



## **MARYLAND HEALTH CARE COMMISSION**

4160 PATTERSON AVENUE – BALTIMORE, MARYLAND 21215

TELEPHONE: 410-764-3460 FAX: 410-358-1236

June 29, 2009

Dear Nursing Home Administrator:

Maryland statute requires the Commission to report annually the results of a Nursing Home Family Satisfaction Survey and 2009 marks the third year the survey is being conducted.

In the next several weeks, you will receive a letter and an instruction packet from our contract administrator, Market Decisions. As in the past, nursing homes will be asked to provide information to conduct the survey.

### Designated Responsible Parties

You will again be required to produce a list of “designated responsible parties” for all current residents in your facility and to designate a contact person at your nursing home to work with MHCC and Market Decisions on the production of this list and secure transmission of the information. The list is time sensitive, so you may want to begin preparation prior to receipt of the official instruction packet in July. If you are required to coordinate release of information with your corporate office, please plan for the additional time required.

### Undeliverable Surveys

Undeliverable survey rates exceeding 5% can adversely affect facility scores because lower response rates are more likely to result in instances of no report for specific items or domains. Undeliverable survey rates will be tracked for each nursing facility to ensure a maximum response rate for each facility. Consistent with the procedures in 2008, if the rate approaches a threshold that indicates results could be adversely affected (between 5-10%), Market Decisions staff will contact you to update addresses. The rate for undeliverable surveys for each facility may be published as part of the public report.

We thank you for supporting this important effort to provide Marylanders with an additional tool for informed decision making, and to provide nursing homes with benchmarks to assess and address individual and competitive performance. Should you have any questions prior to receiving the instructions from Market Decisions, please contact Carol Christmyer at 410-764-3575 or by email at [cchristmyer@mhcc.state.md.us](mailto:cchristmyer@mhcc.state.md.us).

Bruce Kozlowski, Director  
Center for Health Care Financing and Health Policy  
Center for Long-Term and Community-Based Services

cc: HFAM  
LifeSpan Network