

# FAMILY & RESIDENT SATISFACTION WITH NURSING HOME CARE IN RHODE ISLAND

REPORT I, AUTUMN 2006



Health Quality Performance Measurement



Rhode Island Department of Health

Autumn 2006

Dear Rhode Islander,

The Rhode Island Health Care Quality Performance Measurement and Reporting Program was created by law in 1998 to promote improvement in health care through public reporting of information about health care in Rhode Island. This is the first report on family and resident satisfaction with nursing homes in Rhode Island. It is part of a series of reports on measures of quality for hospitals, nursing homes, home care agencies, other licensed health care facilities and licensed health care professionals.

This report is the result of collaboration between the nursing homes in Rhode Island, the Department of Health, the Department of Human Services, the Rhode Island Health Care Association, the Rhode Island Association of Facilities and Services for the Aging, and Qualidigm and Quality Partners of Rhode Island.

We thank the family and residents who responded to or participated in the statewide satisfaction survey. Based on their experiences, and with the help of an independent research firm, Vital Research, LLC of California, we have compiled a report that we hope will be useful to you, the consumer. This information will also be used to help nursing homes continue to improve care.

We are working to do public health better and to help ensure the best quality care for all Rhode Islanders.

Sincerely,

A handwritten signature in black ink, appearing to read "David R. Gifford".

David R. Gifford, MD, MPH  
Director  
Rhode Island Department of Health

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## **What does this report tell you?**

A 1998 Rhode Island law requires the collection and public reporting of information on patient satisfaction and other measures of health care quality in Rhode Island. Nursing homes have cooperated in this process and have joined together with the Department of Health and others to create this statewide report on nursing home families' and residents' satisfaction.

The goal of this report is to promote quality in the state's health care system. Surveys of family and resident satisfaction are one way to measure nursing home quality.

This report describes what families and residents say about their experiences with nursing homes in Rhode Island. The survey comes from families and residents in all 92 nursing homes in the state.

This report is important to Rhode Islanders and to their family members out of state because:

- Rhode Islanders value a health care system that is accountable to patients and the public.
- Families and residents deserve to receive high quality long-term care.
- People want to know what others have to say about their nursing home experiences.

## **How can this report help you?**

This report gives Rhode Islanders information about care and services received in nursing homes. Here are some ways you and others can use this information:

- To help you select a nursing home when a friend or family member needs nursing home care.
- To help you monitor the quality of care provided in a nursing home where your family member or friend receives care.
- To help you know what questions to ask nursing home administrators and staff when you are selecting a nursing home or monitoring the care provided to a resident.
- To support the oversight of the nursing home Resident Councils in monitoring and improving the quality of care in their facility.
- To assist nursing homes in knowing where to target their quality improvement efforts so that they can get the greatest improvement for their efforts.

## How do I read the ratings in this report?

The diamond ratings are based on a **Comparative Score**. The Comparative Score is the average of all nursing home scores for nursing homes in Rhode Island.

- **Three diamonds** were given to a nursing home if that nursing home's score is approximately in the **top 15%** of all nursing home scores and there is statistical confidence that the nursing home's score is **above the Rhode Island average** for that topic.
- **Two diamonds** were given to a nursing home if that nursing home's score is approximately in the **middle 70%** of all scores. That is, the nursing home's score is not statistically different from but is actually **about the same as the Rhode Island average** for that topic.
- **One diamond** is given to a nursing home if that nursing home's score is approximately in the **bottom 15%** of all nursing home scores and there is statistical confidence that the nursing home's score is **significantly below the Rhode Island average** for that topic.

In the charts on the following pages:

- ◆◆◆ Tells you the nursing home score is **above** the Comparative Score
- ◆◆ Tells you the nursing home score is **about the same as** the Comparative Score
- ◆ Tells you the nursing home score is **below** the Comparative Score

## Where can I see the actual surveys?

## Where can I get detailed information about the survey process and results?

See the **Technical Report** available at the Rhode Island Department of Health web site (<http://www.health.ri.gov/chic/performance/quality/quality27tech.pdf>) for more detailed information on the surveys themselves, the survey process, the rating methods applied, and the actual results.

