



Health Care Quality Performance (HCQP) Program

NURSING HOME SUBCOMMITTEE

3:00-4:30pm, August 17, 2010
Rhode Island Health Care Association

Goals/Objectives

- To advise the Department on nursing home reporting and implement agreed-upon policies

Invitees

T Rosa Baier, MPH	G Ann Messier	G Raymond Rusin
G Lonnie Bisbano	T Jim Nyberg, MPA	G Lynda Sprague
T John Gage, MBA, CNHA, CAS, FACHCA	T Gail Patry, RN, CPEHR (Chair)	T Samara Viner-Brown, MS
T Stefan Gravenstein, MD, MPH	T Mariana Peterson, BSN	G Rachel Voss, MPH
G Hugh Hall, MA	G Arthur Pullano	G Sylvia Weber, MSN, PCNS
G Joan Hupf, RN	T Adele Renzulli	
G Bill Keough	T Janet Robinson, RN, M.Ed, CIC	

Time Topic/Notes

3:00pm **Welcome & Administrative Updates**
Gail Patry, RN, CPEHR, Chair

- Gail opened the meeting, reviewed the objectives, and then asked participants to introduce themselves. She also provided a funding update: funding was reinstated in July and is anticipated to continue uninterrupted throughout through the fiscal year.
- As a reminder, there are two remaining meetings scheduled for 2010: 10/19 and 12/21. All meetings are from 3-4:30pm at RICHA, and will be preceded by agendas that serve as meeting reminders and notice of anticipated topics.

3:10pm **Data Updates**
Rosa Baier, MPH

- During the funding hiatus (January-July), report updates were suspended. The most recent nursing home reports are as follows:

Report	Frequency	Data Period	Updated
1. Clinical quality measures	Quarterly	Apr-Jun 09	Dec 09
2. Resident & family satisfaction	Annual	Fall 2009	Dec 09

- Because of the introduction of MDS 3.0, Medicare is indefinitely suspending Nursing Home Compare updates. However, once data are available, the clinical quality measures will be updated prospectively—i.e., beginning when new data are released. They will not be backdated with data released during the program’s hiatus.

3:15pm

Resident & Family Satisfaction Surveys

Rosa Baier, MPH

- Gail and Rosa reviewed the annual satisfaction survey process, which involves the nursing homes contracting with My InnerView to survey their residents and family members.
- As a reminder, facilities are required to survey all residents who can answer the surveys, either alone or with help, AND family members for all residents (including those who are unable to answer the survey independently). Compliance with these requirements is tracked and facilities are asked to explain any variation to the Department of Facilities Regulation.
- Rather than wait until the survey process is complete to ensure compliance, John suggested prospective review of sampling to ensure that uploaded mailing lists adhere to the requirements. The group agreed.
- The group reviewed the 2010 timeline (see handout), noting the deadlines and reviewing the process for tracking adherence to those timeframes. Signed contracts are due to My InnerView 8/18, so the group divided up the list of outstanding contracts for telephone follow-up.

4:00pm

Pending Discussions

Rosa Baier, MPH

- Website format/structure
 - The nursing home information on HEALTH's website has changed since the Subcommittee last met.
 - Rosa shared three documents: (1) the current [public reporting 'landing' page](#), (2) the previous nursing home public reporting page, and (3) a [revised nursing home-specific page](#) (which includes the public reports), which has replaced #2. She asked for participants thoughts on the content/format and suggested that people review the website 'live' after the meeting.
 - Suggestions for #3:
 - Edit the language for readability
 - Change "Health Care Quality Program" to "Health Care Quality Performance Program" or (more simply) "Public Reporting Program"
 - Revise the last sentence in the first paragraph to read, "Facilities Regulations also conducts some facility seminars."
 - Replace some of the paragraph with bullets
 - Verify that both diamond reports, clinical and satisfaction, are on #3
 - Where the new page links "Health Care Quality Program" to #1, link to #2 (consumer language and details) instead
 - Include pop-up explanations/details for the public reports
 - Add a link to *Advancing Excellence in America's Nursing Homes*
- Employee influenza vaccination reporting
 - At the last Subcommittee meeting (12/15/09), participants discussed reporting employee influenza vaccination and recommended deferring a decision until the 2010-2011 flu season. Because the next flu season begins in October, Rosa asked the group to revisit the discussion.

- The group discussed the importance of employee flu vaccination, with Stefan citing several articles that illustrate the protective benefit for residents. Although there was some concern about the variability in uptake (e.g., availability, cultural differences), the overall consensus was that vaccination is important. Rosa indicated that public reporting may place additional emphasis that would help facility staff increase their vaccination rates.
- Nursing home facility staff currently submit flu vaccination data to HEALTH, although only about a third of nursing homes have complied. The information includes vaccination rates (at the facility or elsewhere), declination rates, and reasons for declination.
- Recommendations:
 - Obtain flu vaccination data for 2008-2009 from John Fulton
 - Create 2008-2009 facility feedback reports, benchmarking against average
 - If no data was submitted, indicate “unable to provide data”
 - Notify facilities that 2009-2010 will be a pilot year with similar reports
 - Begin public reporting with 2010-2011 year, and hope that initial data feedback (pre-pilot and pilot) will increase both vaccination uptake and nursing home compliance with submission requirements
 - Meet in September (pre-flu season) to review next steps

4:15pm

Open Forum & Next Steps

Gail Patry, RN, CPEHR

- Gail asked meeting participants for any agenda items, either for discussion today or to add to the next meeting’s agenda. Hearing none, she moved to close the meeting early, but encouraged the group to share topics in advance of the next meeting.
- **Action items:**
 - Obtain any additional info on the MDS 3.0 timeline for quality measures (Gail)
 - Send 2009 Rhode Island My InnerView report with the minutes (Rosa)
 - Follow up on outstanding My InnerView contracts on 8/18 (Jim, John, Ann)
 - Explore logistics of prospectively ensuring facilities’ compliance (Rosa)
 - Ask about surveying non-English speaking patient populations (Rosa)
 - Review the [HEALTH nursing home page](#) and provide suggestions (All)
 - Suggest edits to the nursing home pages, based on group’s input (Sam, Rosa)
 - Outreach to John Fulton to obtain flu vaccination data (Sam, Rosa)
 - Outreach to Lonnie re: November 2009 flu vaccination feedback (Rosa, Gail)
 - Generate flu vaccination benchmark reports (Rosa)
 - Schedule September Subcommittee meeting to review flu data (Rosa)
- Next meeting: 10/19/10 (but a September meeting may be added; see above)



Department of Health

Three Capitol Hill
Providence, RI 02908-5097

TTY: 711
www.health.ri.gov

July 23, 2010

Dear Nursing Home Administrator,

For the past two years, Rhode Island nursing homes have, on average, outperformed nursing homes nationwide using My InnerView's resident and family satisfaction surveys. **It is now time to begin the 2010 survey process and continue to demonstrate our state's commitment to high-quality nursing home care.** Instructions and deadlines are included below and in the attached timeline from My InnerView.

As a reminder, the annual resident and family satisfaction survey process:

- Is legislatively mandated and included in the nursing home regulations
- Requires you to sign an annual contract with My InnerView, due 8/18/10
- Requires you to provide My InnerView with resident and family mailing lists for:
 - 100% of your long-stay (100+ days) residents' family members, and
 - 100% of non-terminal, long-stay (100+ days) residents who can answer the survey alone or with help.

You will receive your nursing home's contract directly from My InnerView. Please return it promptly and also note the following important dates:

Due Date	Task
8/18/10	1. Review and update your facility profile at www.myinnerview.com .
8/18/10	2. Return a signed contract to My InnerView.
9/20/10	3. Provide My InnerView with mailing lists for: <ul style="list-style-type: none">• 100% of your long-stay (100+ days) residents' family members, and• 100% of non-terminal, long-stay (100+ days) residents who can answer the survey alone or with help

For a copy of My InnerView's screening tool, which will help you identify survey-appropriate residents, or help with any of the above tasks, contact Paula Trantow at My InnerView: 715-848-2713, x127 or paula@myinnerview.com

Again, participation in the survey process is mandatory and these dates are firm. The Department of Health tracks participation closely, and will follow up with nursing homes as needed. If you have questions, or would like to participate in the stakeholder group that advises the public reporting program about nursing home reports, please contact Gail Patry, Chair of the Nursing Home Subcommittee: 401-528-3256 or gpatry@riqio.sdps.org.

I wish you the best in your continued quality improvement work, and look forward to seeing your survey results.

Sincerely,

A handwritten signature in cursive script that reads "Samara Viner-Brown".

Samara Viner-Brown, MS
Chief, Center for Health Data and Analysis
401-222-5122
samara.viner-brown@health.ri.gov

2010 Family/Resident Satisfaction Survey Timeline Schedule for Rhode Island

To optimize the value of your survey results, you must take the lead on these critical steps.
If you have questions, please e-mail surveys@myinnerview.com or call 715-848-2713 ext. # 416.

No later than ...	You should ...	Helpful information
<p>Wednesday, August 18</p>	<p>Complete or update your entire facility profile</p> <p>Note: for information about ordering foreign language surveys please email surveys@myinnerview.com.</p>	<p>Go to www.myinnerview.com; enter the user name and password provided by My InnerView or your corporate office. On the Home page, click on Organization Editor and review the information to ensure the facility information is accurate. To make a change, click on the Edit button in the lower-right of the screen, and then click on Submit to save changes.</p> <p>Important: Capitalize and spell information exactly as it should appear on your surveys. <u>Facility name information printed on the survey is taken from the information you enter.</u></p> <p><i>A separate charge will apply for any additional surveys needed after the original production run has been completed.</i></p> <p><i><u>Do not photocopy surveys for distribution. Photocopied surveys received by My InnerView will not be included in your results.</u></i></p>
<p>Monday, September 20</p>	<p>Submit mailing addresses for both:</p> <p>100% of your long-stay (100+ days) residents' family members AND</p> <p>100% of non-terminal, long-stay (100+ days) residents who can answer the survey alone or with help</p>	<p>Go to www.myinnerview.com. Enter your user name/password. On the Home page, go to 'Pre-Survey Toolkit' and click Open. Scroll down to Screening Residents and Clients. You may use the resident screening tool to determine if residents are capable of completing the survey. Scroll down to Submitting Customer Addresses in the 'Pre-Survey Toolkit'.</p> <p>Use the appropriate Address Collection Sheet. Review the instructions on how to complete the spreadsheet. Accurate names and complete mailing addresses are critical for residents, family members or other responsible parties. <u>Your survey response rate is directly affected by the accuracy of your mailing list.</u></p> <p>E-mail the address collection as an attachment to surveys@myinnerview.com.</p> <p><i>A separate extra charge will apply for any additional surveys needed after the original production run has been completed</i></p>

2010 Family/Resident Satisfaction Survey Timeline Schedule for Rhode Island

No later than ...	You should ...	Helpful information
Monday, September 20	Submit Logo Optional: \$100 per unique logo submitted	We only accept .jpg, .bmp, or .gif as valid image formats. They will need to be submitted in the proper format. E-mail the Logo as an attachment to surveys@myinnerview.com.
Friday, September 24	Mail notification letters to family members or other individuals knowledgeable of the resident – distribute to residents who will be receiving a survey	Go to www.myinnerview.com . Enter your user name/password. On the Home page go to 'Pre-Survey Toolkit' and click Open . Scroll down to Notifying Survey Recipients. Notification of the survey process will encourage your response rates.
Wednesday, September 29	My InnerView mails resident and family surveys	My InnerView will personalize Resident/Family Satisfaction Surveys with the facility's name (as entered on the Web site.) The established cut-off date will be printed on the survey. A survey packet will be mailed to each family, resident or responsible party listed on the mailing list provided to My InnerView. The envelope contains the appropriate cover letter, survey, comment form and self-addressed (to My InnerView), postage-paid return envelope.
Friday, October 8	My InnerView mails reminder postcards Optional: additional charges will apply	My InnerView will mail out reminder postcards to each family member that was included on the Address Collection Sheet for the mailing of the surveys. For more information, contact surveys@myinnerview.com .
No later than ...		Helpful information
Monday, October 18	Mail sealed surveys to My InnerView	You can choose to collect resident surveys at the facility or instruct the residents to mail their individual surveys directly to My InnerView. If you collect the surveys, do not open surveys at the facility. You will mail (in bulk) sealed envelopes directly to My InnerView.
On Going	Monitor survey activity	You can monitor survey activity throughout the survey process. Go to www.myinnerview.com . Enter your user name/password. On the Home page, click on Satisfaction Survey, then on the Survey Response tab and "Build" to monitor your response rates.

