

Attachment H
Services User CATI Confirmation and Prep Email and Letter Text

Email version

Date

Name of Director

Name of Community/Center

Email subject line: National Post-acute and Long-term Care Study—Preparing for Telephone Interview

Dear <Name of director>,

We look forward to you completing the 2022 National Post-acute and Long-term Care Study services user telephone interview. Your interview is scheduled for:

[insert date] at [insert time]

For this part of the study, we will ask you 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.

Using your current list of [residents/participants], we will talk you through some simple 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.

The telephone interview will go more quickly if you refer to show cards for some questions. Please click on this link to access the showcards: [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 second step in study participation.

Sincerely,

Brian Moyer, PhD
Director, National Center for Health Statistics

Letter version

[NCHS Letterhead]

Date

Name of Director
Name of Community
Community Address
Community City, State, Zip

Dear <Name of director>,

We look forward to you completing the 2022 National Post-acute and Long-term Care Study services user telephone interview on **[insert date]** at **[insert time]**. For this part of the study, we will ask you 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.

Using your current list of [residents/participants], we will talk you through some simple 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 letter 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 second step in study participation.

Sincerely,

Brian Moyer, PhD
Director, National Center for Health Statistics