

**University of Pittsburgh Quality of Life Structured Resident Interview**

**DIETARY PACKET**

*To be used by dietary staff every 90 days*

**CONTENTS:**

Face Sheet

Domain Questionnaire (QoL.SRI.DQ)

In-Depth Assessment (QoL.SRI.ID)

Care Plan (QoL.CP)

*Instructions included with each section*

Resident Name: \_\_\_\_\_  
Assessor: \_\_\_\_\_

Resident Room Number: \_\_\_\_\_  
Department: \_\_\_\_\_

Q1: Date: __/__/____		
Rank	Item	Score
1		
W		
Domain	Domain Average	
ENJ		

Q2: Date: __/__/____		
Rank	Item	Score
1		
W		
Domain	Domain Average	
ENJ		

Q3: Date: __/__/____		
Rank	Item	Score
1		
W		
Domain	Domain Average	
ENJ		

Q4: Date: __/__/____		
Rank	Item	Score
1		
W		
Domain	Domain Average	
ENJ		

**INSTRUCTIONS**

1. Use the grid on the face sheet to record the date completed.
2. Always knock and ask permission to enter
3. Establish rapport. **If resident is unable to engage in brief pleasantries due to cognitive impairment, terminate assessment.**
4. Transition from MDS 3.0 Resident Voice Interview to Quality of Life Assessment

Sample script to use with residents:

*"I'd like to switch gears now to some different questions that are on the same types of topics that we have been discussing. This will help us to further provide you better care based on what you have been telling us."*

5. Explain how the QOL Assessment works

Sample script to use with residents:

*"Here is how the Quality of Life Assessment works. I will ask you questions about your Quality of Life here at \_\_\_\_\_. Every question has a "yes" or a "no" answer first. Once you answer "yes" or "no" I will ask you another question about "how often" the "yes" or the "no" occurs. For example, when I ask "Do you get to watch what you want on TV?" If you say "YES", I will ask you if you feel that way "often" or "always." If you answer "NO" to the question "Do you get to watch what you want on TV?" I will ask you if you feel this way "rarely" or "never." If you answer "no" that you do not get to watch what you want on TV I will ask if this issue is "very important", "somewhat important", "not very important" or "not important at all". So each question has 2 answers and some may have an additional follow up question. First there will be a "yes" or "no", then a "how often" question about your "yes" or "no" and possibly an "importance" question depending on the first two responses. Let's begin."*

6. Asking the Questions

Each question has four parts, each in a separate column:

- Yes/No. Ask this part first. Based on the answer, move to the appropriate column.
- If Yes. This part gathers an additional level of detail about the level of QOL. If it is shaded, follow with Importance rating.
- If No. This part gathers an additional level of detail about the level of QOL. If it is shaded, follow with Importance rating.
- Importance Rating. This part allows you to prioritize each issue according to the residents' preferences. It also allows consistency with MDS 3.0 scoring.

*Other Acceptable Answers*

Yes	"Absolutely" "All the time"	Always	"All the time" "Every day" "Every time"	Rarely	"Sometimes" "Hardly ever" "Not that often"
No	"Never"	Often	"Sometimes" "Most of the time" "Usually"	Never	"None" "Doesn't happen"

If the resident is able to answer the Yes/No question but consistently unable to answer the second (Always/Often or Rarely/Never) part after 4 tries then you may code them as 'unable' and can use only the Yes/No query. You must still ask the importance question for each item that scores in a shaded cell.

7. Stopping Rules

If the resident is **unable to answer 4 consecutive questions** using the response categories then you may terminate the interview

8. Scoring Instructions

Each question is scored by multiplying the QOL rating (frequency scale) by the importance scale. Write the score in the far right column (under the heading 'Score').

The following chart shows what to put based on each possible combination of scores. If the importance part is not answered, then leave the score blank. Note that some QOL items are 'reverse' coded so that higher always implies better QOL (i.e., bad events are rare, good events are common).

