



Health Care Quality Performance Measurement and Reporting Program (HCQP)

STEERING COMMITTEE

May 5, 2008, 3:00-4:30pm
 Department of Health, Health Policy Forum

Goals/Objectives

- Obtain Steering Committee approval and input regarding ongoing Subcommittee work and recommendations

Voting Members

- | | | |
|-------------------------------------|------------------------------------|------------------------------|
| T Ted Almon (<i>rep</i>) | G Linda McDonald, RN | G Sharon Reinere |
| G Virginia Burke, Esq. | T Christopher Novak | G Corrine Russo, MSW |
| T Arthur Frazzano, MD | G Rhoda E. Perry | T Alan Tavares |
| G Neal Galinko, MD, MS, FACP | G Donna Policastro, NP, RCN | T Gina Rocha, RN, MPH |
| T David Gifford, MD, MPH | G Louis Pugliese | |
| T Donna Lonschein, RN | T Sharon Pugsley, BSN | |

Time	Topic	Notes
3:00pm	Welcome & Remarks David Gifford, MD, MPH, HEALTH	Dr. Gifford opened the meeting at 3:05. He provided a brief update on funding for the project, indicating that all work will cease until FY 2009 as a result of the State's ongoing fiscal crisis.
	HCQP Program Updates Jay Buechner, PhD, HEALTH Rosa Baier, MPH, Quality Partners of RI	Ms. Baier provided program updates for the four active settings: home health agencies, ambulatory care, hospitals, and nursing homes.
3:05pm	1. Home Health: <ul style="list-style-type: none"> - Review of populated reports - Plan for report release 	HCQP staff have populated the 1-page reports for the 49 home health agencies. Ms. Baier presented examples of the populated reports from both skilled and non-skilled agencies, as well as aggregate results from the home health satisfaction surveys (see handout). No more than three agencies fell above or below the average for any single domain.

Time	Topic	Notes
		<p>The Committee requested three edits to the report: (1) changing ‘accreditation’ to ‘accreditation/certification’; (2) correcting the reference population for the clinical measures from the State to the nation; and (3) removing references to ‘JCAHO.’</p> <p>Note: A suggestion to change ‘Joint Commission’ to ‘TJC’ was made, but because the Joint Commission refers to itself as ‘Joint Commission’ in its publications, this edit will not be made.</p> <p>Vote: The Committee approved the release of the reports once the above-mentioned changes are implemented. The Subcommittee meeting scheduled for May may be canceled due to the additional funding cuts.</p> <p>Action Items: HCQP staff will make the revisions to the reports, post them on the Web site, and release a press release notifying the public.</p>
3:15pm	<p>2. Ambulatory Care:</p> <ul style="list-style-type: none"> - Rhode Island EHR and e-prescribing estimates - Update on dissemination of data feedback reports 	<p>Ms. Baier presented updated aggregate results from the Physician HIT Survey, including estimates of EMR and e-prescribing adoption (see slides). The data feedback reports were disseminated to physicians in mid-March, and the Workgroup’s next steps will be to assess the pilot results and form a Subcommittee. Next steps will be on hold until FY 2009.</p> <p>The Committee inquired about the results of the Rhode Island Quality Institute’s COMSORT study. The COMSORT study’s objective was to identify opinion leaders, so the purpose is somewhat different; but if it is possible to obtain the results, it may be interesting to look at them in addition to the Physician HIT Survey Results.</p>
3:30pm	<p>3. Hospital:</p> <ul style="list-style-type: none"> - Quarter 3 pressure ulcer process measure data collection 	<p>Ms. Baier described the hospitals’ progress-to-date collecting the pressure ulcer process of care measures. The hospitals have currently completed their third quarter of data collection, which will be due to IHI by May 15th.</p> <p>Action Items: HCQP staff will send a data entry reminder, follow-up with IHI to obtain the Quarter 3 pilot results, and share the pilot results with the Subcommittee via email.</p>
3:40pm	<p>4. Nursing Home:</p> <ul style="list-style-type: none"> - Update on report release 	<p>The 2007 Nursing Home Satisfaction Report was released in April, and has been garnering some attention from the press. On average, Rhode Island nursing homes outperformed the nation on</p>

Time	Topic	Notes
		<p>all measures. The nursing home associations are planning to co-host a July seminar with MyInnerView to help nursing homes act on the results of their surveys and plan for the next round of data collection.</p> <p>Action Item: The Subcommittee meeting scheduled for June may be canceled due to the additional funding cuts.</p>
3:45 pm	<p>5. Methodology:</p> <ul style="list-style-type: none"> - Review of methodology to identify cut-points for home health, hospital, and nursing home settings 	<p>The Committee reviewed the various classification strategies used by the home health, hospital, and nursing home settings. The Director indicated that, conceptually, the three methods are the same. The differences in comparison group (State vs. national) and cut points (mean vs. 25th and 75th percentiles) exist because of the different sample sizes in home health (N=49), hospital (N=11), and nursing home (N=92) settings.</p>
4:15pm	<p>Open Forum David Gifford, MD, MPH, HEALTH</p> <p>Next Meeting – 3-4:30pm, July 21, 2008</p>	<p>Dr. Gifford adjourned the meeting at 4:25.</p>



Steering Committee: HCQP Program Updates

Jay Buechner, PhD, HEALTH
Rosa Baier, MPH, Quality Partners of RI

May 5, 2008



Home Health Subcommittee

- *Chair: Rosa Baier, MPH, Quality Partners*
- Current Goal: Publish home health agency satisfaction reports on HEALTH's Web site.
- Approved previously by the Steering Committee:
 - 1-page report format
 - Comparative methodology
 - Plan to release agencies' reports after previewing them at May meeting



Home Health Subcommittee

- Progress since last Steering Committee meeting:
 - Surveyed agencies to obtain info, including:
 - Updated contact info (mail, telephone, email, Web)
 - Accreditation(s)
 - Average daily census
 - Service area
 - Populated 1-page reports (*see handouts*)
 - Wrote 'Supplemental Information'
 - Began working with HEALTH communications staff on press release



Home Health Subcommittee

Vote: Approve the release of the 1-page reports

- Next steps:
 - Update Subcommittee on Steering Committee discussions, decisions
 - Publish reports on the Web
 - Issue a press release
 - Convene Subcommittee to plan for next round of public reporting



Ambulatory Care Workgroup

- *Chair: Deidre Gifford, MD, MPH, Quality Partners*
- Current Goals: (1) Analyze results of physician HIT adoption survey; and (2) report back to the Steering Committee with pilot results and recommendations (in FY 2009).
- Approved previously by the Steering Committee:
 - Pilot measures & process
 - Data feedback report content

Ambulatory Care Workgroup



- Progress since last Steering Committee meeting:
 - Cleaned survey data to eliminate responses:
 - Without personal identifiers;
 - From non-physicians (e.g., physician assistants);
 - From physicians without Rhode Island licenses;
 - From physicians not in active practice; and
 - From physicians practicing in states other than Rhode Island, Connecticut, or Massachusetts.
 - From 1,167 initial responses, the final dataset included 970 physicians

Ambulatory Care Workgroup



- Mailed data feedback reports:
 - Sent on March 18, 2008
 - Mailed to physician-entered practice addresses
 - To date, 72 requests for reprints:
 - Most from office managers
 - Most due to BCBSRI requirement

Ambulatory Care Workgroup



- Updated analyses:
 - Response rate: ~45.6%
 - Proposed measures for public reporting:
 - EMRs in main practice 527 (54.3%)
 - Using e-prescribing 365 (37.6%)
 - Among the 527 with EMRs:
 - » Clinical functionality 17.8 of 33 points
 - » Advanced clinical functionality 10.6 of 27 points

Ambulatory Care Workgroup



- EMR and e-prescribing measures are likely to be overestimates of the Rhode Island prevalence
 - Can 'validate' e-prescribing estimate based on HEALTH count of physicians using SureScripts:
 - » Using 2,125 denominator (same as survey), monthly estimates from January to March 2008 range from 35.7% to 38.8%
 - » Close to survey estimate of 37.6%

Ambulatory Care Workgroup



- Next steps:
 - Review results, lessons learned from pilot
 - Identify steps for FY 2009, including:
 - Formation of Subcommittee
 - Revision of survey questions
 - Revision of survey process
 - Timeline for public reporting
 - As discussed in March, next steps are dependent upon available funding

Hospital Subcommittee



- *Chair: Jay Buechner, PhD, HEALTH*
- Current Goal: Continue to implement pilot data collection for pressure ulcer (PrU) process of care measures:
 - % of patients receiving PrU admission assessment
 - % of patients receiving daily PrU risk reassessment
- Approved previously by the Steering Committee:
 - Plan to suspend Subcommittee meetings until FY 2009

Hospital Subcommittee

- Progress since last Steering Committee Meeting:
 - Still collecting core nurse staffing plan data
 - Pressure ulcer process measures:
 - Quarter 1 and Quarter 2 results were shared previously:

Measure	Quarter 1 (Oct 2007)	Quarter 2 (Jan 2008)	Average
Admission assessment	1,137 (89.2%)	1,034 (90.3%)	89.7%
Daily reassessment	915 (87.1%)	928 (87.9%)	87.5%

- Hospitals collected Quarter 3 during the week of April 21-25, and have until May 15th to submit their data
- Will continue to send email reminders

Hospital Subcommittee

- Next steps:
 - Finalize and post core nurse staffing plan data
 - Collect final quarter of pressure ulcer process measure data: One day during the week of July 28, 2008
 - HCQP staff will continue to:
 - Provide data collection reminders to hospitals
 - Provide results to the Hospital Subcommittee via email
 - As discussed previously:
 - The Subcommittee will reconvene early in FY 2009 to plan for the public round of process measure data collection, and the pilot round for the outcome measure

Nursing Home Subcommittee

- Chair: Gail Patry, RN, Quality Partners
- Current Goal: Report resident and family satisfaction data.
- Approved previously by the Steering Committee:
 - Satisfaction report format & comparative methodology
 - Plan to release the satisfaction report in April 2008

Nursing Home Subcommittee

- Progress since last Steering Committee Meeting:
 - Updated the data report to reflect Steering Committee suggestions (*see handouts*)
 - Finalized the 'Supplemental Information'
 - Worked with the Subcommittee to adapt last year's press release to this year's results. Messages were:
 - Rhode Island outperformed My InnerView's national database on all questions, domains
 - 2nd public report is now available for consumers
 - Released report, 'Supplemental Information,' and press release the last week of April 2008

Nursing Home Subcommittee

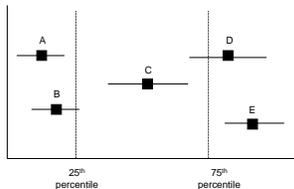
- Next steps:
 - June 17: Subcommittee meeting
 - July (date TBD): RIHCA and RIAFSA to co-host a seminar that invites My InnerView to present to nursing homes
 - Topics will include:
 - How to help residents complete the survey
 - How to use results for internal QI
 - Introduction to employee satisfaction survey
 - The session will also serve to:
 - Bridge the 2007 and 2008 data collection efforts
 - Provide an opportunity to get signed contracts from the nursing homes in person

Classification Strategies

- At the last Committee meeting, the Director requested that HCQP present the comparison methodologies:
 - Each was developed by the associated Subcommittee
 - The purpose is to categorize provider performance relative to other Rhode Island providers' performance

Discussion: Provide recommendation regarding including a national comparison, where available

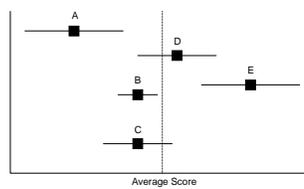
Classification Strategy: Nursing Home (Clinical & Satisfaction)



Results
 Facility A = 3 diamonds
 Facility B = 2 diamonds
 Facility C = 2 diamonds
 Facility D = 2 diamonds
 Facility E = 1 diamond

■ = Facility quality measure score (lower scores signify better performance)
 — = Facility 50% Confidence Interval
 *Nursing Homes in the 25th or 75th percentile are assigned 1 or 3 diamonds, accordingly.

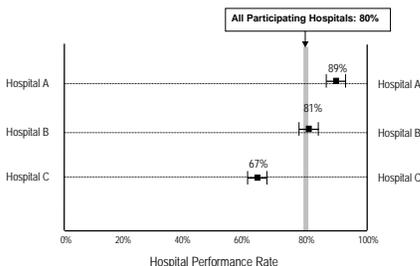
Classification Strategy: Home Health (Clinical & Satisfaction)



Clinical Results
 Agency A = 1 diamond
 Agency B = 1 diamond
 Agency C = 2 diamonds
 Agency D = 2 diamonds
 Agency E = 3 diamonds

■ = Agency quality measure score (higher scores signify better performance)
 — = Agency 90% Confidence Interval
 *If 90% Confidence Interval overlaps national score, agency is assigned 2 diamonds; if agency's score confidence interval does not overlap national score, agency is assigned 1 or 3 diamonds, accordingly. (For satisfaction, categories are created the same way, but are categorized as below average, average, or above average instead of assigning diamonds.)

