

59A-4.166 Nursing Home Consumer Satisfaction Survey.

(1) Pursuant to Section 400.0225, F.S., the Agency or its contractor shall conduct consumer satisfaction surveys of all nursing homes and skilled nursing units of hospitals in the state. These nursing homes and skilled nursing units shall hereafter be referred to as “nursing facilities”.

(2) The Agency or its contractor will survey family members and guardians of residents of these nursing facilities by way of mail surveys. This will require each nursing facility to provide to the Agency or its contractor, upon request, the names and addresses of at least one family member or guardian for each resident.

(3) The Agency or its contractor will interview residents of these facilities in person. This will require each nursing facility to provide to the Agency or its contractor, upon request, a list of all residents, along with each resident’s room number, and each resident’s birth date.

(4) The Agency or its contractor shall conduct these surveys and interviews at each nursing facility at least annually.

(5) The specific protocol for conducting these surveys and interviews is shown in the “Nursing Home and Skilled Nursing Unit Resident and Family Member Survey Project” document, dated July 2000, incorporated by reference herein.

(6) Only data summarized to the level of the facility may be released.

(7) The documents incorporated by reference may be obtained from the Agency for Health Care Administration, Managed Care and Health Quality Division, 2727 Mahan Dr., Tallahassee, FL 32308.

Specific Authority 400.0225 FS. Law Implemented 400.0225 FS. History—New 2-15-01.