of Facility		95	2.7%
Language Barrier		63	1.8%
Residents in Isolation		38	1.1%
Other		45	1.3%
Interviews Started	15,120	11,613	76.8%
English		11,569	99.6%
Spanish		16	0.1%
Russian		15	0.1%
ASL		8	<0.1%
Hmong		5	<0.1%
Incomplete Interviews	11,613	336	2.9%
Unable to Respond		114	33.4%
Refusal to Continue		93	27.7%
Fatigue		63	18.8%
Resident Illness		7	2.1%
Necessary Clinical Care		6	1.8%
Other		53	15.8%
Completed When Started Interviews	11,613	11,276	97.1%

Table 6. Family Data Summary

	Population	Sample	%
Participating Facilities	357	355	99.4%
Residents with a PRP	21,668	20,832	96.1%
Uninvolved PRPs		522	2.5%
PRPs with invalid addresses	20,832	997	4.8%
PRPs Eligible for the Survey	20,832	19,313	92.7%
Total Completed Surveys	19,313	11,780	61.0%
Completed by Mail		9,826	83.4%
Completed by Phone Interview	11,780	1,278	10.8%
Completed Online		676	5.7%

RECOMMENDATIONS

ENHANCE PROJECT WEBSITE

VR developed a project website to allow facility staff 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 downloadable templates, was available on the site. While the website replaced the orientation packet that was emailed or faxed in previous project implementations, VR staff continued to speak directly with facility contacts over the phone as often as needed to facilitate a smooth survey experience.

Some facilities provided feedback that the submission of their census list continued to be challenging. For future projects, we will re-structure the website, adding video tutorials and other interactive content to allow for better instruction. The revamped website will also provide an avenue communicate with facility staff who would like more detailed assistance with their preparation efforts. We will also consider developing a project website for residents, their family members, and other stakeholders.

IMPLEMENT MOBILE MANAGEMENT SYSTEM

The transition to electronic data collection during the last two years called for significant revisions to interviewer training content and instruction methods. The trainings were completed successfully again this year, and interviewers felt comfortable using the technology. However, the specific security settings for the current hardware and software made it challenging to find a suitable mobile management system that would allow for management of the tablets remotely. During the 2015 Resident Survey, we successfully tested 4G tablets in various areas of Minnesota and we are in the process of testing new software. We anticipate being able to roll out new hardware and software for the next implementation that will allow for easier use of a mobile management system. A mobile management system will eliminate the need to return hardware to VR for changes in the system settings.

REVIEW REQUIRED MARGIN OF ERROR

As mentioned earlier in the report, this was the first year that short-stay residents and their primary responsible parties were not included in the project, which meant that the proportion of completed surveys was higher at most facilities. This resulted in a considerable increase in return visits for the Resident Survey and an additional 300 phone interviews for the Family Survey in order to meet the required margin of error. It would be worthwhile to discuss if the current margin of error requirement is still appropriate or if a wider margin of error would be acceptable.



