



1920 Rosemont Avenue Frederick MD 21702 · Phone: 240-772-9200

Greetings Citizens Families and Friends,

It is that time again! Many of you remember receiving family surveys in the past. In the coming weeks the Maryland Health Care Commission (MHCC) along with Market Decisions Healthcare Research, will be sending families the Maryland Nursing Facility Family Satisfaction Survey.

These surveys are done yearly and are very important to us because they are used to determine financial rewards through a program known as Pay for Performance. Only the top performing facilities share these rewards, which helps support pay increases for our staff.

We ask every family to please take the time to complete and return the survey. The results are used as a report card for each facility, and financial incentives are awarded to the top facilities in Maryland. Citizens wants to continue to be a top facility, and your involvement is essential to that effort.

Survey response Guidance

When you answer the questions rated as Always, Usually, Sometimes and Never it may help to think of them like letter grades:

Always	= A/B
Usually	= C
Sometimes	= D
Never	= F

Your participation in this process is greatly appreciated. The results of this survey do have a direct impact on the facility and our staff.

Thank you for allowing our family to care for your family!

Karen Howes, Administrator