## Tips on reading the nursing home ratings

On the charts on the following pages, you will see the nursing homes listed **across the top**. **Under** the nursing home name, you will see a column for family ratings, and one for resident ratings. You will see the topics for which families and residents are rated **down the side**.

To see how different nursing homes compare on the different topics, read across each *Topic* row.

To see how Nursing Home C rates on all the topics in the survey, read down the *Nursing Home C* columns.

Topic	Nursing Home A		Nursing Home B		Nursing Home C	
	Family	Resident	Family	Resident	Family	Resident
Laundry	◆◆◆	--	◆◆	--	◆◆◆	--
Therapy	◆◆	◆◆	◆	◆	◆◆◆	◆
Admission	◆◆	n/a	◆◆◆	n/a	◆◆	n/a

-- Two dashes indicate that the nursing home did not have enough responses to calculate a score for this topic.

Nursing Home A is rated about the same as the comparative score for *Admission* by families.

N/A or Not Applicable indicates that residents were not asked questions about this topic.

Nursing Home C is rated above the comparative score for *Therapy* by families, and below the comparative score by residents.

## Family and Resident Satisfaction Results for Nursing Homes Located in Rhode Island

Satisfaction Survey Domain (Category) - or - Question	ALPINE NURSING HOME		AVALON NURSING HOME		BALLOU HOME FOR THE AGED		BANNISTER HOUSE, INC.		BAY TOWER NURSING CENTER, INC.		BAYBERRY COMMONS		BERKSHIRE PLACE		BETHANY HOME OF RHODE ISLAND	
	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res
Administration	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆	◆◆	◆	◆◆	◆◆
Admissions	◆◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a
Social Services	◆◆	◆◆	◆◆◆	◆	◆◆	--	◆◆◆	◆◆	◆◆	◆◆	◆◆	--	◆◆	◆◆	◆◆	--
Activities	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆
Choice	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆
Direct Care	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆
Professional Nursing Care	◆◆	n/a	◆◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a
Therapy	◆◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆	--	◆◆	◆	◆◆	--
Meals & Dining	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆	◆	◆	◆◆	◆◆
Laundry	◆◆◆	◆◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆◆
Resident Environment	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆
Nursing Home Environment	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆	◆◆◆
Overall Satisfaction	◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
<b>TOTAL Score</b>	◆◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆

- ◆◆◆ Three (3) diamonds are given to a NH if that home's score is approximately in the top 15% of all RI NH scores, and there is statistical confidence that the home's score is significantly above the RI average for that domain.
- ◆◆ Two (2) diamonds are given to a NH if that home's score is approximately in the middle 70% of all scores. That is, the home's score is not statistically different from but is actually about the same as the RI average for that domain.
- ◆ One (1) diamond is given to a NH if that home's score is approximately in the bottom 15% of all RI NH scores, and there is statistical confidence that the home's score is significantly below the RI average for that domain.
- Two dashes indicate insufficient data: the facility did not have enough responses to calculate a score for this domain or category.
- n/a The n/a indicates not applicable: Residents were not asked specific questions about admissions, nor were they asked about their experiences with professional nurses (RNs and LPNs). 'Direct Care' questions for both groups refer to 'staff' at large, and to nurse aides.

## Family and Resident Satisfaction Results for Nursing Homes Located in Rhode Island

Satisfaction Survey Domain (Category) - or - Question	<u>BRENTWOOD NURSING HOME</u>		<u>BRIARCLIFFE MANOR</u>		<u>CEDAR CREST NURSING CENTRE</u>		<u>CHARLESGATE NURSING CENTER</u>		<u>CHERRY HILL MANOR</u>		<u>CLIPPER HOME</u>		<u>COURTLAND PLACE HEALTH CENTER</u>		<u>CRA-MAR MEADOWS</u>	
	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res
Administration	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆◆
Admissions	◆◆	n/a	◆◆	n/a	◆	n/a	◆	n/a	◆	n/a	◆◆	n/a	◆◆	n/a	◆◆◆	n/a
Social Services	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	--	◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	--
Activities	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆	◆◆	◆◆◆
Choice	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆	◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Direct Care	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆	◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆
Professional Nursing Care	◆◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a
Therapy	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	--	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	--
Meals & Dining	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆
Laundry	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆◆
Resident Environment	◆◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆	◆	◆	◆	◆◆	◆◆◆	◆	◆	◆◆◆	◆◆◆
Nursing Home Environment	◆◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆	◆◆	◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆◆	◆◆◆
Overall Satisfaction	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆	◆	◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆
<b>TOTAL Score</b>	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆	◆	◆	◆◆	◆◆◆	◆	◆◆	◆◆	◆◆◆

◆◆◆ Three (3) diamonds are given to a NH if that home's score is approximately in the top 15% of all RI NH scores, and there is statistical confidence that the home's score is significantly above the RI average for that domain.

