

Long-Term Care Survey Alert

Tool: Check Out Scripted Resident, Family Interview Questions as a QI Tool

Find out what's really on people's minds in time to turn things around.

Here's a sampling of the interview questions used in the Quality Indicator Survey -- ones that any facility can use to identify potential shortfalls in its quality of care and life.

RESIDENT INTERVIEW QUESTIONS:

Personal Property

- 1) Have you had any missing personal items, such as clothing, jewelry, a radio, money, etc? If Yes: Can you tell me what is missing and for how long? Do you have any idea of what might have happened to the item(s)?
- 2) (If yes): Did you report the missing property to staff?
- 3) Is the property still missing?

Pain

- 1) Do you have any discomfort now or have you been having discomfort such as pain, heaviness, burning, or hurting with no relief?

Food Quality

- 1) Does the food taste good and look appetizing?
- 2) Is the food served at the proper temperature?

Hydration

- 1) Do you receive the fluids you want between meals?

Sufficient Staff

- 1) Do you feel there is enough staff available to make sure you get the care and assistance you need without having to wait a long time?

Privacy

- 1) Does staff provide you privacy when they work with you, changing your clothes, providing treatment?
- 2) Do you have privacy when on the telephone?
- 3) If you would have a visitor, do you have a private place to meet?

FAMILY INTERVIEW QUESTIONS:

Choices

- 1) Does the facility honor [resident's name]'s preferences and previous life routines, such as when to get up and go to sleep or when to take a bath?
- 2) Does the facility honor [resident's name]'s preferences on what he/she eats or drinks?
- 3) Does the facility honor [resident's name]'s preferences on how he/she is dressed or groomed? (For example, choice of outfit, dress vs. slacks, mustache, hairstyle, etc.?)

Activities

- 1) Does staff encourage [resident's name] to attend activities and provide assistance to attend them?

Source: Excerpted from the resident and family interviews at http://www.uchsc.edu/hcpr/qis_tab_5.php.