

Shrewsbury Nursing Rehabilitation Center

AVERAGE CORE Q SCORE =

84%

BENCHMARK^ CORE Q SCORE =

91%

YOUR CORE Q SCORE FOR 2015 =

92%

YOUR CORE Q SCORE FOR Jan-March 2016 =

93%

YOUR CORE Q SCORE FOR April-June 2016 =

86%

YOUR CORE Q SCORE FOR July-Sept 2016 =

90%

YOUR CORE Q SCORE FOR Oct-Dec 2016 =

91%

YOUR CORE Q SCORE FOR 2016 =

91%

Shrewsbury Nursing Rehabilitation Center

HOW THE CORE Q IS CALCULATED

Most customer satisfaction results are built from the average scores on each question. The CoreQ Measure goes beyond results for each question. The CoreQ score helps us understand what each person found important to the overall experience.

The summary COREQ score represents the percent of individuals whose average satisfaction score ≥ 3 . This is determined in the following way:

1. Each respondent's answers to the CoreQ questions are averaged
2. The following formula is utilized to calculate the individual's average satisfaction score. $[\text{Numeric Score Question 1} + \text{Numeric Score Question 2} + \text{Numeric Score Question 3} + \text{Numeric Score Question 4}] / 4$.
3. The number of respondents with an average score greater to or equal to 3.0 are counted (numerator) and divided by the total number of valid responses to the same questionnaire type (denominator) to yield the Core Q satisfaction score (e.g. % of respondents who are satisfied).

The table shows an example of how the CORE Q score is calculated using four different resident's responses.

CORE Q					INDIVIDUAL ITEMS	
CORE Q Items	Resident Responses				Average for Item	Overall Score
	Resident A	Resident B	Resident C	Resident D		
Question #1	1	1	5	4	$11 / 4 = 2.75$	55
Question #2	2	5	5	3	$15 / 4 = 3.75$	75
Question #3	3	5	4	1	$13 / 4 = 3.25$	65
Question #4	2	5	4	4	$15 / 4 = 3.75$	75
Total	8	16	18	12		
Core Q Question Averages (Individual experience with all four items)	8 / 4	16 / 4	18 / 4	12 / 4	Average Score	67.5
	2.0	4.0	4.5	3.0		

Three residents with scores ≥ 3.0

Facility CORE Q Score = $3 / 4 = 75\%$

CoreQ Measure results can be lower or higher than the average scores for each question because the person's experience counts in this measure (as shown in the Table). Only the people whose scores on all CoreQ questions average to good, very good or excellent are counted.

Your score represents the percent score from survey responses received to date

^ The benchmark score represents the 90th percentile CORE Q score calculated from all participating facilities (N>150) in MA

The CoreQ Measure adds another dimension of understanding to satisfaction: the individual's experience.

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Individual COREQ Items

1. In recommending this facility to your friends and family, how would you rate it overall?

	Poor	Average	Good	Very Good	Excellent	Overall score for this question
ALL FACILITIES 2016 (average)	6%	9%	15%	37%	33%	76
ALL FACILITIES 2016 (benchmark^)	1%	4%	9%	28%	58%	88
YOUR SCORE 2016	3%	0%	22%	14%	60%	86
ALL FACILITIES Oct-Dec 2016	6%	10%	12%	37%	35%	77
YOUR SCORE Oct-Dec 2016	0%	0%	27%	14%	59%	86

2. Overall, how would you rate the staff?

	Poor	Average	Good	Very Good	Excellent	Overall score for this question
ALL FACILITIES 2016 (average)	3%	14%	14%	38%	31%	76
ALL FACILITIES 2016 (benchmark^)	1%	4%	9%	23%	63%	89
YOUR SCORE 2016	3%	0%	10%	66%	21%	80
ALL FACILITIES Oct-Dec 2016	1%	11%	15%	37%	36%	79
YOUR SCORE Oct-Dec 2016	0%	0%	23%	64%	14%	78

3. How would you rate the care you received?

	Poor	Average	Good	Very Good	Excellent	Overall score for this question
ALL FACILITIES 2016 (average)	4%	10%	13%	39%	34%	78
ALL FACILITIES 2016 (benchmark^)	1%	6%	11%	16%	66%	88
YOUR SCORE 2016	0%	5%	22%	0%	72%	88
ALL FACILITIES Oct-Dec 2016	4%	10%	14%	40%	32%	77
YOUR SCORE Oct-Dec 2016	0%	0%	27%	5%	68%	88

4. How would you rate how well your discharge needs were met?

	Poor	Average	Good	Very Good	Excellent	Overall score for this question
ALL FACILITIES 2016 (average)	5%	12%	16%	33%	34%	76
ALL FACILITIES 2016 (benchmark^)	1%	7%	11%	16%	65%	88
YOUR SCORE 2016	0%	9%	17%	0%	74%	88
ALL FACILITIES Oct-Dec 2016	5%	11%	16%	32%	36%	77
YOUR SCORE Oct-Dec 2016	0%	9%	18%	5%	68%	86

