

# CoreQ

## What is the CoreQ?

CoreQ is a set of five measures for skilled nursing care centers (SNCC) and assisted living (AL) communities to use to assess satisfaction among patients, residents, and their families. The measures capture short-stay and long-stay resident and family data for SNCCs, and resident and family data for ALs. Based on a core set of customer satisfaction questions to allow consistent measurement across long term and post-acute care settings, the CoreQ has been independently tested as valid and reliable. In November 2016, the National Quality Forum (NQF) endorsed three of the five CoreQ measures for SNCCs.

## How do I get started?

1. Ask your vendors to include CoreQ question set in your satisfaction surveys and calculate the measure results for you.
2. If you are an AHCA/NCAL member, ask your vendor to upload your CoreQ measure results into LTC Trend Tracker<sup>sm</sup>.
3. To see a list of vendors and learn more about the CoreQ, visit the [CoreQ](#) website.
4. Don't see your vendor on the [CoreQ](#) website? Contact us at [coreq@ahca.org](mailto:coreq@ahca.org).

## What are the questions?

### CoreQ Short-Stay Discharge

1. In recommending this facility to your friends and family, how would you rate it overall?
2. Overall, how would you rate the staff?
3. How would you rate the care you receive?
4. How would you rate how well your discharge needs were met?

### CoreQ Long-Stay Residents

1. In recommending this facility to your friends and family, how would you rate it overall?
2. Overall, how would you rate the staff?
3. How would you rate the care you receive?

### CoreQ Long-Stay Family

1. In recommending this facility to your friends and family, how would you rate it overall?
2. Overall, how would you rate the staff?
3. How would you rate the care your family member receives?

### CoreQ Assisted Living Resident

1. In recommending this facility to your friends and family, how would you rate it overall?
2. Overall, how would you rate the staff?
3. How would you rate the care you receive?
4. Overall, how would you rate the food?

### CoreQ Assisted Living Family

1. In recommending this facility to your friends and family, how would you rate it overall?
2. Overall, how would you rate the staff?
3. How would you rate the care you receive?

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Getting to the core of customer satisfaction in skilled nursing and assisted living.