◆◆ Two (2) diamonds are given to a NH if that home's score is approximately in the middle 70% of all scores. That is, the home's score is not statistically different from but is actually about the same as the RI average for that domain.

◆ One (1) diamond is given to a NH if that home's score is approximately in the bottom 15% of all RI NH scores, and there is statistical confidence that the home's score is significantly below the RI average for that domain.

-- Two dashes indicate insufficient data: the facility did not have enough responses to calculate a score for this domain or category.

n/a The n/a indicates not applicable: Residents were not asked specific questions about admissions, nor were they asked about their experiences with professional nurses (RNs and LPNs). 'Direct Care' questions for both groups refer to 'staff' at large, and to nurse aides.

## Family and Resident Satisfaction Results for Nursing Homes Located in Rhode Island

Satisfaction Survey Domain (Category) - or - Question	<u>CRESTWOOD NURSING HOME</u>		<u>EASTGATE NURSING &amp; RECOVERY CENTER</u>		<u>ELMHURST EXTENDED CARE FACILITY</u>		<u>ELMWOOD HEALTH CENTER</u>		<u>EMERALD BAY MANOR</u>		<u>EPOCH SENIOR HEALTH CARE</u>		<u>EVERGREEN HOUSE HEALTH CENTER</u>		<u>FOREST FARM HEALTH CARE CENTER</u>	
	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res
Administration	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦	♦♦	♦♦	♦♦
Admissions	♦♦♦	n/a	♦♦	n/a	♦♦	n/a	♦♦	n/a	♦♦	n/a	♦♦	n/a	♦♦	n/a	♦♦♦	n/a
Social Services	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦	♦♦	♦♦♦	♦♦
Activities	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦
Choice	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦	♦♦	♦♦	♦♦
Direct Care	♦♦	♦♦	♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦	♦♦	♦♦♦	♦♦♦
Professional Nursing Care	♦♦	n/a	♦♦	n/a	♦♦	n/a	♦♦	n/a	♦♦	n/a	♦♦	n/a	♦	n/a	♦♦	n/a
Therapy	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦	♦♦	♦♦	♦♦	♦♦	♦♦♦	♦♦
Meals & Dining	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦	♦♦	♦♦♦	♦♦♦
Laundry	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦
Resident Environment	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦	♦♦	♦♦	♦♦	♦♦	♦	♦♦	♦♦♦	♦♦♦
Nursing Home Environment	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦♦	♦	♦♦	♦♦♦	♦♦♦
Overall Satisfaction	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦	♦♦	♦♦♦	♦♦	♦♦	♦	♦♦	♦♦♦	♦♦
<b>TOTAL Score</b>	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦♦	♦	♦♦	♦♦♦	♦♦♦

- ♦♦♦ Three (3) diamonds are given to a NH if that home's score is approximately in the top 15% of all RI NH scores, and there is statistical confidence that the home's score is significantly above the RI average for that domain.
- ♦♦ Two (2) diamonds are given to a NH if that home's score is approximately in the middle 70% of all scores. That is, the home's score is not statistically different from but is actually about the same as the RI average for that domain.
- ♦ One (1) diamond is given to a NH if that home's score is approximately in the bottom 15% of all RI NH scores, and there is statistical confidence that the home's score is significantly below the RI average for that domain.
- Two dashes indicate insufficient data: the facility did not have enough responses to calculate a score for this domain or category.
- n/a The n/a indicates not applicable: Residents were not asked specific questions about admissions, nor were they asked about their experiences with professional nurses (RNs and LPNs). 'Direct Care' questions for both groups refer to 'staff' at large, and to nurse aides.

