

## Sample Informational Letter for Family Members and Friends

Dear Family Members and Friends,

The Minnesota Department of Human Services (DHS) sees nursing facility quality as a top priority. Since DHS began tracking in 2004, there have been statewide improvements in quality of nursing care, quality of life, and other factors that are important to residents and their families.

We are pleased to announce the 13<sup>th</sup> statewide Resident Quality of Life Survey and the 8<sup>th</sup> statewide Family Satisfaction Survey. This fall, you should receive a survey in the mail from Vital Research on behalf of DHS. Vital Research is collecting the satisfaction surveys and is not connected with any Minnesota nursing facility or with the Department of Human Services, other than their work on this project. An online survey is also available for your convenience.

Your opinion is very important and we encourage your participation. Both the mailed and online surveys are confidential and we will not see your responses.

Specially trained staff from Vital Research will be interviewing a random sample of our nursing facility residents. They have been trained to approach residents with a wide variety of disabilities and to stop the interview when a resident is unable to continue. Residents can also choose not to participate at any time. The interviews take an average of 15 minutes to complete and are confidential.

The resident and family survey summarized results will be posted on the Internet as part of the Nursing Home Report Card consumer guide (<http://nhreportcard.dhs.mn.gov/>). The management of this facility will also receive these results to help monitor our quality.

If you have any questions about the statewide survey, please call **<Insert Name of Contact Person>** at **<Insert Phone Number>** or Olia Bolotina at Vital Research, LLC, (888) 848-2555.

Thank you in advance for your participation!

Sincerely,

**<Insert Signature>**

**<Insert Name of Administrator>**

Administrator