FACILITIES WITH LESS THAN 90% OF RESIDENTS
WITH REPRESENTATIVES

FACILITIES BELOW 90% RESIDENT REPRESENTATIVES

FID	FACILITY NAME	# OF RESIDENTS	# OF PRP	RESIDENTS WITH PRP
7	Andrew Residence	210	0	0.00%
96	Elliot Care Home	14	0	0.00%
217	Golden Living Center-Lynwood	27	2	7.41%
131	Grand Avenue Rest Home	20	2	10.00%
120	Galtier Health Center	76	19	25.00%
155	Golden Living Center-Henning	23	7	30.43%
60	Golden Living Center-Chateau	57	21	36.84%
357	Texas Terrace Care Center	82	40	50.00%
36	Bethel Healthcare Community	72	41	56.94%
241	Minnesota Masonic Home North Ridge	293	171	58.36%
2	Aftenro Home	40	24	60.00%
40	Birchwood Care Home	58	35	60.34%
346	Southside Care Center	16	10	62.50%
81	Crystal Care Center	91	57	62.64%
306	Golden Living Center-Rochester West	19	12	63.16%
307	Rose Of Sharon Manor	47	30	63.83%
32	Bethany Care Center	50	32	64.00%
103	Evergreen Terrace	61	40	65.57%
46	The Villa At Bryn Mawr	106	70	66.98%
364	Health & Rehab Of New Brighton	58	39	67.24%
382	Golden Living Center-Wabasso	35	24	68.57%
42	Golden Living Center-Bloomington	52	36	69.23%
269	Park Health & Rehabilitation Center	41	29	70.73%
244	Mission Nursing Home	91	66	72.53%
20	Augustana Health Care Center Of Minneapolis	207	151	72.95%
305	Robbinsdale Rehab & Care Center	45	33	73.33%
142	Cornerstone Nursing & Rehab Center	34	25	73.53%
52	Camden Care Center	53	39	73.58%
134	Gracepointe Crossing Gables West	84	62	73.81%
167	Essentia Health Homestead	27	20	74.07%

FACILITIES BELOW 90% RESIDENT REPRESENTATIVES

FID	FACILITY NAME	# OF RESIDENTS	# OF PRP	RESIDENTS WITH PRP
390	The Villa At Saint Louis Park	55	40	74.55%
24	Bayshore Health Center-Rule 50 And 80	95	71	74.74%
119	Frazee Care Center	56	42	75.00%
216	Golden Living Center-Lynnhurst	68	51	75.00%
49	Bywood East Health Care	92	69	75.00%
235	Golden Living Center-Meadow Lane	42	32	76.19%
298	Redeemer Residence	104	81	77.88%
161	Saint Isidore Health Center Of Greenwood Prairie	42	33	78.57%
97	Boundary Waters Care Center	33	26	78.79%
214	Truman Senior Living	38	30	78.95%
58	Central Health Care Of Lecenter	29	23	79.31%
302	Richfield Health Center	78	62	79.49%
11	Augustana Health Care Center Of Apple Valley	116	93	80.17%
189	Lake Minnetonka Care Center	21	17	80.95%
400	Golden Living Center-Walker	21	17	80.95%
85	Golden Living Center-Delano	43	35	81.40%
29	Benedictine Health Center Of Minneapolis	87	71	81.61%
89	Ebenezer Care Center	109	89	81.65%
295	Providence Place	153	124	81.70%
122	Gil-Mor Manor	33	27	81.82%
363	Golden Valley Health & Rehab	107	88	82.24%
320	Golden Living Center-St. Louis Park	181	148	82.32%
79	Evansville Care Center	35	29	82.86%
370	Golden Living Center-Twin Rivers	36	30	83.33%
87	Divine Providence Health Center	24	20	83.33%
101	Fitzgerald Nursing Home And Rehab	24	20	83.33%
107	Fairfax Community Home	24	20	83.33%
158	Highland Chateau Health Care Center	54	44	83.33%
384	Walker Methodist Health Center	212	177	83.49%

FACILITIES BELOW 90% RESIDENT REPRESENTATIVES

FID	FACILITY NAME	# OF RESIDENTS	# OF PRP	RESIDENTS WITH PRP
133	Grand Village	80	67	83.75%
279	Pierz Villa	37	31	83.78%
41	Birchwood Health Care Center	81	68	83.95%
181	Kenyon Sunset Home	25	21	84.00%
31	The Villa At Osseo	75	63	84.00%
252	Neilson Place	58	49	84.48%
168	Golden Living Center-Hopkins	78	66	84.62%
208	Littlefork Medical Center	39	33	84.62%
232	Martin Luther Care Center	93	79	84.95%
256	Bigfork Valley Communities	40	34	85.00%
188	Saint Eligius Health Center	47	40	85.11%
274	Parkview Manor Nursing Home	34	29	85.29%
117	Franciscan Health Center	41	35	85.37%
78	Crest View Lutheran Home	96	80	85.42%
373	Good Samaritan Society-Specialty Care Center	71	61	85.92%
212	Lutheran Care Center	29	25	86.21%
345	South Shore Care Center	29	25	86.21%
138	Ecumen North Branch	44	38	86.36%
121	Oak Terrace Health Care Center	37	32	86.49%
330	Saint Otto's Care Center	82	71	86.59%
160	Hillcrest Health Care Center	69	60	86.96%
132	Grand Meadow Healthcare Center	31	27	87.10%
157	Heritage Manor Health Center	62	54	87.10%
6	Red Wing Health Care Center-Rule 80 And 50	95	83	87.37%
327	Saint Michael's Health & Rehab Center	56	49	87.50%
192	Golden Living Center-Lake Ridge	137	119	87.59%
376	Viewcrest Health Center	73	64	87.67%
245	Centracare Health Monticello Nursing Home	57	50	87.72%
362	Traverse Care Center	41	36	87.80%
265	Golden Living Center-Olivia	50	44	88.00%