Classification Strategy: Hospital (Clinical)



■ = Hospital quality measure score and associated 95% Confidence Interval



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HOME HEALTH SATISFACTION UPDATE, 05/05/08

The following data are results from the home health agencies' 2007 satisfaction surveys.

Survey Administration

- Overall, 2,490 (29.1%) surveys were returned from 49 agencies. Two agencies closed or were sold during the survey process and are excluded.
- More than half (n=1,578, 62.2%) were completed by the patient and were still receiving services (n=1,378, 54.3%) when they completed the survey.

Aggregate Results

- The 49 agencies participating in the 2007 survey were grouped into skilled and non-skilled groups: 25 were skilled agencies and 33 were non-skilled agencies. Note that because of some agencies provide both skilled and non-skilled care, there is overlap between the groups and the total exceeds 49.
- The below table presents aggregate results for Rhode Island agencies by domain:

Domain	Skilled Agencies (N=25)	Non-Skilled Agencies (N=33)
1. Arranging Home Care	1,793 (89.7%)	704 (86.7%)
2. Dealing with the Office	1,349 (86.7%)	671 (83.0%)
3. Nurses	1,668 (93.5%)	--
4. Home Health Aides	977 (91.8%)	645 (89.3%)
5. Homemakers/Companions	--	551 (87.6%)
6. Therapists and Other Professionals	1,016 (93.0%)	--
7. Other Ratings	1,822 (90.9%)	711 (86.6%)
Total Satisfaction	1,793 (89.7%)	704 (86.7%)

1-Page Report Summary

- The below table presents the count of Rhode Island that fell into the below or above average categories on the 1-page reports:

Domain	Skilled Agencies (N=25)		Non-Skilled Agencies (N=33)	
	Below	Above	Below	Above
1. Arranging Home Care	0	3	0	1
2. Dealing with the Office	2	0	1	1
3. Nurses	0	1	--	--
4. Home Health Aides	1	1	0	3
5. Homemakers/Companions	--	--	0	1
6. Therapists and Other Professionals	1	2	--	--



2007 Rhode Island Home Health Agency Satisfaction Survey

Home Health Agency Reports

Prepared for:

Rhode Island Department of Health
Three Capitol Hill
Providence, RI 02908

Prepared by:

Quality Partners of Rhode Island
235 Promenade Street
Suite 500, Box 18
Providence, RI 02908

May 2008



Department of Health

Three Capitol Hill
Providence, RI 02908-5097

TTY: 711
www.health.ri.gov

May 2008

Dear Rhode Island Home Health Agency Consumer,

Thank you for your interest in the 2007 Rhode Island Home Health Agency Satisfaction Survey. This file includes reports for the following **25 skilled and 33 non-skilled home health agencies**. **Skilled agencies provide care such as nursing or therapy; non-skilled agencies provide services not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning.** Some agencies appear in both lists because they provide both skilled and non-skilled services.

Skilled Agencies:

- Assisted Daily Living, Inc.
- Bayada Nurses
- Bayside Nursing, LLC
- Capitol Home Care Network, Inc.
- Cathleen Naughton Associates
- Community Care Nurses, Inc.
- Concord Health Services, Inc.
- Consistent Care Corporation
- H&T Medicals, Inc.
- Home & Hospice Care of Rhode Island
- HomeCare Advantage
- Interim Health Care
- Life Care at Home of RI
- Maxim Healthcare Services
- Memorial Hospital Home Care
- Roger Williams Home Care
- Saranna Home Care
- St Jude Home Care, Inc.
- Tender Loving Care
- Visiting Nurse Service (VNS) of Greater RI, Hospice Care of the VNS of Greater RI
- Visiting Nurse Services of Newport and Bristol Counties
- Vital Care of Rhode Island, Inc.
- VNA of Care New England
- VNA of Rhode Island
- VNS Home Health Services

Non-Skilled Agencies:

- A Caring Experience Nursing Services, Inc.
- Access Healthcare, Inc.
- Alternative Care Medical Services
- Assisted Daily Living, Inc.
- Bayside Nursing, LLC
- C & F Home Care
- Cathleen Naughton Associates
- Community Care Nurses, Inc.
- Concord Health Services, Inc.
- Cowesett Home Care, Inc.
- Gleason Medical Services, Inc.
- H&T Medicals, Inc.
- Health Care Connections
- Health Care Services
- HealthTouch
- Home Care Services of RI, Inc.
- HomeCare Advantage
- Homefront Health Care
- Hope Nursing Home Care
- Ideal Home Care Service, Inc.
- Jewish Family Service
- Lifetime Medical Support Services
- Maxim Healthcare Services
- NewCare, LLC
- Nursing Placement, Inc.
- Ocean State Nursing Service, Inc.
- Phenix Home Care
- Preferred Health Care Services
- South County Quality Care
- Specialty Personnel Services
- Summit Health Services, Inc.
- Tender Loving Care
- VNA Support Services

Tip: Those accessing this report electronically can click on the 'bookmarks' at left to see a specific agency's report.

The Home Health Agency Satisfaction Reports are updated as new information is available. Each report presents some overall information about the agency and categorizes the agency's scores into three groups:

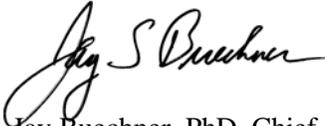
 **Below Average** means that the score is worse than the Rhode Island average.

 **Average** means that the score is similar to the Rhode Island average.

 **Above Average** means that the score is better than the Rhode Island average.

For additional details about the reports or the above symbols, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information Report. When choosing a home health agency, also consider other sources of information, such as recommendations from family.

Sincerely,



Jay Buechner, PhD, Chief, Center for Health Data and Analysis



Assisted Daily Living, Inc.

Agency At A Glance:

Skilled services, such as nursing and therapy

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Medicare certified

Satisfaction Scores

Among 93 people (27.5%) who responded to a 2007 survey about Assisted Daily Living:

- 68.8% said their **likelihood to recommend this agency was good**
- 68.8% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- | | | |
|--|--|--|
| <ul style="list-style-type: none"> ▪ None | <ul style="list-style-type: none"> ▪ Ease of arranging care ▪ Helpfulness of the office staff ▪ Care provided by aides ▪ Care provided by homemakers ▪ Care provided by therapists and other professionals ▪ Care provided by nurses | <ul style="list-style-type: none"> ▪ None |
|--|--|--|

Clinical Scores

The information below compares patients' outcomes at Assisted Daily Living to patients' outcomes across the country. This information was last updated in September 2007. Outcomes reflecting at least 20 patients are included:



- | | | |
|---|--|--|
| <ul style="list-style-type: none"> ▪ Patients who get better at walking or moving around ▪ Patients who get better at taking their medicines correctly (by mouth) ▪ Patients who stay at home after an episode of home health care ends ▪ Patients who had to be admitted to the hospital | <ul style="list-style-type: none"> ▪ None | <ul style="list-style-type: none"> ▪ Patients who have less pain when moving around |
|---|--|--|

Agency Information

Contact information:

Assisted Daily Living, Inc.
 2809 Post Road
 Warwick, RI 02886
 401-738-5470
 ltavarozzi@assisteddailyliving.com

Accreditation(s)/Certification(s):

Joint Commission
 Medicare
 Medicaid

Average number of patients:

150

Service Coverage Area(s):

Bristol County
 Kent County
 Newport County
 Providence County
 Washington County

Type(s) of care provided:

Skilled services
 Non-skilled services

Types of insurance accepted:

Medicare
 Most private insurance
 Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information or Clinical Measure Technical Information Reports. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Bayada Nurses

Agency At A Glance:
Skilled services, such as nursing and therapy
Medicare certified

Satisfaction Scores

Among 176 people (24.8%) who responded to a 2007 survey about Bayada Nurses:

- 66.3% said their **likelihood to recommend this agency was good**
- 66.3% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- | | | |
|---|--|--|
| <ul style="list-style-type: none"> ▪ Care provided by therapists and other professionals | <ul style="list-style-type: none"> ▪ Ease of arranging care ▪ Helpfulness of the office staff ▪ Care provided by aides ▪ Care provided by nurses | <ul style="list-style-type: none"> ▪ None |
|---|--|--|

Clinical Scores

The information below compares patients' outcomes at Bayada Nurses to patients' outcomes across the country. This information was last updated in September 2007. Outcomes reflecting at least 20 patients are included:



- | | | |
|--|---|--|
| <ul style="list-style-type: none"> ▪ None | <ul style="list-style-type: none"> ▪ Patients who get better at walking or moving around ▪ Patients who have less pain when moving around ▪ Patients who get better at taking their medicines correctly (by mouth) | <ul style="list-style-type: none"> ▪ Patients who stay at home after an episode of home health care ends ▪ Patients who had to be admitted to the hospital |
|--|---|--|

Agency Information

Contact information:

Bayada Nurses
2 Charles Street
Providence, RI 02904

401-273-1112
sryan@bayada.com
www.bayada.com

Accreditation(s)/Certification(s):

Joint Commission
Medicare
Medicaid

Average number of patients:

425

Service Coverage Area(s):

Bristol County
Kent County
Newport County
Providence County
Washington County

Type(s) of care provided:

Skilled services

Types of insurance accepted:

Medicare
Most private insurance
Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information or Clinical Measure Technical Information Reports. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Bayside Nursing, LLC

Agency At A Glance:

Skilled services, such as nursing

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Satisfaction Scores

Nine people (42.9%) responded to a [2007 survey](#) about Bayside Nursing, LLC. Because only information from 10 or more people is reported, this agency's data is not included.

Clinical Scores

This section is included for agencies that provide skilled care. However, Bayside Nursing, LLC is not required to collect the quarterly assessments used to calculate [patients' outcomes](#), because it is not Medicare certified.

Agency Information

Contact information:

Bayside Nursing, LLC
177 Airport Road
Warwick, RI 02889

401-921-5995
info@baysidenursing.com
www.baysidenursing.com

Type(s) of care provided:

Skilled services
Non-skilled services

Accreditation(s)/Certification(s):

In the process of becoming Medicaid certified

Average number of patients:

25

Service Coverage Area(s):

Bristol County
Kent County
Newport County
Providence County
Washington County

Types of insurance accepted:

Most private insurance
Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the [Home Health Satisfaction Supplemental Information](#) or [Clinical Measure Technical Information](#) Reports. When choosing a home health agency, also consider [other sources of information](#), such as recommendations from family.



Agency At A Glance:

Skilled services, such as nursing and therapy

Medicare certified

Capitol Home Care Network, Inc.

Satisfaction Scores

Among 37 people (26.4%) who responded to a 2007 survey about Capitol Home Care Network, Inc.:

- 70.3% said their **likelihood to recommend this agency was good**
- 64.9% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- | | | |
|--|--|--|
| <ul style="list-style-type: none"> ▪ None | <ul style="list-style-type: none"> ▪ Ease of arranging care ▪ Helpfulness of the office staff ▪ Care provided by aides ▪ Care provided by homemakers ▪ Care provided by therapists and other professionals ▪ Care provided by nurses | <ul style="list-style-type: none"> ▪ None |
|--|--|--|

Clinical Scores

The information below compares patients' outcomes at Capitol Home Care Network, Inc. to patients' outcomes across the country. This information was last updated in September 2007. Only outcomes for at least 20 patients are included:



- | | | |
|---|--|--|
| <ul style="list-style-type: none"> ▪ Patients who get better at walking or moving around ▪ Patients who have less pain when moving around ▪ Patients who get better at taking their medicines correctly (by mouth) ▪ Patients who stay at home after an episode of home health care ends ▪ Patients who had to be admitted to the hospital | <ul style="list-style-type: none"> ▪ None | <ul style="list-style-type: none"> ▪ None |
|---|--|--|

Agency Information

Contact information:

Capitol Home Care Network, Inc.
 400 Reservoir Avenue
 Suite 1K
 Providence, RI 02907

 401-941-0002
 maryellenbarry@aol.com

Type(s) of care provided:

Skilled services

Accreditation(s)/Certification(s):

Community Health Accreditation Program (CHAP)
 Medicare
 Medicaid

Average number of patients:

150

Service Coverage Area(s):

Bristol County
 Kent County
 Newport County
 Providence County

Types of insurance accepted:

Medicare
 Most private insurance
 Call for more information

Capitol Home Care Network, Inc. (Page 2)

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information or Clinical Measure Technical Information Reports. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Cathleen Naughton Associates

Agency At A Glance:

Skilled services, such as nursing and therapy

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Medicare certified

Satisfaction Scores

Among 21 people (23.1%) who responded to a 2007 survey about Cathleen Naughton Associates:

- 85.7% said their **likelihood to recommend this agency was good**
- 85.7% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:

Below Average

- None

Average

- Ease of arranging care
- Helpfulness of the office staff
- Care provided by aides
- Care provided by therapists and other professionals

Above Average

- Care provided by nurses

Clinical Scores

The information below compares patients' outcomes at Cathleen Naughton Associates to patients' outcomes across the country. This information was last updated in September 2007. Only outcomes for at least 20 patients are included:

Below Average

- Patients who stay at home after an episode of home health care ends

Average

- Patients who get better at walking or moving around
- Patients who get better at taking their medicines correctly (by mouth)
- Patients who had to be admitted to the hospital

Above Average

- Patients who have less pain when moving around

Agency Information

Contact information:

Cathleen Naughton Associates
249 Wickenden Street
Providence, RI 02903

401-751-9660
cnaughtonhomecare@msn.com
www.cathleennaughtonassoc.com

Type(s) of care provided:

Skilled services
Non-skilled services

Accreditation(s)/Certification(s):

Joint Commission
Medicare
Medicaid

Average number of patients:

200

Service Coverage Area(s):

Bristol County
Kent County
Newport County
Providence County
Washington County

Types of insurance accepted:

Medicare
Most private insurance
Call for more information

Cathleen Naughton Associates (Page 2)

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information or Clinical Measure Technical Information Reports. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Community Care Nurses, Inc.

