

Measure at a Glance

CBE #2616: The Percent of CoreQ Satisfaction among Long-Stay Families in Skilled Nursing Facilities

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

This measure looks at how satisfied families are with care in a skilled nursing facility (SNF). A SNF is a place that provides medical and daily care for people, often older adults. The measure focuses on long-stay residents (people who live in a SNF for 100 days or more). It uses a short survey with three questions to collect feedback from a family member or a designated responsible party.

Each survey question uses a scale from 1 to 5, where higher numbers reflect better ratings (for example, poor = 1 and excellent = 5). The measure calculates an average score across the three questions for each respondent. If the average score is 3 or higher, the response is counted as satisfied. The facility's score is the percentage of respondents with an average score of 3 or higher.

The measure reports the results at the facility level, which means each SNF gets a score. The measure includes rules for who is counted and who is excluded to make sure results reflect consistent and valid responses.

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

This measure looks at family member satisfaction regarding the care a SNF resident receives.

Family members often act as advocates for residents, so their views can show how well the facility meets the residents' needs. Satisfaction reflects how well staff communicate, listen, and involve them in care decisions. When families feel informed and supported, they can help the patient follow care plans and stay engaged.

Research shows that satisfaction is linked to care quality and outcomes, including patients being more likely to follow medical advice.

In terms of use, satisfaction surveys can show facilities problems that clinical measures may miss and help improve care. For families, satisfaction scores help them compare facilities and choose where to get care.

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

This measure may be useful for facilities, patients, and families because it provides clear information about satisfaction. The results are at the facility level, so families can review how one SNF compares to others for decision-making when choosing a facility. Public reporting and tools such as Long-Term Care (LTC) Trend Tracker may help facilities, patients, and families review and understand results.

The survey is short, with only three questions, which makes it easy for families to complete. A survey with fewer questions may help support higher response rates. Facilities and survey

vendors can include the questions in existing surveys, which may make it easier to use. Over 40 vendors can administer the survey, and systems are in place to collect feedback and support measure use over time.

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

This measure uses data from the CoreQ: Long-Stay Family Satisfaction Questionnaire. Facilities collect survey responses from family members or designated responsible parties of residents who have stayed in a SNF for 100 days or more. Resident information comes from facility health information systems, including the Minimum Data Set (MDS).

Facilities administer the survey as part of routine data collection. Family members have up to 2 months to respond. The measure includes only valid survey responses and excludes surveys missing responses to two or more questions or those submitted outside the response period.

The measure uses survey responses and information already stored in facility records, such as the MDS. The measure requires a minimum of 20 completed surveys and at least a 30% response rate to report results at the facility level. Survey responses are anonymous. Facilities spend time collecting survey responses, but staff do not need to enter additional data into systems. The estimated cost is about \$2.80 for each completed survey and may be lower due to the limited number of data elements.

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

Facilities use the measure results to support quality improvement activities. The measure supports use in Quality Assurance and Performance Improvement programs, where facilities track results over time and test changes. Facilities may use the results to adjust staffing, improve staff training, and address areas such as falls, hospitalizations, and communication with families.

The measure reflects changes in satisfaction over time based on national data. For example, satisfaction rates in LTC Trend Tracker data decreased from 83.5% before the COVID-19 pandemic to 68.3% during the pandemic, then increased to 75.9% as conditions improved. These changes align with factors such as staffing levels, visitation policies, and daily operations.

The measure also reflects the role of satisfaction in care quality and outcomes. Measure developer evidence shows that satisfaction is part of nursing home quality and is associated with factors such as patient follow-up behavior, treatment outcomes, and quality improvement efforts. Satisfaction data can identify areas of care that other measures may not capture and support facility-level monitoring and improvement.

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

This measure shows variation in satisfaction across SNFs. Data from 2024-2025 show an average satisfaction score of 73.3%, based on 1,096 providers and 18,779 family responses.

A decile divides all facilities into 10 equal groups based on their scores, from lowest to highest. Each group represents 10% of facilities. For example, the first decile includes the lowest 10% of scores, and the tenth decile includes the highest 10% of scores.

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Scores vary across facilities. Results range from about 13.7% in the lowest decile (the lowest-performing 10% of facilities) to 100% in the highest decile (the highest-performing 10% of facilities).

This wide range suggests clear opportunities for improvement. Differences in care quality, staffing, and resources may drive these gaps. Measuring satisfaction at the facility level helps identify lower-performing areas and target improvement efforts.

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