

Measure at a Glance

CBE #2614: The Percent of CoreQ Satisfaction among Short-Stay Discharged Residents in Skilled Nursing Facilities

Measure Summary (Where does this measure seek to improve care?)

This measure looks at how satisfied patients feel after leaving a skilled nursing facility (SNF), which provides medical care and rehabilitation. Satisfaction reflects how patients rate their experience with care and whether the facility respects their needs and preferences. The measure uses a short four-question survey, called the CoreQ: Short Stay Discharge questionnaire, to collect patient feedback.

It focuses on patients who stay 100 days or less in a SNF and then go home or to another setting and includes all patients, regardless of insurance type.

The measure reports the percent of patients who have an average satisfaction score of 3 or higher on a scale from 1 to 5. A higher score means better satisfaction.

The results are at the facility level, not for individual patients.

Meaningfulness (Why does this matter to patients, and how could it improve their care?)

This measure focuses on patient satisfaction as an important part of care quality in SNFs. Measuring satisfaction may show how well care meets patient needs and preferences. Recognizing the patient's experience is an important part of overall quality and person-centered care. National guidance, including work from the Institute of Medicine, highlights the need to include patient experience in health care quality.

The developers include evidence that patient satisfaction is linked to health care outcomes and behaviors. A systematic review and meta-analysis (a study that looks at results from many research studies and combines them to better understand overall findings) found a small but meaningful relationship between the patient-provider relationship and health outcomes. This evidence supports the importance of patient satisfaction as part of evaluating care quality.

The developer assessed the importance of the survey questions with focus groups of residents and family members. In these groups, participants rated the importance of different topics. The final four questions in the measure received high importance scores, ranging from 9.35 to 9.69 out of 10, showing that participants identified these topics as meaningful.

The developers also report that satisfaction provides information about care that clinical measures may not capture. Studies show that satisfaction is an important part of quality in nursing facilities and is related to factors such as care processes and facility characteristics.

Usability (How will providers use this measure to improve care delivery?)

This measure uses a four-question survey to collect feedback from patients after they leave a SNF. The survey is short, which may make it easier for patients to complete and return. The survey uses simple questions and a clear rating scale (from poor to excellent), which helps

E&M Spring 2026

patients answer without confusion. Patients receive the survey after discharge and can complete it at home. They are given time to respond and return, which supports participation.

Facilities can use the results to understand how patients rate their care and to identify areas for improvement. Skilled nursing facilities report the measure results at the facility level, which allows them to compare their performance with other facilities.

SNFs can use the results to compare their performance with other SNFs. Tools such as LTC Trend Tracker allow facilities to upload data, view results, and monitor changes over time.

Over 40 vendors support survey collection, which may help facilities implement the measure. The developer recommends written surveys because testing shows they are reliable and valid.

Feasibility (How can this measure be implemented without adding burden for providers and patients while still improving care?)

This measure uses a patient survey that a SNF administers after discharge from a SNF. The facility sends within 2 weeks after discharge and asks patients to return it within 2 months. Facilities collect responses over a period of up to 6 months or until the facility has received at least 20 completed surveys and meets the required 30% response rate.

Facilities are responsible for administering the survey, tracking responses, and managing the data collection process. To report results, facilities must meet the required response rate. Survey responses are combined with information from facility records, such as admission and discharge dates and exclusion criteria, which are obtained from sources such as the Minimum Data Set (MDS) and other health information systems.

Facilities may collect survey data directly or use outside vendors to administer the survey and submit results.

All surveys are anonymous, and results are only reported when the facility has reached the required response rate. This helps protect patient privacy.

The survey and its methodology are proprietary, but there are no fees or licensing requirements.

Impact (How will using this measure improve patient experiences and outcomes?)

The measure focuses on patient satisfaction as an outcome of care in SNFs. Satisfaction is linked to health-related behaviors and outcomes. For example, studies show that patients who are more satisfied with their care are more likely to follow medical advice, attend follow-up visits, and remain engaged in their care.

The developers also cite research that satisfaction scores, in general, are linked to other indicators of care quality. Studies found that facilities with higher satisfaction scores are more likely to have higher quality ratings, including higher star ratings (a 1-to-5 rating system used to show overall quality) in national reporting systems.

For example, one study found that when a facility's satisfaction score increases by 1 percentage point, the likelihood of having a 4- or 5-star rating increases by about 0.7 percentage points. This finding reflects results across nursing facilities and is not limited to this specific measure.

E&M Spring 2026

The developers report that SNFs may use satisfaction data to examine patterns in patient experience. Studies show that changes in care practices, such as staffing, communication, and services, influence satisfaction scores.

Performance Gap (Based on current performance, where and how much care can improve?)

This measure shows differences in patient satisfaction scores across SNFs. The results come from data in the LTC Trend Tracker, covering 2024 Quarter 2 through 2025 Quarter 1. The data include 1,369 facilities and 88,433 patients who completed the survey.

Across all facilities, the average satisfaction score was 59.4%. When results are divided into 10 equal groups (called deciles), scores ranged from about 8.0% in the lowest group to about 98.7% in the highest group. Deciles group facilities by performance and help show how scores are spread out without focusing on very low or very high values.

The number of patients varies across these groups, with some middle groups including more than 10,000 patients.

Disclaimer: Battelle used generative artificial intelligence in the initial drafting of this document. Actual humans with relevant expertise subsequently validated and revised the content.