

# QMC Webinar #2 – December 2019

## Quality Metrics Program: **All About Metric #5**

**Ann McQueen**

**Research and Policy Integration Manager**

Aging and People with Disabilities

Oregon Department of Human Services



# To Access These Slides Electronically...

<https://www.oregon.gov/DHS/PROVIDERS-PARTNERS/LICENSING/CBC/Pages/index.aspx>

- Click “QUALITY METRICS” link on left side of page. This will take you to:

<https://www.oregon.gov/DHS/PROVIDERS-PARTNERS/LICENSING/CBC/Pages/Quality-Metrics.aspx>

- Click “Council Meeting Materials” link on right side of page. This will take you to:

<https://www.oregon.gov/DHS/PROVIDERS-PARTNERS/LICENSING/CBC/Pages/QMC-Meetings.aspx>

- Click “Webinar 2 – metric5\_v1” under the QMC Meetings” heading to access the slides electronically.

**We will be adding a link to “Provider Resources” from the main Quality Measurement Program page soon!**

# Objectives

- Review requirements for ALFs/RCFs for Quality Metric #5
- Discuss Metric #5 in detail, including the CoreQ questions, locating a vendor, and public reporting
- Discuss important dates and deadlines
- Address questions along the way
- Help you feel more comfortable with Metric #5 and the new requirements!



# Metric #5: Resident Experience/Satisfaction

## The metric:

Results of annual resident satisfaction/resident experience survey conducted by an independent entity.

## Important to remember:

- Independent entity must conduct survey
- Four required CoreQ assisted living questions
- Survey must be completed during 2020 with data entered no later than January 31, 2021

# Metric #5: Resident Experience/Satisfaction

## CoreQ Required Questions:

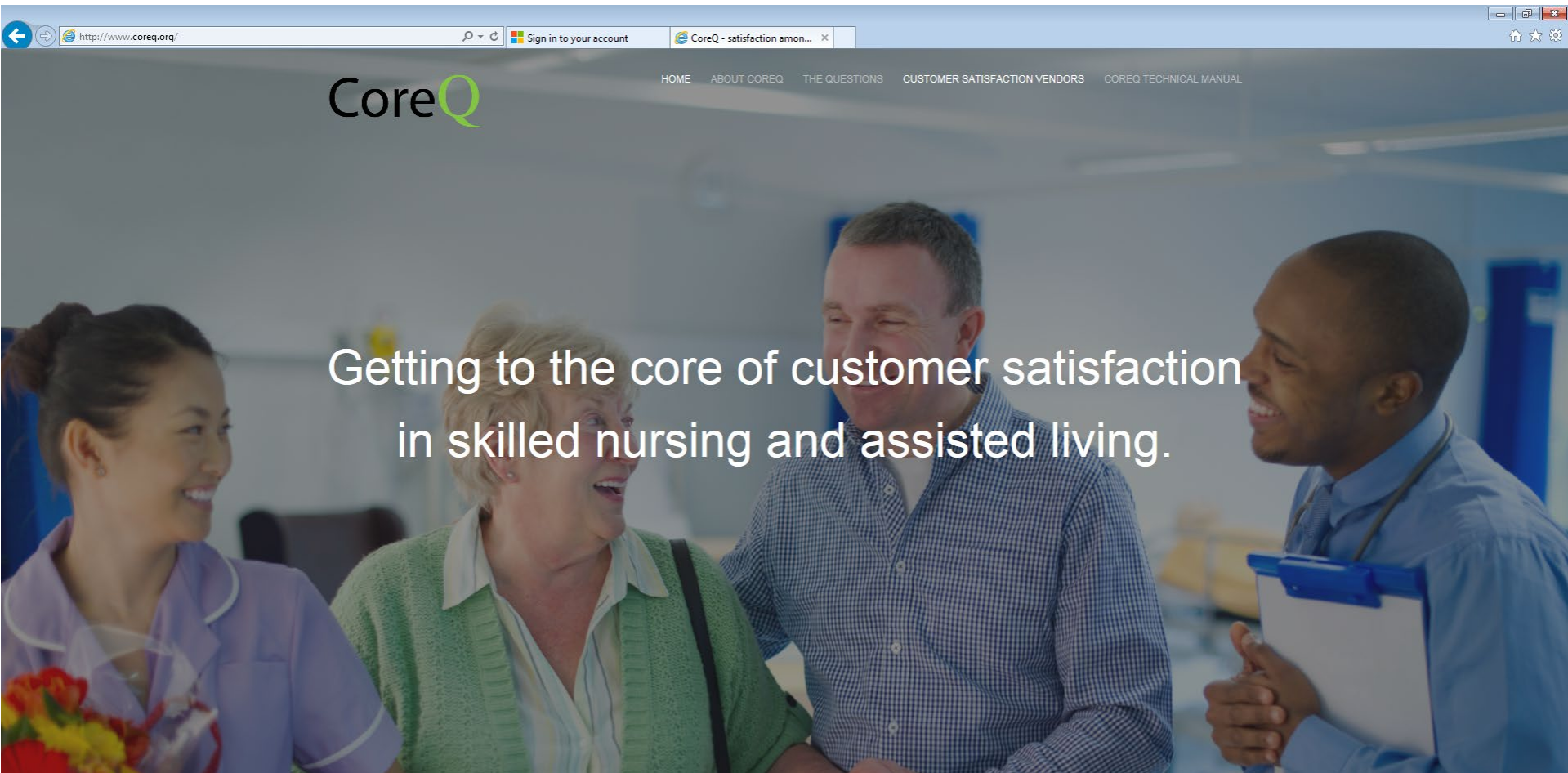
All CoreQ Measures use the same 5-point, Likert Scale:

**Poor (1), Average (2), Good (3), Very Good (4), Excellent (5)**

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. Overall, how would you rate the food?

# Locating a CoreQ-approved Vendor

Visit: [www.coreq.org](http://www.coreq.org)



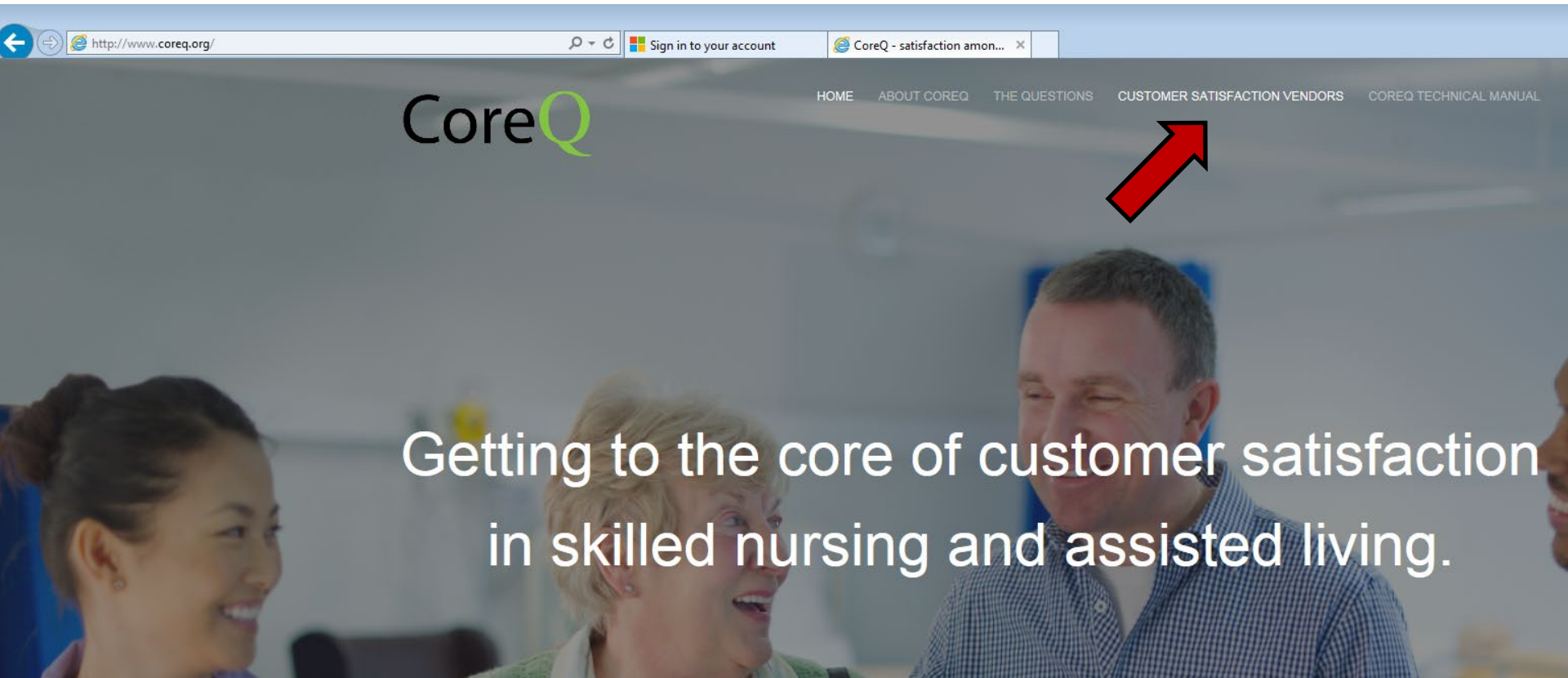
The screenshot shows the CoreQ website homepage. The browser address bar displays "http://www.coreq.org/". The navigation menu includes "HOME", "ABOUT COREQ", "THE QUESTIONS", "CUSTOMER SATISFACTION VENDORS", and "COREQ TECHNICAL MANUAL". The main content area features the CoreQ logo and a large image of healthcare professionals (a nurse, a doctor, and a patient) interacting. Overlaid on the image is the text: "Getting to the core of customer satisfaction in skilled nursing and assisted living."

