

Measure at a Glance

CBE #2615: The Percent of CoreQ Satisfaction among Long-Stay Residents in Skilled Nursing Facilities

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

This measure looks at how satisfied long-stay residents are in skilled nursing facilities (SNFs). Long-stay residents are people who live in the facility for 100 days or more. The measure uses a short three-question survey called the CoreQ: Long-Stay Resident questionnaire. Patients report their own experience, and scores range from 1 (Poor) to 5 (Excellent).

The measure is at the facility level (meaning results are reported for each SNF, not for individual patients).

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

This measure focuses on patient satisfaction, which is an important part of quality care. Satisfaction can help show how well a facility meets patient preferences and how residents feel about their care, such as how well staff communicate and overall experience. Patient satisfaction may also affect health outcomes. Patients who are satisfied may be more likely to follow medical advice and attend follow-up visits.

When facilities measure satisfaction, they may better understand what residents want and work to improve care.

SNF residents and families may also use satisfaction information to compare facilities as well as make decisions regarding choosing and trusting a facility.

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

The measure uses a short three-question survey, and facilities can add the CoreQ questions to surveys they already use, reducing burden and supporting higher response rates.

SNFs can compare their results with other facilities, including through tools such as LTC (Long Term Care) Trend Tracker. This tool helps facilities see patterns in their performance and compare results over time.

Committees and workgroups from the American Health Care Association/National Center for Assisted Living (AHCA/NCAL) collect feedback from facilities and vendors on an ongoing basis. This feedback may help improve measure use and reporting.

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

This measure may be feasible for facilities because it uses a survey (the CoreQ: Long-Stay Resident questionnaire) already in use. Facilities administer the survey to eligible SNF residents

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and collect responses. The survey data are stored in defined fields within electronic systems, so facilities do not need new data systems. This helps reduce extra work.

The survey has been in use since 2016 and has not changed, which may make survey use easier for facilities over time, as they will be familiar with the process.

Based on a similar survey, this measure will likely cost less than \$2.80 per respondent. The low cost of this measure may make it more feasible to implement.

The survey is anonymous, and scores are only calculated when 20 or more survey responses have been collected. This helps protect patient privacy.

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

This measure may help facilities improve the quality of care by using satisfaction results. Facilities can test changes, such as improving staff training or increasing staff, and then review updated survey results. Improvements in care, such as fewer falls or hospital stays, may increase satisfaction scores. Facilities may use collected data to better understand what changes make a difference.

The measure may also support person-centered care by helping facilities learn what residents want and need. For example, facilities can adjust activities or food choices based on feedback.

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

Data from 2024-2025 from 727 providers and 9,792 patients showed an average satisfaction rate of 64.3%. This means 64.3% of survey respondents had an average score of 3.0 (good) or above.

Results group facilities into 10 equal-sized categories (deciles) based on performance, showing how performance varies across facilities. As you move to higher deciles (and higher percentages), satisfaction rates increase. Higher scores reflect better performance.

When results are grouped into deciles, scores vary widely:

- Lowest deciles (Deciles 1-2): Facilities had scores from 0.0% to about 11.4%.
- Middle deciles (Deciles 3-7): Facilities had scores from about 43.5% to 87.1%, showing gradual differences in performance.
- Highest deciles (Deciles 8-10): Facilities had scores from about 97.7% to 100.0%.

This wide range shows that some facilities report very low satisfaction, while others report very high satisfaction. These differences suggest that some facilities may have opportunities to improve care.

Performance gaps may reflect differences between facilities. Some studies show that facilities with more minority residents may have lower quality and satisfaction scores for all residents. Factors like staffing and available resources may drive these differences. Comparing results across facilities can help identify where improvements are needed.

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