## Family and Resident Satisfaction Results for Nursing Homes Located in Rhode Island

Satisfaction Survey Domain (Category) - or - Question	<u>FRIENDLY HOME</u>		<u>GOLDEN CREST NURSING CENTRE</u>		<u>GRACE BARKER NURSING CENTER</u>		<u>GRAND ISLANDER CENTER</u>		<u>GRANDVIEW CENTER</u>		<u>HALLWORTH HOUSE</u>		<u>HARBORSIDE HEALTHCARE PAWTUXET</u>		<u>HARBORSIDE GREENWOOD NURSING CENTER</u>	
	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res
Administration	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆
Admissions	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆◆	n/a	◆◆	n/a	◆	n/a
Social Services	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Activities	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆◆	◆◆	◆◆	◆	◆◆	◆	◆◆
Choice	◆◆	◆	◆◆	◆◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Direct Care	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆
Professional Nursing Care	◆◆	n/a	◆	n/a	◆◆	n/a	◆◆	n/a	◆◆◆	n/a	◆◆	n/a	◆◆	n/a	◆	n/a
Therapy	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Meals & Dining	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆
Laundry	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆◆
Resident Environment	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆	◆◆
Nursing Home Environment	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆
Overall Satisfaction	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆
<b>TOTAL Score</b>	◆◆	◆◆	◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆

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## Family and Resident Satisfaction Results for Nursing Homes Located in Rhode Island

Satisfaction Survey Domain (Category) - or - Question	HARRIS HEALTH CENTER		HARRIS HEALTH CARE CENTER-NORTH		HATTIE IDE CHAFFEE HOME		HAVEN HEALTH CENTER OF COVENTRY		HAVEN HEALTH CENTER OF GREENVILLE		HAVEN HEALTH CENTER OF PAWTUCKET		HAVEN HEALTH CENTER OF WARREN		HEATHERWOOD NURSING & SUBACUTE CENTER	
	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res
Administration	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Admissions	◆◆	n/a	◆◆	n/a	◆◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆	n/a	◆	n/a
Social Services	◆◆	◆◆	◆◆◆	◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆
Activities	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Choice	◆◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆
Direct Care	◆◆	◆◆◆	◆◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Professional Nursing Care	◆◆	n/a	◆◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆	n/a	◆◆	n/a
Therapy	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Meals & Dining	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆◆	◆	◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆	◆◆
Laundry	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆	◆◆	◆	◆◆	◆	◆◆	◆◆◆	◆◆	◆◆	◆◆
Resident Environment	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Nursing Home Environment	◆◆	◆◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆	◆◆	◆◆	◆◆	◆	◆◆	◆	◆◆	◆	◆◆
Overall Satisfaction	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆
TOTAL Score	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆

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## Family and Resident Satisfaction Results for Nursing Homes Located in Rhode Island

Satisfaction Survey Domain (Category) - or - Question	<u>HEBERT NURSING HOME</u>		<u>HERITAGE HILLS NURSING CENTRE</u>		<u>HOLIDAY RETIERMENT HOME</u>		<u>HOPKINS MANOR</u>		<u>JEANNE JUGAN RESIDENCE</u>		<u>JOHN CLARKE RETIREMENT CENTER</u>		<u>KENT REGENCY GENESIS ELDERCARE</u>		<u>KINDRED HEIGHTS NURSING CENTER</u>	
	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res
Administration	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆
Admissions	◆◆	n/a	◆◆	n/a	◆◆◆	n/a	◆◆	n/a	◆◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a
Social Services	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	--	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Activities	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆
Choice	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Direct Care	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Professional Nursing Care	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a
Therapy	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆◆	--	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Meals & Dining	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆	◆◆	◆	◆	◆◆	◆◆
Laundry	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Resident Environment	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Nursing Home Environment	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Overall Satisfaction	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
<b>TOTAL Score</b>	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆

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## Family and Resident Satisfaction Results for Nursing Homes Located in Rhode Island