2010 Family/Resident Satisfaction Survey Timeline Schedule for Rhode Island

<p style="text-align: center;">Friday, October 22</p>	<p style="text-align: center;">My InnerView's due date for accepting surveys!</p>	<p>The quality of information you can glean from your survey results is directly related to the number of completed surveys returned. It is critical to reinforce the established due date, which is printed on the survey.</p> <p>My InnerView as an independent third party handles all survey collection, processing and reporting.</p> <p>Submitted surveys are never read at the facility. On the established due date surveys are electronically scanned by My InnerView into the security-protected system, which will electronically:</p> <ol style="list-style-type: none"> 1. Sort surveys by facility name. 2. Compile information into the established survey database <p>Begin the report-generation phase.</p>
<p style="text-align: center;">Friday, October 29</p>	<p style="text-align: center;">Reports published on-line by the <u>end of the business day</u></p>	<p>Access to reports is granted by the Super User of your organization. If you have been assigned access reports will be available at www.myinnerview.com.</p> <p>For instructions on accessing your survey reports, go to www.myinnerview.com. Enter your user name/ password. On the Home page, you will find links to several pre-recorded Webinars as well as a schedule of live Webinar dates. Click on HELP to find a library of "How To" guides.</p> <p>NOTE: Adobe© Flash© Player 9 must be installed, as it is required to use certain features. For more information on how to install Adobe© Flash© Player 9, go to www.myinnerview.com and review the How to Prepare Computer document under the Help Tab.</p>
<p style="text-align: center;">Daily</p>	<p style="text-align: center;">View comments</p>	<p>Access to Comment Viewer is granted by the Super User of your organization. If you have been assigned access, comments are available at www.myinnerview.com daily.</p> <p>For instructions on accessing your comments, go to www.myinnerview.com. Enter your user name/ password. On the Home page, you will find links to several pre-recorded Webinars as well as a schedule of live Webinar dates. Click on HELP to find a library of "How To" guides.</p>



Rhode Island Department of Health

David R. Gifford, MD, MPH, Director
Donald L. Carcieri, Governor



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Health Care Quality Program (HCQP)

In 1998, Rhode Island passed a law (Rhode Island General Law 23-17.17) that requires the public release, or "public reporting," of information about the quality of care in all licensed healthcare facilities. This law includes releasing information about patient satisfaction and clinical performance, or outcomes, like pain. Since the law's passage, the Department of Health has reported information for the following healthcare providers:

- Health plans
- Home health agencies
- Hospitals
- Nursing homes
- Physicians

This information helps people compare different healthcare providers and choose among them. The [Frequently Asked Questions](#) can help you understand how the Department chooses what information to release and how you can use it.

National Healthcare Quality Report

[Rhode Island State Snapshot](#)

Recent Reports

[Second Family and Resident Satisfaction with Nursing Home Care in Rhode Island Autumn 2007 Supplemental Information \(How to Use the Report\)](#)

[The Health of Rhode Island's Hospitals \(2006\)](#)

[FY 2009 Annual Report](#)

[Family and Resident Satisfaction with Nursing Home Care in Rhode Island Autumn 2006 Technical Report](#)

Nursing Homes

[Choosing a nursing home](#) for yourself or a loved one is a very important decision. The Department of Health publishes the below information to help you compare different nursing homes and choose among them. You should also consider visiting nursing homes, looking around, and asking questions of staff and residents.

Clinical Measures

HEALTH releases a [clinical measure report](#) for Medicare-certified nursing homes every 3 months. The report was updated in May 2009. The measures reflect residents' outcomes for clinical conditions like pain, and were chosen by Medicare for the [Nursing Home Quality Initiative](#).

Medicare's [Nursing Home Compare website](#) also has information about the care that residents receive in Rhode Island nursing homes.

Resident and Family Satisfaction

Each year, nursing homes ask their residents and residents' families to provide feedback about their satisfaction with nursing home care. The [Nursing Home Satisfaction Report](#) was updated in January 2009.

The [Supplemental Information](#) provides details about how the information was collected and helps you understand how to read the report.

Inspection Results

HEALTH inspects Medicare-certified nursing homes every 9-15 months to make sure they comply with Federal standards. Inspection results are [published by the Division of Facilities Regulations](#) and are another source of information to help you evaluate the quality of care provided by Rhode Island nursing homes.

- ▶ Home
- ▶ News
- ▶ Topics
- ▶ Licenses +
- ▶ Birth Death & Marriage Records
- ▶ Publications
- ▶ Data
- ▶ Programs

Home > Facilities > Nursing Homes

- Nursing Homes**
- Information for Patients and Caregivers
 - Choosing a Nursing Home
 - Individualized Care
 - Filing a complaint
 - Disciplinary actions
- Nursing home administrators
 - Board of Examiners
 - License Application
 - License Instructions
- Programs
 - Office of Facilities Regulation
 - Individualized Care Pilot
 - Health Care Quality Program
- Partners
 - Department of

Nursing Homes

Licensure and Certification

All nursing homes are required to have a [Rhode Island license](#). Most also choose to be certified by federal [Medicare](#) and Medicaid programs. The Office of Health Facilities Regulation performs a variety of regular, unannounced, on-site inspections to ensure that national quality measures are maintained. Periodic standard inspections include a full review of state (and, if appropriate, federal) regulatory standards and follow-up inspections when facilities are cited for non-compliance. Focused inspections also occur to follow up on facility-generated reports and consumer complaints in order to review specific issues and potential violations of standards. Deficiencies cited during inspections that are not corrected result in further action against the facility. Facilities Regulation also conducts in-service training for facility staff as needed.

Quality of Care

The [Office of Facilities Regulation](#) endeavors to raise the quality of life for the state's nursing home residents. Facilities are regularly inspected to ensure that individuals receive appropriate and high quality services in safe environments, that their rights are protected, and that quality is measured. Data gathered by our state inspectors of all [Medicare](#) certified facilities feeds a [national system](#) that compares nursing home quality on a [five star](#) rating. The Department of Health also [surveys patients and families on their satisfaction](#) with all of the state's nursing homes; this information is the basis of a [3 diamond](#) **◆◆◆** rating system.

Reports

- ◆◆◆ [Clinical Quality Measures By Nursing Home | Technical Page](#)
- ◆◆◆ [Satisfaction Supplemental Information](#)
- [FY 2009 Health Care Quality Performance Program Annual Report](#)

More

- [Nursing Home Compare](#)
- [The Point](#)

RHODE ISLAND

2009

EXECUTIVE SUMMARY

Prepared by



This report provides information needed to initiate quality improvement efforts, track referral sources, improve staff recruitment and retention, and evaluate outcomes of previous initiatives.

Includes:

RESIDENT SATISFACTION

FAMILY SATISFACTION

EMPLOYEE SATISFACTION

Published date: January 19, 2010

FOREWORD

A 1998 Rhode Island law requires the public disclosure of information about the quality of care in all licensed healthcare facilities. Over the past 11 years, the Rhode Island Department of Health has initiated public information reporting for home health agencies, hospitals and nursing homes. Collection and reporting of nursing home resident satisfaction levels began in 2006 and has continued on an annual basis.

The Rhode Island public reporting program, which is administered by the Department of Health, has a Nursing Home Subcommittee that helps the program's Steering Committee decide how performance information is gathered and what information released about nursing homes. A report of individual nursing home satisfaction ratings is posted each year on the Department's Web site and can be accessed via the following link:

<http://www.health.ri.gov/data/nursinghomequality/Satisfaction.pdf>

HOW RHODE ISLAND COLLECTS AND REPORTS NURSING HOME SATISFACTION

Nursing homes sign a contract with a survey company, and the survey company collects information from long-stay residents and their family members. In 2007, Rhode Island nursing homes began using a different survey from the one used in 2006. The company that helped collect this information in 2007 through 2009 is My InnerView, and is described below. The report you are reading is a supplemental report prepared by My InnerView which summarizes aggregate results of nursing home resident and family satisfaction for 2009, with comparisons to statewide results from the previous two years.

This report also includes a section on employee satisfaction. Though state law does not require nursing homes to measure the satisfaction of their employees, 41% of the state's facilities voluntarily contracted with My InnerView in 2009 to add those surveys to the required resident and family surveys.

My InnerView (MIV), a subsidiary of National Research Corporation (NASDAQ: NCRI), is the nation's largest provider of performance measurement and benchmarking in the senior services sector. My InnerView currently conducts regular customer and staff satisfaction surveys in nearly half of the nation's long-term care facilities, and possesses the largest private database of nursing home performance in existence. These surveys and other My InnerView evidence-based tools and programs are designed to assist service providers, government policy makers and consumers in their joint efforts to enhance the quality and value available to the growing number of Americans who need reliable and affordable health and supportive services in nursing homes and other residential settings.

Information provided through regular assessments of customer and staff satisfaction help to fill a gap in traditional regulatory-based determinations of nursing home performance. Numerous research studies confirm that customer satisfaction in nursing homes is both an indicator of quality of care and a component of quality of care. Further, customer satisfaction levels are strongly correlated with staff satisfaction. These findings reflect the reality that residents and their involved family members assess the motives and competence of caregivers through their personal interaction with them, rather than by reference to abstract standards of care. Staff satisfaction and commitment likewise turn on the quality of relationships with customers and other employees and their perception of the care and responsiveness of facility managers.