FACILITIES BELOW 90% RESIDENT REPRESENTATIVES

FID	FACILITY NAME	# OF RESIDENTS	# OF PRP	RESIDENTS WITH PRP
289	Prairie Manor	42	37	88.10%
318	Saint John Lutheran Home	76	67	88.16%
326	Essentia Health Saint Mary's	68	60	88.24%
349	Sterling Park Healthcare Center	34	30	88.24%
255	New Richland Care Center	43	38	88.37%
54	Castle Ridge Care Center	53	47	88.68%
312	Saint Anthony Health Center	108	96	88.89%
196	Lakeside Medical Center	27	24	88.89%
402	Jourdain/Perpich Extended Care Center	28	25	89.29%
73	Cook Community Hospital C&Nc Unit	28	25	89.29%
374	Valley View Manor	38	34	89.47%
304	Aitkin Health Services	38	34	89.47%



RESIDENT SURVEY: MARGIN OF ERROR NOT MET

RESIDENT SURVEY: MARGIN OF ERROR NOT MET

The 2015 sample size formula, as in previous years, assumed $\pm 3.5\%$ margin of error at the total score level and $\pm 6.5\%$ 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 44 out of 357 facilities (12%), 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 2014, an *adjusted target* was calculated by multiplying the number of eligible residents by the estimated completion rate (89%). Of the 44 facilities that did not meet the margin of error, 25 of them had 25 or fewer eligible residents. Of those 25, 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
13	Good Samaritan Society-Arlington	17	15	15	1 refusal, 1 unable to respond
69	Colonial Manor Of Balaton	25	22	23	1 unable to respond, 1 incomplete (unable to respond)
96	Elliot Care Home	14	12	12	1 hospitalized, 1 refusal
169	Good Samaritan Society-Howard Lake	19	17	17	2 unable to respond
189	Lake Minnetonka Care Center	21	19	19	2 refusals
220	Mahnomen Hospital & Nursing Center	23	20	22	1 guardian/family refusal
266	Ostrander Nursing Home	18	16	17	1 deceased
346	Southside Care Center	16	14	15	1 discharged
395	Good Samaritan Society-Winthrop	17	15	16	1 refusal

