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Measurement Issues in Establishment Surveys: Design Considerations in the National Survey of Residential Care Facilities

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Presentation Outline

- Cognitive Models in Survey Research
- Application in Establishment Survey
- National Survey of Residential Care Facilities
- Design Issues:
  - Multiple respondents and matching respondents to content
  - Variations in terms and nomenclature
  - Administrative records
  - Verifying information

Cognitive Models in Survey Research

Tourangeau describes four components :

- *Comprehension*
- *Retrieval*
- *Judgment*
- *Response*

Other considerations (Cannell and others)

- *Encoding*
- *Motivation*

Application in Establishment Survey

- Although establishments are not cognitive beings, respondents in establishment survey are
- Data collection in establishments involve processes that parallel the cognitive model, particularly for
  - *Encoding*
  - *Retrieval*
  - *Judgment*

Encoding

- Information may be dispersed in establishments, particularly in large establishments
- Access to information may be through multiple respondents

Retrieval

- Retrieval can include an individual's knowledge and experience
- And can also include administrative records
- Administrative records may be dispersed

Judgment

- In addition to formulating a response based on memory, respondents in establishments may need to assess how best to map data from records into survey response categories

National Survey of Residential Care Facilities

- Described in Harris-Kojetin Presentation
- Telephone Screening for Eligibility
- On-Site CAPI Interviews with Facility Staff
- Advance Data Collection Form
- Facility Questionnaire conducted with Facility Director
- Residents selected based on size of Facility
- Resident Questionnaire conducted with staff knowledgeable about selected residents
- Residents **<u>are not</u>** interviewed

Multiple respondents and matching respondents to content

- Considered a modular approach where survey topics are grouped to map to organizational roles or departments
- However, mapping to a hypothetical “typical” facility could easily breakdown
- Instead developed a more flexible approach where the instrument tracks which items have been answered and presents a table of unanswered items

Multiple respondents and matching respondents to content

- Anticipated different respondents for the Facility Questionnaire and Resident Questionnaire
- Each of these instruments was designed to function as “stand alone” questionnaires so that the order of administration didn’t matter
- More efficient use of the field interviewer’s time at the facility
- Less burdensome on individual staff, especially in larger facilities

Multiple respondents and matching respondents to content

- Advance Data Collection Form (Pre-Interview Worksheet) may have helped the Facility Director identify potential respondents for the Facility Questionnaire

Variation in Terms

- Anticipated that features of residential care facilities and concepts related to the survey would vary by region and facility characteristics
- Show cards to provide consistent descriptions for questions or response categories
- Definitions of selected terms
- In multi-level facilities, took care to specify that questions were about the residential care component of the facility

Administrative records

- Anticipated variability across the sample of facilities regarding the use and content of administrative records
  - Small facilities may keep only minimal records
  - Large facilities may have several separate systems for recording, e.g., health information and billing/payments
- Questions were designed so that they did not require consulting records, but respondents are encouraged to do so if records are available

Verifying information

- The size of the resident sample in each facility depends on the size of the facility
  - Very Large Facilities (>100 Beds), sampled 6 residents
  - Large Facilities (26 to 100 Beds), sampled 4 residents
  - Medium Facilities (11 to 25 Beds), sampled 3 residents
  - Small Facilities (4 to 10 Beds), sampled 3 residents
- Relied on sample frame information (# of Beds) to sample facilities
- Needed to verify the number of beds in order to sample residents for Resident Questionnaire

Verifying information

- Stratum discrepancy between preload and field data
- In 21 of the 72 facilities, number of beds reported in the field was different from the frame information
- Most of these were in facilities classified as Small (4 to 6 beds) on the frame but in the field they reported having more beds.