RHODE ISLAND

FOREWORD

This Executive Summary Report presents aggregate measures of customer and employee satisfaction for large samples of Rhode Island nursing facilities. Results are displayed for resident, family and employee satisfaction surveys conducted by My InnerView in 2009, with comparisons to similar data reported for 2008 and 2007.

My InnerView produces other state-based reports and a national report each year on nursing home customer and employee satisfaction levels. The *2008 National Survey of Consumer and Workforce Satisfaction in Nursing Homes* and subsequent editions can be viewed at www.myinnerview.com.

SATISFACTION SURVEY PARTICIPATION IN 2009 — RHODE ISLAND NURSING FACILITIES

SURVEY TYPE	FAC PARTICIPATING	% STATE'S NF	RESPONDENTS	RI RESPONSE RATE	MIV RESPONSE RATE*
Resident	87	96%	1,617	54%	51%
Family	90	99%	2,172	43%	38%
Employee	37	41%	1,781	49%	62%

* Most recent 12-month averages

DISTRIBUTION: Each participating facility provided My InnerView with the number of resident, family and employee surveys needed. Individually sealed packets containing a self-addressed, postage-paid envelope were sent to residents' family members or other responsible parties. Packets containing the employee survey and postage-paid envelopes were distributed at each participating facility to its current staff members. The survey process was designed to communicate and ensure that response was voluntary, anonymous and confidential.

QUALITY ASSURANCE: Responses are electronically compiled into a database, analyzed for integrity and subjected to a variety of statistical analyses.

RESULTS: Each facility has access to its satisfaction survey results and other performance results on My InnerView's members-only Web site. The results provide benchmark information, enabling the facility to compare its performance to the average performance of all participating Rhode Island facilities and to My InnerView's nationwide database. For individual facilities, My InnerView provides a Priority Action Agenda™ that highlights from the satisfaction surveys those areas of performance that represent priority opportunities for quality improvement. A comparable Priority Action Agenda is included with this report based on the aggregate satisfaction survey results for all participating Rhode Island facilities.

RESIDENT AND FAMILY SATISFACTION SURVEYS: These surveys included items grouped in four areas: (1) Overall Satisfaction, (2) Quality of Life, (3) Quality of Care and (4) Quality of Service.

EMPLOYEE SATISFACTION SURVEYS: This survey covers five areas: (1) Overall Satisfaction, (2) Training, (3) Work Environment, (4) Supervision and (5) Management.

RHODE ISLAND

KEY FINDINGS

Global satisfaction domains: Percent “Excellent” or “Good”

The current report reflects the largest number of nursing home customers and employees surveyed in any year in the state of Rhode Island. The perceptions of these key population groups provide important guidance for continued quality improvement. These data also fill a significant gap in publicly reported performance ratings for nursing homes, which do not account for the primary and unique experiences of actual customers and caregivers.

- The number of **residents** responding increased by a third as compared to 2008 and 2007. Ninety-two percent (92%) of resident survey respondents gave an overall satisfaction rating of “excellent” or “good,” with 92% rating their willingness to recommend their facility to others as either “excellent” or “good.” These ratings were significantly higher than My InnerView national averages during year, and the proportion of “excellent” responses in the overall combined global satisfaction number has continued to grow larger and is quite high by national standards.
- Equally, 92% of **family** survey respondents gave an overall rating of “excellent” or “good,” with the same percentage indicating a strong willingness to recommend to others the facility where their loved one was receiving care and services. These percentages also exceeded the national benchmark averages by a significant margin. Since family members are commonly more demanding in their responses to satisfaction surveys than residents themselves, the fact that global ratings from family members virtually matched those of the resident sample is a positive indicator. (State-based samples compiled by My InnerView across the U.S. typically produce family satisfaction levels that are lower than those of the residents themselves.)
- During 2009, facility participation in **employee** surveys across the state rose significantly. In previous state and national reports, My InnerView has identified ongoing challenges in achieving participation by employees of nursing homes and the need to expand the response base in order to obtain a truer picture of employee satisfaction. That objective was advanced in Rhode Island in 2009, with an average of almost 50 employees per facility responding. The corresponding results also yielded a set of ratings that exceeded national benchmark averages, though marginally so. Employee satisfaction levels showed improvement during 2008 and exceeded the national benchmarks for the first time. Specifically, 68% of responding employees rated their overall satisfaction as either “excellent” or “good,” with 70% giving an “excellent” or “good” recommendation of their facility to others as a place to work, and 79% saying they would recommend the facility as an “excellent” or “good” place to receive care.

All domains and items: Weighted average scores

This report also displays **weighted average** scores for global satisfaction, as well as for all other survey domains. These scores account for all respondent ratings, whether “excellent,” “good,” “fair” or “poor,” on a scale of 100. These average resident and family satisfaction ratings for Rhode Island in 2009 were equal to or more favorable than the current My InnerView national average satisfaction ratings across all domains and on all individual survey items within each domain, in many instances by wide margins. Employee weighted average scores were more aligned to national benchmarks, exceeding on some items and underperforming on others.

RHODE ISLAND

KEY FINDINGS

Geographic differentiations

This report contains tables which separate weighted average satisfaction levels based on whether facilities were located in rural, suburban or urban areas. Satisfaction levels for Rhode Island nursing home residents, family members, and employees were broadly higher in suburban areas than in other locations.

Detailed charts included in this report provide item-specific results and comparisons pointing to priority areas for further improvement, and display benchmarked results against My InnerView's skilled nursing facility database numbering more than 6,500 facilities during 2009.

Questions related to this report and its findings can be addressed to Bruce Thevenot, Senior Vice President, Strategic Relationships. bruce@myinnerview.com

RHODE ISLAND

WHAT'S INSIDE

RESIDENT SATISFACTION

CHART
NUMBER:

GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2009	1
ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2009	2
QUADRANT ANALYSIS: STRENGTHS AND OPPORTUNITIES	3
ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2007, 2008 AND 2009	4
ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES FOR 2009	5
AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2009	6
DEMOGRAPHICS AND BACKGROUND INFORMATION FOR 2009	7
AVERAGE SCORES FOR "RECOMMENDATION TO OTHERS" BY DEMOGRAPHICS FOR 2009	8
DISTRIBUTION OF RESPONSE RATES FOR 2009	9

SKILLED NURSING RESIDENT SATISFACTION SURVEY REFERENCE

FAMILY SATISFACTION

CHART
NUMBER:

GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2009	1
ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2009	2
QUADRANT ANALYSIS: STRENGTHS AND OPPORTUNITIES	3
ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2007, 2008 AND 2009	4
ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES FOR 2009	5
AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2009	6
DEMOGRAPHICS AND BACKGROUND INFORMATION FOR 2009	7
AVERAGE SCORES FOR "RECOMMENDATION TO OTHERS" BY DEMOGRAPHICS FOR 2009	8
DISTRIBUTION OF RESPONSE RATES FOR 2009	9

SKILLED NURSING FAMILY SATISFACTION SURVEY REFERENCE

EMPLOYEE SATISFACTION

CHART
NUMBER:

GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2009	1
ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2009	2
QUADRANT ANALYSIS: STRENGTHS AND OPPORTUNITIES	3
ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2007, 2008 AND 2009	4
ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES FOR 2009	5
AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2009	6
DEMOGRAPHICS AND BACKGROUND INFORMATION FOR 2009	7
AVERAGE SCORES FOR "RECOMMENDATION FOR JOB" BY DEMOGRAPHICS FOR 2009	8
DISTRIBUTION OF RESPONSE RATES FOR 2009	9

SKILLED NURSING EMPLOYEE SATISFACTION SURVEY REFERENCE

RHODE ISLAND

RESIDENT SATISFACTION

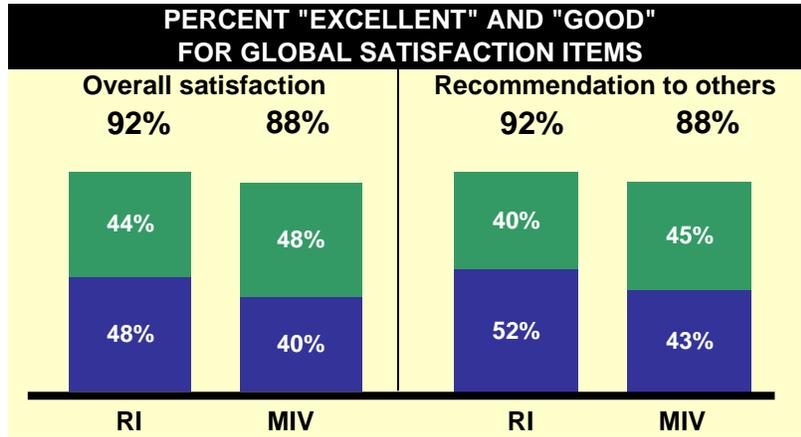
	2009	2008	2007
RESPONSE RATE	54%	47%	50%
FACILITIES SURVEYED	87	85	82
SURVEYS RECEIVED	1,617	1,215	1,237



