Virginia Department of Health  
Office of Licensure and Certification  

Long Term Care Facility – Survey Response Form

This evaluation is provided as a method to share your views and information about the onsite survey process. Please use the scale below to rate our surveyors in each of the identified areas. If you select a 2 or 3 rating, please provide explanatory comments. The back of this form may be used for additional notes.

Facility/ Organization ___________________________________________ Date(s) __________________________

Surveyors: __________________________________________________

Type of Survey:          Standard ☐                Complaint ☐             Revisit ☐           Other ☐

Survey supervisor: ________________________ Date forwarded to facility/by: __________________________

1. Survey staff introduced themselves to facility staff.  
   5  4  3  2  1

2. Explanation of the survey process was given when the survey began.  
   5  4  3  2  1

3. Facility staff were informed during the course of the survey of information needed to complete the survey.  
   5  4  3  2  1

4. Sufficient explanation and assistance was given to complete the necessary forms  
   5  4  3  2  1

5. Deficiencies were stated in a clear and concise manner.  
   5  4  3  2  1

6. Opportunity was given to discuss and question the survey findings.  
   5  4  3  2  1

7. If differences arose during the survey, they were resolved, or attempts were made to resolve, prior to the surveyors’ departure.  
   5  4  3  2  1

8. Opportunity was given to provide additional information relevant to deficiencies cited.  
   5  4  3  2  1

9. Questions about the regulations, licensure, or certification were addressed.  
   5  4  3  2  1

10. The survey was conducted in a courteous and professional manner  
    □ With regard to the facility staff      □ With regard to patients  
    5  4  3  2  1

Thank you for taking the time to complete this evaluation.

Please return to: Connie Kane, Director – Long Term Care Services, Office of Licensure and Certification, Virginia Department of Health, 9960 Mayland Drive, Suite 401, Richmond, Virginia 23233-1463