

Crosswalk for Changes to
 Evaluation of the CMS Network of Quality Improvement and Innovation Contractors Program (NQIIC) (CMS-10769)
 Appendix A Nursing Home Survey Questions

#	Question Used in Pretests	Recommendation/Decision	Reason	Recommended Revised Question
1	Since March 2020, has your facility changed or developed new processes or protocols to prevent and control the spread of COVID-19 infection? a. Yes [GO TO Q2] b. No [SKIP TO Q3]	<ul style="list-style-type: none"> Recommend underlining “your facility” 	As recommended by the pretest, interviewer needs to refer to the facility, not the respondent personally	Since March 2020, has <u>your facility</u> changed or developed new processes or protocols to prevent and control the spread of COVID-19 infection? a. Yes [GO TO Q2] b. No [SKIP TO Q3]
2	Off the top of your head, what would you consider the most important change you made to your processes or protocols to respond to the COVID-19 pandemic? a. Response category 1 b. Response category 2 c. Response category 3 d. Other [open ended]	<ul style="list-style-type: none"> Remove “Off the top of your head” Include timeframe - “during the first 6 months” Change to, “What would you consider the top 2 or 3 changes...” Include note to interviewer that they do not need to be in order of importance 	As recommended by the pretest	During the first 6 months of COVID-19, what would you consider the top two or three changes you made to your processes or protocols to respond to the pandemic? [DO NOT NEED TO BE IN ORDER OF IMPORTANCE] a. Response category 1 b. Response category 2 c. Response category 3 d. Other [open ended]

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4	<p>I'm going to read a list of programs, agencies, or resources that you may have used over the past 18 months to improve the quality of care to residents at your facility. As I read each one, please tell me if you recall working with or using this resource over the last 18 months or since the beginning of the COVID-19 pandemic.</p> <p>a. Project ECHO or AHRQ's (pronounced "ARK") National Nursing Home COVID-19 Coordinating Center or AHRQ's National Nursing Home COVID-19 Action Network")</p> <p>b. The Quality Improvement Organization (QIO) Program, or QIOs, also known as [QIO Name] in your area</p> <p>c. Government agencies like the Centers for Disease Control and Prevention, or CDC, or the [INSERT NAME FOR STATE DEPARTMENT OF HEALTH]</p> <p>d. CMS Scenario-based Training also known as the CMS Targeted COVID-19 Training for Nursing Homes (online modules for frontline staff and nursing home management)</p> <p>e. AHCA (American Health Care Association) or state chapter of AHCA resources</p> <p>f. Leading Age or [INSERT STATE] Chapter of Leading Age resources</p> <p>Are there any other sources of information you used when working on preventing and controlling the spread of COVID-19?</p> <p>Record response #1 Record response #2 Record response #3 NA. No additional sources of information</p>	<ul style="list-style-type: none"> • A – Just include “Project Echo” BUT If the interviewee responds ‘no,’ the interviewer will read the entire response item to clarify and confirm the interviewee understands what is meant by Project Echo. • C – Split into 2 response items. <ul style="list-style-type: none"> ○ Just use “CDC” ○ Type in state name for “State Department of Health” • D- Change to “CMS targeted COVID-19 training” BUT If the interviewee responds ‘no,’ the interviewer will read the entire response item to clarify and confirm the interviewee understands the question refers to CMS Scenario-based Training. • E – Remove “resources” and type in name of state • F – Remove question and record response if it is mentioned in “other sources of information” • ADD response items <ul style="list-style-type: none"> ○ “Peers and/or other facilities” ○ “Local (county or city) departments of health” 	As recommended by the pretest	<p>I'm going to read a list of programs, agencies, or resources that you may have used over the past 18 months to improve the quality of care to residents at your facility. As I read each one, please tell me if you recall working with or using this resource over the last 18 months or since the beginning of the COVID-19 pandemic.</p> <p>a. Project ECHO [IF RESPONDENT ANSWERS ‘NO’ PROVIDE ADDITIONAL INFORMATION TO CLARIFY: Project ECHO (Extension for Community Healthcare Outcomes) or AHRQ's (pronounced “ARK”) National Nursing Home COVID-19 Coordinating Center or AHRQ's National Nursing Home COVID-19 Action Network”]</p> <p>b. The Quality Improvement Organization (QIO) Program, or QIOs, also known as [QIO Name] in your area</p> <p>c. CDC</p> <p>d. [TYPE IN NAME FOR STATE DEPARTMENT OF HEALTH]</p> <p>e. CMS targeted COVID-19 training [IF RESPONDENT ANSWERS ‘NO’ PROVIDE ADDITIONAL INFORMATION TO CLARIFY: Scenario-based Training also known as the CMS Targeted COVID-19 Training for Nursing Homes (online modules for frontline staff and nursing home management)]</p> <p>f. AHCA (American Health Care Association) or [TYPE IN NAME OF STATE] chapter of AHCA</p> <p>g. Peers and/or other facilities</p> <p>h. Local departments of health (city/county)</p> <p>Are there any other sources of information you used when working on preventing and controlling the spread of COVID-19?</p> <p>Record response #1 Record response #2 Record response #3 NA. No additional sources of information</p>