CoreQ

HOME ABOUT COREQ THE QUESTIONS CUSTOMER SATISFACTION VENDORS COREQ TECHNICAL MANUAL

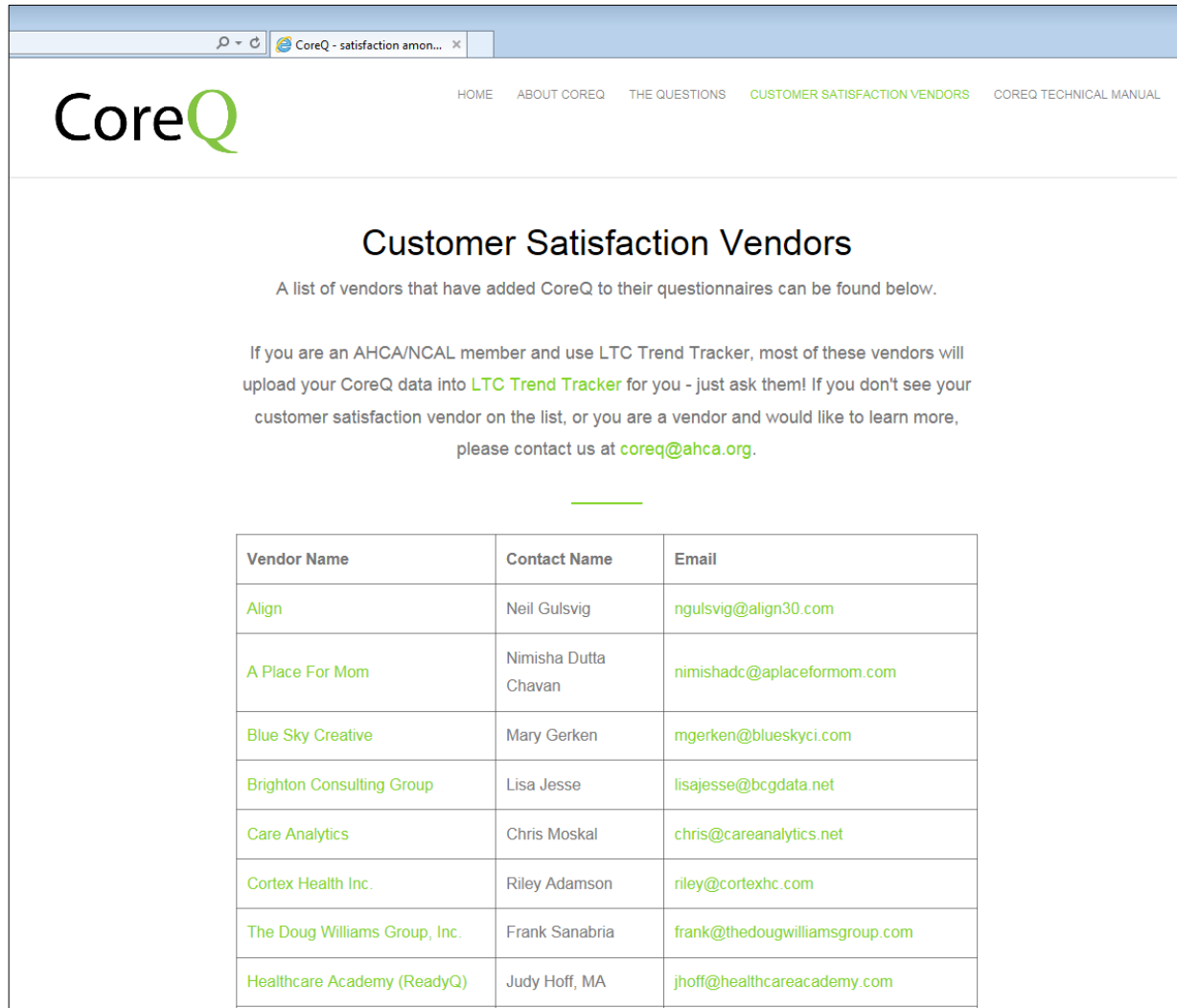
Getting to the core of customer satisfaction in skilled nursing and assisted living.