Satisfaction Survey Domain (Category) - or - Question	<u>LINN HEALTH CARE CENTER</u>		<u>MANSION NURSING HOME</u>		<u>MORGAN HEALTH CENTER</u>		<u>MOUNT ST. FRANCIS HEALTH CENTER</u>		<u>MOUNT ST. RITA HEALTH CENTRE</u>		<u>NANCY ANN NURSING HOME</u>		<u>NORTH BAY MANOR</u>		<u>OAK HILL NURSING AND REHAB CENTER</u>		
	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	
Administration	◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Admissions	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆
Social Services	◆	◆◆	◆◆	--	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	--	◆	--	◆◆	◆◆	
Activities	◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆	
Choice	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	
Direct Care	◆◆	◆◆	◆◆	◆	◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆◆	◆◆◆	◆	◆◆	◆	◆◆	
Professional Nursing Care	◆◆	n/a	◆◆	n/a	◆	n/a	◆◆	n/a	◆◆	n/a	◆◆◆	n/a	◆	n/a	◆	n/a	
Therapy	◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	--	◆◆	--	◆◆	◆◆	
Meals & Dining	◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆	◆◆	◆◆	◆◆	
Laundry	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆◆	◆◆	◆◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	
Resident Environment	◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	
Nursing Home Environment	◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆	◆◆	◆	◆◆	
Overall Satisfaction	◆◆	◆◆	◆◆	◆	◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆	◆◆	
<b>TOTAL Score</b>	◆◆	◆◆	◆◆	◆	◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆	◆◆	◆◆	◆◆	

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## Family and Resident Satisfaction Results for Nursing Homes Located in Rhode Island

Satisfaction Survey Domain (Category) - or - Question	OAKLAND GROVE HEALTH CARE CENTER		ORCHARD VIEW MANOR		OVERLOOK NURSING & REHAB CENTER		PARK VIEW NURSING HOME		PINE GROVE HEALTH CENTER		RHODE ISLAND VETERANS HOME		RIVERVIEW HEALTHCARE COMMUNITY		ROBERTS HEALTH CENTRE	
	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res
Administration	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆◆	◆◆
Admissions	◆◆	n/a	◆◆	n/a	◆◆◆	n/a	◆◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a
Social Services	◆◆	--	◆◆	◆◆	◆◆◆	--	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆
Activities	◆	◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Choice	◆◆	◆◆	◆◆	◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆
Direct Care	◆	◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Professional Nursing Care	◆	n/a	◆◆	n/a	◆◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆◆	n/a	◆	n/a	◆◆◆	n/a
Therapy	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆◆	◆◆
Meals & Dining	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Laundry	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Resident Environment	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆
Nursing Home Environment	◆	◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆
Overall Satisfaction	◆	◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆
TOTAL Score	◆	◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆

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## Family and Resident Satisfaction Results for Nursing Homes Located in Rhode Island

Satisfaction Survey Domain (Category) - or - Question	<u>ST. ANTOINE RESIDENCE</u>		<u>ST. CLARE HOME FOR THE AGED</u>		<u>ST ELIZABETH MANOR, EAST BAY</u>		<u>ST ELIZABETH HOME, EAST GREENWICH</u>		<u>ST. JOSEPH HOSPITAL SPECIALTY CARE</u>		<u>SAKONNET BAY MANOR</u>		<u>SCALABRINI VILLA</u>		<u>SCALLOP SHELL NURSING &amp; REHAB</u>		
	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	
Administration	◆◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆◆	◆◆	◆◆◆	◆◆◆
Admissions	◆◆◆	n/a	◆◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆◆	n/a	◆◆◆	n/a	
Social Services	◆◆◆	◆◆	◆◆◆	--	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	
Activities	◆◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆◆	◆◆	◆◆◆	◆◆	
Choice	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	
Direct Care	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	
Professional Nursing Care	◆◆◆	n/a	◆◆◆	n/a	◆◆	n/a	◆◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆◆	n/a	
Therapy	◆◆	◆◆	◆◆◆	--	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	--	◆◆	--	◆◆	◆◆	
Meals & Dining	◆◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆◆	◆◆	
Laundry	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	--	--	◆◆	◆◆	◆◆◆	◆◆	◆◆◆	◆◆	
Resident Environment	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆◆	◆◆	
Nursing Home Environment	◆◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆	◆◆◆	◆◆	
Overall Satisfaction	◆◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆	◆◆◆	◆◆	
<b>TOTAL Score</b>	◆◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆	

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## Family and Resident Satisfaction Results for Nursing Homes Located in Rhode Island