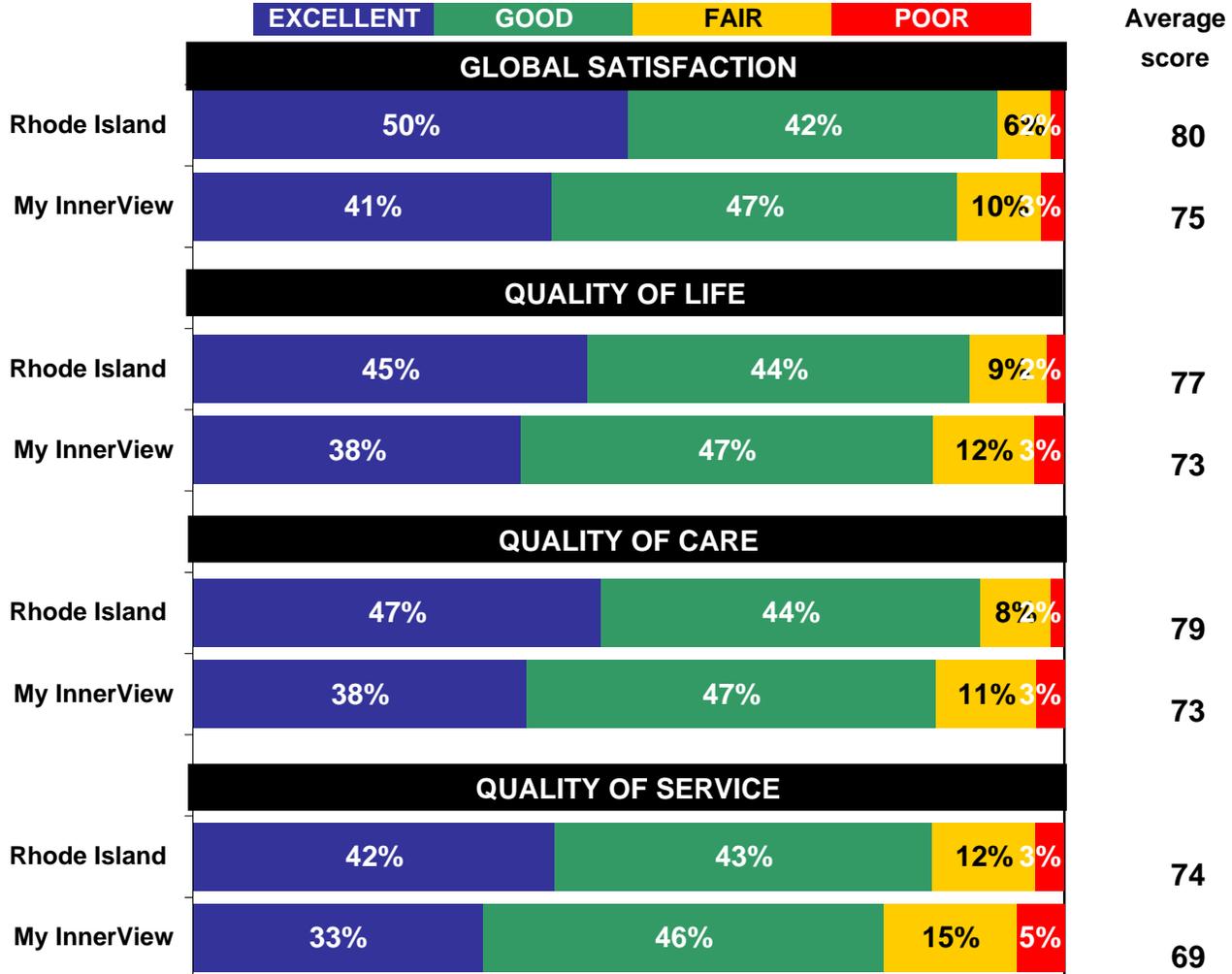
RHODE ISLAND

RESIDENT SATISFACTION

GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2009



(The total percentage listed may be higher or lower than individual rating totals due to rounding)



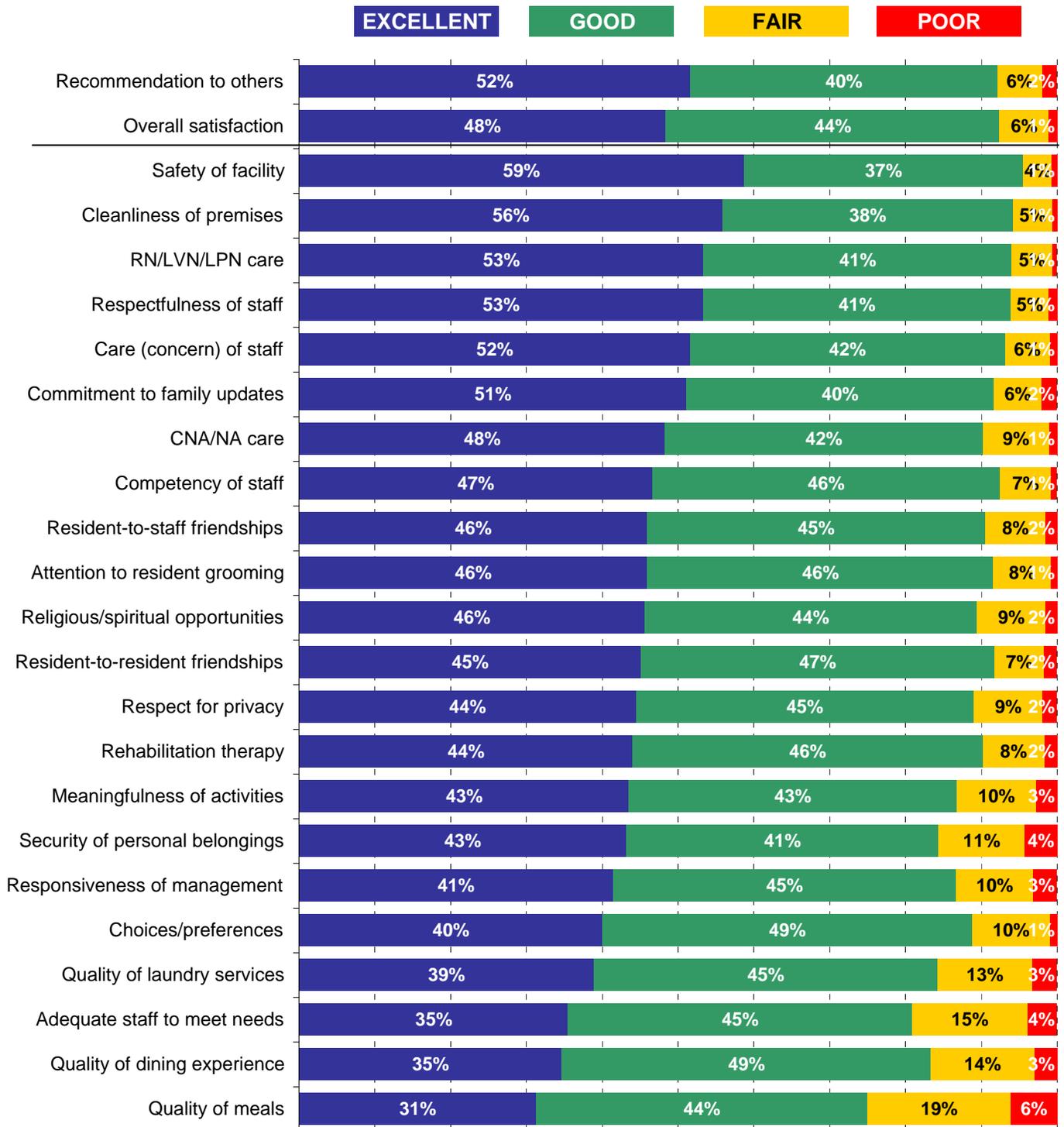
(May not total 100% due to rounding.)

RHODE ISLAND

RESIDENT SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2009

2



Items are ranked from highest to lowest on the percent of responses rated "Excellent." The percentages reflect averages survey respondents. (May not total 100% due to rounding.) See chart 4 for comparison to prior years.

RHODE ISLAND

RESIDENT SATISFACTION

QUADRANT ANALYSIS: STRENGTHS AND OPPORTUNITIES

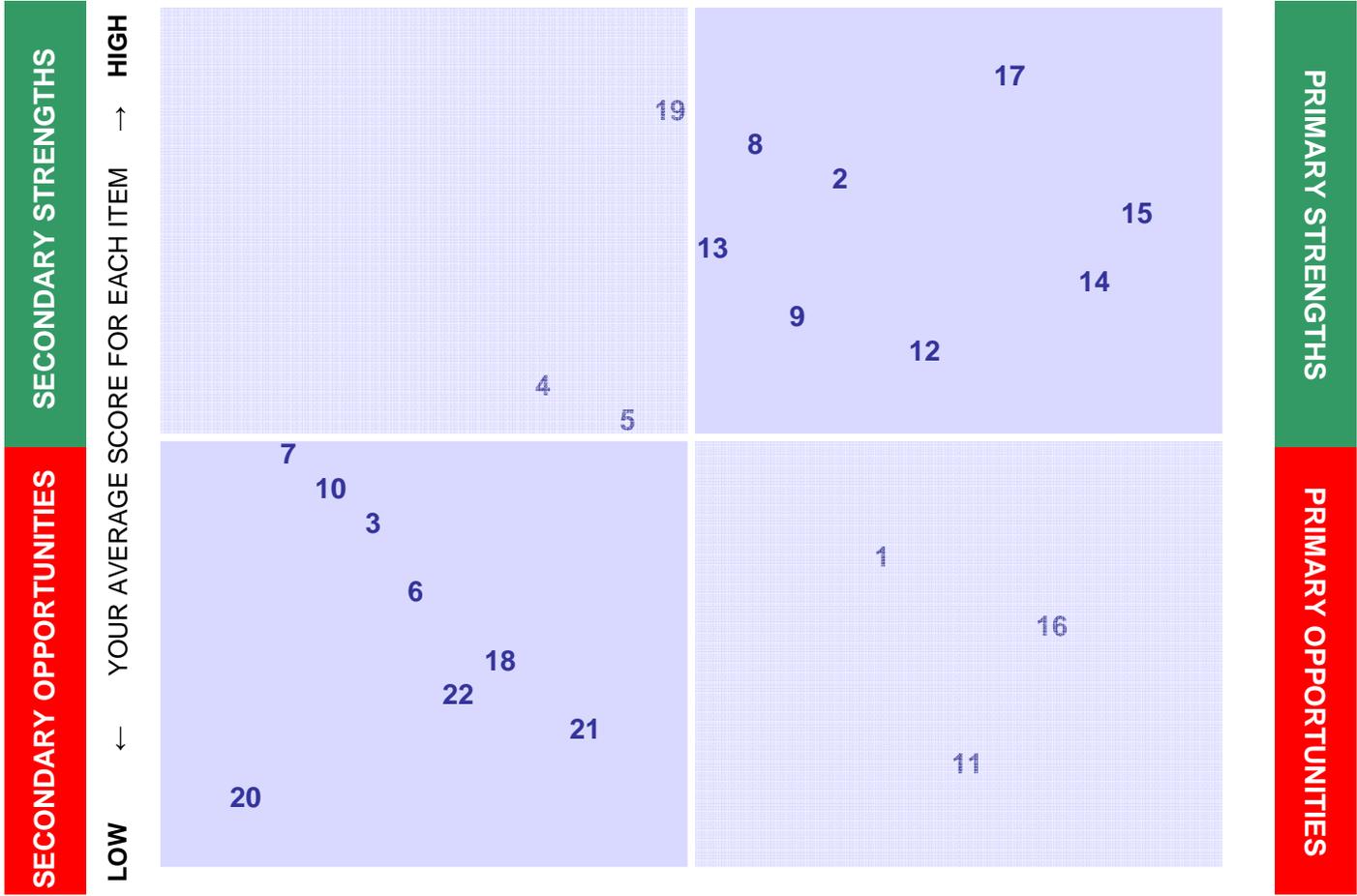
3

A

Quadrant A shows items of *lower* importance to "Recommendation" with a *higher* average score

Quadrant B shows items of *higher* importance to "Recommendation" with a *higher* average score

B



C

LOW ← IMPORTANCE TO RECOMMEND THIS FACILITY TO OTHERS → **HIGH**

Quadrant C shows items of *lower* importance to "Recommendation" with a *lower* average score

Quadrant D shows items of *higher* importance to "Recommendation" with a *lower* average score

D

The quadrant analysis plots the percentile rank of the average score on the satisfaction items against the percentile rank of the average "importance" score of each item and the question **What is your recommendation of this facility to others?** Items in the lower right quadrant are those that are most important to "Recommendation" but received the lowest scores.

