

Holleran's Handy Guide to CoreQ Surveys

What is CoreQ?

CoreQ is a set of five measures for skilled nursing care centers (long-term and short-term) and assisted living communities, used to assess satisfaction. Each survey consists of three to four questions and is designed for ease of completion. Specific applications include:

- SS - Short-Stay Skilled Nursing (including discharge)
- LS - Long-Stay Skilled Nursing (for both residents and families)
- AL - Assisted Living (for both residents and families)

How is CoreQ administered?

The CoreQ survey can be administered by itself, or as part of a larger, more in-depth satisfaction or engagement survey. Exact CoreQ wording must be used, including the introduction, questions and scale.

How is CoreQ calculated?

CoreQ uses a five point Likert scale: 1 Poor, 2 Average, 3 Good, 4 Very Good, 5 Excellent. For the survey to be valid, at least 20 valid responses must be received, with a greater than 30% response rate. Respondents must not meet any exclusion criteria and may only skip a single question. SS surveys continue for six months, or until enough valid responses are received. SS surveys may not be completed on the day of discharge.

How is CoreQ reported?

CoreQ results are calculated and submitted by Holleran to LTC Trend Tracker. Holleran does not provide an individual report specific to CoreQ results. Raw data, which is collected and analyzed by Holleran, are not representative of what would be included in data uploaded to the LTC Trend Tracker.

Does CoreQ have any limitations?

Yes.

The CoreQ - SS surveys should not be administered to persons who have received care for more than 100 days. Persons who have been discharged to a hospital, another SNCC, a psychiatric facility, an inpatient rehabilitation facility (IRF), into a long-term care setting, or who left against medical advice should not take a CoreQ -SS survey. Should a patient have died during treatment, the family should not receive a CoreQ - SS survey.

The CoreQ - LS survey should not be administered to a person who has been receiving care for less than 100 days.

The CoreQ - AL survey should not be administered to a person who has been receiving AL services for less than two weeks.

Additionally, all CoreQ surveys are not intended for those with a dementia diagnosis, persons on hospice, legal court appointed guardians or family members residing in another country.



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