Agency At A Glance:
Skilled services, such as nursing and therapy
Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Satisfaction Scores

Among 17 people (27.0%) who responded to a 2007 survey about Community Care Nurses, Inc.:

- 47.1% said their **likelihood to recommend this agency was good**
- 41.2% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- Helpfulness of the office staff
- Ease of arranging care
- Care provided by aides
- Care provided by therapists and other professionals
- Care provided by nurses
- None

Clinical Scores

This section is included for agencies that provide skilled care. However, Community Care Nurses, Inc. is not required to collect the quarterly assessments used to calculate patients' outcomes, because it is not Medicare certified.

Agency Information

Contact information:
Community Care Nurses, Inc.
6946 Post Road
Suite 101
North Kingston, RI 02852
401-295-8862
mbenway@ritech.net
www.homehealthcareri.com

Accreditation(s)/Certification(s):
Medicaid
Average number of patients:
60

Service Coverage Area(s):
Kent County
Newport County
Washington County
Types of insurance accepted:
Most private insurance
Call for more information

Type(s) of care provided:
Skilled services
Non-skilled services

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information or Clinical Measure Technical Information Reports. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Concord Health Services, Inc.

Agency At A Glance:
 Skilled services, such as nursing and therapy
 Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning
 Medicare certified

Satisfaction Scores

Among 50 people (25.0%) who responded to a 2007 survey about Concord Health Services, Inc.:

- 72.9% said their **likelihood to recommend this agency was good**
- 64.6% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- | | | |
|--|---|---|
| <ul style="list-style-type: none"> None | <ul style="list-style-type: none"> Ease of arranging care Helpfulness of the office staff Care provided by aides Care provided by homemakers Care provided by nurses | <ul style="list-style-type: none"> Care provided by therapists and other professionals |
|--|---|---|

Clinical Scores

The information below compares patients' outcomes at Concord Health Services, Inc. to patients' outcomes across the country. This information was last updated in September 2007. Only outcomes for at least 20 patients are included:



- | | | |
|---|--|--|
| <ul style="list-style-type: none"> Patients who get better at walking or moving around Patients who have less pain when moving around Patients who get better at taking their medicines correctly (by mouth) | <ul style="list-style-type: none"> Patients who stay at home after an episode of home health care ends Patients who had to be admitted to the hospital | <ul style="list-style-type: none"> None |
|---|--|--|

Agency Information

Contact information:

Concord Health Services, Inc.
 30 Rolfe Square
 Cranston, RI 02910
 401-725-8400
 inquiries@concordhomecare.com
 www.concordhomecare.com

Type(s) of care provided:

Skilled services
 Non-skilled services

Accreditation(s)/Certification(s):

Community Health Accreditation Program (CHAP)
 Medicare
 Medicaid

Average number of patients:

169

Service Coverage Area(s):

Bristol County
 Kent County
 Providence County

Types of insurance accepted:

Medicare
 Most private insurance
 Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information or Clinical Measure Technical Information Reports. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Agency At A Glance:

Skilled services, such as nursing and therapy

Medicare certified

Consistent Care Corporation

Satisfaction Scores

Among 11 people (55.0%) who responded to a 2007 survey about Consistent Care Corporation:

- 54.5% said their **likelihood to recommend this agency was good**
- 63.6% thought the agency’s **overall quality was good**

The below information compares this agency’s satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- None

- Ease of arranging care
- Helpfulness of the office staff
- Care provided by aides
- Care provided by homemakers
- Care provided by therapists and other professionals
- Care provided by nurses

- None

Clinical Scores

This section compares patients’ outcomes at this agency to patients’ outcomes at other Medicare-certified Rhode Island agencies. However, only outcomes for at least 20 patients are included. Consistent Care Corporation does not have any information that reflects more than 20 patients.

Agency Information

Contact information:

Consistent Care Corporation
 37 Clarke's Village
 Jamestown, RI 02835
 401-423-1060
 ccarec@cox.net

Accreditation(s)/Certification(s):

Medicare
 Medicaid

Average number of patients:

35

Service Coverage Area(s):

Kent County
 Newport County
 Washington County

Types of insurance accepted:

Medicare
 Most private insurance
 Call for more information

Type(s) of care provided:

Skilled services
 Non-skilled services

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information or Clinical Measure Technical Information Reports. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



H&T Medicals, Inc.

Agency At A Glance:

Skilled services, such as nursing and therapy

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Medicare certified

Satisfaction Scores

Among 21 people (28.0%) who responded to a 2007 survey about H&T Medicals, Inc.:

- 66.7% said their **likelihood to recommend this agency was good**
- 71.4% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- Helpfulness of the office staff
- Ease of arranging care
- Care provided by aides
- Care provided by homemakers
- None

Clinical Scores

The information below compares patients' outcomes at H&T Medicals, Inc. to patients' outcomes across the country. This information was last updated in September 2007. Only outcomes for at least 20 patients are included:



- None
- Patients who get better at walking or moving around
- Patients who stay at home after an episode of home health care ends
- Patients who had to be admitted to the hospital

Agency Information

Contact information:

H&T Medicals, Inc.
1738 Broad Street
Cranston, RI 02905

401-781-0800
htmed@aol.com

Type(s) of care provided:

Skilled services
Non-skilled services

Accreditation(s)/Certification(s):

Medicare
Medicaid
Medicare/Medicaid

Average number of patients:

195

Service Coverage Area(s):

Kent County
Providence County

Types of insurance accepted:

Medicare
Most private insurance
Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information or Clinical Measure Technical Information Reports. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Agency At A Glance:

Skilled services, such as nursing and therapy

Medicare certified

Home & Hospice Care of Rhode Island

Satisfaction Scores

Among 24 people (22.2%) who responded to a 2007 survey about Home & Hospice Care of Rhode Island:

- 83.3% said their **likelihood to recommend this agency was good**
- 87.5% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- None

- Ease of arranging care
- Helpfulness of the office staff
- Care provided by aides
- Care provided by therapists and other professionals
- Care provided by nurses

- None

Clinical Scores

The information below compares patients' outcomes at Home & Hospice Care of Rhode Island to patients' outcomes across the country. This information was last updated in September 2007. Only outcomes for at least 20 patients are included:



- Patients who get better at walking or moving around
- Patients who have less pain when moving around
- Patients who get better at taking their medicines correctly (by mouth)
- Patients who stay at home after an episode of home health care ends
- Patients who had to be admitted to the hospital

- None

- None

Home & Hospice Care of Rhode Island (Page 2)

Agency Information

Contact information:

Home & Hospice Care of Rhode Island
169 George Street
Pawtucket, RI 02860
401-727-7070
www.hhcri.org

Type(s) of care provided:

Skilled services

Accreditation(s)/Certification(s):

Community Health Accreditation Program (CHAP)
Medicare
Medicaid

Average number of patients:

380

Service Coverage Area(s):

Bristol County
Kent County
Newport County
Providence County
Washington County

Types of insurance accepted:

Medicare
Most private insurance
Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the [Home Health Satisfaction Supplemental Information](#) or [Clinical Measure Technical Information Reports](#). When choosing a home health agency, also consider [other sources of information](#), such as recommendations from family.



HomeCare Advantage

Agency At A Glance:

Skilled services, such as nursing and therapy

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Medicare certified

Satisfaction Scores

Among 61 people (31.3%) who responded to a 2007 survey about HomeCare Advantage:

- 71.0% said their **likelihood to recommend this agency was good**
- 67.7% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- | | | |
|--|--|--|
| <ul style="list-style-type: none"> None | <ul style="list-style-type: none"> Ease of arranging care Helpfulness of the office staff Care provided by aides Care provided by homemakers Care provided by therapists and other professionals Care provided by nurses | <ul style="list-style-type: none"> None |
|--|--|--|

Clinical Scores

The information below compares patients' outcomes at HomeCare Advantage to patients' outcomes across the country. This information was last updated in September 2007. Only outcomes for at least 20 patients are included:



- | | | |
|--|---|--|
| <ul style="list-style-type: none"> Patients who get better at walking or moving around Patients who stay at home after an episode of home health care ends | <ul style="list-style-type: none"> Patients who get better at taking their medicines correctly (by mouth) Patients who had to be admitted to the hospital | <ul style="list-style-type: none"> Patients who have less pain when moving around |
|--|---|--|

Agency Information

Contact information:

HomeCare Advantage
165 Burnside Street
Cranston, RI 02910

401 781-3400
Jim@HomeCareAdvantage.biz
www.HomeCareAdvantage.com

Type(s) of care provided:

Skilled services
Non-skilled services

Accreditation(s)/Certification(s):

Joint Commission
Medicare
Medicaid

Average number of patients:

287

Service Coverage Area(s):

Bristol County
Kent County
Providence County
Washington County

Types of insurance accepted:

Medicare
Most private insurance
Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information or Clinical Measure Technical Information Reports. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Agency At A Glance:

Skilled services, such as nursing and therapy

Medicare certified

Interim Health Care

Satisfaction Scores

Among 28 people (17.8%) who responded to a 2007 survey about Interim Health Care:

- 57.1% said their **likelihood to recommend this agency was good**
- 60.7% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- None

- Ease of arranging care
- Helpfulness of the office staff
- Care provided by aides
- Care provided by therapists and other professionals
- Care provided by nurses

- None

Clinical Scores

The information below compares patients' outcomes at Interim Health Care to patients' outcomes across the country. This information was last updated in September 2007. Only outcomes for at least 20 patients are included:



- None

- Patients who get better at walking or moving around
- Patients who have less pain when moving around
- Patients who get better at taking their medicines correctly (by mouth)

- Patients who stay at home after an episode of home health care ends
- Patients who had to be admitted to the hospital

Agency Information

Contact information:

Interim Health Care
 245 Waterman Street
 Suite 308
 Providence, RI 02906
 401-272-3520
 www.hcwatson.com;
 www.interimhealthcare.com

Type(s) of care provided:

Skilled services

Accreditation(s)/Certification(s):

Community Health Accreditation Program (CHAP)
 Medicare
 Medicaid

Average number of patients:

63

Service Coverage Area(s):

Bristol County
 Providence County
 We service the Portsmouth area and as far south as Coventry at this time.

Types of insurance accepted:

Medicare
 Most private insurance
 Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information or Clinical Measure Technical Information Reports. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Agency At A Glance:

- Skilled services, such as nursing and therapy
- Medicare certified

Life Care at Home of RI

Satisfaction Scores

Among 13 people (37.1%) who responded to a 2007 survey about Life Care at Home of RI:

- 84.6% said their **likelihood to recommend this agency was good**
- 76.9% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- None



- Ease of arranging care
- Helpfulness of the office staff
- Care provided by aides
- Care provided by therapists and other professionals
- Care provided by nurses



- None

Clinical Scores

The information below compares patients' outcomes at Life Care at Home of RI to patients' outcomes across the country. This information was last updated in September 2007. Only outcomes for at least 20 patients are included:



- None



- Patients who get better at walking or moving around
- Patients who have less pain when moving around
- Patients who get better at taking their medicines correctly (by mouth)
- Patients who stay at home after an episode of home health care ends
- Patients who had to be admitted to the hospital



- None

Agency Information

Contact information:

Life Care at Home of RI
 63 Sockanosset Cross Road
 Cranston, RI 02920
 401-383-2250
 Deborah_Giordano@lcca.com
 www.lifecareathome.com

Type(s) of care provided:

Skilled services

Accreditation(s)/Certification(s):

Community Health Accreditation Program (CHAP)
 Medicare
 Medicaid

Average number of patients:

50

Service Coverage Area(s):

Bristol County
 Kent County
 Providence County
 Washington County

Types of insurance accepted:

Medicare
 Most private insurance
 Call for more information

Life Care at Home of RI (Page 2)

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information or Clinical Measure Technical Information Reports. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Maxim Healthcare Services

Agency At A Glance:

Skilled services, such as nursing

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Satisfaction Scores

Eight people (11.8%) responded to a [2007 survey](#) about Maxim Healthcare Services. Because only information from 10 or more people is reported, this agency's data is not included.

