

<<Facility_Full>>

<<Facility_Name_1>>

<<Facility_Name_2>>

DUE DATE: <<RETURN_DATE>>

Instructions: Please blacken the circle that best corresponds to how you would rate this facility in the following areas. Blacken only one circle for each statement. If a statement does not apply, leave the circles blank.

INCORRECT: (X, slash, half-filled, empty) CORRECT: (filled)

Resident Satisfaction Survey

OVERALL RECOMMENDATION

1. How likely would you be to recommend this facility to your family and friends?

0 1 2 3 4 5 6 7 8 9 10
O O O O O O O O O O O

Not at all likely

(Please choose one)

Extremely likely

Table with 5 columns: Question, NO, YES SOMEWHAT, YES MOSTLY, YES DEFINITELY. Rows 2-13 contain various statements about staff care, listening, personal choices, health needs, trust, courtesy, training, concerns, informed care, activities, safety, and dining experience.

PLEASE ANSWER QUESTIONS ON REVERSE SIDE

<<Barcode>>



<<Sort Position>>

The Three Questions below are part of a national initiative to measure the quality of skilled nursing centers. There are 5 choices for each response, from "poor" to "excellent"

	POOR	AVERAGE	GOOD	VERY GOOD	EXCELLENT
14. In recommending this facility to your friends and family, how would you rate it overall?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Overall, how would you rate the staff?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. How would you rate the care you receive?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. Did someone help you complete this survey?

- Yes
- No (if no, skip to question 18.)

18. How did that person help you? (Check all that apply.)

- Read the questions to me
- Wrote down the answers I gave
- Answered the questions for me
- Translated the questions into my language
- Helped in some other way

19. What else would you like to say about your experience?

Please mail the survey using the pre-addressed, postage-paid envelope enclosed.
THANK YOU!



1000