RESIDENT SURVEY: MARGIN OF ERROR NOT MET

Thirty-five facilities did not 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
9	Annandale Care Center	30	25	24	2 deceased, 4 unable to respond
17	Auburn Home In Waconia	22	20	18	1 deceased, 2 guardian/family refusals, 1 refusal
22	Barrett Care Center	30	25	22	1 deceased, 3 guardian/family refusals, 1 refusal, 1 asleep, 1 unable to respond, 1 incomplete (unable to respond)
65	Good Samaritan Society-Clearbrook	28	24	24	4 unable to respond
70	Good Samaritan Society-Comforcare	30	25	24	1 deceased, 1 refusal, 2 unable to respond, 2 incomplete (unable to respond)
71	Community Memorial Home At Osakis	28	24	23	2 refusals, 1 unable to respond, 2 incomplete (refusal to continue)
73	Cook Community Hospital C&Nc Unit	24	21	17	2 refusals, 3 unable to respond, 1 incomplete (unable to respond)
74	Cook County North Shore Hospital & Care Center	22	20	15	2 deceased, 2 unable to respond, 2 incomplete (refusal to continue)
75	Cornerstone Villa	31	25	23	1 deceased, 1 refusal, 4 unable to respond, 1 incomplete (unable to respond)
80	Crossroads Care Center	36	25	22	1 language barrier, 12 unable to respond
87	Divine Providence Health Center	22	20	16	1 discharged, 5 guardian/family refusals
101	Fitzgerald Nursing Home And Rehab	22	20	14	1 deceased, 3 refusals, 3 unable to respond, 1 incomplete (unable to respond)
107	Fairfax Community Home	24	21	20	1 deceased, 1 discharged, 1 unable to respond, 1 incomplete (refusal to continue)
132	Grand Meadow Healthcare Center	27	23	18	1 asleep, 3 deceased, 1 discharged, 1 hospitalized, 1 unable to respond, 2 incomplete (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
142	Cornerstone Nursing & Rehab Center	33	25	21	2 deceased, 10 unable to respond
155	Golden Living Center-Henning	20	18	17	2 deceased, 1 incomplete (resident fatigue)
176	Janesville Nursing Home	27	23	21	1 deceased, 1 out of facility, 2 refusals, 1 unable to respond, 1 incomplete (unable to respond)
181	Kenyon Sunset Home	25	22	21	1 deceased, 1 discharged, 1 hospitalized, 1 unable to respond
194	Lake Winona Manor	90	41	38	1 deceased, 4 hospitalized, 33 guardian/family refusals
217	Golden Living Center-Lynwood	25	22	21	2 language barrier, 2 unable to respond
234	Mcintosh Senior Living	36	25	22	1 deceased, 1 discharged, 6 guardian/family refusals, 3 unable to respond, 1 incomplete (unable to respond), 2 other
257	Good Samaritan Society-Blackduck	28	24	24	1 discharged, 2 unable to respond, 1 incomplete (unable to respond)
263	Oakland Park Communities	23	20	18	2 deceased, 3 unable to respond
273	Parkview Home	17	15	13	1 discharged, 2 guardian/family refusals, 1 refusal
277	Pelican Valley Health Center	22	20	17	1 deceased, 3 unable to respond to questions, 1 incomplete (unable to respond)
303	Riverview Care Center	20	18	14	2 refusals, 4 unable to respond
306	Golden Living Center-Rochester West	19	17	16	1 deceased, 1 discharged, 1 ill
353	Sunnyside Care Center	27	23	21	1 refusal, 5 unable to respond
365	Trimont Heath Care Center	25	22	18	1 asleep, 1 deceased, 2 guardian/family refusals, 2 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
372	Tyler Health Care Center	27	23	22	1 deceased, 1 discharged, 3 unable to respond
392	Essentia Health Northern Pines Medical Center	31	25	24	1 guardian/family refusal, 2 unable to respond, 4 incomplete (unable to respond)
396	Wood Dale Home	26	23	22	1 asleep, 1 out of facility, 1 refusal, 1 unable to respond
398	Good Samaritan Society-Woodland	32	25	24	1 asleep, 3 deceased, 1 discharged, 1 guardian/family refusal, 1 refusal, 1 unable to respond
400	Golden Living Center-Walker	20	18	13	2 deceased, 5 unable to respond
402	Jourdain/Perpich Extended Care Center	28	24	21	1 deceased, 1 hospitalized, 4 guardian/family refusals, 1 unable to respond



