

**TO:** Members of the Assisted Living Community  
**FROM:** The Center for Excellence in Assisted Living (CEAL)  
**RE:** Request for Feedback on a Survey Instrument  
**DATE:** September 8, 2009

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The Center for Excellence in Assisted Living (CEAL), in collaboration with 24 assisted living and aging-related organizations, is working with the Agency for Healthcare Research and Quality on a three phase project that ultimately will provide information to help consumers decide which assisted living communities to visit as part of the process in selecting a residence. The attached draft provider survey is the culmination of the first phase of the project, and we would like your feedback on this draft survey. The remainder of this memo provides information about the overall project to help you better understand the intent of the provider survey.

Phase 1: For the last year, more than 100 individuals from 24 organizations have met in workgroups to determine the characteristics of assisted living settings that are most relevant to help consumers decide which communities to visit as part of the process in selecting a residence. These characteristics have been translated into questions that will be asked of assisted living providers; it is these questions that are attached for your feedback.

Phase 2: After your feedback is received, formal pre-testing will be conducted with assisted living providers to assure that the questions are easy to understand and answer. The survey will be revised based on this pre-testing, and then made widely available.

Phase 3: Consumer information materials will be developed to translate the information collected from providers to help consumers decide which communities to visit. In addition, this phase will include the development of educational materials to help consumers understand the possible importance of different items in the provider survey. Of note, consumers will be advised as to the importance of visiting a community as part of their decision-making process.

We invite you to review the attached Phase 1 draft provider survey and provide comment. The survey is longer than desired, so we are especially interested in your thoughts in these areas:

- A. Of the questions in the survey, which are the three most useful to help consumers decide which assisted living communities to visit as part of the process in selecting a residence?
- B. Of the questions in the survey, which are the least relevant to help consumers decide which assisted living communities to visit as part of the process in selecting a residence?
- C. Other than the questions indicated in B (above), which are too time-consuming for providers to complete?
- D. What questions that are important to help consumers decide which assisted living communities to visit as part of the process in selecting a residence are missing from the survey?

More detailed comments (such as related to the wording of items) are not being solicited at this time, as this type of feedback will be solicited in Phase 2 of the project when the survey is formally pre-tested.

Please provide your feedback on the following page, and return the form to the individual who provided this material to you. He/she will return it to the collaborative.

Thank you for your participation.