Satisfaction Survey Domain (Category) - OR - Question	<u>SCANDINAVIAN HOME</u>		<u>SHADY ACRES</u>		<u>SILVER CREEK MANOR</u>		<u>SOUTH BAY MANOR</u>		<u>SOUTH COUNTY NURSING &amp; SUBACUTE</u>		<u>SOUTH KINGSTOWN NURSING &amp; REHAB</u>		<u>STEERE HOUSE NURSING &amp; REHAB</u>		<u>SUNNY VIEW NURSING HOME</u>	
	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res
Administration	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆◆
Admissions	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a
Social Services	◆◆	◆◆	◆◆	--	◆◆	◆◆	◆◆	--	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	--
Activities	◆◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆
Choice	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆◆
Direct Care	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆◆
Professional Nursing Care	◆◆	n/a	◆◆	n/a	◆◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆◆	n/a
Therapy	◆◆	◆◆	◆◆	--	◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆	--
Meals & Dining	◆◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆
Laundry	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆◆
Resident Environment	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆
Nursing Home Environment	◆◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆◆	◆◆◆
Overall Satisfaction	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆
<b>TOTAL Score</b>	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆◆

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## Family and Resident Satisfaction Results for Nursing Homes Located in Rhode Island

Satisfaction Survey Domain (Category) - or - Question	TOCKWOTTON HOME		VILLAGE AT WATERMAN LAKE		VILLAGE HOUSE		WATCH HILL CARE & REHAB		WATERVIEW VILLA		WEST SHORE HEALTH CENTER		WEST VIEW HEALTH CARE CENTER		WESTERLY HEALTH CENTER	
	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res	Fam	Res
Administration	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Admissions	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a	◆	n/a	◆◆	n/a	◆◆	n/a
Social Services	◆◆	--	◆◆	--	◆◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Activities	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆	◆◆◆	◆◆	◆◆	◆◆	◆◆
Choice	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Direct Care	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆
Professional Nursing Care	◆◆	n/a	◆◆	n/a	◆◆◆	n/a	◆◆	n/a	◆◆	n/a	◆	n/a	◆◆◆	n/a	◆◆	n/a
Therapy	◆◆	--	◆◆	--	◆◆	◆◆	◆	◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆◆	◆◆
Meals & Dining	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Laundry	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Resident Environment	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆	◆◆	◆◆	◆	◆	◆◆
Nursing Home Environment	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆	◆◆
Overall Satisfaction	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆◆	◆◆	◆	◆◆
TOTAL Score	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆◆	◆	◆◆

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## Family and Resident Satisfaction Results for Nursing Homes Located in Rhode Island

Satisfaction Survey Domain (Category) - or - Question	<u>WESTERLY NURSING HOME, INC.</u>		<u>WOODLAND CONVALESCENT CENTER</u>		<u>WOODPECKER HILL</u>		<u>WOONSOCKET HEALTH CENTRE</u>	
	Fam	Res	Fam	Res	Fam	Res	Fam	Res
Administration	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆
Admissions	◆◆◆	n/a	◆◆	n/a	◆◆	n/a	◆	n/a
Social Services	◆◆	◆	◆◆	--	◆◆	◆◆	◆	◆◆
Activities	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Choice	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Direct Care	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Professional Nursing Care	◆◆◆	n/a	◆◆	n/a	◆◆	n/a	◆◆	n/a
Therapy	◆◆	◆◆	◆◆	--	◆◆	◆	◆◆	◆◆
Meals & Dining	◆◆◆	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆
Laundry	◆◆◆	◆◆	◆◆	◆	◆◆	◆◆	◆	◆◆
Resident Environment	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆◆
Nursing Home Environment	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆
Overall Satisfaction	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆
<b>TOTAL Score</b>	◆◆◆	◆◆	◆◆	◆◆	◆◆	◆◆	◆	◆◆

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## Who conducted the surveys?

An independent survey company, Vital Research, LLC of California carried out the statewide surveys. This company was selected in an open and public process. Organizations participating in the selection process included the Rhode Island Department of Health, Qualidigm, Inc., Quality Partners of Rhode Island, and representatives from the nursing homes in Rhode Island, the health care community in Rhode Island.

Vital Research supervised all parts of the survey process to be sure that the information is accurate and that this report compares nursing homes in Rhode Island fairly.