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5	You mentioned that you use [INSERT ANSWERS FROM Q4], Off the top of your head, what would you consider the sources of information, guidance, or assistance that had the most impact on your facility’s ability to prevent and control the spread of COVID-19? [Open ended]	Remove “Off the top of your head”	As recommended by the pretest	You mentioned that you use [INSERT ANSWERS FROM Q4], What would you consider the sources of information, guidance, or assistance that had the most impact on your facility’s ability to prevent and control the spread of COVID-19? [Open ended]
6	Have you ever heard of <u>Quality Improvement Organizations</u> , otherwise referred to as QIOs? a. Yes b. No	<ul style="list-style-type: none"> • Add “Before this survey” to the beginning of the sentence and change “Have” to “had.” 	As recommended by the pretest and to be consistent with question wording in Hospital Survey	Before this survey, had you ever heard of <u>Quality Improvement Organizations</u> , otherwise referred to as QIOs? a. Yes b. No
7	Have you ever heard of [QIO Name or QIO contact person]? a. Yes b. No	<ul style="list-style-type: none"> • Change to “The name of your QIO is [QIO Name], have you ever heard of them?” • Add note for the interviewer to confirm that we have the contact person in the list 	As recommended by the pretest	The name of your QIO is [QIO Name], have you ever heard of them? [CONFIRM NAME IS IN LIST] a. Yes b. No
9	Which best describes the reason(s) why this facility was not fully engaged with [QIO Name or ‘the QIO that serves your area’] while you were working to prevent and control the spread of COVID-19? Would you say this is because... [Enter all that apply] a. No such opportunity presented itself b. The resources seemed redundant with other efforts we are involved in c. We had all the support needed within this facility d. The assistance available didn’t seem to be helpful or worth the effort e. We didn’t have enough time to participate in another effort f. The quality of resources or assistance from [QIO Name or ‘the QIO that serves your area’] was sub-optimal g. The scheduling was inconvenient h. Other [Open ended]	<ul style="list-style-type: none"> • B - Remove “redundant” and replace with “similar” or “overlapping” efforts we were involved with • G – Reword to say, “We could not find a convenient time to schedule meetings” 	“Redundant” sounds negative	Which best describes the reason(s) why this facility was not fully engaged with [QIO Name or ‘the QIO that serves your area’] while you were working to prevent and control the spread of COVID-19? Would you say this is because... [Enter all that apply] b. The resources seemed similar to or overlapped with other efforts we are involved in g. We could not find a convenient time to schedule meetings

