# TennCare QuILTSS-15

# Resident, Family & Employee Survey Timeline

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| Milestone | To be completed by |
| Attend a Pre-survey preparation webinar with TennCare/NRC Health QuILTSS #15  Overview presented by TennCare/NRC Health  \*Participation in this webinar is highly recommended for the TennCare QuILTSS Initiative.  Tuesday October 18, 1:30 pm CT. Register below:  <https://nrchealth.zoom.us/webinar/register/WN_pftEDQ68S7GaHABqPmQLjw> | Oct 18, 2022 |
| For materials resources and information to prepare for the survey go to the TennCare QuILTSS - NRC Health webpage: <https://go.nrchealth.com/l/279972/2021-10-26/qf6fg> |  |
| Complete the online Survey Sign-up Agreement  <https://nrchealth.com/wp-content/uploads/2022/08/2023-QuILTSS-Survey-Sign-up.docx>  \*Please be sure to include your bulk counts of cognitive residents and employees- we will use these numbers to estimate the number of resident and employee surveys that will be shipped to your facility (final counts will be requested on your data file)  Email completed document to: [tmcostello@nrchealth.com](mailto:tmcostello@nrchealth.com) | Nov 3, 2022 |
| Kick-off webinars hosted by NRC Health:  Wednesday Nov 2, 2:00 pm CT - Register below:  <https://nrchealth.zoom.us/webinar/register/WN_KlQ2DSNwTCu8dyb1_4ocmg>  Thursday November 3, 10:00 am CT - Register below:  <https://nrchealth.zoom.us/webinar/register/WN_0__f9hpVSSuiyxIThpdF-w>  If you are not able to join at any of these times, please register and you will be sent a recording of the webinar.  \*Participation in one of these webinars is highly recommended for the TennCare QuILTSS Initiative. | Nov 3, 2022 |
| Resident / Family Data file due  \*Instructions on how to submit your data file will be covered in the Kick-off webinar  Provide data file of resident and family names   * Resident surveys:   -All Medicaid Residents with a BIMS of 8 or above  -All Long Stay Residents that have a BIMS of 8 or above and have lived in the skilled nursing center for at least 100 days as of January 1, 2023 (residents admitted on or before September 23, 2022). Use the date file template to provide resident names (resident surveys will be shipped in bulk to facility with each resident’s name on the envelope)   * Family Surveys: One family member/responsible party for each resident regardless of BIMS score   -One Family member for each Medicaid Resident  -One Family member for each long stay resident that has lived in the nursing center for at least 100 days as of January 1, 2023 (residents admitted on or before September 23, 2022)Use the data file template provided to submit family mailing address.  Provide number of full and part time employees to NRC Health (on the data file)   * Employee surveys: Every employee should receive a survey. Include all full- and part-time employees.   (Employee surveys will be shipped in bulk to facility with anonymous envelopes) | No later than:    Nov 23, 2022              Nov 23, 2022 |
| Facilities notify family members, employees, and residents of upcoming surveys and dates  \*Survey champion creates implementation plan and communicates it to all stakeholders | Dec 14, 2022 |
| NRC Health mails family surveys to the address provided on the data file  NRC Health mails bulk survey packages of resident and employee surveys to the administrator’s attention  Resident and Employee surveys will be shipped in one package  \*Please distribute surveys as soon as possible” | Dec 30, 2022 |
| Facility staff ensures all completed surveys are sealed and mailed to NRC Health for processing | Jan 23, 2023 |
| Surveys due back to NRC Health | Jan 27, 2023 |
| State and Individual Custom Reports delivered to TennCare  Individual Reports sent to facilities | March 1, 2023 |
| Reports Webinar hosted by NRC Health:  \*Participation in one of these webinars is highly recommended for the TennCare QuILTSS Initiative.  Please attend one of these times  Wednesday March 08, 10:00 am CT - Register below:  <https://nrchealth.zoom.us/webinar/register/WN_8NJs1cCYRnORx0Er8YrXlQ>  Thursday March 9, 1:30 pm CT - Register below:  <https://nrchealth.zoom.us/webinar/register/WN_lNfjydoOSAiYutkKkoDBDg>  If you are not able to join at any of these times, please register and you will be sent a recording of the webinar |  |
| Results Presentation Webinar hosted by NRC Health  Thursday March 30, 10:00 am CT - Register below:  <https://nrchealth.zoom.us/webinar/register/WN_KB2orFOkTtWSgFRGsFm9FQ>  If you are not able to join at this time, please register and you will be sent a recording of the webinar |  |
| Action Planning Webinar  Thursday April 27, 2:00 pm CT - Register below:  <https://nrchealth.zoom.us/webinar/register/WN_Sm0D7J8aSSmzA0zRvYwcvQ>  Friday April 28, 10:00 am CT - Register below:  <https://nrchealth.zoom.us/webinar/register/WN_vDe5UyT0TleMA3Blr7dJjQ>  If you are not able to join at any of these times, please register and you will be sent a recording of the webinar |  |

**Questions?** If you have any questions about the survey timeline, contact Teresa Costello [tmcostello@nrchealth.com](mailto:tmcostello@nrchealth.com) or call 800.388.4264