CoreQ

The future of SNF resident and family satisfaction surveys

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What is CoreQ?

Standardized Satisfaction Surveys

For any provider that accepts Medicare/Medicaid, CMS has created a standard consumer satisfaction survey for each differing level of care.

With one exception...

Skilled Nursing Facilities

CAHPS

Consumer Assessment of Healthcare Providers and Services (CAHPS) surveys have been the satisfaction tool CMS has used across every level of care.

There is a CAHPS survey for Nursing Homes, but CMS has been reluctant to implement it because it is **outdated** and **cumbersome**.

AHCA

Fearing that CMS may implement the flawed Nursing Home CAHPS survey and seeing that SNFs needed a standard benchmark for consumer satisfaction, American Health Care Association (AHCA) hired one of the authors of the original CAHPS surveys to create a new, more simple, and up-to-date survey tool.

Together, along with input from providers and satisfaction vendors (including Pinnacle), they created the

CoreQ survey

CoreQ

The CoreQ survey is a short three/four question survey that measures the major drivers of patient and family satisfaction. There are three different versions of the survey for SNFs:

- *Short-Stay Discharge*
- *Long-Stay Resident*
- *Long-Stay Family*

CoreQ Questions

1. In recommending this facility to your friends and family, how would you rate it overall?

2. Overall, how would you rate the staff?

3. How would you rate the care you receive?

4. How would you rate how well your discharge needs were met?**

**The fourth question is only asked to discharged residents.

There are also two versions of the survey for Assisted Living Centers.

CoreQ Questions

The questions can be asked on their own or combined with an existing Customer Satisfaction Survey.

The results of the survey are combined to create a single measure that is reported as a percentage. The percentage essentially shows how many of the respondents gave you positive feedback.

Current National Averages

Short-Stay Discharge: 72.6%

Long-Stay Resident: 73.6%

Long-Stay Family: 79.5%

What is currently happening with CoreQ?

CMS

In 2016, the Government Accountability Office (GAO) recommended that CMS evaluate the feasibility of adding consumer satisfaction scores to the data available on Nursing Home Compare.

In December 2017, CMS announced that it was considering adding the Short-Stay Discharge CoreQ survey to the SNF Quality Reporting Program (QRP). It would eventually become a part of the five-star rating if adopted and be reported on Nursing Home Compare. This was the only new regulation CMS is considering.

CoreQ Implementation

CoreQ was not included in the April 2018 Proposed Rule. Leadership at AHCA thinks it will likely be included in the 2019 or 2020 Proposed Rule.

Several states are starting to adopt the survey for Medicaid quality initiatives. Currently, New Jersey, Georgia, and Tennessee all have some program for SNFs based around the CoreQ survey.

CoreQ Implementation

AHCA is accepting CoreQ data into LTC TrendTracker where providers can see benchmarks and trends. That data is uploaded to TrendTracker by your satisfaction survey vendor.

Some hospital systems/ACOs/MCOs have started to ask their network partners to provide CoreQ results to them.

What should you do?

Action to take

1. You can do nothing and just wait until it becomes a requirement.

2. It's probably a good idea to add the CoreQ questions to your existing satisfaction surveys for these reasons:

   - So you are aware of what your scores are before they become public.

   - Have time to improve those scores if they are below average.

   - Can share your CoreQ scores with referral partners as CoreQ becomes the satisfaction standard across the SNF care spectrum.

Conducting CoreQ Surveys

You can ask your survey vendor to add the questions for you if you haven't done so yet.

We would love to talk to you if you don't have a vendor.

More info at CoreQ.org or PinnacleQI.com

Questions?

Thank you!

Webinar recording and slides available at:

simpleltc.com/coreq

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