- Surveys were administered in the spring of 2006.
- The family surveys consisted of mailed surveys, whereas the resident surveys were face-to-face interviews conducted by local interviewers trained by Vital Research staff.

An outside, private consultant - not affiliated with Vital Research, Quality Partners, or the Rhode Island Department of Health - was employed to verify the data analysis results (or scoring) for the surveys. To accomplish this, Quality Partners provided a random sample of ten resident survey reports, representing about ten percent (10%) of the total sample of nursing homes surveyed. After receiving the original data file, the consultant computed survey scores and averages independently, then compared the results with the equivalent report generated by Vital Research. The consultant checked every question, topic, and total satisfaction score for all 10 nursing homes in the sample. The consultant's results and Vital Research's results were in complete agreement.

## Who completed the surveys?

The surveys were given to families and residents of nursing homes admitted into the facilities as of April 2006. A sample of residents who met the selection criteria was included in the survey interview.

A total of 7,850 families from 92 nursing homes in Rhode Island were sent surveys, and 4,082 completed surveys were returned. Here is an overview of the people who completed the family surveys, and the residents about whom they were answering when completing the survey:

### Family Respondents

ABOUT THE FAMILY MEMBER / RESPONDENT						ABOUT THE RESIDENT	
Age	Gender	Race/ Ethnicity	Primary Language	Frequency of Visits to Resident	Relationship to Resident	Age	Expected Stay
<b>62</b> years on average	<b>66%</b> female	<b>96%</b> white, <b>99%</b> non- hispanic	<b>96%</b> English	<b>81%</b> at least weekly	<b>66%</b> child, partner, or spouse	<b>85</b> years on average	<b>94%</b> long-term (three or more months)

A total of 3,197 residents were interviewed, and 3,057 completed the survey. Here is an overview of the residents who completed the survey.

### Resident Respondents

Gender	Age	Long-term vs. Short Term	Race and Ethnicity
<b>75%</b> female	<b>83 years</b> on average	<b>91%</b> long-term	<b>95%</b> white

## What was asked on the Family Survey?

Families of residents in nursing homes in Rhode Island were asked to rate their experience with nursing homes. The survey questions are grouped into 13 different topics. Listed below, under each topic, are examples of what was asked in the survey for families.

### Examples of what was asked:

#### Admissions

- Did the staff provide you with adequate information about the different services in the nursing home?
- Did the staff adequately address your questions about how to pay for care?

#### Social Services

- Does the social worker follow-up and respond quickly to your concerns?
- Does the social worker treat you with respect?

#### Therapy

- Does the physical therapist spend enough time with the resident?
- Does the occupational therapist spend enough time with the resident?

#### Activities

- Does the resident have enough to do in the nursing home?
- Are the nursing home activities things that the resident likes to do?

#### Choice

- Can the resident go to bed when he/she likes?
- Can the resident bring in belongings that make his/her room feel like home?

#### Direct Care

- Does a staff person check on the resident to see if he/she is comfortable?
- Do the aides spend enough time taking care of the resident?

### Professional Nursing Care

- Do the Registered Nurses and Licensed Practical Nurses (RNs and LPNs) follow-up and respond quickly to your concerns?
- Overall, are you satisfied with the quality of the RNs and LPNs in the nursing home?

### Administration

- Is the administration available to talk with you?
- Does the administration treat you with respect?

### Meals & Dining

- Can the resident get the foods he/she likes?
- Does the resident get enough to eat?

### Laundry

- Does the resident get his/her clothes back from the laundry?
- Do the resident's clothes come back from the laundry in good condition?

### Resident Environment

- Can you find places to talk with the resident in private?
- Are you satisfied with the resident's room?

### Nursing Home Environment

- Does the nursing home seem homelike?
- Are you satisfied with the safety and security of this nursing home?

### Overall Satisfaction

- Overall, do you like this nursing home?
- Would you recommend this nursing home to a family member or friend?

## **Total Score**

The Total Score is a summary score, calculated as the average of all the topic scores.

## **What was asked on the Resident Survey?**

Residents in nursing homes in Rhode Island were asked by interviewers to rate their experience with nursing homes. The survey questions are grouped into 11 different topics. Listed below, under each topic, are examples of what was asked of the residents.

