

CoreQ

Getting to the core of customer satisfaction in skilled nursing and assisted living.

What is CoreQ?

- CoreQ is a set of five measures for skilled nursing facilities (SNF) and assisted living (AL) communities to use to assess satisfaction among patients, residents, and their families. Based on a core set of customer satisfaction questions, CoreQ measures allow consistent measurement across long term and post-acute care settings.
 - All five measures are endorsed by the Partnership for Quality Measurement, a Centers for Medicare & Medicaid Services (CMS) certified consensus-based entity.
 - All measures have been independently tested as a valid and reliable measure of customer satisfaction.
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What are the CoreQ measures?

- Measure #1: Short-Stay Discharges Satisfaction defined as the percentage of individuals discharged from short-term rehab who were satisfied (defined as an average rating of the center as either a 3, 4 or 5 on the CoreQ Short-Stay Discharges questionnaire).
- Measure #2: Long-Stay Resident Satisfaction defined as the percentage of individuals who are long-stay residents who were satisfied (defined as an average rating of the center as either a 3, 4 or 5 on the CoreQ Long-Stay Resident questionnaire).
- Measure #3: Long-Stay Family Satisfaction defined as the percentage of families or designated responsible party for long-stay residents who were satisfied (defined as an average rating of the center as either a 3, 4 or 5 on the CoreQ Long-Stay Family questionnaire).
- Measure #4: Assisted Living Resident Satisfaction defined as the percentage of AL residents or designated responsible party who were satisfied (defined as an average

rating of the community as either a 3, 4 or 5 on the CoreQ AL Resident questionnaire).

- Measure #5: Assisted Living Family Satisfaction defined as the percentage of families or designated responsible party for AL residents who were satisfied (defined as an average rating of the community as either a 3, 4 or 5 on the CoreQ AL Family questionnaire).
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Benefits of Using CoreQ Surveys in Skilled Nursing Facilities and Assisted Living Communities

- Maintain and gain referral partners, such as hospitals and managed care organizations.
 - Share data with consumers and families to demonstrate commitment to quality.
 - Identify areas for improvement
 - Benchmark metrics to peers and trend performance in LTC Trend Tracker.
 - Apply to the AHCA/NCAL National Quality Award Program.
 - Achieve organizational excellence and understand resident preferences.
 - Help residents and families choose and trust a health care facility.
 - Some facilities receive higher reimbursement rates or funding increases based on results through incentive payment programs such as the Value-Based Purchasing Program and the Quality Reporting Program.
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Testimonial from an AHCA/NCAL National Quality Award Recipient

- *“The quality award program has been beneficial to our facility because it has kept us on a path of continuous improvement. By teaching us to constantly examine and improve our processes, this journey has allowed us to make meaningful changes that have positively impacted our residents, employees and other stakeholders.”- Magnolia Manor of Marion County, Buena Vista, Georgia.*
 - *During the 2020 Coronavirus pandemic the facility saw the need to continue measuring satisfaction to keep quality at the forefront and to ensure that residents were satisfied with their care, Magnolia Manor of Marion County achieved 100% resident satisfaction using the CoreQ resident surveys.*
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How to get started?

- If you are an AHCA/NCAL member and use LTC Trend Tracker, you will find the vendors below that are able to upload your CoreQ data into LTC Trend Tracker for you - just ask them!
- If you don't see your customer satisfaction vendor on the list, or you are a vendor and would like to learn more or upload to LTC Trend Tracker, please contact us at coreq@ahca.org.