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10	To the best of your knowledge did your interactions with [QIO Name or 'the QIO that serves your area'] result in any changes to the processes or protocols your facility uses to prevent COVID-19 infection, or infection control in general? a. Yes [GO TO Q11] b. No [IF Q8 = c OR d (minimally or not engaged), GO TO Q13; ELSE GO TO Q12]	<ul style="list-style-type: none"> Replace "changes" with "improvements" 	As recommended by the pretest	To the best of your knowledge did your interactions with [QIO Name or 'the QIO that serves your area'] result in any improvements to the processes or protocols your facility uses to prevent COVID-19 infection, or infection control in general? a. Yes [GO TO Q11] b. No [IF Q8 = c OR d (minimally or not engaged), GO TO Q13; ELSE GO TO Q12]
11	Please describe what processes or protocols changed as a result of the interactions with [QIO Name or 'the QIO that serves your area.'](PROBE) a. Record response #1 b. Record response #2 c. Record response #3 d. Other [GO TO Q13]	<ul style="list-style-type: none"> Remove "processes or protocols" and revise to "Please describe what improved..." 	As recommended by the pretest	Please describe what improved as a result of the interactions with [QIO Name or 'the QIO that serves your area.'](PROBE)

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12	<p>You said earlier that your facility did not change processes or procedures from working with [QIO Name or ‘the QIO that serves your area.’] Which response(s) best describes why that was the case? [Select all that apply]</p> <p>a. Our facility already made changes needed before we began working with [QIO Name or ‘the QIO that serves your area’]</p> <p>b. The resources from [QIO Name or ‘the QIO that serves your area’] seemed redundant with other efforts we were using</p> <p>c. We had all the support needed within this facility</p> <p>d. The assistance available didn’t seem to be helpful or worth the effort</p> <p>e. We didn’t have time to implement the changes the [QIO Name or ‘the QIO that serves your area’] recommended</p> <p>f. The quality of resources or assistance from [QIO Name or ‘the QIO that serves your area’] was sub-optimal</p> <p>g. The scheduling was inconvenient</p> <p>h. Other [Open ended]</p>	<ul style="list-style-type: none"> • Change “procedures” to “protocols” • B – Remove “redundant” and replace with “similar” or “overlapping” efforts we were involved with • G - Reword to say, “We could not find a convenient time to schedule meetings” 	As recommended by the pretest	<p>You said earlier your interactions with [QIO Name or ‘the QIO that serves your area’] did not result in any improvements to the processes or protocols your facility uses to prevent COVID-19 infection, or infection control in general? Which response(s) best describes why that was the case? [Select all that apply]</p> <p>b. The resources from [QIO Name or ‘the QIO that serves your area’] seemed similar to or overlapped with other efforts we are involved in</p> <p>g. We could not find a convenient time to schedule meetings</p>
14	<p>How satisfied are you with the amount of contact between your facility and [QIO Name or ‘the QIO that serves your area’]? Would you say the amount of contact is...</p> <p>a. Not enough</p> <p>b. Just about right</p> <p>c. Too much</p>	<ul style="list-style-type: none"> • Add “Overall” before “How” and change question to Likert scale: “Overall, how satisfied are you...” • Add: <ul style="list-style-type: none"> - Don’t know/not sure - Declined to answer 	As recommended by the pretest	<p>Overall, how satisfied are you with the amount of contact between your facility and [QIO Name or ‘the QIO that serves your area’]? Would you say you are...</p> <p>a. Very Satisfied</p> <p>b. Somewhat Satisfied</p> <p>c. Neither Satisfied or Dissatisfied</p> <p>d. Somewhat Dissatisfied</p> <p>e. Very Dissatisfied</p> <p>f. Don’t know/not sure</p> <p>g. Declined to answer</p>

