

## Determining the Most Involved Representative to Respond to the Family Satisfaction Survey

The goal is to select the ‘most involved person’ in the care of the resident to complete the family survey. It is expected that this person will be most knowledgeable about the resident’s experiences in the facility and will be able to evaluate the care and services most effectively. Our experience suggests that about 85% or more residents typically have an involved family member or friend to include in the survey process.

It is important that only one family survey be completed for each resident, so it is critical that you identify **ONE family member, friend, or other interested person who is most involved in the resident’s care**. Use one or more of the following criteria for considering extent of involvement with care:

- Visits resident most often
- Assisted the resident with the admission process
- Talks to staff about the resident’s condition
- Participates in resident care planning process
- Attends family council meetings, if available
- Runs errands and takes care of residents’ personal needs

If there is more than one family member, friend, or other interested person that meets the above criteria:

- First - Provide the name and contact information of the most involved person who is also the legal guardian.
- Second - If there is no legal guardian AND it’s difficult to identify ONE most involved person, provide the name and contact information of the person listed in highest order of contact in the resident’s medical record.

### **Important Notes:**

If a resident does not have an involved family member, friend, guardian, or other interested person, do not provide a representative name for that resident in the Census List.

**Never** provide a resident’s contact information as their representative even if they are their own responsible party. Residents will be surveyed through the Resident Satisfaction Survey.

Staff or administrators should **never** be listed as a most involved person for the purposes of the family survey.

**If you have further questions about selecting the ‘most involved representative’ for the 2025-26 Family Satisfaction Survey, please call the Family Survey Helpline at 1-844-864-0049.**