See actual satisfaction items and report labels at end of section

RHODE ISLAND



SECONDARY STRENGTHS

Items with average scores above the midline but not as important to "Recommendation"

- 5 Resident-to-staff friendships
- 4 Resident-to-resident friendships
- 19 Cleanliness of premises



PRIMARY STRENGTHS

Items with average scores above the midline and more important to "Recommendation"

- 14 Competency of staff
- 15 Care (concern) of staff
- 12 Attention to resident grooming
- 9 CNA/NA care
- 17 Safety of facility
- 2 Respectfulness of staff
- 13 Commitment to family updates
- 8 RN/LVN/LPN care



SECONDARY OPPORTUNITIES

Items with average scores below the midline but not as important to "Recommendation"

- 21 Quality of dining experience
- 18 Security of personal belongings
- 22 Quality of laundry services
- 20 Quality of meals
- 6 Meaningfulness of activities
- 3 Respect for privacy
- 10 Rehabilitation therapy
- 7 Religious/spiritual



PRIMARY OPPORTUNITIES

Items with average scores below the midline and more important to "Recommendation"

These are areas that represent a good opportunity for improvement.

PRIORITY ACTION AGENDA TM

The top FIVE items in Quadrant D (*Primary Opportunities*) comprise your Priority Action Agenda and provide a focus for improving willingness to recommend your facility to others.

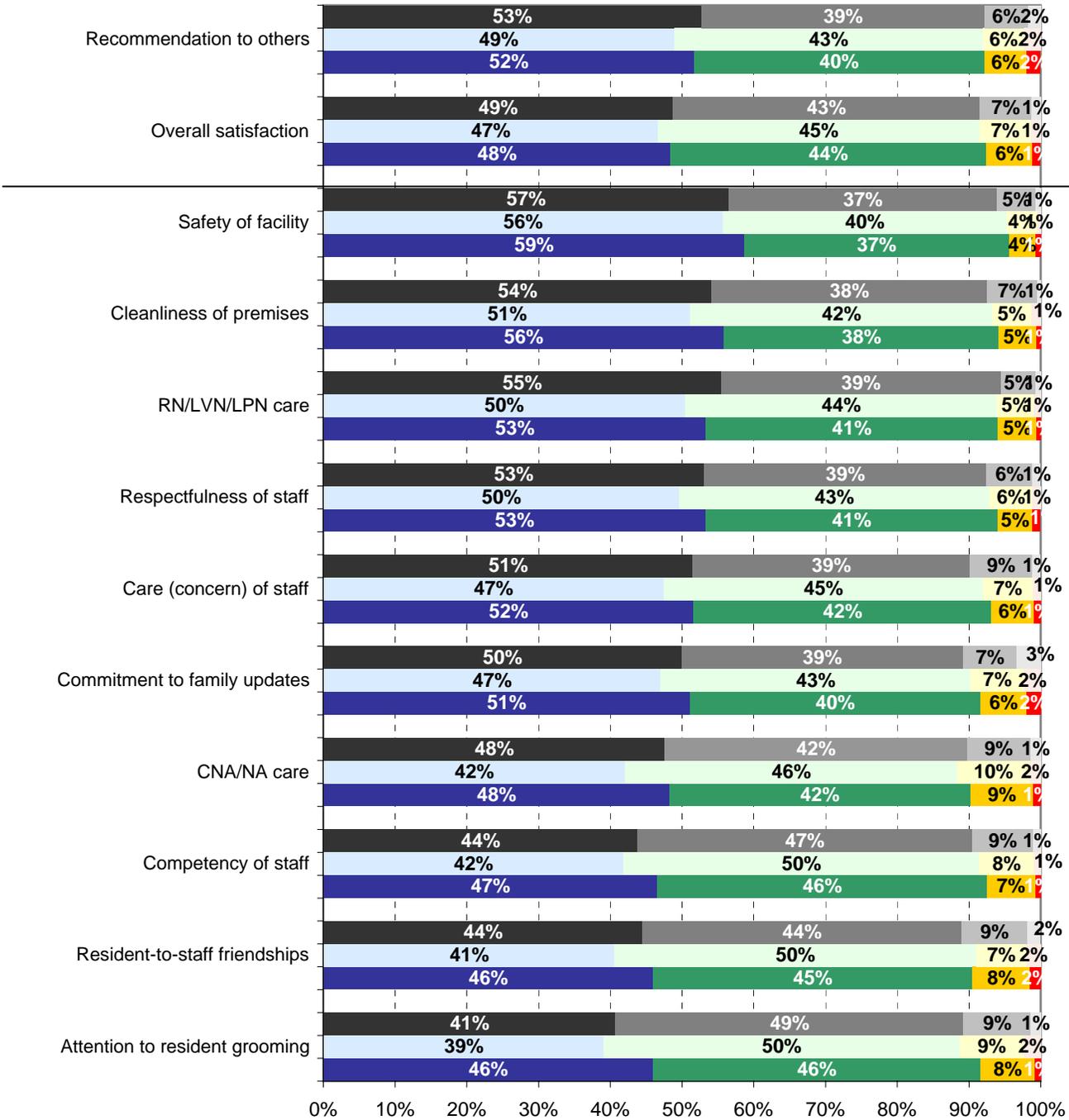
If Quadrant D has less than five items, the Priority Action Agenda will list only those items in the quadrant.

- 11 Adequate staff to meet needs
- 16 Responsiveness of management
- 1 Choices/preferences

RESIDENT SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2007, 2008 AND 2009

Year	EXCELLENT	GOOD	FAIR	POOR
2007	EXCELLENT	GOOD	FAIR	POOR
2008	EXCELLENT	GOOD	FAIR	POOR
2009	EXCELLENT	GOOD	FAIR	POOR



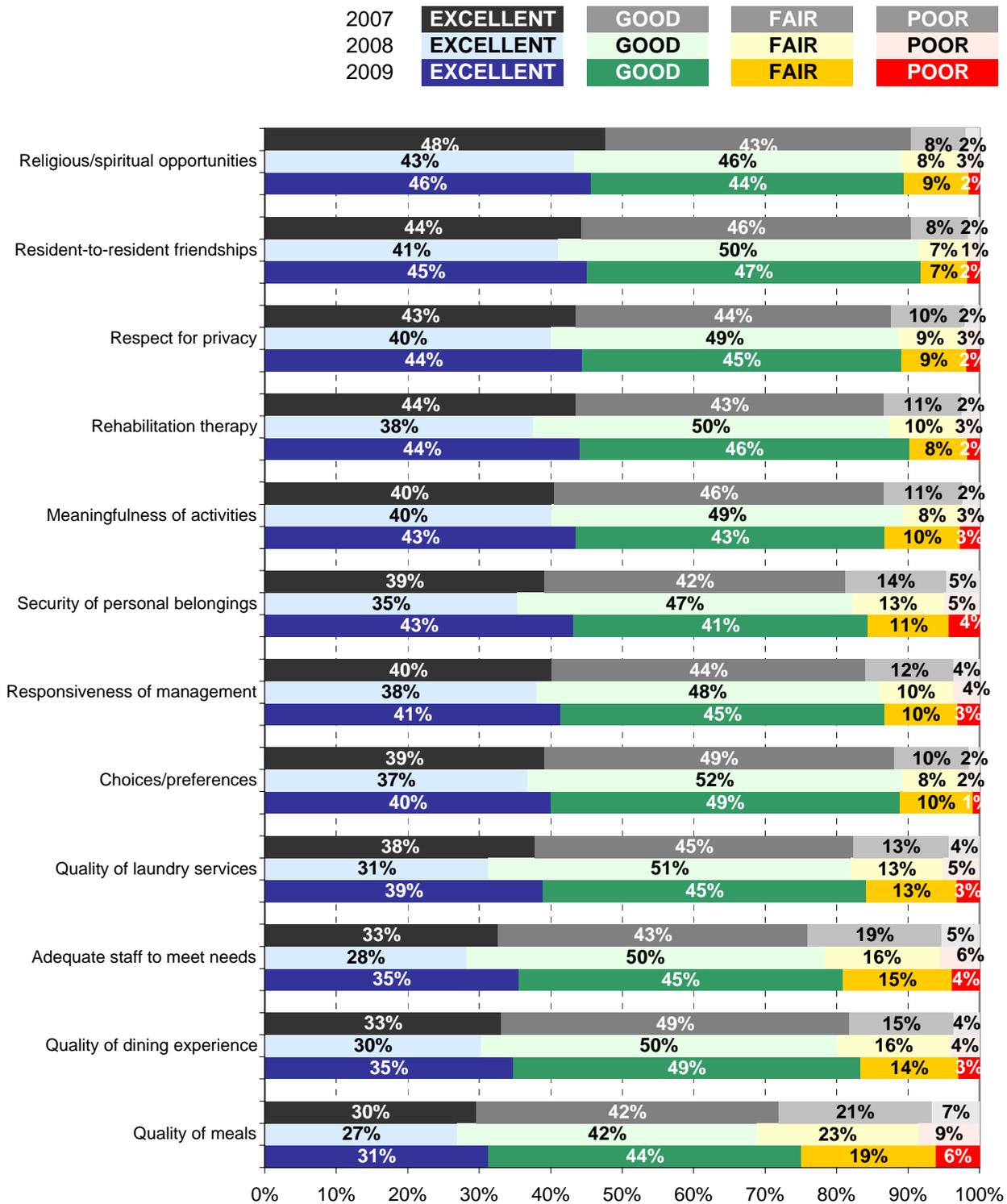
Items are ranked from highest to lowest on the percent of responses rated "Excellent" for the most recent year. (May not total 100% due to rounding.)

RHODE ISLAND

RESIDENT SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2007, 2008 AND 2009

CONTINUED



Items are ranked from highest to lowest on the percent of responses rated "Excellent" for the most recent year. (May not total 100% due to rounding.)

RHODE ISLAND

RESIDENT SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES FOR 2009

5

		2008	2007	2009 MIV
Recommendation to others		79	81	76
Overall satisfaction		79	80	75
QUALITY OF LIFE	Safety of facility	83	83	79
	Respectfulness of staff	80	81	77
	Resident-to-resident friendships	77	78	75
	Resident-to-staff friendships	77	77	75
	Religious/spiritual opportunities	77	79	74
	Respect for privacy	75	76	74
	Choices/preferences	74	75	71
	Meaningfulness of activities	76	75	72
	Security of personal belongings	71	72	69
	Quality of dining experience	69	70	65
QUALITY OF CARE	RN/LVN/LPN care	81	83	78
	Care (concern) of staff	79	80	76
	Commitment to family updates	78	79	75
	Competency of staff	77	78	74
	CNA/NA care	76	79	74
	Attention to resident grooming	75	76	72
	Rehabilitation therapy	74	76	75
	Adequate staff to meet needs	67	68	64
QUALITY OF SERVICE	Cleanliness of premises	81	82	77
	Responsiveness of management	73	74	70
	Quality of laundry services	69	72	69
	Quality of meals	62	65	61

RHODE ISLAND

RESIDENT SATISFACTION

AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2009

6

	Rhode Island	Rural	Suburban	Urban	
QUALITY OF LIFE	Recommendation to others	81	79	84	78
	Overall satisfaction	80	77	83	78
	Safety of facility	84	84	86	83
	Respectfulness of staff	82	82	84	80
	Resident-to-resident friendships	78	79	81	76
	Resident-to-staff friendships	78	77	80	77
	Religious/spiritual opportunities	78	78	80	76
	Respect for privacy	77	75	79	76
	Choices/preferences	76	76	78	74
	Meaningfulness of activities	76	76	79	73
	Security of personal belongings	74	73	77	72
	Quality of dining experience	72	72	76	67
	QUALITY OF CARE	RN/LVN/LPN care	82	82	84
Care (concern) of staff		81	81	83	79
Commitment to family updates		80	79	83	78
CNA/NA care		79	78	81	78
Attention to resident grooming		79	78	80	78
Competency of staff		79	79	81	78
Rehabilitation therapy		78	75	80	76
Adequate staff to meet needs		71	69	74	69
QUALITY OF SERVICE	Cleanliness of premises	83	83	85	81
	Responsiveness of management	75	72	79	72
	Quality of laundry services	73	71	77	71
	Quality of meals	67	68	70	63

All scores represent average scores across survey respondents. Each item was measured on a four-point scale:

Poor = 0 Fair = 33.3 Good = 66.7 Excellent = 100

Items are listed by domain as they appear in the survey. The shading in the Rural, Suburban and Urban columns reflects a comparison to the state average: Green = higher than the state average; yellow = same as the state average; red = lower than the state average.