Clinical Scores

This section is included for agencies that provide skilled care. However, Maxim Healthcare Services is not required to collect the quarterly assessments used to calculate [patients' outcomes](#), because it is not Medicare certified.

Agency Information

Contact information:

Maxim Healthcare Services
758 Eddy Street
Suite 3B
Providence, RI 02903
401-751-6333
www.maxhealth.com

Accreditation(s)/Certification(s):

Accreditation Commission for Health Care, Inc. (ACHC)
Medicaid

Average number of patients:

80

Service Coverage Area(s):

Bristol County
Kent County
Newport County
Providence County
Washington County

Types of insurance accepted:

Most private insurance
Call for more information

Type(s) of care provided:

Skilled services
Non-skilled services

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the [Home Health Satisfaction Supplemental Information](#) or [Clinical Measure Technical Information](#) Reports. When choosing a home health agency, also consider [other sources of information](#), such as recommendations from family.



Agency At A Glance:

- Skilled services, such as nursing and therapy
- Medicare certified

Memorial Hospital Home Care

Satisfaction Scores

Among 183 people (33.2%) who responded to a 2007 survey about Memorial Hospital Home Care:

- 81.4% said their **likelihood to recommend this agency was good**
- 79.8% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- None



- Ease of arranging care
- Helpfulness of the office staff
- Care provided by aides
- Care provided by homemakers
- Care provided by therapists and other professionals
- Care provided by nurses



- None

Clinical Scores

The information below compares patients' outcomes at Memorial Hospital Home Care to patients' outcomes across the country. This information was last updated in September 2007. Only outcomes for at least 20 patients are included:



- Patients who stay at home after an episode of home health care ends
- Patients who had to be admitted to the hospital



- Patients who get better at walking or moving around
- Patients who get better at taking their medicines correctly (by mouth)



- Patients who have less pain when moving around

Agency Information

Contact information:

Memorial Hospital Home Care
111 Brewster Street
Pawtucket, RI 02860
401-312-2500

Type(s) of care provided:

Skilled services

Accreditation(s)/Certification(s):

Joint Commission
Medicare
Medicaid

Average number of patients:

430

Service Coverage Area(s):

Bristol County
Kent County
Providence County

Types of insurance accepted:

Medicare
Most private insurance
Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information or Clinical Measure Technical Information Reports. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Agency At A Glance:

Skilled services, such as nursing and therapy

Medicare certified

Roger Williams Home Care

Satisfaction Scores

Among 134 people (28.9%) who responded to a 2007 survey about Roger Williams Home Care:

- 85.4% said their **likelihood to recommend this agency was good**
- 86.9% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- | | | |
|--|--|---|
| <ul style="list-style-type: none"> ▪ None | <ul style="list-style-type: none"> ▪ Helpfulness of the office staff ▪ Care provided by aides ▪ Care provided by nurses | <ul style="list-style-type: none"> ▪ Ease of arranging care ▪ Care provided by therapists and other professionals |
|--|--|---|

Clinical Scores

The information below compares patients' outcomes at Roger Williams Home Care to patients' outcomes across the country. This information was last updated in September 2007. Only outcomes for at least 20 patients are included:



- | | | |
|---|--|--|
| <ul style="list-style-type: none"> ▪ Patients who get better at walking or moving around ▪ Patients who have less pain when moving around ▪ Patients who get better at taking their medicines correctly (by mouth) ▪ Patients who stay at home after an episode of home health care ends ▪ Patients who had to be admitted to the hospital | <ul style="list-style-type: none"> ▪ None | <ul style="list-style-type: none"> ▪ None |
|---|--|--|

Agency Information

Contact information:

Roger Williams Home Care
50 Maude Street
Providence, RI 02908
401-456-2273

Type(s) of care provided:

Skilled services

Accreditation(s)/Certification(s):

Joint Commission
Medicare
Medicaid

Average number of patients:

550

Service Coverage Area(s):

Bristol County
Kent County
Newport County
Providence County
Washington County

Types of insurance accepted:

Medicare
Most private insurance
Call for more information

Roger Williams Home Care (Page 2)

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information or Clinical Measure Technical Information Reports. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Saranna Home Care

Agency At A Glance:
 Skilled services, such as nursing and therapy
 Medicare certified

Satisfaction Scores

Four people (22.2%) responded to a 2007 survey about Saranna Home Care. Because only information from 10 or more people is reported, this agency's data is not included.

Clinical Scores

The information below compares patients' outcomes at Saranna Home Care to patients' outcomes across the country. This information was last updated in September 2007. Only outcomes for at least 20 patients are included:



- | | | |
|---|--|--|
| <ul style="list-style-type: none"> ▪ Patients who get better at walking or moving around ▪ Patients who have less pain when moving around ▪ Patients who get better at taking their medicines correctly (by mouth) | <ul style="list-style-type: none"> ▪ None | <ul style="list-style-type: none"> ▪ Patients who stay at home after an episode of home health care ends ▪ Patients who had to be admitted to the hospital |
|---|--|--|

Agency Information

Contact information:

Saranna Home Care
 334 East Avenue
 Pawtucket, RI 02860
 401-728-6510
 www.sarannahomecare.com

Type(s) of care provided:

Skilled services

Accreditation(s)/Certification(s):

Community Health Accreditation Program (CHAP)
 Medicare
 Medicaid

Average number of patients:

70

Service Coverage Area(s):

Kent County
 Providence County
 Washington County
 Cumberland.LInc.ohn
 Blackstone areas

Types of insurance accepted:

Medicare
 Most private insurance
 Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information or Clinical Measure Technical Information Reports. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Agency At A Glance:

Skilled services, such as nursing and therapy

Medicare certified

St Jude Home Care, Inc.

Satisfaction Scores

Among 17 people (24.3%) who responded to a 2007 survey about St Jude Home Care, Inc.:

- 70.6% said their **likelihood to recommend this agency was good**
- 70.6% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- | | | |
|--|--|--|
| <ul style="list-style-type: none"> ▪ None | <ul style="list-style-type: none"> ▪ Helpfulness of the office staff ▪ Care provided by aides ▪ Care provided by nurses | <ul style="list-style-type: none"> ▪ Ease of arranging care |
|--|--|--|

Clinical Scores

This section compares patients' outcomes at this agency to patients' outcomes across the country. However, only outcomes for at least 20 patients are included. St Jude Home Care, Inc. does not have any information that reflects more than 20 patients.

Agency Information

Contact information:

St Jude Home Care, Inc.
445 Reservoir Avenue
Cranston, RI 02910
401-944-4489

Accreditation(s)/Certification(s):

Joint Commission
Medicare

Average number of patients:

65

Service Coverage Area(s):

Bristol County
Kent County
Newport County
Providence County
Washington County

Type(s) of care provided:

Skilled services
Non-skilled services

Types of insurance accepted:

Medicare
Most private insurance
Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information or Clinical Measure Technical Information Reports. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Tender Loving Care

Agency At A Glance:

Skilled services, such as nursing and therapy

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Medicare certified

Satisfaction Scores

Among 92 people (25.8%) who responded to a 2007 survey about Tender Loving Care:

- 73.6% said their **likelihood to recommend this agency was good**
- 70.3% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- | | | |
|--|--|--|
| <ul style="list-style-type: none"> None | <ul style="list-style-type: none"> Ease of arranging care Helpfulness of the office staff Care provided by aides Care provided by homemakers Care provided by therapists and other professionals Care provided by nurses | <ul style="list-style-type: none"> None |
|--|--|--|

Clinical Scores

The information below compares patients' outcomes at Tender Loving Care to patients' outcomes across the country. This information was last updated in September 2007. Only outcomes for at least 20 patients are included:



- | | | |
|---|--|--|
| <ul style="list-style-type: none"> Patients who get better at walking or moving around Patients who get better at taking their medicines correctly (by mouth) Patients who stay at home after an episode of home health care ends Patients who had to be admitted to the hospital | <ul style="list-style-type: none"> None | <ul style="list-style-type: none"> Patients who have less pain when moving around |
|---|--|--|

Agency Information

Contact information:

Tender Loving Care
438 Broadway Street
Providence, RI 02909

401-273-2280

Type(s) of care provided:

Skilled services
Non-skilled services

Accreditation(s)/Certification(s):

Joint Commission
Medicare
Medicaid

Average number of patients:

420

Service Coverage Area(s):

Bristol County
Kent County
Newport County
Providence County
Washington County

Types of insurance accepted:

Medicare
Most private insurance
Call for more information

Tender Loving Care (Page 2)

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information or Clinical Measure Technical Information Reports. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Agency At A Glance:

Skilled services, such as nursing and therapy

Medicare certified

**Visiting Nurse Service (VNS) of Greater RI,
Hospice Care of the VNS of Greater RI**

Satisfaction Scores

Among 79 people (30.4%) who responded to a 2007 survey about VNS of Greater RI, Hospice Care of the VNS of Greater RI:

- 78.5% said their **likelihood to recommend this agency was good**
- 82.3% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- | | | |
|--|---|--|
| <ul style="list-style-type: none"> ▪ None | <ul style="list-style-type: none"> ▪ Ease of arranging care ▪ Helpfulness of the office staff ▪ Care provided by aides ▪ Care provided by therapists and other professionals ▪ Care provided by nurses | <ul style="list-style-type: none"> ▪ None |
|--|---|--|

Clinical Scores

The information below compares patients' outcomes at VNS of Greater RI, Hospice Care of the VNS of Greater RI to patients' outcomes across the country. This information was last updated in September 2007. Only outcomes for at least 20 patients are included:



- | | | |
|--|--|---|
| <ul style="list-style-type: none"> ▪ Patients who stay at home after an episode of home health care ends ▪ Patients who had to be admitted to the hospital | <ul style="list-style-type: none"> ▪ None | <ul style="list-style-type: none"> ▪ Patients who get better at walking or moving around ▪ Patients who have less pain when moving around ▪ Patients who get better at taking their medicines correctly (by mouth) |
|--|--|---|

**Visiting Nurse Service (VNS) of Greater RI,
Hospice Care of the VNS of Greater RI (Page 2)**

Agency Information

Contact information:

Visiting Nurse Service of Greater
Rhode Island, Hospice Care of the
Visiting Nurse Service of Greater
Rhode Island
6 Blackstone Valley Place
Lincoln, RI 02865
800-696-7991
www.vnsgri.org

Type(s) of care provided:

Skilled services
Non-skilled services

Accreditation(s)/Certification(s):

Joint Commission
Medicare

Average number of patients:

550

Service Coverage Area(s):

Bristol County
Kent County
Providence County
Washington County
Blackstone,
Millville, Bellingham, Attleboro
Massachusetts

Types of insurance accepted:

Medicare
Most private insurance
Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the [Home Health Satisfaction Supplemental Information](#) or [Clinical Measure Technical Information](#) Reports. When choosing a home health agency, also consider [other sources of information](#), such as recommendations from family.



Agency At A Glance:

Skilled services, such as nursing and therapy

Medicare certified

**Visiting Nurse Services of
Newport and Bristol Counties**

Satisfaction Scores

Among 56 people (32.6%) who responded to a 2007 survey about Visiting Nurse Services of Newport and Bristol Counties:

- 76.8% said their **likelihood to recommend this agency was good**
- 78.6% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- | | | |
|--|---|--|
| <ul style="list-style-type: none"> ▪ None | <ul style="list-style-type: none"> ▪ Care provided by aides ▪ Care provided by therapists and other professionals ▪ Helpfulness of the office staff ▪ Care provided by nurses | <ul style="list-style-type: none"> ▪ Ease of arranging care |
|--|---|--|

Clinical Scores

The information below compares patients' outcomes at Visiting Nurse Services of Newport and Bristol Counties to patients' outcomes across the country. This information was last updated in September 2007. Only outcomes for at least 20 patients are included:



- | | | |
|--|--|---|
| <ul style="list-style-type: none"> ▪ None | <ul style="list-style-type: none"> ▪ Patients who get better at walking or moving around ▪ Patients who have less pain when moving around ▪ Patients who get better at taking their medicines correctly (by mouth) ▪ Patients who stay at home after an episode of home health care ends | <ul style="list-style-type: none"> ▪ Patients who had to be admitted to the hospital |
|--|--|---|

**Visiting Nurse Services of
Newport and Bristol Counties (Page 2)**

Agency Information

Contact information:

Visiting Nurse Services of Newport
and Bristol Counties
1184 East Main Road
P.O. Box 690
Portsmouth, RI 02871
401-682-2100
www.vnsri.com

Accreditation(s)/Certification(s):

Joint Commission
Medicare
Medicaid

Average number of patients:

654

Service Coverage Area(s):

Bristol County
Newport County

Types of insurance accepted:

Medicare
Most private insurance
Call for more information

Type(s) of care provided:

Skilled services
Non-skilled services

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the [Home Health Satisfaction Supplemental Information](#) or [Clinical Measure Technical Information](#) Reports. When choosing a home health agency, also consider [other sources of information](#), such as recommendations from family.



Agency At A Glance:

Skilled services, such as nursing and therapy

Medicare certified

Vital Care of Rhode Island, Inc.

Satisfaction Scores

Among 16 people (28.6%) who responded to a 2007 survey about Vital Care of Rhode Island, Inc.:

- 87.5% said their **likelihood to recommend this agency was good**
- 87.5% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- | | | |
|--|---|--|
| <ul style="list-style-type: none"> ▪ Care provided by aides | <ul style="list-style-type: none"> ▪ Ease of arranging care ▪ Helpfulness of the office staff ▪ Care provided by therapists and other professionals ▪ Care provided by nurses | <ul style="list-style-type: none"> ▪ None |
|--|---|--|

Clinical Scores

The information below compares patients' outcomes at Vital Care of Rhode Island, Inc. to patients' outcomes across the country. This information was last updated in September 2007. Only outcomes for at least 20 patients are included:



- | | | |
|---|--|--|
| <ul style="list-style-type: none"> ▪ Patients who get better at taking their medicines correctly (by mouth) ▪ Patients who had to be admitted to the hospital | <ul style="list-style-type: none"> ▪ Patients who get better at walking or moving around ▪ Patients who have less pain when moving around ▪ Patients who stay at home after an episode of home health care ends | <ul style="list-style-type: none"> ▪ None |
|---|--|--|

Agency Information

Contact information:

Vital Care of Rhode Island, Inc.
 1525 Old Louisquisset Pike
 A 205
 Lincoln, RI 02865
 401-726-7744
 kmg@vitalcareri.com

Accreditation(s)/Certification(s):

Joint Commission
 Medicare
 Medicaid

Average number of patients:

60

Service Coverage Area(s):

Kent County
 Providence County

Types of insurance accepted:

Medicare
 Most private insurance
 Call for more information

Type(s) of care provided:

Skilled services

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information or Clinical Measure Technical Information Reports. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Agency At A Glance:

- Skilled services, such as nursing and therapy
- Medicare certified

VNA of Care New England

Satisfaction Scores

Among 261 people (33.7%) who responded to a 2007 survey about VNA of Care New England:

- 83.5% said their **likelihood to recommend this agency was good**
- 82.0% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:

Below Average

- None

Average

- Ease of arranging care
- Helpfulness of the office staff
- Care provided by aides
- Care provided by therapists and other professionals
- Care provided by nurses

Above Average

- None

Clinical Scores

The information below compares patients' outcomes at VNA of Care New England to patients' outcomes across the country. This information was last updated in September 2007. Only outcomes for at least 20 patients are included:

Below Average

- None

Average

- Patients who have less pain when moving around
- Patients who get better at taking their medicines correctly (by mouth)

Above Average

- Patients who get better at walking or moving around
- Patients who stay at home after an episode of home health care ends
- Patients who had to be admitted to the hospital

Agency Information

Contact information:

VNA of Care New England
 51 Health Lane
 Warwick, RI 02886
 401-737-6050
 cnehinfo@carene.org
 www.cnehomehealth.org

Type(s) of care provided:

Skilled services

Accreditation(s)/Certification(s):

Joint Commission
 Medicare
 Medicaid

Average number of patients:

450

Service Coverage Area(s):

Bristol County
 Kent County
 Providence County
 Washington County

Types of insurance accepted:

Medicare
 Most private insurance
 Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information or Clinical Measure Technical Information Reports. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Agency At A Glance:

- Skilled services, such as nursing and therapy
- Medicare certified

VNA of Rhode Island

Satisfaction Scores

Among 247 people (26.3%) who responded to a 2007 survey about VNA of Rhode Island:

- 82.2% said their **likelihood to recommend this agency was good**
- 83.4% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- None
- Care provided by therapists and other professionals
- Care provided by nurses
- Ease of arranging care
- Helpfulness of the office staff
- Care provided by aides

Clinical Scores

The information below compares patients' outcomes at VNA of Rhode Island to patients' outcomes across the country. This information was last updated in September 2007. Only outcomes for at least 20 patients are included:



- Patients who have less pain when moving around
- Patients who get better at taking their medicines correctly (by mouth)
- Patients who get better at walking or moving around
- Patients who stay at home after an episode of home health care ends
- Patients who had to be admitted to the hospital

Agency Information

Contact information:

VNA of Rhode Island
622 George Washington Highway
Lincoln, RI 02865
401-335-2400
www.vnari.org

Type(s) of care provided:

Skilled services

Accreditation(s)/Certification(s):

Community Health Accreditation Program (CHAP)
Medicare
Medicaid

Average number of patients:

670

Service Coverage Area(s):

Bristol County
Kent County
Providence County
Other: Tiverton, RI, North Kingstown, RI, Attleboro, MA, Rehoboth, MA, Seekonk, MA, and Fall River, MA

Types of insurance accepted:

Medicare
Most private insurance
Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information or Clinical Measure Technical Information Reports. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Agency At A Glance:

Skilled services, such as nursing and therapy

Medicare certified

VNS Home Health Services

Satisfaction Scores

Among 116 people (29.7%) who responded to a 2007 survey about VNS Home Health Services:

- 84.6% said their **likelihood to recommend this agency was good**
- 81.3% thought the agency’s **overall quality was good**

The below information compares this agency’s satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- | | | |
|--|---|--|
| <ul style="list-style-type: none"> ▪ None | <ul style="list-style-type: none"> ▪ Ease of arranging care ▪ Helpfulness of the office staff ▪ Care provided by therapists and other professionals ▪ Care provided by nurses ▪ Care provided by aides | <ul style="list-style-type: none"> ▪ None |
|--|---|--|

Clinical Scores

The information below compares patients’ outcomes at VNS Home Health Services to patients’ outcomes across the country. This information was last updated in September 2007. Only outcomes for at least 20 patients are included:



- | | | |
|--|---|--|
| <ul style="list-style-type: none"> ▪ None | <ul style="list-style-type: none"> ▪ Patients who get better at walking or moving around ▪ Patients who get better at taking their medicines correctly (by mouth) ▪ Patients who stay at home after an episode of home health care ends ▪ Patients who had to be admitted to the hospital | <ul style="list-style-type: none"> ▪ Patients who have less pain when moving around |
|--|---|--|

Agency Information

Contact information:
 VNS Home Health Services
 14 Woodruff Avenue
 Narragansett, RI 02882
 401-788-2112
 vns@vnshomehealth.org
 www.vnshomehealth.org

Type(s) of care provided:
 Skilled services

Accreditation(s)/Certification(s):
 Joint Commission
 Medicare
 Medicaid

Average number of patients:
 500

Service Coverage Area(s):
 Kent County
 Washington County
 Block Island

Types of insurance accepted:
 Medicare
 Most private insurance
 Call for more information

VNS Home Health Services (Page 2)

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information or Clinical Measure Technical Information Reports. When choosing a home health agency, also consider other sources of information, such as recommendations from family.

**Agency At A Glance:**

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

A Caring Experience Nursing Services, Inc.**Satisfaction Scores**

Nine people (24.4%) responded to a 2007 survey about A Caring Experience Nursing Services, Inc. Because only information from 10 or more people is reported, this agency's data is not included.

Agency Information**Contact information:**

A Caring Experience Nursing Services
21 Douglas Avenue
Providence, RI 02908

401-453-4545
diane@acaringexperience.necoxmail.com

Type(s) of care provided:

Non-skilled services

Accreditation(s)/Certification(s):

Community Health Accreditation
Program (CHAP)
Medicaid

Average number of patients:

50

Service Coverage Area(s):

Kent County
Providence County
Washington County

Types of insurance accepted:

Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information Report. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Agency At A Glance:

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Access Healthcare, Inc.

Satisfaction Scores

Among 16 people (18.6%) who responded to a 2007 survey about Access Healthcare, Inc.:

- 81.3% said their **likelihood to recommend this agency was good**
- 81.3% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- None

- Ease of arranging care
- Helpfulness of the office staff
- Care provided by aides
- Care provided by homemakers

- None

Agency Information

Contact information:

Access Healthcare, Inc.
254 Warren Avenue
East Providence, RI 02914
401-438-4747

Accreditation(s)/Certification(s):

Medicaid

Average number of patients:

83

Service Coverage Area(s):

Bristol County
Kent County
Providence County
Washington County

Type(s) of care provided:

Non-skilled services

Types of insurance accepted:

Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information Report. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Agency At A Glance:

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Alternative Care Medical Services

Satisfaction Scores

Among 20 people (30.3%) who responded to a 2007 survey about Alternative Care Medical Services:

- 75.0% said their **likelihood to recommend this agency was good**
- 70.0% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- None

- Ease of arranging care
- Helpfulness of the office staff
- Care provided by aides
- Care provided by homemakers

- None

Agency Information

Contact information:

Alternative Care Medical Services
304 Pearl Street
Unit 100
Providence, RI 02907
401-351-1818

Type(s) of care provided:

Non-skilled services

Accreditation(s)/Certification(s):

Community Health Accreditation Program (CHAP)
Medicaid

Average number of patients:

55

Service Coverage Area(s):

Bristol County
Kent County
Providence County
Northern Rhode Island

Types of insurance accepted:

Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information Report. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Assisted Daily Living, Inc.

Agency At A Glance:

- Skilled services, such as nursing and therapy
- Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning
- Medicare certified

Satisfaction Scores

Among 93 people (27.5%) who responded to a 2007 survey about Assisted Daily Living:

- 68.8% said their **likelihood to recommend this agency was good**
- 68.8% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:

Below Average

- None

Average

- Ease of arranging care
- Helpfulness of the office staff
- Care provided by aides
- Care provided by homemakers
- Care provided by therapists and other professionals
- Care provided by nurses

Above Average

- None

Clinical Scores

The information below compares patients' outcomes at Assisted Daily Living to patients' outcomes across the country. This information was last updated in September 2007. Outcomes reflecting at least 20 patients are included:

Below Average

- Patients who get better at walking or moving around
- Patients who get better at taking their medicines correctly (by mouth)
- Patients who stay at home after an episode of home health care ends
- Patients who had to be admitted to the hospital

Average

- None

Above Average

- Patients who have less pain when moving around

Agency Information

Contact information:

Assisted Daily Living, Inc.
 2809 Post Road
 Warwick, RI 02886
 401-738-5470
 ltavarozzi@assisteddailyliving.com

Type(s) of care provided:

Skilled services
 Non-skilled services

Accreditation(s)/Certification(s):

Joint Commission
 Medicare
 Medicaid

Average number of patients:

150

Service Coverage Area(s):

Bristol County
 Kent County
 Newport County
 Providence County
 Washington County

Types of insurance accepted:

Medicare
 Most private insurance
 Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information or Clinical Measure Technical Information Reports. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Bayside Nursing, LLC

Agency At A Glance:

Skilled services, such as nursing

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Satisfaction Scores

Nine people (42.9%) responded to a [2007 survey](#) about Bayside Nursing, LLC. Because only information from 10 or more people is reported, this agency's data is not included.

Clinical Scores

This section is included for agencies that provide skilled care. However, Bayside Nursing, LLC is not required to collect the quarterly assessments used to calculate [patients' outcomes](#), because it is not Medicare certified.

Agency Information

Contact information:

Bayside Nursing, LLC
177 Airport Road
Warwick, RI 02889

401-921-5995
info@baysidenursing.com
www.baysidenursing.com

Type(s) of care provided:

Skilled services
Non-skilled services

Accreditation(s)/Certification(s):

In the process of becoming Medicaid certified

Average number of patients:

25

Service Coverage Area(s):

Bristol County
Kent County
Newport County
Providence County
Washington County

Types of insurance accepted:

Most private insurance
Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the [Home Health Satisfaction Supplemental Information](#) or [Clinical Measure Technical Information](#) Reports. When choosing a home health agency, also consider [other sources of information](#), such as recommendations from family.



Agency At A Glance:

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

C & F Home Care

Satisfaction Scores

Among 28 people (41.8%) who responded to a 2007 survey about C & F Home Care:

- 67.9% said their **likelihood to recommend this agency was good**
- 75.0% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- None

- Ease of arranging care
- Helpfulness of the office staff
- Care provided by aides
- Care provided by homemakers

- None

Agency Information

Contact information:

C & F Home Care
24 School Street
Newport, RI 02840
401-849-2300
www.childandfamilyri.com

Accreditation(s)/Certification(s):

Medicaid
Council on Accreditation (COA)

Average number of patients:

70

Service Coverage Area(s):

Newport County

Types of insurance accepted:

Call for more information

Type(s) of care provided:

Non-skilled services

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information Report. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Cathleen Naughton Associates

Agency At A Glance:

Skilled services, such as nursing and therapy

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Medicare certified

Satisfaction Scores

Among 21 people (23.1%) who responded to a 2007 survey about Cathleen Naughton Associates:

- 85.7% said their **likelihood to recommend this agency was good**
- 85.7% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- | | | |
|--|--|---|
| <ul style="list-style-type: none"> None | <ul style="list-style-type: none"> Ease of arranging care Helpfulness of the office staff Care provided by aides Care provided by therapists and other professionals | <ul style="list-style-type: none"> Care provided by nurses |
|--|--|---|

Clinical Scores

The information below compares patients' outcomes at Cathleen Naughton Associates to patients' outcomes across the country. This information was last updated in September 2007. Only outcomes for at least 20 patients are included:



- | | | |
|---|--|--|
| <ul style="list-style-type: none"> Patients who stay at home after an episode of home health care ends | <ul style="list-style-type: none"> Patients who get better at walking or moving around Patients who get better at taking their medicines correctly (by mouth) Patients who had to be admitted to the hospital | <ul style="list-style-type: none"> Patients who have less pain when moving around |
|---|--|--|

Agency Information

Contact information:

Cathleen Naughton Associates
249 Wickenden Street
Providence, RI 02903

401-751-9660
cnaughtonhomecare@msn.com
www.cathleennaughtonassoc.com

Type(s) of care provided:

Skilled services
Non-skilled services

Accreditation(s)/Certification(s):

Joint Commission
Medicare
Medicaid

Average number of patients:

200

Service Coverage Area(s):

Bristol County
Kent County
Newport County
Providence County
Washington County

Types of insurance accepted:

Medicare
Most private insurance
Call for more information

Cathleen Naughton Associates (Page 2)

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information or Clinical Measure Technical Information Reports. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Community Care Nurses, Inc.

Agency At A Glance:
Skilled services, such as nursing and therapy
Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Satisfaction Scores

Among 17 people (27.0%) who responded to a 2007 survey about Community Care Nurses, Inc.:

- 47.1% said their **likelihood to recommend this agency was good**
- 41.2% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- Helpfulness of the office staff
- Ease of arranging care
- Care provided by aides
- Care provided by therapists and other professionals
- Care provided by nurses
- None

Clinical Scores

This section is included for agencies that provide skilled care. However, Community Care Nurses, Inc. is not required to collect the quarterly assessments used to calculate patients' outcomes, because it is not Medicare certified.

Agency Information

Contact information:
Community Care Nurses, Inc.
6946 Post Road
Suite 101
North Kingston, RI 02852
401-295-8862
mbenway@ritech.net
www.homehealthcareri.com

Accreditation(s)/Certification(s):
Medicaid
Average number of patients:
60

Service Coverage Area(s):
Kent County
Newport County
Washington County
Types of insurance accepted:
Most private insurance
Call for more information

Type(s) of care provided:
Skilled services
Non-skilled services

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information or Clinical Measure Technical Information Reports. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Concord Health Services, Inc.

Agency At A Glance:
Skilled services, such as nursing and therapy
Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning
Medicare certified

Satisfaction Scores

Among 50 people (25.0%) who responded to a 2007 survey about Concord Health Services, Inc.:

- 72.9% said their **likelihood to recommend this agency was good**
- 64.6% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- None
- Ease of arranging care
- Helpfulness of the office staff
- Care provided by aides
- Care provided by homemakers
- Care provided by nurses
- Care provided by therapists and other professionals

Clinical Scores

The information below compares patients' outcomes at Concord Health Services, Inc. to patients' outcomes across the country. This information was last updated in September 2007. Only outcomes for at least 20 patients are included:



- Patients who get better at walking or moving around
- Patients who have less pain when moving around
- Patients who get better at taking their medicines correctly (by mouth)
- Patients who stay at home after an episode of home health care ends
- Patients who had to be admitted to the hospital
- None

Agency Information

Contact information:

Concord Health Services, Inc.
30 Rolfe Square
Cranston, RI 02910
401-725-8400
inquiries@concordhomecare.com
www.concordhomecare.com

Type(s) of care provided:

Skilled services
Non-skilled services

Accreditation(s)/Certification(s):

Community Health Accreditation Program (CHAP)
Medicare
Medicaid

Average number of patients:

169

Service Coverage Area(s):

Bristol County
Kent County
Providence County

Types of insurance accepted:

Medicare
Most private insurance
Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information or Clinical Measure Technical Information Reports. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Agency At A Glance:

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Cowesett Home Care, Inc.

Satisfaction Scores

Among 34 people (48.6%) who responded to a 2007 survey about Cowesett Home Care, Inc.:

- 88.2% said their **likelihood to recommend this agency was good**
- 88.2% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- None

- Ease of arranging care
- Helpfulness of the office staff
- Care provided by aides
- Care provided by homemakers

- None

Agency Information

Contact information:

Cowesett Home Care, Inc.
297 Cowesett Avenue
West Warwick, RI 02893
401-821-1899
john@buccicpa.com
www.cowesetthomecare.com

Accreditation(s)/Certification(s):

None of those listed

Average number of patients:

80

Service Coverage Area(s):

Kent County
Providence County
Washington County

Types of insurance accepted:

Call for more information

Type(s) of care provided:

Non-skilled services

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information Report. When choosing a home health agency, also consider other sources of information, such as recommendations from family.

**Agency At A Glance:**

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Gleason Medical Services, Inc.**Satisfaction Scores**

Nine people (36.0%) responded to a [2007 survey](#) about Gleason Medical Services, Inc. Because only information from 10 or more people is reported, this agency's data is not included.

Agency Information**Contact information:**

Gleason Medical Services, Inc.
1145 Reservoir Avenue
Suite 112
Cranston, RI 02920
401-943-3536
gms@ids.net

Accreditation(s)/Certification(s):

None of those listed

Average number of patients:

25

Service Coverage Area(s):

Bristol County
Kent County
Providence County
Washington County

Types of insurance accepted:

Call for more information

Type(s) of care provided:

Non-skilled services

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the [Home Health Satisfaction Supplemental Information Report](#). When choosing a home health agency, also consider [other sources of information](#), such as recommendations from family.



H&T Medicals, Inc.

Agency At A Glance:
Skilled services, such as nursing and therapy
Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning
Medicare certified

Satisfaction Scores

Among 21 people (28.0%) who responded to a 2007 survey about H&T Medicals, Inc.:

- 66.7% said their **likelihood to recommend this agency was good**
- 71.4% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- Helpfulness of the office staff
- Ease of arranging care
- Care provided by aides
- Care provided by homemakers
- None

Clinical Scores

The information below compares patients' outcomes at H&T Medicals, Inc. to patients' outcomes across the country. This information was last updated in September 2007. Only outcomes for at least 20 patients are included:



- None
- Patients who get better at walking or moving around
- Patients who stay at home after an episode of home health care ends
- Patients who had to be admitted to the hospital

Agency Information

Contact information:

H&T Medicals, Inc.
1738 Broad Street
Cranston, RI 02905
401-781-0800
htmed@aol.com

Accreditation(s)/Certification(s):

Medicare
Medicaid
Medicare/Medicaid

Service Coverage Area(s):

Kent County
Providence County

Type(s) of care provided:

Skilled services
Non-skilled services

Average number of patients:

195

Types of insurance accepted:

Medicare
Most private insurance
Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information or Clinical Measure Technical Information Reports. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Agency At A Glance:

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Health Care Connections

Satisfaction Scores

Among 42 people (27.5%) who responded to a 2007 survey about Health Care Connections:

- 83.3% said their **likelihood to recommend this agency was good**
- 85.7% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- None

- Ease of arranging care
- Helpfulness of the office staff
- Care provided by aides
- Care provided by homemakers

- None

Agency Information

Contact information:

Health Care Connections
425 Willett Avenue
Riverside, RI 02915

401-437-3515
hccol@aol.com

Type(s) of care provided:

Non-skilled services

Accreditation(s)/Certification(s):

Accreditation Commission for
Health Care, Inc. (ACHC)
Medicaid

Average number of patients:

240

Service Coverage Area(s):

Newport County
Providence County

Types of insurance accepted:

Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information Report. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Agency At A Glance:

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Health Care Services

Satisfaction Scores

Among 82 people (31.9%) who responded to a 2007 survey about Health Care Services:

- 51.2% said their **likelihood to recommend this agency was good**
- 48.8% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- None

- Ease of arranging care
- Helpfulness of the office staff
- Care provided by aides
- Care provided by homemakers

- None

Agency Information

Contact information:

Health Care Services
400 Reservoir Avenue
Providence, RI 02907
401-941-9710
haighrw@aol.com
www.health-careservices.com

Type(s) of care provided:

Non-skilled services

Accreditation(s)/Certification(s):

Medicaid
Private duty in home

Average number of patients:

240

Service Coverage Area(s):

Bristol County
Kent County
Providence County
Washington County

Types of insurance accepted:

Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information Report. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Agency At A Glance:

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

HealthTouch

Satisfaction Scores

Among 21 people (23.3%) who responded to a 2007 survey about HealthTouch:

- 76.2% said their **likelihood to recommend this agency was good**
- 71.4% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- None

- Ease of arranging care
- Helpfulness of the office staff
- Care provided by aides
- Care provided by homemakers

- None

Agency Information

Contact information:

HealthTouch
49 South County Commons Way
Wakefield, RI 02879

401-788-2400
pafoster@cnehomehealth.org
www.carenewengland.org

Type(s) of care provided:

Non-skilled services

Accreditation(s)/Certification(s):

Joint Commission
Medicaid

Average number of patients:

100

Service Coverage Area(s):

Bristol County
Kent County
Newport County
Providence County
Washington County

Types of insurance accepted:

Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information Report. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



HomeCare Advantage

Agency At A Glance:

Skilled services, such as nursing and therapy

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Medicare certified

Satisfaction Scores

Among 61 people (31.3%) who responded to a 2007 survey about HomeCare Advantage:

- 71.0% said their **likelihood to recommend this agency was good**
- 67.7% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- | | | |
|--|--|--|
| <ul style="list-style-type: none"> None | <ul style="list-style-type: none"> Ease of arranging care Helpfulness of the office staff Care provided by aides Care provided by homemakers Care provided by therapists and other professionals Care provided by nurses | <ul style="list-style-type: none"> None |
|--|--|--|

Clinical Scores

The information below compares patients' outcomes at HomeCare Advantage to patients' outcomes across the country. This information was last updated in September 2007. Only outcomes for at least 20 patients are included:



- | | | |
|--|---|--|
| <ul style="list-style-type: none"> Patients who get better at walking or moving around Patients who stay at home after an episode of home health care ends | <ul style="list-style-type: none"> Patients who get better at taking their medicines correctly (by mouth) Patients who had to be admitted to the hospital | <ul style="list-style-type: none"> Patients who have less pain when moving around |
|--|---|--|

Agency Information

Contact information:

HomeCare Advantage
165 Burnside Street
Cranston, RI 02910

401 781-3400
Jim@HomeCareAdvantage.biz
www.HomeCareAdvantage.com

Type(s) of care provided:

Skilled services
Non-skilled services

Accreditation(s)/Certification(s):

Joint Commission
Medicare
Medicaid

Average number of patients:

287

Service Coverage Area(s):

Bristol County
Kent County
Providence County
Washington County

Types of insurance accepted:

Medicare
Most private insurance
Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information or Clinical Measure Technical Information Reports. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Agency At A Glance:

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Home Care Services of RI, Inc.

Satisfaction Scores

Among 23 people (40.4%) who responded to a 2007 survey about Home Care Services of RI, Inc.:

- 82.6% said their **likelihood to recommend this agency was good**
- 82.6% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- None

- Ease of arranging care
- Helpfulness of the office staff
- Care provided by aides
- Care provided by homemakers

- None

Agency Information

Contact information:

Home Care Services of RI, Inc.
68 Cumberland Street
Suite 206
Woonsocket, RI 02895

401-767-5300
hcsri2001@msn.com

Accreditation(s)/Certification(s):

Community Health Accreditation Program (CHAP)
Medicaid

Service Coverage Area(s):

Providence County

Types of insurance accepted:

Call for more information

Average number of patients:

65

Type(s) of care provided:

Non-skilled services

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information Report. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Agency At A Glance:

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Homefront Health Care

Satisfaction Scores

Among 95 people (38.0%) who responded to a 2007 survey about Homefront Health Care:

- 75.8% said their **likelihood to recommend this agency was good**
- 77.9% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- None

- Ease of arranging care
- Helpfulness of the office staff
- Care provided by aides
- Care provided by homemakers

- None

Agency Information

Contact information:

Homefront Health Care
725 Branch Avenue
Suite 214
Providence, RI 02904

401-751-3152
admin@homefront.org
www.homefront.org

Type(s) of care provided:

Non-skilled services

Accreditation(s)/Certification(s):

Joint Commission

Average number of patients:

750

Service Coverage Area(s):

Bristol County
Kent County
Newport County
Providence County
Washington County

Types of insurance accepted:

Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information Report. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Agency At A Glance:

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Hope Nursing Home Care

Satisfaction Scores

Among 37 people (28.9%) who responded to a 2007 survey about Hope Nursing Home Care:

- 89.2% said their **likelihood to recommend this agency was good**
- 86.5% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- None

- Ease of arranging care
- Helpfulness of the office staff
- Care provided by aides
- Care provided by homemakers

- None

Agency Information

Contact information:

Hope Nursing Home Care
478 Reservoir Avenue
Cranston, RI 02910
401-467-8588
hopenursing@msn.com
www.hopenursing.com

Type(s) of care provided:

Non-skilled services

Accreditation(s)/Certification(s):

Medicaid
In the process of obtaining
Community Health Accreditation
Program (CHAP) accreditation

Average number of patients:

80

Service Coverage Area(s):

Kent County
Providence County
Washington County

Types of insurance accepted:

Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information Report. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Agency At A Glance:

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Ideal Home Care Service, Inc.

Satisfaction Scores

Among 16 people (38.1%) who responded to a 2007 survey about Ideal Home Care Service, Inc.:

- 75.0% said their **likelihood to recommend this agency was good**
- 75.0% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- | | | |
|--|--|--|
| <ul style="list-style-type: none"> ▪ None | <ul style="list-style-type: none"> ▪ Ease of arranging care ▪ Helpfulness of the office staff ▪ Care provided by homemakers | <ul style="list-style-type: none"> ▪ Care provided by aides |
|--|--|--|

Agency Information

Contact information:

Ideal Home Care Service, Inc.
8 Martin Avenue
North Providence, RI 02904
401-353-2230

Accreditation(s)/Certification(s):

None of those listed

Average number of patients:

49

Service Coverage Area(s):

Bristol County
Kent County
Providence County

Types of insurance accepted:

Call for more information

Type(s) of care provided:

Non-skilled services

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information Report. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Agency At A Glance:

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Jewish Family Service

Satisfaction Scores

Among 10 people (41.7%) who responded to a 2007 survey about Jewish Family Service:

- 90.0% said their **likelihood to recommend this agency was good**
- 80.0% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- None

- Ease of arranging care
- Helpfulness of the office staff
- Care provided by aides
- Care provided by homemakers

- None

Agency Information

Contact information:

Jewish Family Service
959 North Main Street
Providence, RI 02904

401-331-1244
info@jfsri.org
www.jfsri.org

Accreditation(s)/Certification(s):

Medicaid
Council on Accreditation

Average number of patients:

25

Service Coverage Area(s):

Bristol County
Kent County
Providence County

Types of insurance accepted:

Call for more information

Type(s) of care provided:

Non-skilled services

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information Report. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Agency At A Glance:

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Lifetime Medical Support Services

Satisfaction Scores

Among 36 people (21.3%) who responded to a 2007 survey about Lifetime Medical Support Services:

- 72.2% said their **likelihood to recommend this agency was good**
- 75.0% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- None

- Ease of arranging care
- Helpfulness of the office staff
- Care provided by aides
- Care provided by homemakers

- None

Agency Information

Contact information:

Lifetime Medical Support Services
235 Lonsdale Avenue
Pawtucket, RI 02860
401-333-3333
loup@intap.net
www.lifetimemedical.org

Type(s) of care provided:

Non-skilled services

Accreditation(s)/Certification(s):

Community Health Accreditation Program (CHAP)

Average number of patients:

220

Service Coverage Area(s):

Bristol County
Kent County
Newport County
Providence County
Washington County

Types of insurance accepted:

Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information Report. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Maxim Healthcare Services

Agency At A Glance:

Skilled services, such as nursing

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Satisfaction Scores

Eight people (11.8%) responded to a [2007 survey](#) about Maxim Healthcare Services. Because only information from 10 or more people is reported, this agency's data is not included.

Clinical Scores

This section is included for agencies that provide skilled care. However, Maxim Healthcare Services is not required to collect the quarterly assessments used to calculate [patients' outcomes](#), because it is not Medicare certified.

Agency Information

Contact information:

Maxim Healthcare Services
758 Eddy Street
Suite 3B
Providence, RI 02903
401-751-6333
www.maxhealth.com

Accreditation(s)/Certification(s):

Accreditation Commission for Health Care, Inc. (ACHC)
Medicaid

Average number of patients:

80

Service Coverage Area(s):

Bristol County
Kent County
Newport County
Providence County
Washington County

Types of insurance accepted:

Most private insurance
Call for more information

Type(s) of care provided:

Skilled services
Non-skilled services

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the [Home Health Satisfaction Supplemental Information](#) or [Clinical Measure Technical Information](#) Reports. When choosing a home health agency, also consider [other sources of information](#), such as recommendations from family.

**Agency At A Glance:**

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

NewCare, LLC**Satisfaction Scores**

Eight people (47.1%) responded to a 2007 survey about NewCare, LLC. Because only information from 10 or more people is reported, this agency's data is not included.

Agency Information**Contact information:**

NewCare, LLC
201 Forest Avenue
P.O. Box 4007
Middletown, RI 02842
401-849-4463
jen@newcare.necoxmail.com

Accreditation(s)/Certification(s):

Medicaid

Average number of patients:

92

Service Coverage Area(s):

Newport County

Types of insurance accepted:

Call for more information

Type(s) of care provided:

Non-skilled services

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information Report. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Agency At A Glance:

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Nursing Placement, Inc.

Satisfaction Scores

Among 17 people (19.8%) who responded to a 2007 survey about Nursing Placement, Inc.:

- 88.2% said their **likelihood to recommend this agency was good**
- 82.4% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- None

- Ease of arranging care
- Helpfulness of the office staff
- Care provided by aides
- Care provided by homemakers

- None

Agency Information

Contact information:

Nursing Placement, Inc.
334 East Avenue
Pawtucket, RI 02860
401-728-6500
www.nursingplacement.com

Type(s) of care provided:

Non-skilled services

Accreditation(s)/Certification(s):

Community Health Accreditation Program (CHAP)
Medicare
Medicaid

Average number of patients:

32

Service Coverage Area(s):

Kent County
Providence County

Types of insurance accepted:

Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information Report. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Agency At A Glance:

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Ocean State Nursing Service, Inc.

Satisfaction Scores

Among 63 people (40.9%) who responded to a 2007 survey about Ocean State Nursing Service, Inc.:

- 76.2% said their **likelihood to recommend this agency was good**
- 74.6% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- None

- Ease of arranging care
- Helpfulness of the office staff
- Care provided by aides
- Care provided by homemakers

- None

Agency Information

Contact information:

Ocean State Nursing Service, Inc.
589 Cumberland Hill Road
Woonsocket, RI 02895
401-765-6465

Type(s) of care provided:

Non-skilled services

Accreditation(s)/Certification(s):

Medicaid
In process of becoming Community Health Accreditation Program (CHAP) accredited

Average number of patients:

300

Service Coverage Area(s):

Bristol County
Newport County
Providence County

Types of insurance accepted:

Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information Report. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Agency At A Glance:

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Phenix Home Care

Satisfaction Scores

Among 76 people (27.8%) who responded to a 2007 survey about Phenix Home Care:

- 76.3% said their **likelihood to recommend this agency was good**
- 72.4% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- | | | |
|---|---|--|
| <ul style="list-style-type: none"> ▪ Helpfulness of the office staff | <ul style="list-style-type: none"> ▪ Ease of arranging care ▪ Care provided by aides ▪ Care provided by homemakers | <ul style="list-style-type: none"> ▪ None |
|---|---|--|

Agency Information

Contact information:

Main Office:
Phenix Home Care
227 Phenix Avenue
Cranston, RI 02920

401-943-6230

Branch Office:
Coventry Home Care
960 Tiogue Avenue
Coventry, RI 02816

401-823-5300

Type(s) of care provided:

Non-skilled services

Accreditation(s)/Certification(s):

Medicaid
Rhode Island Department of
Human Services State
Accreditation

Average number of patients:

200

Service Coverage Area(s):

Bristol County
Kent County
Providence County
Washington County

Types of insurance accepted:

Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information Report. When choosing a home health agency, also consider other sources of information, such as recommendations from family.

**Agency At A Glance:**

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Preferred Health Care Services**Satisfaction Scores**

Four people (57.1%) responded to a 2007 survey about Preferred Health Care Services. Because only information from 10 or more people is reported, this agency's data is not included.

Agency Information**Contact information:**

Preferred Health Care Services
633 Metacom Avenue
Warren, RI 02885
401-245-0795
info@preferredhealthcare.net

Accreditation(s)/Certification(s):

None of those listed

Average number of patients:

6

Service Coverage Area(s):

Bristol County
Newport County

Types of insurance accepted:

Call for more information

Type(s) of care provided:

Non-skilled services

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information Report. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Agency At A Glance:

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

South County Quality Care

Satisfaction Scores

Among 39 people (33.6%) who responded to a 2007 survey about South County Quality Care:

- 84.6% said their **likelihood to recommend this agency was good**
- 82.1% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- None

- None

- Ease of arranging care
- Helpfulness of the office staff
- Care provided by aides
- Care provided by homemakers

Agency Information

Contact information:

South County Quality Care
14 Woodruff Avenue
Suite 7
Narragansett, RI 02882
401-789-8443
www.southcountyri.com

Type(s) of care provided:

Non-skilled services

Accreditation(s)/Certification(s):

Licensed the by State as a Home Care Provider, Certified Home Maker Program, and Certified Training Site for Certified Nursing Assistants

Average number of patients:

40

Service Coverage Area(s):

Washington County

Types of insurance accepted:

Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information Report. When choosing a home health agency, also consider other sources of information, such as recommendations from family.

**Agency At A Glance:**

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Specialty Personnel Services**Satisfaction Scores**

Four people (13.3%) responded to a 2007 survey about Specialty Personnel Services. Because only information from 10 or more people is reported, this agency's data is not included.

Agency Information**Contact information:**

Specialty Personnel Services
790 Charles Street
Providence, RI 02904
401-455-0111
francinepare-iarossi@sps-ne.com

Accreditation(s)/Certification(s):

Community Health Accreditation
Program (CHAP)

Average number of patients:

100

Service Coverage Area(s):

Bristol County
Kent County
Newport County
Providence County
Washington County

Type(s) of care provided:

Non-skilled services

Types of insurance accepted:

Call for more information

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information Report. When choosing a home health agency, also consider other sources of information, such as recommendations from family.

**Agency At A Glance:**

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Summit Health Services, Inc.**Satisfaction Scores**

Nine people (21.4%) responded to a 2007 survey about Summit Health Services, Inc. Because only information from 10 or more people is reported, this agency's data is not included.

Agency Information**Contact information:**

Summit Health Services, Inc.
P.O. Box 2325
16 High Street, 2nd Floor
Westerly, RI 02891
401-596-6676
SHSInc.1998@aol.com

Accreditation(s)/Certification(s):

Medicaid
Medicaid Waiver Programs

Service Coverage Area(s):

Washington County

Average number of patients:

28

Types of insurance accepted:

Call for more information

Type(s) of care provided:

Non-skilled services

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information Report. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Tender Loving Care

Agency At A Glance:

Skilled services, such as nursing and therapy

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

Medicare certified

Satisfaction Scores

Among 92 people (25.8%) who responded to a 2007 survey about Tender Loving Care:

- 73.6% said their **likelihood to recommend this agency was good**
- 70.3% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- | | | |
|--|--|--|
| <ul style="list-style-type: none"> None | <ul style="list-style-type: none"> Ease of arranging care Helpfulness of the office staff Care provided by aides Care provided by homemakers Care provided by therapists and other professionals Care provided by nurses | <ul style="list-style-type: none"> None |
|--|--|--|

Clinical Scores

The information below compares patients' outcomes at Tender Loving Care to patients' outcomes across the country. This information was last updated in September 2007. Only outcomes for at least 20 patients are included:



- | | | |
|---|--|--|
| <ul style="list-style-type: none"> Patients who get better at walking or moving around Patients who get better at taking their medicines correctly (by mouth) Patients who stay at home after an episode of home health care ends Patients who had to be admitted to the hospital | <ul style="list-style-type: none"> None | <ul style="list-style-type: none"> Patients who have less pain when moving around |
|---|--|--|

Agency Information

Contact information:

Tender Loving Care
438 Broadway Street
Providence, RI 02909

401-273-2280

Type(s) of care provided:

Skilled services
Non-skilled services

Accreditation(s)/Certification(s):

Joint Commission
Medicare
Medicaid

Average number of patients:

420

Service Coverage Area(s):

Bristol County
Kent County
Newport County
Providence County
Washington County

Types of insurance accepted:

Medicare
Most private insurance
Call for more information

Tender Loving Care (Page 2)

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information or Clinical Measure Technical Information Reports. When choosing a home health agency, also consider other sources of information, such as recommendations from family.



Agency At A Glance:

Non-skilled services, not covered by Medicare, such as help with dressing, bathing, shopping, and light cleaning

VNA Support Services

Satisfaction Scores

Among 18 people (50.0%) who responded to a 2007 survey about VNA Support Services:

- 77.8% said their **likelihood to recommend this agency was good**
- 94.4% thought the agency's **overall quality was good**

The below information compares this agency's satisfaction scores to satisfaction scores at other Rhode Island agencies. Only categories that include information from at least 10 patients are included:



- None

- Ease of arranging care
- Helpfulness of the office staff
- Care provided by homemakers

- Care provided by home health aides

Agency Information

Contact information:

VNA Support Services
475 Kilvert Street
Warwick, RI 02886
404 335-2500
www.vnari.org

Accreditation(s)/Certification(s):

None of those listed

Average number of patients:

50

Service Coverage Area(s):

None specified

Types of insurance accepted:

Call for more information

Type(s) of care provided:

Non-skilled services

Additional Information

This report is updated as new information is available. For additional details, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information Report. When choosing a home health agency, also consider other sources of information, such as recommendations from family.

About These Reports

The Home Health Satisfaction Reports are updated as new information is available. The format and content of the reports were approved by the Steering Committee of the Department of Health's (HEALTH's) Health Care Quality Program (HCQP). The Steering Committee members are:

David Gifford, MD, MPH (Chair)
Ted Almon
Linda McDonald, RN
Sharon Reinere
Virginia Burke, Esq.
Christopher Novak
Corrine Russo, MSW
Arthur Frazzano, MD
Rhoda E. Perry
Alan Tavares
Neal Galinko, MD, MS, FACP
Donna Policastro, NP, RCN
Gina Rocha, RN, MPH
Louis Pugliese
Donna Lonschein, RN
Sharon Pugsley, BSN

For additional details about the home health satisfaction survey process, call the Department of Health (222-2231) and ask for the Home Health Satisfaction Supplemental Information Report. The Supplemental Information Report also includes details about how the Rhode Island agencies compare to other agencies using the same survey.

When choosing a home health agency, it is important to consider other sources of information, such as recommendations from family.

Rhode Island Department of Health
2007 Nursing Home Satisfaction Report, Last Updated: 4/23/08

Nursing Home Satisfaction			Area of Performance				
Nursing Home Name	Bed Size	Type of Survey	Quality of Care	Quality of Life	Quality of Services	Overall Satisfaction	TOTAL SCORE
ALPINE NURSING HOME	60	Family	◆◆◆	◆◆	◆◆	◆◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	N/A	◆◆
AVALON NURSING HOME	31	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	--	--	--	--	--
BALLOU HOME FOR THE AGED	43	Family	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		Resident	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
BANNISTER HOUSE, INC.	95	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆	◆	◆	◆	◆
BAYBERRY COMMONS	110	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
BERKSHIRE PLACE	165	Family	◆◆	◆◆	◆◆	◆◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
BETHANY HOME OF RHODE ISLAND	33	Family	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
BRENTWOOD NURSING HOME	96	Family	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		Resident	◆◆	◆◆	N/A	N/A	◆◆
BRIARCLIFFE MANOR	122	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆◆◆	◆◆◆	◆◆
CEDAR CREST NURSING CENTRE	156	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
CHARLESGATE NURSING CENTER	140	Family	◆◆	◆◆	◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
CHERRY HILL MANOR	172	Family	◆	◆	◆	◆	◆
		Resident	◆◆	◆◆◆	◆◆◆	◆◆	◆◆◆
CLIPPER HOME	60	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
COURTLAND PLACE HEALTH CENTER	80	Family	◆	◆◆	◆◆	◆	◆
		Resident	◆	◆	◆	◆	◆
CRA-MAR MEADOWS	41	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	--	--	--	--	--
CRESTWOOD NURSING HOME	76	Family	◆◆◆	◆◆	◆◆◆	◆◆	◆◆◆
		Resident	N/A	◆◆◆	◆◆	◆◆	◆◆
EASTGATE NURSING & RECOVERY CENTER	68	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆◆	◆◆◆	◆◆◆	◆◆	◆◆◆

- ◆◆◆ The home's score is statistically above the Rhode Island average.
- ◆◆ The home's score is statistically about the same as the Rhode Island average.
- ◆ The home's score is statistically below the Rhode Island average.
- N/A Indicates that the facility did not have enough responses to calculate the score.
- Indicates that the home did not have any surveys, so a score can't be calculated.

Rhode Island Department of Health
2007 Nursing Home Satisfaction Report, Last Updated: 4/23/08

Nursing Home Satisfaction			Area of Performance				
Nursing Home Name	Bed Size	Type of Survey	Quality of Care	Quality of Life	Quality of Services	Overall Satisfaction	TOTAL SCORE
ELMHURST EXTENDED CARE FACILITY	194	Family	--	--	--	--	--
		Resident	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
ELMWOOD HEALTH CENTER	70	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	N/A	N/A	N/A	N/A	N/A
EMERALD BAY MANOR	30	Family	◆	◆	◆	◆	◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
EPOCH SENIOR HEALTH CARE	55	Family	N/A	N/A	N/A	N/A	N/A
		Resident	--	--	--	--	--
EVERGREEN HOUSE HEALTH CENTER	160	Family	◆◆	◆◆	◆◆	◆	◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
FOREST FARM HEALTH CARE CENTER	50	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
FRIENDLY HOME	126	Family	◆◆	◆◆	◆◆◆	◆◆	◆◆
		Resident	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
GOLDEN CREST NURSING CENTRE	157	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆	◆◆	◆◆	◆◆	◆◆
GRACE BARKER NURSING CENTER	86	Family	◆◆	◆◆	◆◆◆	◆◆◆	◆◆◆
		Resident	◆◆	◆◆	◆◆	◆◆◆	◆◆
GRAND ISLANDER CENTER	148	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
GRANDVIEW CENTER	72	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
HALLWORTH HOUSE	57	Family	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
HARBORSIDE HEALTHCARE PAWTUXET	131	Family	◆	◆	◆◆	◆	◆
		Resident	--	--	--	--	--
HARBORSIDE GREENWOOD NURSING CENTER	136	Family	◆	◆	◆	◆	◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
HARRIS HEALTH CENTER	34	Family	N/A	N/A	N/A	N/A	N/A
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
HARRIS HEALTH CARE CENTER-NORTH	30	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆	◆◆	◆◆	◆◆

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2007 Nursing Home Satisfaction Report, Last Updated: 4/23/08

Nursing Home Satisfaction			Area of Performance				
Nursing Home Name	Bed Size	Type of Survey	Quality of Care	Quality of Life	Quality of Services	Overall Satisfaction	TOTAL SCORE
HATTIE IDE CHAFFEE HOME	59	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	--	--	--	--	--
HAVEN HEALTH CENTER OF COVENTRY	202	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆	◆◆	◆
HAVEN HEALTH CENTER OF GREENVILLE	131	Family	◆	◆	◆	◆	◆
		Resident	--	--	--	--	--
HAVEN HEALTH CENTER OF PAWTUCKET	150	Family	◆	◆	◆	◆	◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
HAVEN HEALTH CENTER OF WARREN	63	Family	◆◆	◆◆	◆	◆◆	◆◆
		Resident	◆◆	◆	◆◆	◆	◆◆
HEATHERWOOD NURSING & SUBACUTE CENTER	114	Family	◆◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
HEBERT NURSING HOME	133	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
HERITAGE HILLS NURSING CENTRE	110	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	--	--	--	--	--
HOLIDAY RETIREMENT HOME	170	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆	◆◆	◆◆
HOPKINS MANOR	194	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆	◆	◆	◆	◆
JEANNE JUGAN RESIDENCE	44	Family	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		Resident	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
JOHN CLARKE RETIREMENT CENTER	60	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	--	--	--	--	--
KENT REGENCY GENESIS ELDERCARE	153	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
KINDRED HEIGHTS NURSING CENTER	58	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	--	--	--	--	--
LINN HEALTH CARE CENTER	84	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
MANSION NURSING HOME	62	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
MORGAN HEALTH CENTER	120	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆	◆	◆	◆	◆

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Rhode Island Department of Health
2007 Nursing Home Satisfaction Report, Last Updated: 4/23/08

Nursing Home Satisfaction			Area of Performance				
Nursing Home Name	Bed Size	Type of Survey	Quality of Care	Quality of Life	Quality of Services	Overall Satisfaction	TOTAL SCORE
MOUNT ST. FRANCIS HEALTH CENTER	158	Family	◆◆	◆◆	◆	◆◆	◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
MOUNT ST. RITA HEALTH CENTRE	98	Family	◆◆◆	◆◆◆	◆◆	◆◆◆	◆◆◆
		Resident	--	--	--	--	--
NANCY ANN NURSING HOME	20	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
NORTH BAY MANOR	60	Family	--	--	--	--	--
		Resident	--	--	--	--	--
OAK HILL NURSING AND REHAB CENTER	143	Family	◆	◆	◆	◆	◆
		Resident	--	--	--	--	--
OAKLAND GROVE HEALTH CARE CENTER	172	Family	◆	◆◆	◆◆	◆	◆◆
		Resident	--	--	--	--	--
ORCHARD VIEW MANOR	180	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
OVERLOOK NURSING & REHAB CENTER	100	Family	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		Resident	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
PARK VIEW NURSING HOME	68	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
PINE GROVE HEALTH CENTER	71	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
RHODE ISLAND VETERANS HOME	260	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆	◆	◆	◆◆	◆
RIVERVIEW HEALTHCARE COMMUNITY	190	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆	◆◆	◆	◆◆	◆
ROBERTS HEALTH CENTRE	66	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	N/A	◆◆
ST. ANTOINE RESIDENCE	260	Family	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		Resident	◆◆◆	◆◆◆	◆◆	◆◆◆	◆◆◆
ST. CLARE HOME FOR THE AGED	47	Family	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		Resident	◆◆	◆◆	◆◆	N/A	◆◆
ST. ELIZABETH MANOR, EAST BAY	133	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
ST. ELIZABETH HOME, EAST GREENWICH	120	Family	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆

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Rhode Island Department of Health
2007 Nursing Home Satisfaction Report, Last Updated: 4/23/08

Nursing Home Satisfaction			Area of Performance				
Nursing Home Name	Bed Size	Type of Survey	Quality of Care	Quality of Life	Quality of Services	Overall Satisfaction	TOTAL SCORE
SAKONNET BAY MANOR	30	Family	◆◆	◆◆	◆◆	◆	◆◆
		Resident	--	--	--	--	--
SCALABRINI VILLA	120	Family	◆◆	◆◆	◆◆◆	◆◆◆	◆◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
SCALLOP SHELL NURSING & REHAB	72	Family	◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		Resident	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
SCANDINAVIAN HOME	74	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆◆	◆◆◆	◆◆	◆◆	◆◆
SHADY ACRES	55	Family	◆◆	◆◆	◆◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
SILVER CREEK MANOR	128	Family	◆◆	◆◆	◆◆	◆◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
SOUTH BAY MANOR	57	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	N/A	N/A	N/A	N/A	N/A
SOUTH COUNTY NURSING & SUBACUTE CENTER	120	Family	◆	◆	◆	◆	◆
		Resident	--	--	--	--	--
SOUTH KINGSTOWN NURSING & REHAB	112	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆	◆◆	◆◆	◆
STEEER HOUSE NURSING & REHAB	120	Family	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		Resident	◆◆	◆	◆	◆◆	◆
SUNNY VIEW NURSING HOME	57	Family	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		Resident	--	--	--	--	--
TOCKWOTTON HOME	42	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	--	--	--	--	--
VILLAGE AT WATERMAN LAKE	22	Family	◆◆	◆◆	◆◆◆	◆◆	◆◆
		Resident	--	--	--	--	--
VILLAGE HOUSE	95	Family	◆◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	N/A	N/A	N/A	N/A	N/A
WATCH HILL CARE & REHAB	60	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
WATERVIEW VILLA	132	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
WEST SHORE HEALTH CENTER	145	Family	◆◆	◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆

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Rhode Island Department of Health
2007 Nursing Home Satisfaction Report, Last Updated: 4/23/08

Nursing Home Satisfaction			Area of Performance				
Nursing Home Name	Bed Size	Type of Survey	Quality of Care	Quality of Life	Quality of Services	Overall Satisfaction	TOTAL SCORE
WEST VIEW HEALTH CARE CENTER	120	Family	◆◆◆	◆◆	◆◆◆	◆◆◆	◆◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
WESTERLY HEALTH CENTER	108	Family	◆	◆	◆◆	◆	◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
WESTERLY NURSING HOME, INC.	66	Family	◆◆	◆◆	◆◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	◆◆◆	◆◆
WOODLAND CONVALESCENT CENTER	40	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆	◆	◆
WOODPECKER HILL	41	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	--	--	--	--	--
WOONSOCKET HEALTH CENTRE	200	Family	◆	◆◆	◆	◆◆	◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆

- ◆◆◆ The home's score is statistically above the Rhode Island average.
- ◆◆ The home's score is statistically about the same as the Rhode Island average.
- ◆ The home's score is statistically below the Rhode Island average.
- N/A Indicates that the facility did not have enough responses to calculate the score.
- Indicates that the home did not have any surveys, so a score can't be calculated.

The format and content of this report were approved by the Steering Committee of the Department of Health's (HEALTH's) Health Care Quality Program (HCQP) on March 3, 2008. The Steering Committee members are: David Gifford, MD, MPH (Chair); Ted Almon; Linda McDonald, RN; Sharon Reinere; Virginia Burke, Esq.; Christopher Novak; Corrine Russo, MSW; Arthur Frazzano, MD; Rhoda E. Perry; Alan Tavares; Neal Galinko, MD, MS, FACP; Donna Policastro, NP, RCN; Gina Rocha, RN, MPH; Louis Pugliese; Donna Lonschein, RN; and Sharon Pugsley, BSN.