### **Examples of what was asked**

#### Social Services

- Does the social worker follow-up and respond quickly to your concerns?
- Does the social worker treat you with respect?

#### Therapy

- Does the physical therapist spend enough time with you?
- Does the occupational therapist spend enough time with you?

#### Activities

- Do you have enough to do here?
- Are the activities things that you like to do?

#### Choice

- Can you decide when to get up in the morning?
- Does the staff leave you alone if you don't want to do anything?

#### Direct Care

- Does a staff person check you to see if he/she is comfortable?
- Does the staff who take care of you know what you like and don't like?

#### Administration

- Is the administration available to talk with you?
- Does the administration treat you with respect?

#### Meals & Dining

- Is the food here tasty?
- Can you the foods you like?

### Laundry

- Do you get your clothes back from the laundry?
- Do your clothes come back from the laundry in good condition?

### Resident Environment

- Can you get outdoors when you want to?
- Can you find places to talk with your visitors in private?

### Nursing Home Environment

- Is this nursing home clean enough?
- Are you satisfied with the safety and security of this nursing home?

### Overall Satisfaction

- Do you get your medications on time?
- Would you recommend this nursing home to a family member or friend?

## **Total Score**

The Total Satisfaction is a summary score, calculates as the average of all the topic scores.

## **How were the nursing home ratings determined?**

- Answers for each family member's responses were combined for each topic (e.g. choice). This was then repeated for residents' answers.
- Then, the answers of all family members from each nursing home were combined to give that nursing home a score for each topic. Only nursing homes scores that included a minimum number of responses that could be calculated were reported. This process was also repeated for residents.
- Finally, for each topic, each nursing home was given a rating of 1, 2, or 3 diamonds, based on a Comparative Score.

## **How can I get more information?**

### **To learn about nursing homes in Rhode Island**

If you would like to learn more about any of the nursing homes in this report, go to the Department of Health's web site: [www.health.ri.gov](http://www.health.ri.gov), and you will find additional information under Performance Measurement and Facilities Regulation.

### **To learn about this report**

This report is available on the Department of Health web site:  
<http://www.health.ri.gov/chic/performance/quality/quality27.pdf>.

For additional information or help in better understanding this report, please see the Technical Report with details about the survey process and ratings. This can be found at:  
<http://www.health.ri.gov/chic/performance/quality/quality27tech.pdf>.

For information about the 1998 law on public reporting for health care facilities go to Rhode Island State Government web site at: [www.rilin.stste.ri.us/Statutes/Title 23/23-17.17/Index.htm](http://www.rilin.stste.ri.us/Statutes/Title%2023/23-17.17/Index.htm).

### **To see other reports on health care quality**

This is the first report on family and resident satisfaction with nursing homes in Rhode Island published by the Rhode Island Department of Health. To see other published reports under the Health Care Quality Performance Measurement and Reporting Program visit the web site at [www.health.ri.gov/chic/performance /series.htm](http://www.health.ri.gov/chic/performance/series.htm).

## **Acknowledgements**

Many organizations helped to make this project a reality. Appreciation is given to those individuals and groups that assisted in the selection of the vendor and the development of the final report.

### **Health Care Organizations**

All nursing homes in Rhode Island  
Rhode Island Health Care Association  
Rhode Island Association Facilities and Services for the Aging

### **Quality Improvement Organizations (QIOs)**

Qualidigm® (Connecticut)  
Quality Partners of Rhode Island

### **Survey Research Company**

Vital Research, LLC

### **Government Agencies**

Alliance for Better Long Term Care  
Department of Elderly Affairs  
Long Term Care Coordinating Council  
Rhode Island Department of Health  
Rhode Island Department of Human Services

### **Rhode Island**

### **Health Care Quality Performance Measurement and Reporting Program**

Health Care Quality Steering Committee  
Nursing Home Measures Subcommittee

*A special thank you to the many families and residents of nursing homes who took the time to complete the survey and share their experiences with the nursing homes in Rhode Island.*



Health Quality Performance Measurement

THE OFFICE OF PERFORMANCE MEASUREMENT REPORTS ON THE  
PERFORMANCE AND QUALITY OF HEALTH CARE PROVIDED BY HEALTH CARE  
FACILITIES AND HEALTH PLANS IN RHODE ISLAND.

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