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
9	ANNANDALE CARE CENTER	32	25	24	4 voicemails 1 no answer 1 disconnected 1 wrong number 1 refusal 1 will mail/mailed
13	GOOD SAMARITAN SOCIETY-ARLINGTON	19	17	14	2 voicemails 2 refusals 1 call back
17	AUBURN HOME IN WACONIA	24	21	19	1 voicemail 17 number n/a
21	CLAYCO CARE CENTER, INC.	29	25	23	1 voicemail 1 no answer 2 disconnected 2 wrong number 2 refusals
22	BARRETT CARE CENTER	29	25	23	2 voicemails 1 wrong number 1 refusal 1 unavailable 1 will mail/mailed 3 number n/a
40	BIRCHWOOD CARE HOME	35	25	17	10 voicemails 1 disconnected 1 refusal 1 will mail/mailed 8 number n/a
58	CENTRAL HEALTH CARE OF LECENTER	23	20	19	3 voicemails 1 refusal
60	GOLDEN LIVING CENTER-CHATEAU	21	18	16	9 voicemails 2 no answers 6 disconnected 5 wrong numbers 1 language barrier 3 refusals 2 will mail/mailed

FAMILY SURVEY: MARGIN OF ERROR NOT MET

FID	NAME OF FACILITY	TOTAL NUMBER OF REPS	TARGET COMPLETED SURVEYS	ACTUAL COMPLETED SURVEYS	COMMENTS
68	COLONIAL MANOR NURSING HOME	27	23	21	3 voicemails 1 disconnected 1 wrong number 1 refusal 1 will mail/mailed
69	COLONIAL MANOR OF BALATON	24	21	17	3 voicemails 1 wrong number 1 refusal 2 will mail/mailed
70	GOOD SAMARITAN SOCIETY-COMFORCARE	28	24	22	4 voicemails 1 disconnected 1 refusal 1 will mail/mailed
71	COMMUNITY MEMORIAL HOME AT OSAKIS	30	25	23	5 voicemails 3 no answers
74	COOK COUNTY NORTH SHORE HOSPITAL & CARE CENTER	22	19	17	1 no answer 5 disconnected 1 will mail/mailed 1 number n/a
75	CORNERSTONE VILLA	31	25	18	6 voicemails 2 no answers 1 disconnected 2 wrong numbers 2 will mail/mailed 1 number n/a
77	COURAGE KENNY REHABILITATION INSTITUTE: TRANSITION REHABILITATION PROGRAM	26	23	20	2 voicemails 1 wrong number 3 refusals 4 will mail/mailed
87	DIVINE PROVIDENCE HEALTH CENTER	20	18	15	4 voicemails 1 refusal 1 number n/a
101	FITZGERALD NURSING HOME AND REHAB	20	18	15	2 voicemails 2 no answers 1 disconnected 1 will mail/mailed

FAMILY SURVEY: MARGIN OF ERROR NOT MET

FID	NAME OF FACILITY	TOTAL NUMBER OF REPS	TARGET COMPLETED SURVEYS	ACTUAL COMPLETED SURVEYS	COMMENTS
107	FAIRFAX COMMUNITY HOME	20	18	17	4 voicemails 1 disconnected
108	MAYO CLINIC HEALTH SYSTEM-FAIRMONT	31	25	22	7 voicemails 1 wrong number 1 refusal
131	GRAND AVENUE REST HOME	2	2	1	1 voicemail
132	GRAND MEADOW HEALTHCARE CENTER	27	23	22	2 voicemails 3 will mail/mailed
148	HAYES RESIDENCE	35	25	16	5 voicemails 2 duplicate name/number 9 wrong numbers 1 refusal 4 will mail/mailed
167	ESSENTIA HEALTH HOMESTEAD	20	18	17	2 voicemails 1 disconnected 1 refusal 3 will mail/mailed
174	GOOD SAMARITAN SOCIETY-INVER GROVE	29	25	17	5 voicemails 3 refusals 1 unavailable 3 will mail/mailed
176	JANESVILLE NURSING HOME	31	25	24	3 voicemails 2 no answers 1 disconnected 1 number n/a
181	KENYON SUNSET HOME	21	18	17	1 voicemail 1 no answer 1 disconnected 1 number n/a
189	LAKE MINNETONKA CARE CENTER	17	15	14	3 voicemails 2 disconnected 1 number n/a
212	LUTHERAN CARE CENTER	25	22	18	3 voicemails 3 disconnected 2 wrong numbers

