

Attachment J
Services User CATI Confirmation and Prep Email or Mail Text

Email version (Group A and Group B that provided email address)

Date

Name of Director

Name of Community/Center

Email subject line: National Study of Long-Term Care Providers—Preparing for Telephone Interview

Dear <Name of director>,

Thank you again for submitting the 2018 National Study of Long Term Care Providers provider questionnaire. We look forward to you also completing the telephone interview on [insert date] at [insert time] to sample and provide information on two of your [residents/participants].

In preparation for the telephone interview, you will need to prepare a list of current [residents/participants] as of midnight the night before your scheduled appointment.

- If your [community/center] is associated with another [residential care community/adult day services center], only include [residents/participants] currently [living/enrolled] at <Facility name, facility street address> on the list.
- If your [community/center] is part of a facility or campus that offers multiple levels of care, only include [residents/participants] currently [living/enrolled] in the [residential care/adult day services] portion on the list.

From the list, we will talk you through some instructions to scientifically select two [residents/participants] living at your [residential care community/center]. Once the two sampled [residents/participants] are identified, we will ask you questions about each of them. You may need to check [resident/participant] records to answer some of the questions.

We would like you to refer to show cards during the telephone interview. These show cards can be accessed at [provide URL].

If you have any questions, or need to reschedule the telephone interview, please call (xxx) xxx-xxxx.

Again, I appreciate the time and effort you have given so far in support of this study. We will talk with you soon to complete the [resident/participant] survey as the final step in study participation.

Sincerely,

Charles J. Rothwell

Director, National Center for Health Statistics

Letter version (Group B that did not provide email address)

[NCHS Letterhead]

Date

Name of Director

Name of Community

Community Address

Community City, State, Zip

Dear <Name of director>,

Thank you again for submitting the 2018 National Study of Long Term Care Providers provider questionnaire. We look forward to you also completing the telephone interview on [insert date] at [insert time] to sample and provide information on two of your [residents/participants].

In preparation for the telephone interview, you will need to prepare a list of current [residents/participants] as of midnight the night before your scheduled appointment.

- If your community/center is associated with another residential care community/adult day services center, only include residents/participants currently living/enrolled at <Facility name, facility street address> on the list.
- If your community/center is part of a facility or campus that offers multiple levels of care, only include residents/participants currently living/enrolled in the residential care/adult day services portion on the list.

From the list, we will talk you through some instructions to scientifically select two [residents/participants] at your [residential care community/center]. Once the two sampled [residents/participants] are identified, we will ask you questions about each of them. You may need to check [resident/participant] records to answer some of the questions.

Included in this email are show cards which you will need during the telephone interview. These show cards can also be accessed at [provide URL].

If you have any questions, or need to reschedule the telephone interview, please call (xxx) xxx-xxxx.

Again, I appreciate the time and effort you have given so far in support of this study. We will talk with you soon to complete the [resident/participant] survey as the final step in study participation.

Sincerely,

Charles J. Rothwell

Director, National Center for Health Statistics