# Locating a CoreQ-approved Vendor



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

# Locating a CoreQ-approved Vendor



CoreQ

HOME ABOUT COREQ THE QUESTIONS CUSTOMER SATISFACTION VENDORS COREQ TECHNICAL MANUAL

## Customer Satisfaction Vendors

A list of vendors that have added CoreQ to their questionnaires can be found below.

If you are an AHCA/NCAL member and use LTC Trend Tracker, most of these vendors will 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, please contact us at [coreq@ahca.org](mailto:coreq@ahca.org).

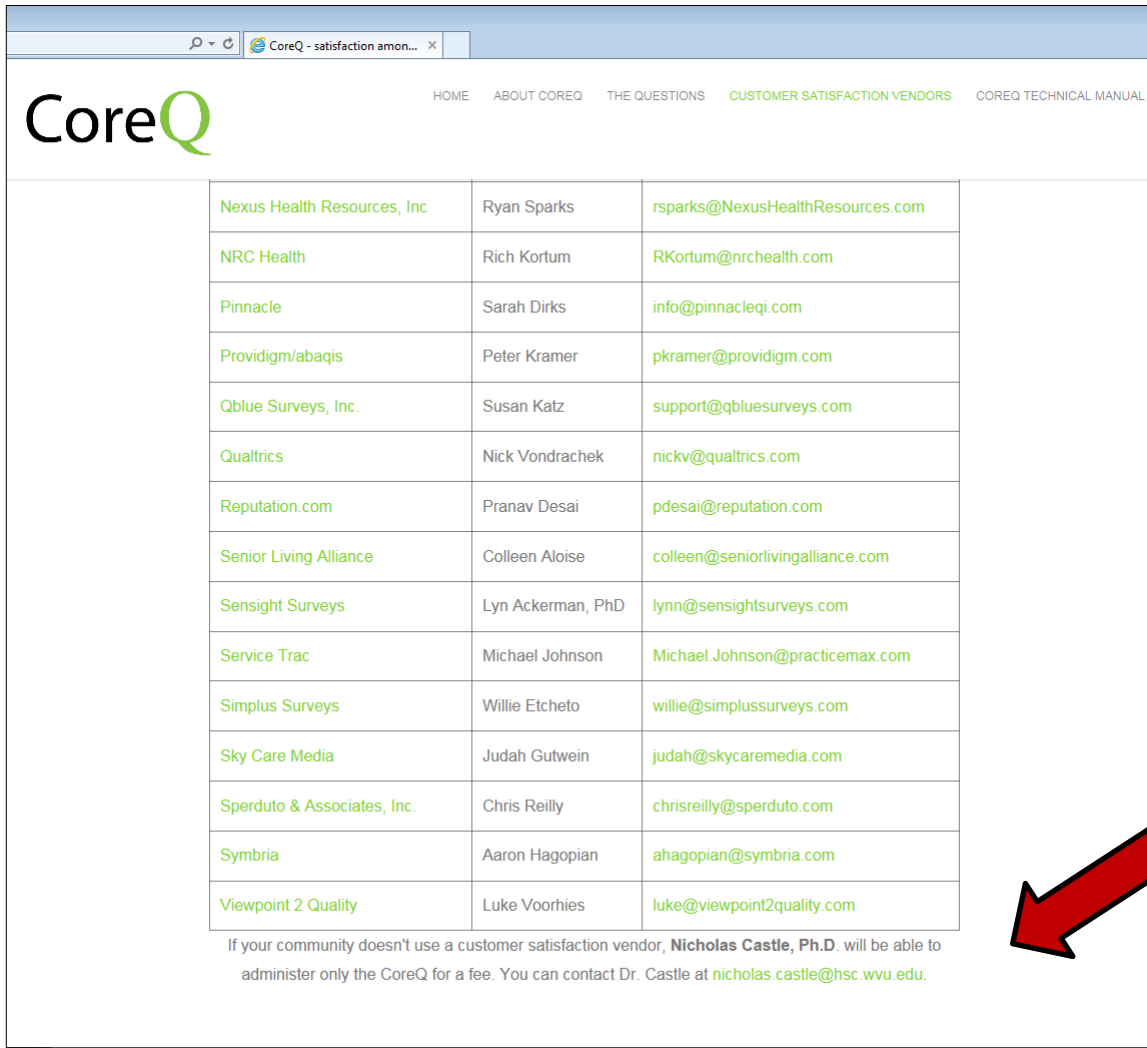
Vendor Name	Contact Name	Email
<a href="#">Align</a>	Neil Gulsvig	<a href="mailto:ngulsvig@align30.com">ngulsvig@align30.com</a>
<a href="#">A Place For Mom</a>	Nimisha Dutta Chavan	<a href="mailto:nimishadc@aplaceformom.com">nimishadc@aplaceformom.com</a>
<a href="#">Blue Sky Creative</a>	Mary Gerken	<a href="mailto:mgerken@blueskyci.com">mgerken@blueskyci.com</a>
<a href="#">Brighton Consulting Group</a>	Lisa Jesse	<a href="mailto:lisajesse@bcgdata.net">lisajesse@bcgdata.net</a>
<a href="#">Care Analytics</a>	Chris Moskal	<a href="mailto:chris@careanalytics.net">chris@careanalytics.net</a>
<a href="#">Cortex Health Inc.</a>	Riley Adamson	<a href="mailto:riley@cortexhc.com">riley@cortexhc.com</a>
<a href="#">The Doug Williams Group, Inc.</a>	Frank Sanabria	<a href="mailto:frank@thedougwilliamsgroup.com">frank@thedougwilliamsgroup.com</a>
<a href="#">Healthcare Academy (ReadyQ)</a>	Judy Hoff, MA	<a href="mailto:jhoff@healthcareacademy.com">jhoff@healthcareacademy.com</a>