Your Surveys Sent (Oct-Dec 2016) =	36	(see note 1 below)
Your Surveys Received (Oct-Dec 2016) =	21	(see note 2 below)
Your Response Rate (Oct-Dec 2016) =	58%	(see note 3 below)
Your Surveys Sent (2016) =	145	
Your Surveys Received (2016) =	58	
Your Response Rate (2016) =	40%	

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NOTES

^ The benchmark overall score represents the 90th percentile CORE Q score calculated from all participating facilities (N>150) in MA. The individual percents given represent distributions for all facilities at or above the 90th percentile

The "all facilities" score represents the average score on this item calculated from all participating facilities (N>150) in MA

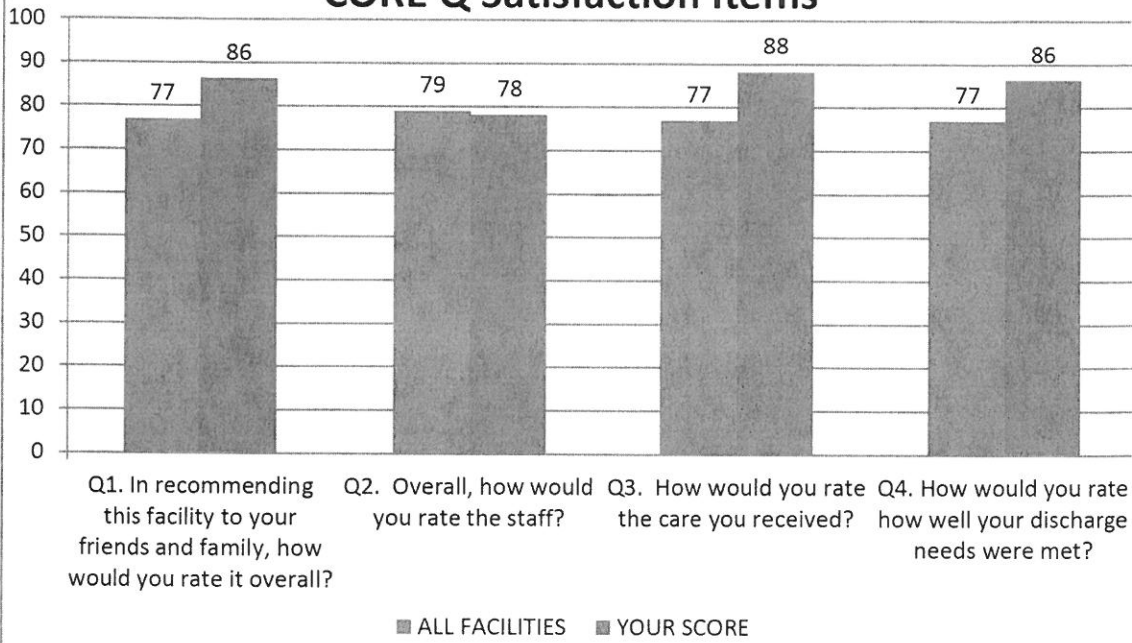
"Your score" represents the percent score from survey responses received to date

The overall score for the question represents the average score when Poor=1, Average=2, Good=3; Very Good=4; Excellent=5 (converted to a 0 - 100 scale)

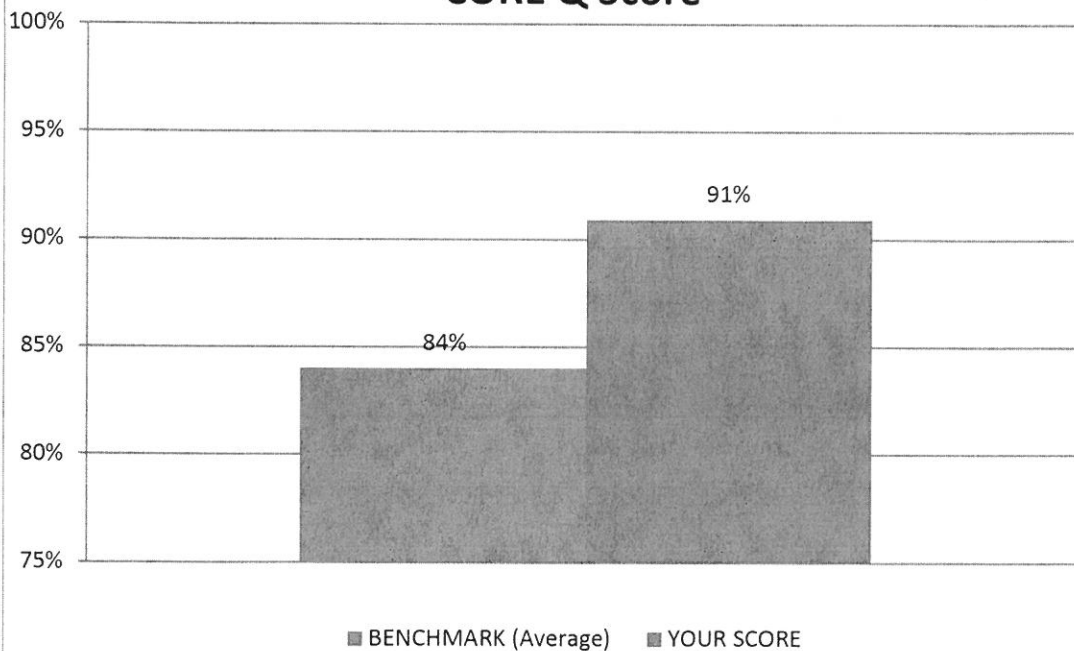
1. We recommend that a facility has a minimum of 20 valid responses (e.g. the denominator must be > 20) in order for the CORE Q measure satisfaction score to be reported.
2. We recommend that a facility has a minimum response rate of valid responses of at least 30% or greater. The response rate is calculated by counting all the valid responses divided by the number of people who were given the survey to complete.
3. The average response rate for all participating facilities is 64%

