

Survey Performance Tool

Some of the items that they address are: overall cleanliness, adequate staffing, food preparation and medication management. Upon request these facilities must make copies of their most recent survey available to the public. The DPH created a survey performance tool that they use to evaluate every Medicare and MassHealth certified nursing facility in Massachusetts. These report cards address 44 of the most critical federal quality standards regarding the following topics for each facility: management, nursing, resident rights, meal service, and environment. They also make an overall statement regarding each facility's performance as compared to all other facilities in the state. You may request to review any facility's most recent annual Massachusetts Department of Public Health (DPH) evaluation (report card). You may also find this information at:

Massachusetts Department of Public Health (DPH)
Division of Health Care Quality
www.state.ma.us/dph/qtool/qthome.htm

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