QOL Rating		Very Important	Important, Can't Do	Somewhat Important	Not Very Important	Not Important	Missing
		1	1.5	2	3	4	999
Poor	1	1.0	1.5	2.0	3.0	4.0	-
	1.5	1.5	2.3	3.0	4.5	6.0	-
	2	2.0	3.0	4.0	6.0	8.0	-
	3	-	-	-	-	-	-
	3.8	-	-	-	-	-	-
Good	4	-	-	-	-	-	-
Missing	999	-	-	-	-	-	-

9. Calculating Domain Averages

Upon completion of in interview, the resident's average quality of life for each domain is tabulated and recorded by taking the sum value of the always/often/rarely/never responses (yes/no response value if failure to answer four point branching) in the domain divided by the total number of responses in that domain. If the resident failed to answer 50% of the domain's responses that domain is considered "missing".

This scoring chart is a summary of all of the components in the QoL.DQ and QoL.ID. It should be placed in the resident's chart and used to track the progress of the resident.

$$\frac{\text{Sum of Responses}}{\text{Total Answers}} = \text{Domain Score}$$

Record these Domain Averages on the Face Sheet

10. Separate face sheet from assessment to record Domain Averages and Item Scores for resident over the course of a year. Keep the face sheet with the resident's chart and retrieve at next assessment to update.

This assessment and care plan system were developed by Howard B. Degenholtz, Ph.D., Natalie Bulger, BASW, and Abby Resnick, MA at the University of Pittsburgh, Graduate School of Public Health, Department of Health Policy and Management.

For more information, please visit [www.improvingqol.pitt.edu](http://www.improvingqol.pitt.edu)

**Food Enjoyment: the next four questions are about your eating experiences here**

ENJ	If Yes	If No	How Important	Score
<b>ENJ_1</b> Do you like the food here? 3.8 <input type="checkbox"/> Yes 1.5 <input type="checkbox"/> No 999 <input type="checkbox"/> Unable	4 <input type="checkbox"/> Always 3 <input type="checkbox"/> Often 999 <input type="checkbox"/> Unable	1 <input type="checkbox"/> Never 2 <input type="checkbox"/> Rarely 999 <input type="checkbox"/> Unable	1 <input type="checkbox"/> Very Imp 2 <input type="checkbox"/> Somewhat Important 3 <input type="checkbox"/> Not Very Imp 4 <input type="checkbox"/> Not imp at all 1.5 <input type="checkbox"/> Imp can't do/no choice 999 <input type="checkbox"/> Unable	
<b>ENJ_2</b> Do you enjoy mealtimes here? 3.8 <input type="checkbox"/> Yes 1.5 <input type="checkbox"/> No 999 <input type="checkbox"/> Unable	4 <input type="checkbox"/> Always 3 <input type="checkbox"/> Often 999 <input type="checkbox"/> Unable	1 <input type="checkbox"/> Never 2 <input type="checkbox"/> Rarely 999 <input type="checkbox"/> Unable	1 <input type="checkbox"/> Very Imp 2 <input type="checkbox"/> Somewhat Important 3 <input type="checkbox"/> Not Very Imp 4 <input type="checkbox"/> Not imp at all 1.5 <input type="checkbox"/> Imp can't do/no choice 999 <input type="checkbox"/> Unable	
<b>ENJ_3</b> Can you get your favorite foods here? 3.8 <input type="checkbox"/> Yes 1.5 <input type="checkbox"/> No 999 <input type="checkbox"/> Unable	4 <input type="checkbox"/> Always 3 <input type="checkbox"/> Often 999 <input type="checkbox"/> Unable	1 <input type="checkbox"/> Never 2 <input type="checkbox"/> Rarely 999 <input type="checkbox"/> Unable	1 <input type="checkbox"/> Very Imp 2 <input type="checkbox"/> Somewhat Important 3 <input type="checkbox"/> Not Very Imp 4 <input type="checkbox"/> Not imp at all 1.5 <input type="checkbox"/> Imp can't do/no choice 999 <input type="checkbox"/> Unable	
<b>ENJ_4</b> Considering your overall quality of life here, do you enjoy food and meals? 3.8 <input type="checkbox"/> Yes 1.5 <input type="checkbox"/> No 999 <input type="checkbox"/> Unable	4 <input type="checkbox"/> Always 3 <input type="checkbox"/> Often 999 <input type="checkbox"/> Unable	1 <input type="checkbox"/> Never 2 <input type="checkbox"/> Rarely 999 <input type="checkbox"/> Unable	1 <input type="checkbox"/> Very Imp 2 <input type="checkbox"/> Somewhat Important 3 <input type="checkbox"/> Not Very Imp 4 <input type="checkbox"/> Not imp at all 1.5 <input type="checkbox"/> Imp can't do/no choice 999 <input type="checkbox"/> Unable	

