



September 1, 2017

Dear Nursing Facility Administrator:

The Minnesota Department of Human Services is beginning its annual Nursing Facility Quality of Life/Consumer Experience Surveys. Vital Research, an independent research firm, is contracted by the state to conduct three surveys, focusing on long-stay residents, short-stay residents and family and other key resident representatives. DHS gives providers the opportunity to earn additional funds by using these surveys in quality improvement. DHS also shares results on the Minnesota Nursing Home Report Card at nhreportcard.dhs.mn.gov.

On September 13th, Vital Research staff will begin contacting facilities to schedule face-to-face interviews with a sample of your long-stay residents. Interviews will begin October 4, 2017, with an expected end date of December 15, 2017. Vital Research will mail the family member survey to participants on a similar timetable. Vital Research will mail the short-stay survey to residents discharged each month after a stay of 30 days or fewer. Data collection for the short-stay survey will begin in October and continue for up to 12 months.

Vital Research relies on resident census and key representative contact lists from facilities to create its interview and mailing lists. In preparation, please begin updating the addresses and phone numbers of key representatives of residents within the next week. Below is a chart with facility responsibilities:

Nursing Facility Responsibilities	Due Date
1. Vital Research will contact you by phone to schedule your resident interview date(s).	3 weeks before your interview date
2. Submit Resident and associated Key Representative contact list. <i>Include your entire current resident census even though short-stay residents will not be interviewed.</i> Do not include Key Representative information for short-stay residents (those with an intended stay of 30 days or less on admission).	2 weeks before your interview date
3. Provide the following lists to interviewers: a) Residents in <i>isolation</i> b) Residents whose <i>legal guardian refuses participation</i>	On the Day of interviews

During scheduling, Vital Research will provide further information about the interview process. Any questions pertaining to this process, including scheduling, may be directed to Olia Bolotina, Vital Research Project Manager, at 1-888-848-2555.

For essential information on the long-stay resident and family surveys, including census list submission instructions, Frequently Asked Questions, and sample survey announcements for residents, families and staff, visit **www.vitalresearch.com/mnsurvey2017**.

For more information on the short-stay survey, visit **<https://vitalresearch.com/mnshortstay2017>**.

For questions or concerns about the Quality of Life/Consumer Experience project overall, please contact Teresa Lewis, DHS, at 651-431-4208 or by email at: teresa.lewis@state.mn.us.

Thank you for your participation and your efforts to make life better for nursing facility residents in Minnesota.

Sincerely,

A handwritten signature in cursive script that reads "Valerie Cooke".

Valerie Cooke, Director
Nursing Facility Rates and Policy Division
Department of Human Services