RHODE ISLAND

RESIDENT SATISFACTION

DEMOGRAPHICS AND BACKGROUND INFORMATION FOR 2009

7

RESIDENT

Gender of resident		Age of resident	
Female	73%	19 or under	0%
Male	27%	20 to 29	0%
		30 to 39	0%
		40 to 49	1%
		50 to 59	5%
		60 to 69	9%
		70 to 79	17%
		80 to 89	41%
		90 or older	25%

FACILITY CHOICE

Homes visited		Reason for choosing		Length of stay	
None	44%	Convenient location	23%	Less than 1 month	1%
Only this one	24%	Good reputation	33%	1 to 3 months	6%
Two	21%	Doctor or hospital	19%	3 to 6 months	7%
Three	6%	Relative or friend	15%	6 months to 1 year	15%
Four	3%	Insurance requirement	1%	1 to 3 years	40%
Five or more	2%	Other reason	10%	3 or more years	31%

VISITOR

Person visiting most		How often visited	
Spouse	7%	Less than once a year	1%
Child	50%	Once a year	2%
Brother or sister	12%	Once every 3 months	4%
Grandchild	4%	Once a month or more	14%
Friend	12%	Once a week or more	52%
Another person	15%	Almost daily	26%

Assistance with survey

By myself	26%
With facility staff	42%
With family or friend	20%
With another resident	1%
With another person	11%

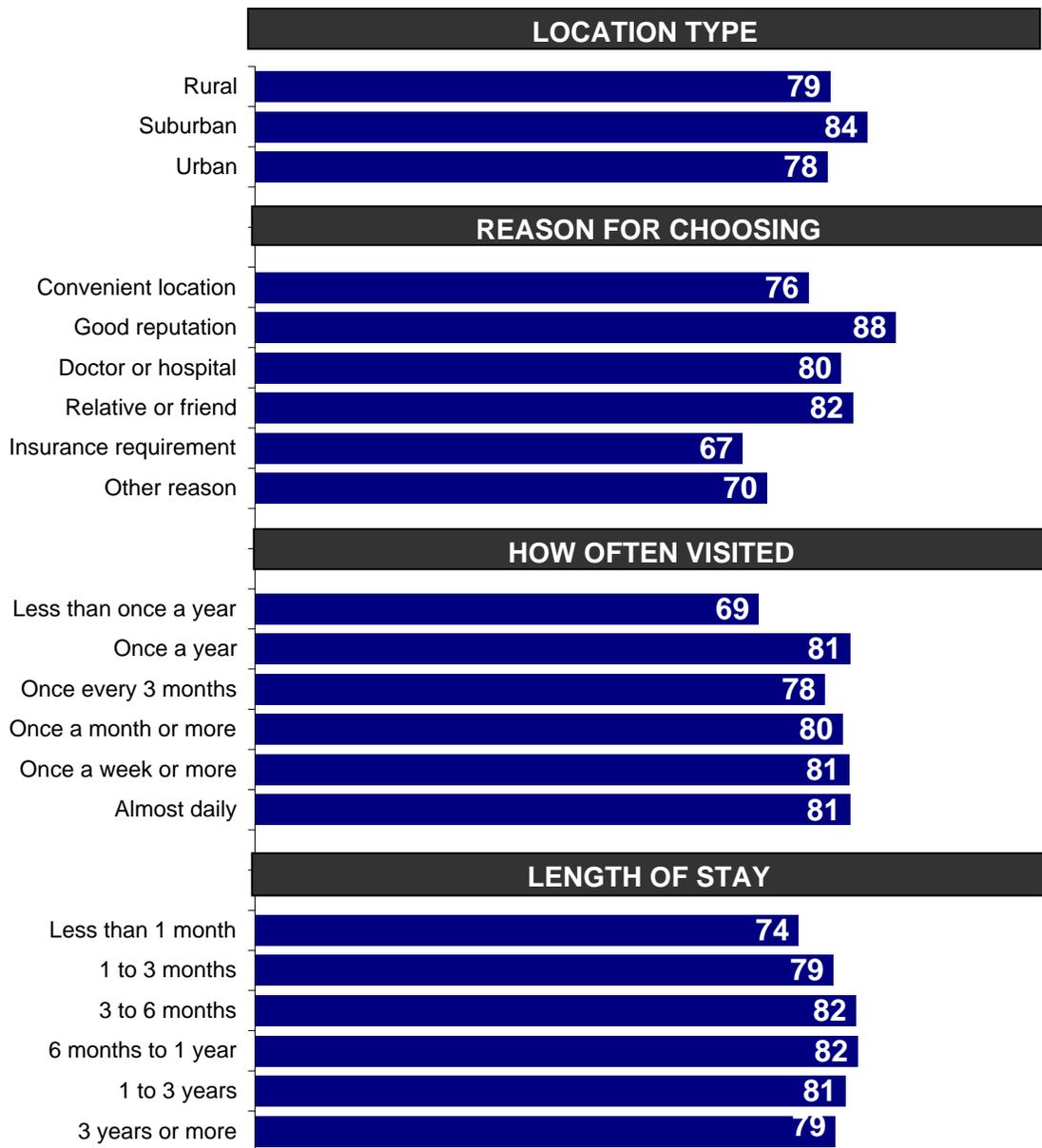
(May not total 100% due to rounding.)

RHODE ISLAND

RESIDENT SATISFACTION

AVERAGE SCORES FOR "RECOMMENDATION TO OTHERS" BY DEMOGRAPHICS FOR 2009

8



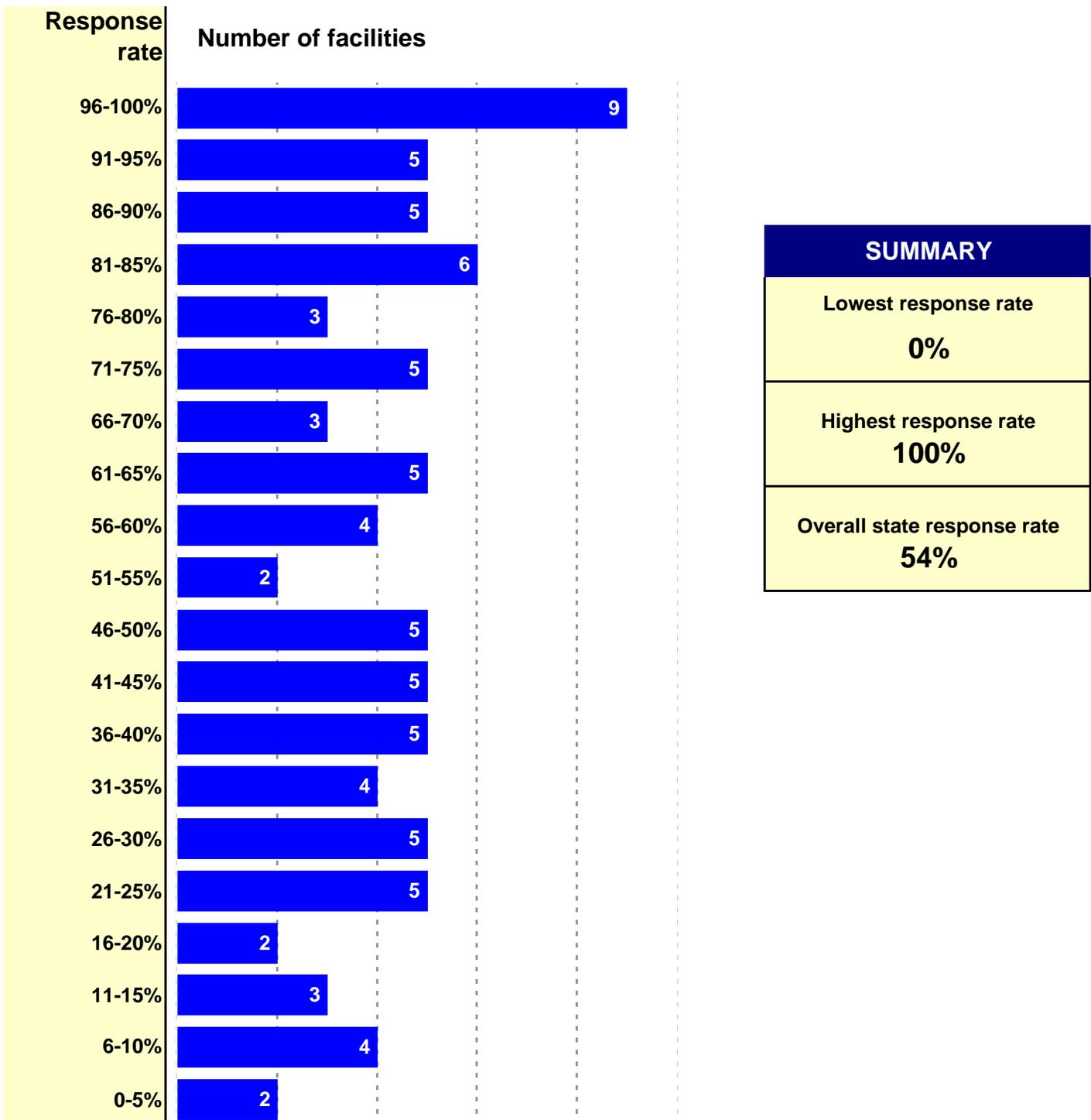
RHODE ISLAND

RESIDENT SATISFACTION

DISTRIBUTION OF RESPONSE RATES FOR 2009

9

Results are for 87 participating facilities.