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16	<p>How satisfied are you with the timeliness of the QIO's response to your question or request for assistance? Would you say you are...</p> <p>a. Very Satisfied b. Somewhat Satisfied c. Neither Satisfied nor Dissatisfied d. Somewhat Dissatisfied e. Very Dissatisfied</p>	<ul style="list-style-type: none"> • Add "Overall" before "How" • Replace "the QIO's" with [QIO Name or 'the QIO that serves your area,'] • Add: <ul style="list-style-type: none"> - Don't know/not sure - Declined to answer 	As recommended by the pretest	<p>Overall, how satisfied are you with the timeliness of [QIO Name or 'the QIO that serves your area,'] response to your question or request for assistance? Would you say you are...</p> <p>a. Very Satisfied b. Somewhat Satisfied c. Neither Satisfied or Dissatisfied d. Somewhat Dissatisfied e. Very Dissatisfied f. Don't know/not sure g. Declined to answer</p>
17	<p>Thinking about all interactions with [QIO Name or 'the QIO that serves your area,'] how satisfied are you with your relationship with the QIO overall? Would you say you are...</p> <p>a. Very Satisfied b. Somewhat Satisfied c. Neither Satisfied nor Dissatisfied d. Somewhat Dissatisfied e. Very Dissatisfied</p>	<ul style="list-style-type: none"> • Move "Overall" so it is before "How" • Replace "the QIO" with "[QIO NAME]" • Add: <ul style="list-style-type: none"> - Don't know/not sure - Declined to answer 	As recommended by the pretest	<p>Thinking about all interactions with [QIO Name or 'the QIO that serves your area,'], overall, how satisfied are you with your relationship with [QIO NAME]? Would you say you are...</p> <p>a. Very Satisfied b. Somewhat Satisfied c. Neither Satisfied or Dissatisfied d. Somewhat Dissatisfied e. Very Dissatisfied f. Don't know/not sure g. Declined to answer</p>
18	<p>Please indicate your level of agreement with the following statements about the information and assistance provided by the QIO.</p> <p>The assistance we received from the QIO was key to the efficient implementation of our protocols to prevent and control COVID-19 infection. Would you...</p> <p>a. Strongly Agree b. Somewhat Agree c. Neither Agree nor Disagree d. Somewhat Disagree e. Strongly Disagree</p>	<ul style="list-style-type: none"> • Replace "the QIO" with "[QIO NAME]" • Underline the word "key" • Revise "Would you..." to "Would you say you..." • Add: <ul style="list-style-type: none"> - Don't know/not sure - Declined to answer 	As recommended by the pretest	<p>Please indicate your level of agreement with the following statements about the information and assistance provided by the QIO.</p> <p>The assistance we received from [QIO NAME] was <u>key</u> to the efficient implementation of our protocols to prevent and control COVID-19 infection. Would you say you...</p> <p>a. Strongly Agree b. Somewhat Agree c. Neither Agree nor Disagree d. Somewhat Disagree e. Strongly Disagree f. Don't know/not sure g. Declined to answer</p>

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19	The service we received from this QIO was worth the time or effort required on the part of our staff. Would you ... a. Strongly Agree b. Somewhat Agree c. Neither Agree nor Disagree d. Somewhat Disagree e. Strongly Disagree	<ul style="list-style-type: none"> • Replace “this QIO” with “[QIO NAME]” • Revise “Would you...” to “Would you say you...” • Add: <ul style="list-style-type: none"> - Don’t know/not sure - Declined to answer 	As recommended by the pretest	The service we received from [QIO NAME] was worth the time or effort required on the part of our staff. Would you say you ... a. Strongly Agree b. Somewhat Agree c. Neither Agree nor Disagree d. Somewhat Disagree e. Strongly Disagree f. Don’t know/not sure g. Declined to answer
20	Our organization has benefited from having received services from this QIO. Would you... a. Strongly Agree b. Somewhat Agree c. Neither Agree nor Disagree d. Somewhat Disagree e. Strongly Disagree	<ul style="list-style-type: none"> • Replace “this QIO” with “[QIO NAME]” • Revise “Would you...” to “Would you say you...” • Add: <ul style="list-style-type: none"> - Don’t know/not sure - Declined to answer 	As recommended by the pretest	Our organization has benefited from having received services from [QIO NAME]. Would you say you... a. Strongly Agree b. Somewhat Agree c. Neither Agree nor Disagree d. Somewhat Disagree e. Strongly Disagree f. Don’t know/not sure g. Declined to answer
22	What quality improvement areas are you most in need of for additional assistance? [Open ended] NA. No quality improvement areas are in need of additional assistance	<ul style="list-style-type: none"> • Add “at this point” to the beginning of the sentence 	As recommended by the pretest	At this point, what quality improvement areas are you most in need of for additional assistance? [Open ended] NA. No quality improvement areas are in need of additional assistance