

Measure. Monitor. Improve. Stand Out.

CoreQ surveys provide your skilled nursing or assisted living community essential feedback to measure resident satisfaction, identify opportunities for improvement, and stand out from competitors.



Activated Insights, formerly Pinnacle Quality Insight, offers market-leading performance, extensive experience, and unmatched benefits for your senior living community.



Reliability

Surveys are recorded and submitted properly and on time, while meeting engagement requirements.



Deeper Insight

Phone surveys provide in-depth feedback to identify strengths and opportunity areas.



Convenience

Seamless EHR integration makes weekly patient data submission fast and easy.



Support and Solutions

On-demand educational and training tools help continue what's working and improve what's not.



Industry Expertise

Over 35 years of combined experience create valuable insight on success drivers and fixes for any problem areas.

Maine Department of Health and Human Services (DHHS) Phased in Approach

Year 1 (2025)

Pay-for-Participation

\$8.1 Million dispersed annually

NFs must participate in select Quality Improvement activities

Dollars dispersed by Medicaid Bed Days for NFs that meet 2025 requirements

Year 2 (2026)

Pay-for-Minimum-Achievement

\$8.1 Million dispersed annually

NFs must meet minimum threshold in 2 of 3 measures

Dollars dispersed by Medicaid Bed Days for NFs that meet 2026 requirements

Year 3 (2027)

Pay-for-Performance

\$8.1 Million dispersed annually

NFs must meet minimum for all measures

Dollars dispersed by performance on measures, with weighting by measures

CUSTOMER SATISFACTION COREQ RESULTS

SAMPLE NURSING FACILITY

The following are your CoreQ Measures. The measure is calculated by dividing the number of positive responses by the total responses. A response is considered positive when the respondent's average response for each question equals 3 (Good) or better. In order for the results to be considered valid, there must be at least 20 total responses.

Long Stay Family

	COREQ MEASURE	TOTAL RESPONSES	POSITIVE RESPONSES
12 Month	91.1%	56	51
3 Month	100.0%	12	12
Current Month	100.0%	5	5

Short Stay Discharge

	COREQ MEASURE	TOTAL RESPONSES	POSITIVE RESPONSES
12 Month	100.0%	9	9
3 Month	100.0%	2	2
Current Month	100.0%	2	2

The CoreQ questions are:

1. In recommending this facility to your friends and family, how would you rate it overall?
1 - Poor 2 - Average 3 - Good 4 - Very Good 5 - Excellent
2. Overall, how would you rate the staff?
1 - Poor 2 - Average 3 - Good 4 - Very Good 5 - Excellent
3. How would you rate the care you received?
1 - Poor 2 - Average 3 - Good 4 - Very Good 5 - Excellent
- *4. How would you rate how well your discharge needs were met?
1 - Poor 2 - Average 3 - Good 4 - Very Good 5 - Excellent

Compliance is easy with Our CoreQ Surveys

- 1 Import your customer contact list directly from your EHR
- 2 We conduct CoreQ phone surveys with your customers and record feedback
- 3 We upload survey data



**Start monitoring, measuring, and improving your
CoreQ scores before they become public.**

Speak to a CoreQ expert today.

activatedinsights.com/coreq