This CORE Q report was developed by Nick Castle, Ph.D., from the University of Pittsburgh.

CORE Q Satisfaction Items

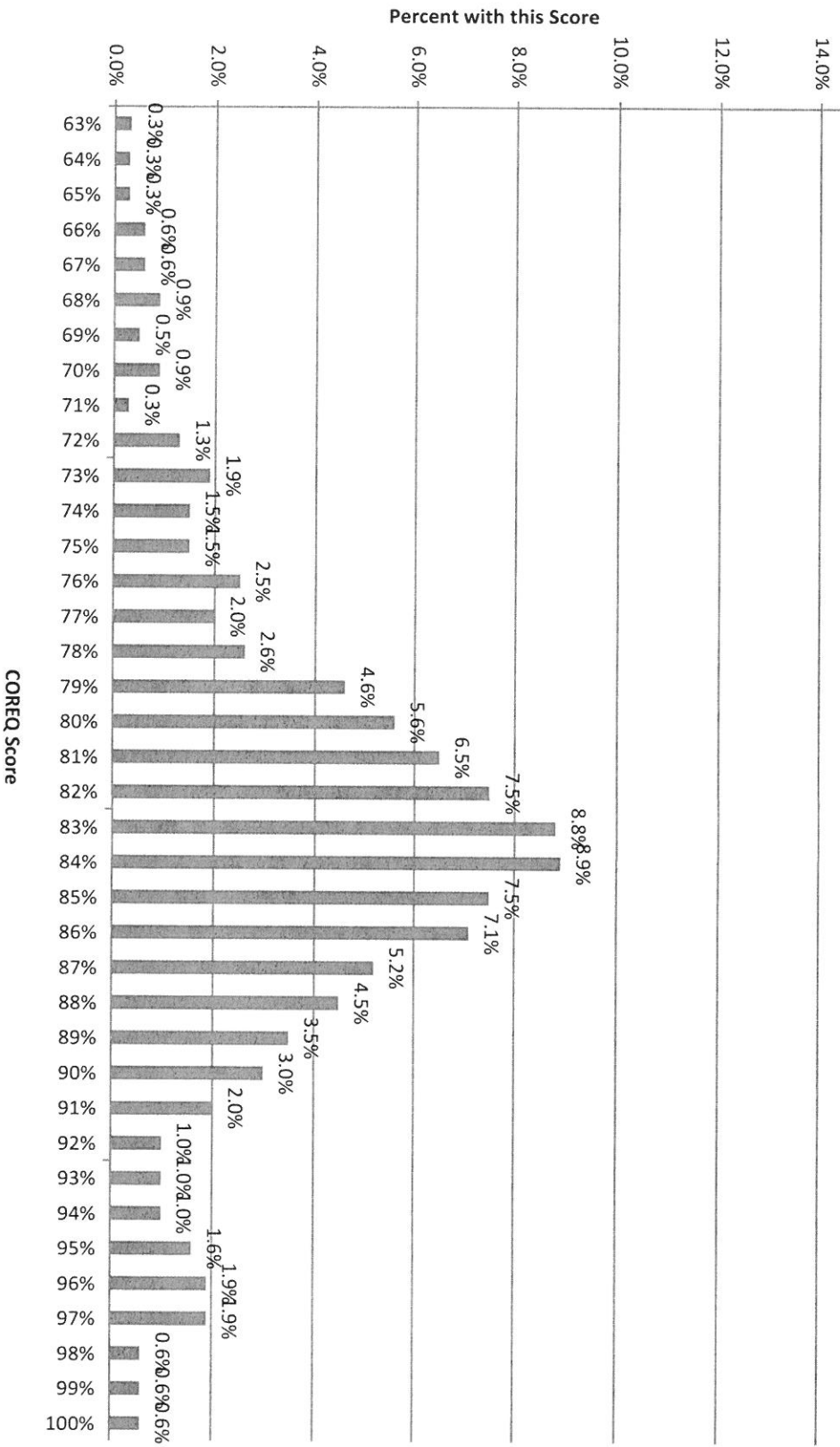


CORE Q Score



This chart shows your score for the Summary CORE Q (this quarter) and the score for the benchmark (2016). The benchmark represents the average score for all facilities participating in the survey (N>300)

Distribution of CORE Q Scores for all Facilities in 2016



This chart shows the Summary CORE Q scores for all the facilities participating in the survey in 2016 (N>300)