Scroll down for the full list of Core-Q approved vendors.

If you don't see your vendor on the list, email [coreq@ahca.org](mailto:coreq@ahca.org) for more information.



# Locating a CoreQ-approved Vendor

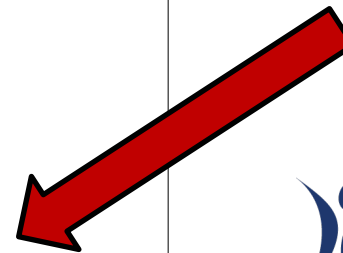


The screenshot shows the CoreQ website with a navigation menu and a table of approved vendors. The table lists the vendor name, the contact person, and their email address.

Vendor	Contact Person	Email
Nexus Health Resources, Inc	Ryan Sparks	<a href="mailto:rsparks@NexusHealthResources.com">rsparks@NexusHealthResources.com</a>
NRC Health	Rich Kortum	<a href="mailto:RKortum@nrchealth.com">RKortum@nrchealth.com</a>
Pinnacle	Sarah Dirks	<a href="mailto:info@pinnacleqi.com">info@pinnacleqi.com</a>
Providigm/abaqis	Peter Kramer	<a href="mailto:pkramer@providigm.com">pkramer@providigm.com</a>
Qblue Surveys, Inc.	Susan Katz	<a href="mailto:support@qbluesurveys.com">support@qbluesurveys.com</a>
Qualtrics	Nick Vondrachek	<a href="mailto:nickv@qualtrics.com">nickv@qualtrics.com</a>
Reputation.com	Pranav Desai	<a href="mailto:pdesai@reputation.com">pdesai@reputation.com</a>
Senior Living Alliance	Colleen Aloise	<a href="mailto:colleen@seniorlivingalliance.com">colleen@seniorlivingalliance.com</a>
Sensight Surveys	Lyn Ackerman, PhD	<a href="mailto:lynn@sensightsurveys.com">lynn@sensightsurveys.com</a>
Service Trac	Michael Johnson	<a href="mailto:Michael.Johnson@practicemax.com">Michael.Johnson@practicemax.com</a>
Simplus Surveys	Willie Etcheto	<a href="mailto:willie@simplussurveys.com">willie@simplussurveys.com</a>
Sky Care Media	Judah Gutwein	<a href="mailto:judah@skycaremedia.com">judah@skycaremedia.com</a>
Sperduto & Associates, Inc.	Chris Reilly	<a href="mailto:chrisreilly@sperduto.com">chrisreilly@sperduto.com</a>
Symbria	Aaron Hagopian	<a href="mailto:ahagopian@symbria.com">ahagopian@symbria.com</a>
Viewpoint 2 Quality	Luke Voorhies	<a href="mailto:luke@viewpoint2quality.com">luke@viewpoint2quality.com</a>

