

Quality Measure Index (QMI) resident satisfaction surveys due August 16, 2024

For the rate year beginning October 1, 2024, the Michigan Department of Health and Human Services will adjust QMI payments based on resident satisfaction survey data submitted from recently performed surveys.

Per-bed QMI payments will be multiplied by 100% for SNFs that submit acceptable resident satisfaction survey data and documentation. Payments will be multiplied by 85% for providers who do not submit acceptable data and documentation (i.e., a provider who submits the resident satisfaction survey data will receive their standard QMI payment while a provider who does not will receive 85% of their standard payment).

In order for a provider to receive credit for submitting resident satisfaction survey data, the Behavioral and Physical Health and Aging Services Administration (BPHASA) requires the following data and documentation:

- A copy of all the questions from the survey.
- A summary of the survey response results.
- The number of residents residing at the NF at the time of the survey.
- The number of residents who received the survey.
- The number of completed surveys:
 - The number or percentage of surveys completed by residents,
 - The number or percentage of surveys completed by the residents guardian or designee on the residents behalf,
 - The total number of surveys completed.
- The survey date range (i.e., the date the survey was sent out, through the deadline for submission).
- The survey frequency (i.e., annually, quarterly, monthly, etc.).
- The entity that conducted the survey (i.e., the facility, an organization independent from the NF, etc.)
- The survey data collection methods (phone, mail, live interview, etc.).
- An explanation of how the provider uses the survey results to improve the quality of resident care.

BPHASA does not require the resident satisfaction survey to be completed in a specific method (e.g., the survey does not have to be a live interview, the survey does not have to include a specific set of survey questions chosen by BPHASA, etc.). However, the survey must be a resident satisfaction survey. Another type of survey (i.e., family satisfaction survey data, employee satisfaction survey data, etc.) will not be accepted in place of a resident satisfaction survey. The survey must have occurred no earlier than June 28, 2023, and the survey data must not be from survey data submitted for prior year QMI payments. SNFs that have completed multiple surveys within that time should submit data from the most recent survey.

The resident satisfaction survey data and documentation must be submitted electronically to the BPHASA Long Term Care Operations Section via email at MDHHS-NFQMI@michigan.gov by August 16, 2024. Additional data or information requested by the BPHASA Long Term Care Operations Section relating to a resident satisfaction survey data submission must be submitted within five business days of August 16, 2024, for the submission to be accepted. Any questions regarding this information should be directed to MDHHS-NFQMI@michigan.gov