RHODE ISLAND

RESIDENT SATISFACTION

SKILLED NURSING RESIDENT SATISFACTION SURVEY REFERENCE

ITEM NUMBER/LABEL	ORIGINAL SURVEY STATEMENT
GLOBAL SATISFACTION DOMAIN	
23 Overall satisfaction	How would you rate your overall satisfaction with this facility?
24 Recommendation to others	What is your recommendation of this facility to others?
QUALITY OF LIFE DOMAIN Rate this facility on ...	
1 Choices/preferences	Meeting your choices and preferences
2 Respectfulness of staff	The respect shown to you by staff
3 Respect for privacy	Meeting your need for privacy
4 Resident-to-resident friendships	Offering you opportunities for friendships with other residents
5 Resident-to-staff friendships	Offering you opportunities for friendships with staff
6 Meaningfulness of activities	Offering you meaningful activities
7 Religious/spiritual opportunities	Meeting your religious and spiritual needs
17 Safety of facility	How safe it is for you
18 Security of personal belongings	The security of your personal belongings
21 Quality of dining experience	How enjoyable your dining experience is
QUALITY OF CARE DOMAIN Rate this facility on ...	
8 RN/LVN/LPN care	The quality of care provided by the nurses (RNs/LVNs/LPNs)
9 CNA/NA care	The quality of care provided by the nursing assistants (CNAs/NAs)
10 Rehabilitation therapy	The quality of rehabilitation therapy (occupational, physical, speech)
11 Adequate staff to meet needs	Providing an adequate number of nursing staff to meet care needs
12 Attention to resident grooming	Meeting your grooming needs
13 Commitment to family updates	Keeping you and your family informed about you
14 Competency of staff	The competency of staff
15 Care (concern) of staff	The staff's care and concern for you
QUALITY OF SERVICE DOMAIN Rate this facility on ...	
16 Responsiveness of management	Management's responsiveness to your suggestions and concerns
19 Cleanliness of premises	The cleanliness of your room and surroundings
20 Quality of meals	The quality of the meals
22 Quality of laundry services	The quality of laundry services
DEMOGRAPHICS AND BACKGROUND INFORMATION	
25 Length of stay	How long have you lived at this facility?
26 Person visiting most	Who visits you most often?
27 How often visited	How often does this person visit the you?
28 Homes visited	How many nursing homes did you (or your family) visit before choosing this facility?
29 Reason for choosing	What is the most important reason you (or your family) chose this facility?
30 Gender of resident	What is your gender?
31 Age of resident	What is your age?
32 Assistance with survey	How is this survey being completed?

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FAMILY SATISFACTION

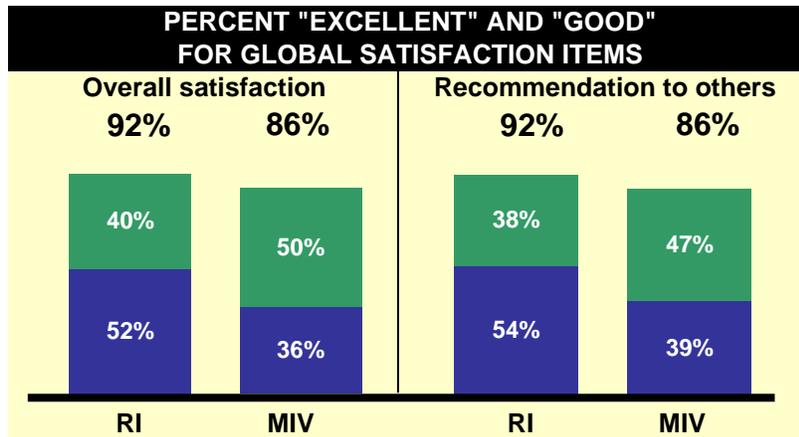
	2009	2008	2007
RESPONSE RATE	43%	37%	43%
FACILITIES SURVEYED	90	90	89
SURVEYS RECEIVED	2,172	2,059	2,042



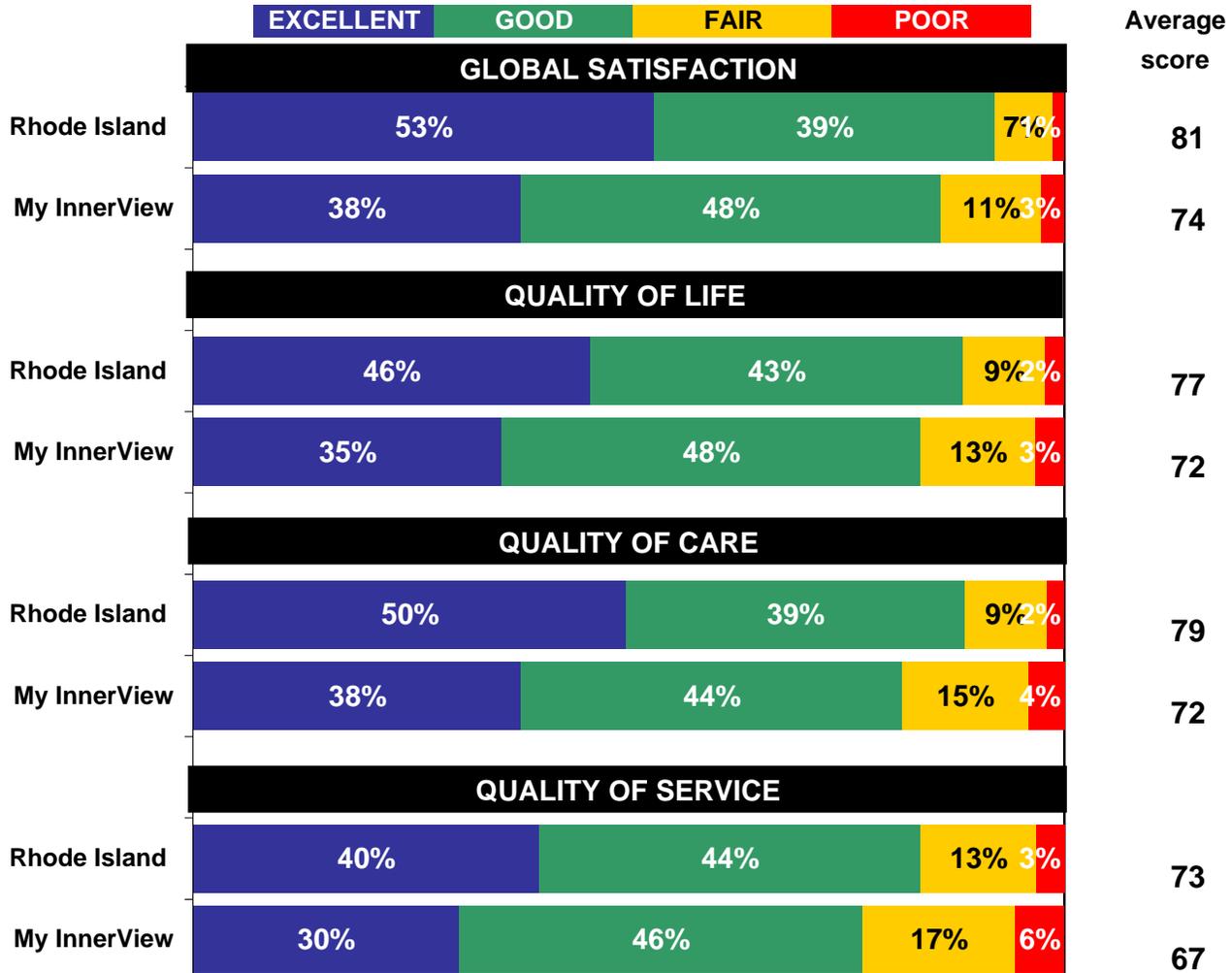
RHODE ISLAND

FAMILY SATISFACTION

GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2009



(The total percentage listed may be higher or lower than individual rating totals due to rounding.)



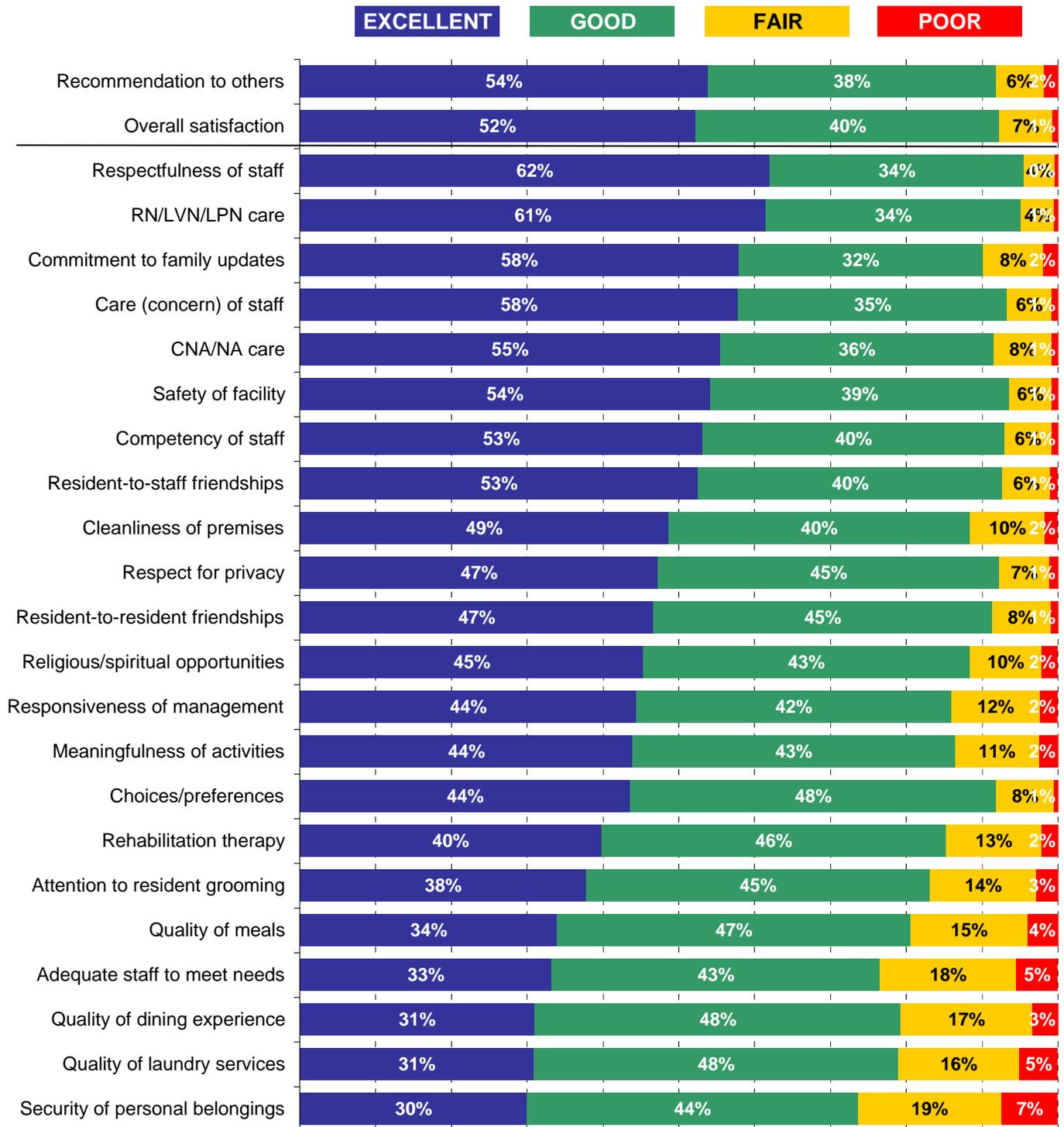
(May not total 100% due to rounding.)