If your community doesn't use a customer satisfaction vendor, **Nicholas Castle, Ph.D.** will be able to administer only the CoreQ for a fee. You can contact Dr. Castle at [nicholas.castle@hsc.wvu.edu](mailto:nicholas.castle@hsc.wvu.edu).

For a cost-effective option, contact Nicholas Castle, Ph.D. at: [nicholas.castle@hsc.wvu.edu](mailto:nicholas.castle@hsc.wvu.edu).



# Metric 5 and the Quality Metrics Application

The screenshot shows a web browser window with the URL `portal.oregon.gov/QMA/Facility/Details/101`. The page title is "Quality Metric 5: Results of Annual Satisfaction Survey". The page is divided into three main sections: "Background and Reason", "Calculation", and "What Facilities Need to Do".

**Quality Metric 5: Results of Annual Satisfaction Survey**

- Background and Reason
- Calculation
- What Facilities Need to Do

**Ensure the following questions are asked during the annual survey:**

- In recommending this facility to friends and family, how would you rate it overall?
- Overall, how would you rate the staff?
- How would you rate the care you receive?
- Overall, how would you rate the food?

Surveys should be conducted annually at the same time each year by an independent third-party.

**Data to Report for Metric 5:**

The following data points must be entered into the Quality Metrics Application by January 31, 2020:

**Facility Averages For:**

5a	In recommending this facility to friends and family, how would you rate it overall?	<input type="text"/>
5b	Overall, how would you rate the staff?	<input type="text"/>
5c	How would you rate the care you receive?	<input type="text"/>
5d	Overall, how would you rate the food?	<input type="text"/>
5e	Number of residents who completed the full survey.	<input type="text"/>
5f	Please provide the name of the third-party vendor you used to conduct your survey?	<input type="text"/>

# Metric 5 and the Quality Metrics Application

**Report averages for each question, # of surveys completed and vendor name**

## Data to Report for Metric 5:

The following data points must be entered into the Quality Metrics Application by January 31, 2020:

### Facility Averages For:

5a In recommending this facility to friends and family, how would you rate it overall?

5b Overall, how would you rate the staff?

5c How would you rate the care you receive?

5d Overall, how would you rate the food?

5e Number of residents who completed the full survey.

5f Please provide the name of the third-party vendor you used to conduct your survey?

# Questions?

# Quality Measurement Webinars

**No registration needed, however space is limited. Login information will be sent soon via provider alerts and on the CBC webpage.**

<b>Webinar #1:</b> <i>Introduction to Quality Metrics</i>	<b>Webinar #2:</b> <i>All About Quality Metric 5</i>	<b>Webinar #3:</b> <i>Quality Metrics Application Login and Navigation</i>
<ul style="list-style-type: none"> <li>• Tuesday, 12/10, 10-11:30am</li> <li>• Thursday, 12/12, 2-3:30pm</li> <li>• Friday, 12/13, 10-11:30am</li> </ul>	<ul style="list-style-type: none"> <li>• Tuesday, 12/17, 10-11:30am</li> <li>• Thursday, 12/19, 2-3:30pm</li> <li>• Friday, 12/20, 10-11:30am</li> </ul>	<ul style="list-style-type: none"> <li>• Tuesday, 1/7/20, 10-11:30am</li> <li>• Thursday, 1/9/20, 2-3:30pm</li> <li>• Friday, 1/10/20, 10-11:30am</li> </ul>

The Department will host monthly Quality Metrics Q & A webinars in 2020 with opportunity for you to ask questions anonymously. Stay tuned for dates!