

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. The CoreQ, which is based on a core set of customer satisfaction questions, which have been independently tested as valid and reliable, allows consistent measurement across long term and post-acute care settings.

The five CoreQ measures are endorsed by the [National Quality Forum \(NQF\)](#).

What are the questions?

The following questions are answered using a five-point Likert Scale: Poor (1), Average (2), Good (3), Very Good (4), Excellent (5).

- **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 received?
 4. How would you rate how well your discharge needs were met?
- **CoreQ Long-Stay 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?
- **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 your family member receives?

How do I get started?

1. Ask your customer satisfaction survey vendor to include the CoreQ in your satisfaction surveys, as well as calculate the measure results for you.
2. Ask your customer satisfaction survey vendor to upload your center/community's CoreQ results into LTC Trend Tracker.
3. Don't see your customer satisfaction survey vendor listed on the CoreQ website, contact AHCA/NCAL at coreq@ahca.org.

Where can I get more information?

Visit the CoreQ [website](#) today!



Getting to the core of customer satisfaction in skilled nursing and assisted living.
Learn more at coreQ.org