Sum of rating (a/o/r/n)

Total number answered

Domain Average (ENJ)


← If less than 2, do not complete

= Sum / # answered

### INSTRUCTIONS

1. After completed the closed ended section of the interview, score the results as previously instructed. Use the grid on the Face Sheet to record the item number and score for the item with the LOWEST scores.

In the case of a tie, choose the item that was asked closest to the beginning of the interview. For example, if both CMF\_2 and AUT\_4 scored a 1.5, CMF\_2 should be selected.

In addition, you may choose an additional “wild card” item based on your observations and judgment that an issue is important to a resident, even if it does not rank highly or is not an actual question from the QoL Assessment.

At the end of the in-depth section record the wildcard question and answer. If the wildcard question is an in-depth item that was not initially trigger, notate which in-depth item has been selected for wildcard follow up and proceed accordingly.

2. Introductory Scripts

Use the following sample script to introduce this section of the assessment:

*“The next questions are more detailed questions based on the answers you provided in the earlier section. I will ask you several questions; You are not limited to Yes or No answer. You can tell me whatever you think.”*

After asking each question, use the following sample probes to gather further detail about the issue:

*“Tell me more about...”*

*“What can be done differently about...”*

*“Who could...”*

*“When would...”*

*“How should...”*

## Quality of Life In-Depth Interview

Intro:	The next questions are more detailed questions based on the answers you provided in the earlier section
Instructions:	I will ask you several questions; You are <i>not limited</i> to <b>Yes</b> or <b>No</b> . You can tell me whatever you thing. (Probe, wait, transcribe, probe problems further, transcribe)
Further probing:	Tell me more about... What can be done differently about... Who could... When would...

## FOOD ENJOYMENT

## ENJ 1 | Do you like the food here?

*Probes:* Is the food too hot or too cold? ·Do you feel that you have to eat things you don't like? ·What are some foods served here that you do not like? ·What has your appetite been like since you moved in here?

## ENJ 2 | Do you enjoy mealtimes here?

*Probes:* When can you eat? ·Can you eat when you want? ·When do you prefer to eat? ·What is the best part of your mealtime? ·What is the worst part of your mealtime? ·Can you get snacks you like when you want? ·Where do you like to sit? ·Do you have a choice of where to eat? ·Who to sit with? ·Is that different for different meals?

## ENJ 3 | Can you get your favorite foods here?

*Probes:* What are your favorite foods? ·How often can you get those favorite foods? ·What are some of the foods you wish you could get here?

## ENJ 4 | Considering your overall quality of life here, do you enjoy the food and meals?

*Probes:* Do the meals here feel repetitive? ·Can you ask for something different if you are served something you do not like? ·Would you like to eat your meals somewhere else in the building? ·Do you know about any fine dining programs that may be offered in the facility? ·Does your family ever bring in any food from home?

**WILDCARD**

ITEM/  
QUESTION

ANSWER:



