



Health Care Quality Performance Measurement and Reporting Program (HCQP)

NURSING HOME SUBCOMMITTEE

February 17, 2009, 3:00-4:30pm
RIHCA, 57 Kilvert Street, Suite 200
Warwick, RI 02886

Goals/Objectives

- To share information about the clinical and satisfaction reporting efforts, and provide opportunities for open discussion on topics such as the new CMS 5-Star Rating System.

Invitees

- | | |
|------------------------|--------------------------|
| ✓ Rosa Baier, MPH | ✓ Gail Patry, RN (Chair) |
| ✓ Lonnie Bisbano, Jr. | ✓ Jim Nyberg |
| ✓ Virginia Burke, Esq. | ✓ Samara Viner-Brown, MS |
| ✓ Ron Cotungo, RN | |
| ✓ John Gage | |

Time

Topic/Notes

3:00 **1. Welcome & Updates**
Gail Patry, RN, Chair

- Gail opened the meeting at 3:05pm.
- Gail provided brief updates on the new reports posted to website: (1) an updated clinical quality measure diamond report; (2) the resident and family satisfaction reports; and (3) the satisfaction data supplemental information report.

3:10 **2. Family & Resident Satisfaction Surveys**
Gail Patry, RN
Rosa Baier, MPH

- The facility-level satisfaction reports were pulled briefly last week, after we were alerted to errors. They have been rigorously data-checked and the final version (see handout) is now posted on HEALTH's website.
- HEALTH distributed a press release (see handout) last week, which was picked up by NPR, the Projo, and possibly AP Radio. Gail and other meeting attendees were called by Felice Fryer and others to comment, and the stories were extremely positive.

- Meeting participants reviewed the facility-level diamond reports and discussed recommendations to HEALTH re: non-compliant homes. The requirement was to survey all cognitively intact residents AND all family members (regardless of residents' cognitive status). There are two potential ways a nursing home could be non compliant:
 - Failure to survey a particular group: There were 11 nursing homes without any resident responses and one without any family responses; this indicates a strong likelihood that these homes did not mail surveys to those groups. (My InnerView will need to confirm that the nursing homes did not submit a mailing list, and then have a 0% response rate.)
 - Failure to survey all eligible residents/families: HEALTH has not previously cross-checked the number of resident/family names submitted to My InnerView against the nursing homes' occupancy rates. We have bed size and know that occupancy is ~85-90%, so we can check these data. Because cognitively impaired residents are excluded, the most objective cross-check will be family mailing lists against estimated occupancy rates.
- The group recommended a tiered response for both groups with suspected problems:
 1. Program staff will request information from My InnerView about mailing list submission (including confirmation of non-submission) and # of names per group;
 2. Program staff will review data to flag potential problems;
 3. Where problems are identified, HEALTH will contact nursing homes to obtain additional information (e.g., through the complaint investigation process); and
 4. HEALTH will cite non-compliant homes with a state citation.
- **Action items**: Program staff will contact My InnerView to obtain information (as above) and ask Facilities Regulations for input about the Subcommittee's recommended process (i.e., complaint investigation, state citation).
- Separate from compliance issues, the group discussed how to increase response rates. Are there tactics nursing homes can take to increase the number of resident and family surveys that are completed and returned?
- **Recommendation**: The Subcommittee will further investigate ways to increase response rates prior to the 2009 survey.

4:45 3. Nursing Home Website

Gail Patry, RN

- Gail distributed two handouts:
 1. Showing the public reporting program's nursing home page, as it exists; and
 2. Proposing a new structure that incorporates the public reports (clinical quality measure diamond report, satisfaction diamond report, and Nursing Home Compare) as well as other nursing home-related data on HEALTH's website.
- The group discussed the recommended edits, and agreed that changes may better serve the program's intended customer: the healthcare consumer.

Time	Topic/Notes
4:00	<ul style="list-style-type: none"><li data-bbox="337 201 1430 342">– Recommendations: The group recommended that HEALTH identify and tailor the site’s structure towards likely audiences (e.g., healthcare workers, consumers, others), incorporate consumer testing into the revision process, and provide the Subcommittee with additional opportunities to provide input. <p data-bbox="289 359 487 392">3. Open Forum</p> <p data-bbox="337 396 503 430">Gail Patry, RN</p> <ul style="list-style-type: none"><li data-bbox="337 447 787 480">– Please see the above action items.<li data-bbox="337 497 722 533">– Next meeting: April 21, 2009



David R. Gifford, MD, MPH

Director of Health

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Public Health Press Release

For: Immediate Release
Date: February 11, 2009
Contact: Annemarie Beardsworth, 222-3998

Rhode Island Nursing Homes Outperform Nation in Third Statewide Report on Resident and Family Satisfaction with Nursing Home Care in Rhode Island

The Rhode Island Department of Health (HEALTH) released the third annual survey on resident and family satisfaction with nursing home care Rhode Island. The survey results indicate that in 2008, nursing homes, on average, outperformed nursing homes nationwide. In Rhode Island, 91% of residents and 91% of family members rated their satisfaction with the facility as either "Good" or "Excellent." In comparison, 87% of residents and 85% of family members in the national database rated their satisfaction as either "Good" or "Excellent."

"These comparative data show how well Rhode Island nursing homes are doing in making improvements that focus on quality of life and the individual choices of residents," said Director of Health, David R. Gifford, MD, MPH. "This process allows individuals to give feedback about nursing homes. The report provides information that will assist families in making the best choices for long-term care for loved ones."

Together with the publicly available quality measure scores and survey performance, the satisfaction scores provide additional information consumers can use to make informed choices when selecting a nursing home. "Importantly, the results also show that more than 90% of residents and family members would recommend their nursing home to people needing skilled care. This testifies to the quality of nursing homes in our state," said Gail Patry, Director of Long Term Care at Quality Partners of Rhode Island and Chair of the public reporting program's Nursing Home Subcommittee.

To view the nursing home satisfaction report or the Supplemental Information Report, visit <http://www.health.ri.gov/chic/performance/nursinghome.php>

This project is the result of a collaboration by all of the licensed nursing homes in Rhode Island; the Rhode Island Health Care Association; the Rhode Island Association of Facilities and Services for the Aging; the Alliance for Better Long Term Care; the Rhode Island Department of Human Services; the Rhode Island Department of Elderly Affairs; the Rhode Island Long Term Care Coordinating Council; and the Department of Health's contractor, Quality Partners of Rhode Island.

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Room 407
3 Capitol Hill
Providence, RI
02908



Nursing Homes

[Clinical Measures](#)

This website presents information on the health and functional status of residents in Rhode Island nursing homes. The information is presented in the form of rates for nine different clinical measures.

[Nursing Home Satisfaction Report](#)

Provides the most recent resident and family satisfaction information for all Rhode Island nursing homes. [Supplemental Information](#) provides details about how the information was collected and helps you understand how to read the above reports.

[Information for Consumers](#)

The Division of Facilities Regulation makes nursing home survey information available to consumers to help evaluate the quality of care provided by the state's Medicare and Medicaid certified nursing homes.

[CMS Nursing Home Compare](#)

Nursing Home Patient Satisfaction

[Nursing Home Resident Satisfaction: An Overview of Public Reporting June 2003](#)

[Nursing Home Quality: A National Overview of Public Reporting Programs January 2002](#)

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