FAMILY SURVEY: MARGIN OF ERROR NOT MET

FID	NAME OF FACILITY	TOTAL NUMBER OF REPS	TARGET COMPLETED SURVEYS	ACTUAL COMPLETED SURVEYS	COMMENTS
					2 refusals 2 will mail/mailed
216	GOLDEN LIVING CENTER-LYNNHURST	51	30	26	21 voicemails 1 no answer 6 disconnected 4 wrong numbers 4 refusals 1 will mail/mailed
220	MAHNOMEN HOSPITAL & NURSING CENTER	24	21	16	1 voicemail 1 disconnected 4 refusals 2 will mail/mailed
246	GOLDEN LIVING CENTER-MOORHEAD	51	30	29	6 voicemails 2 no answers 3 disconnected 6 wrong numbers 1 language barrier 4 refusals 3 will mail/mailed 1 number n/a
257	GOOD SAMARITAN SOCIETY-BLACKDUCK	27	23	20	2 no answers 2 disconnected 4 will mail/mailed
269	PARK HEALTH & REHABILITATION CENTER	29	25	17	5 voicemails 4 no answers 1 disconnected 2 refusals 1 will mail/mailed
282	ESSENTIA SANDSTONE HEALTH CENTER	27	23	22	1 voicemail 1 no answer 1 disconnected 1 refusal 2 will mail/mailed
299	REGINA CARE CENTER	31	25	24	2 voicemails 1 wrong number 1 refusal

FAMILY SURVEY: MARGIN OF ERROR NOT MET

FID	NAME OF FACILITY	TOTAL NUMBER OF REPS	TARGET COMPLETED SURVEYS	ACTUAL COMPLETED SURVEYS	COMMENTS
					1 call back 2 will mail/mailed 1 number n/a
303	RIVERVIEW CARE CENTER	21	18	16	4 voicemails 1 no answer 1 will mail/mailed
304	AITKIN HEALTH SERVICES	34	25	24	6 voicemails 2 no answers 2 disconnected 1 duplicate name/number 1 wrong number 2 will mail/mailed
345	SOUTH SHORE CARE CENTER	25	22	18	2 voicemails 1 no answer 2 disconnected 1 wrong number 1 language barrier 1 will mail/mailed
354	ECUMEN SCENIC SHORES CARE CENTER	34	25	24	4 voicemails 1 no answer 1 disconnected 2 wrong numbers 1 refusal 3 will mail/mailed
357	TEXAS TERRACE CARE CENTER	40	26	24	12 voicemails 2 disconnected 1 wrong number 2 refusals 1 call back
365	TRIMONT HEATH CARE CENTER	26	23	17	4 voicemails 2 disconnected 1 language barrier 1 refusal
373	GOOD SAMARITAN SOCIETY-SPECIALTY CARE CENTER	61	34	33	16 voicemails 2 no answers 13 disconnected

FAMILY SURVEY: MARGIN OF ERROR NOT MET

FID	NAME OF FACILITY	TOTAL NUMBER OF REPS	TARGET COMPLETED SURVEYS	ACTUAL COMPLETED SURVEYS	COMMENTS
					1 fax/modem 1 duplicate name/number 3 refusals 1 will mail/mailed 1 number n/a
382	GOLDEN LIVING CENTER-WABASSO	24	21	18	4 voicemails 2 disconnected 1 wrong number 2 refusals 1 will mail/mailed
396	WOOD DALE HOME	26	23	21	3 voicemails 2 disconnected 2 refusals 1 number n/a
398	GOOD SAMARITAN SOCIETY-WOODLAND	33	25	23	1 voicemail 2 no answers 5 disconnected 1 refusal 2 will mail/mailed
400	GOLDEN LIVING CENTER-WALKER	17	15	12	2 voicemails 2 no answers 3 disconnected 2 refusals 1 number n/a
402	JOURDAIN/PERPICH EXTENDED CARE CENTER	25	22	18	6 voicemails 1 disconnected 3 wrong numbers 1 will mail/mailed
666	ADAMS HEALTH CARE CENTER	32	25	21	8 voicemails 1 disconnected 1 refusal 3 will mail/mailed