RHODE ISLAND

FAMILY SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2009

2



Items are ranked from highest to lowest on the percent of responses rated "Excellent." The percentages reflect averages across survey respondents. (May not total 100% due to rounding.) See chart 4 for comparison to prior years.

RHODE ISLAND

FAMILY SATISFACTION

QUADRANT ANALYSIS: STRENGTHS AND OPPORTUNITIES

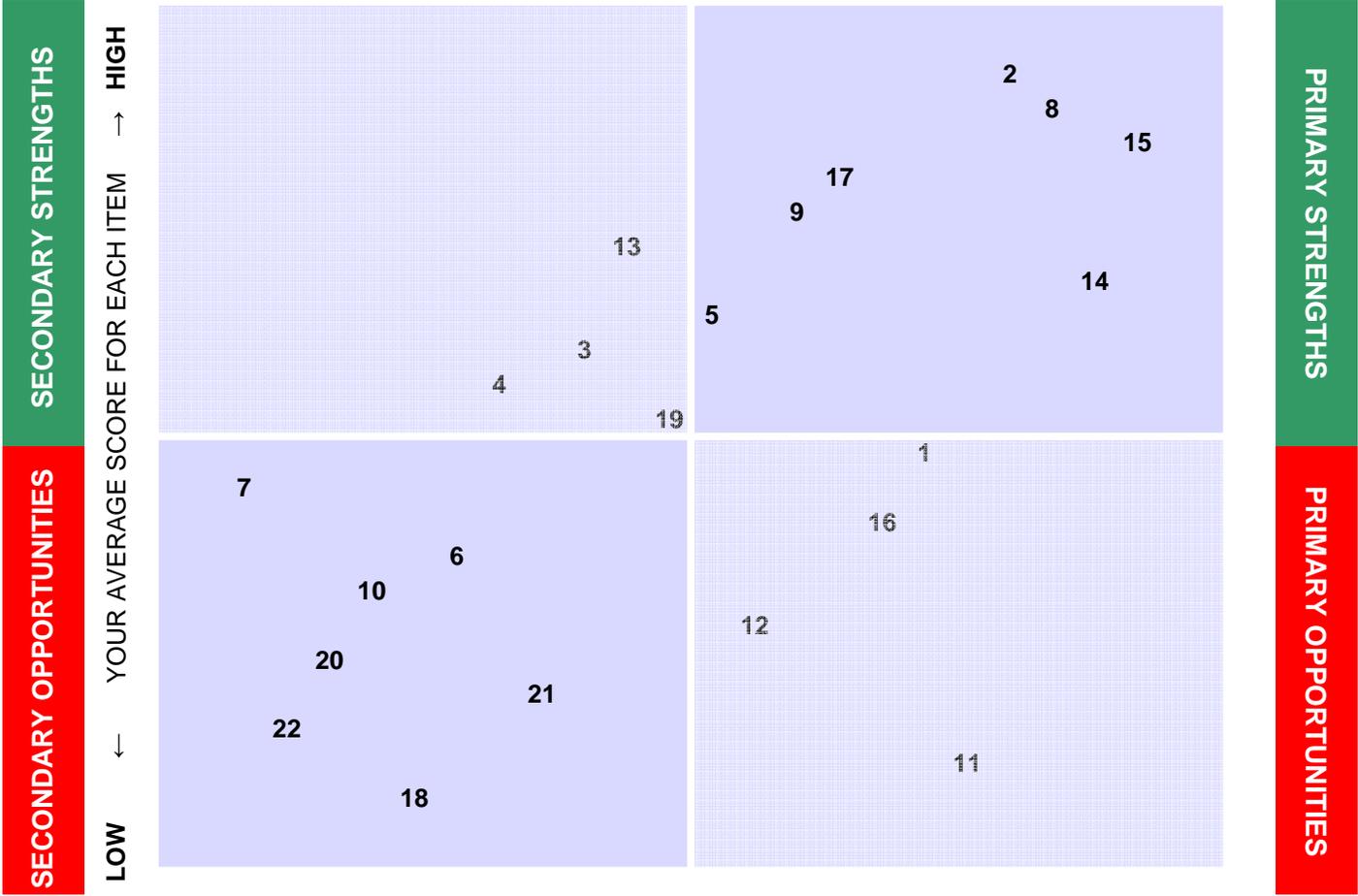
3

A

Quadrant A shows items of *lower* importance to "Recommendation" with a *higher* average score

Quadrant B shows items of *higher* importance to "Recommendation" with a *higher* average score

B



C

LOW ← IMPORTANCE TO RECOMMEND THIS FACILITY TO OTHERS → HIGH

Quadrant C shows items of *lower* importance to "Recommendation" with a *lower* average score

Quadrant D shows items of *higher* importance to "Recommendation" with a *lower* average score

D

The quadrant analysis plots the percentile rank of the average score on the satisfaction items against the percentile rank of the average "importance" score of each item and the question **What is your recommendation of this facility to others?** Items in the lower right quadrant are those that are most important to "Recommendation" but received the lowest scores.

See actual satisfaction items and report labels at end of section

RHODE ISLAND



SECONDARY STRENGTHS

Items with average scores above the midline but not as important to "Recommendation"

- 19 Cleanliness of premises
- 3 Respect for privacy
- 4 Resident-to-resident friendships
- 13 Commitment to family updates



PRIMARY STRENGTHS

Items with average scores above the midline and more important to "Recommendation"

- 14 Competency of staff
- 15 Care (concern) of staff
- 8 RN/LVN/LPN care
- 5 Resident-to-staff friendships
- 2 Respectfulness of staff
- 9 CNA/NA care
- 17 Safety of facility



SECONDARY OPPORTUNITIES

Items with average scores below the midline but not as important to "Recommendation"

- 18 Security of personal belongings
- 21 Quality of dining experience
- 22 Quality of laundry services
- 6 Meaningfulness of activities
- 20 Quality of meals
- 10 Rehabilitation therapy
- 7 Religious/spiritual opportunities



PRIMARY OPPORTUNITIES

Items with average scores below the midline and more important to "Recommendation"

These are areas that represent a good opportunity for improvement.

PRIORITY ACTION AGENDA™

The top FIVE items in Quadrant D (*Primary Opportunities*) comprise your Priority Action Agenda and provide a focus for improving willingness to recommend your facility to others.

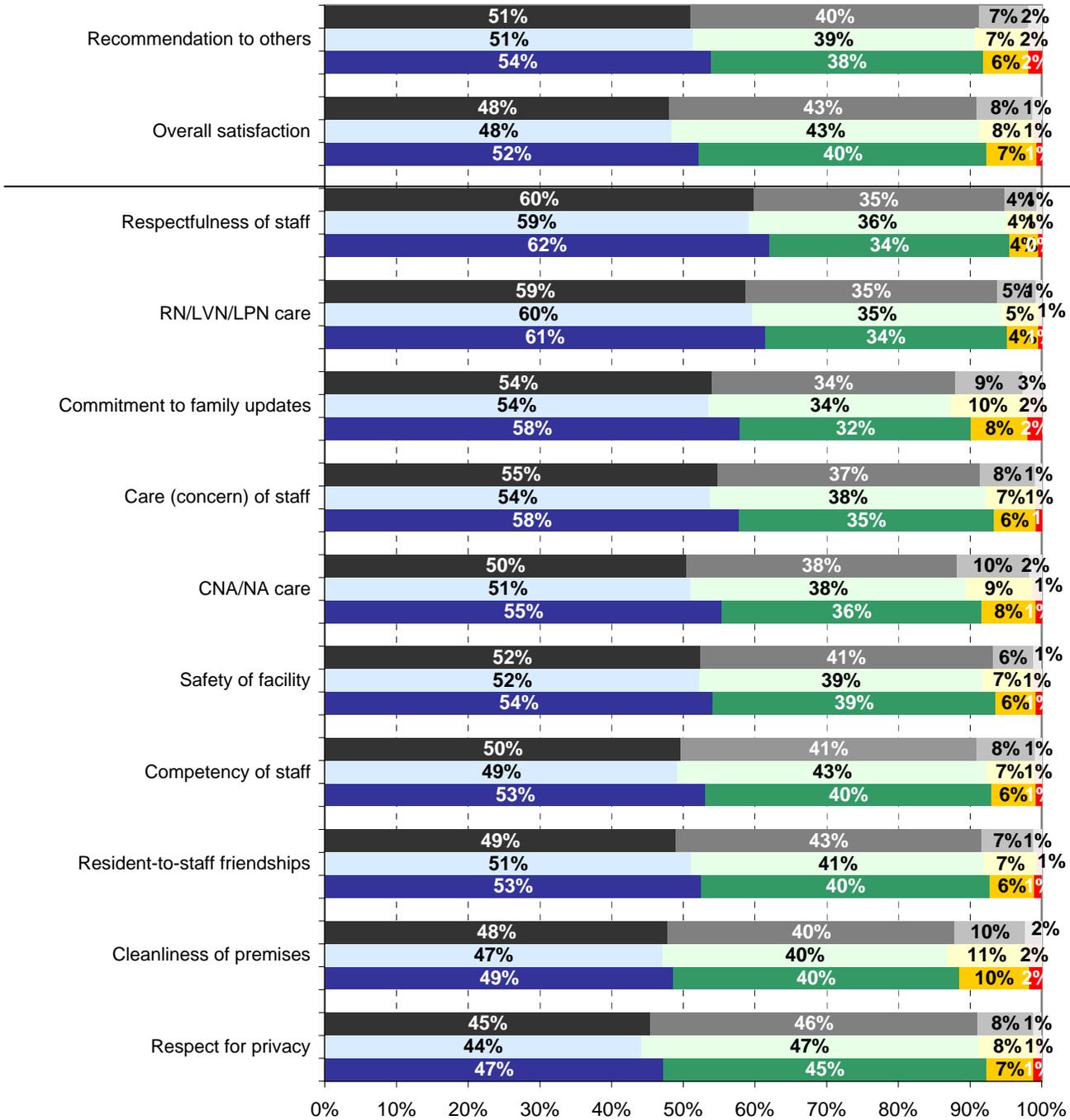
If Quadrant D has less than five items, the Priority Action Agenda will list only those items in the quadrant.

- 11 Adequate staff to meet needs**
- 16 Responsiveness of management**
- 12 Attention to resident grooming**
- 1 Choices/preferences**

FAMILY SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2007, 2008 AND 2009

Year	EXCELLENT	GOOD	FAIR	POOR
2007	EXCELLENT	GOOD	FAIR	POOR
2008	EXCELLENT	GOOD	FAIR	POOR
2009	EXCELLENT	GOOD	FAIR	POOR



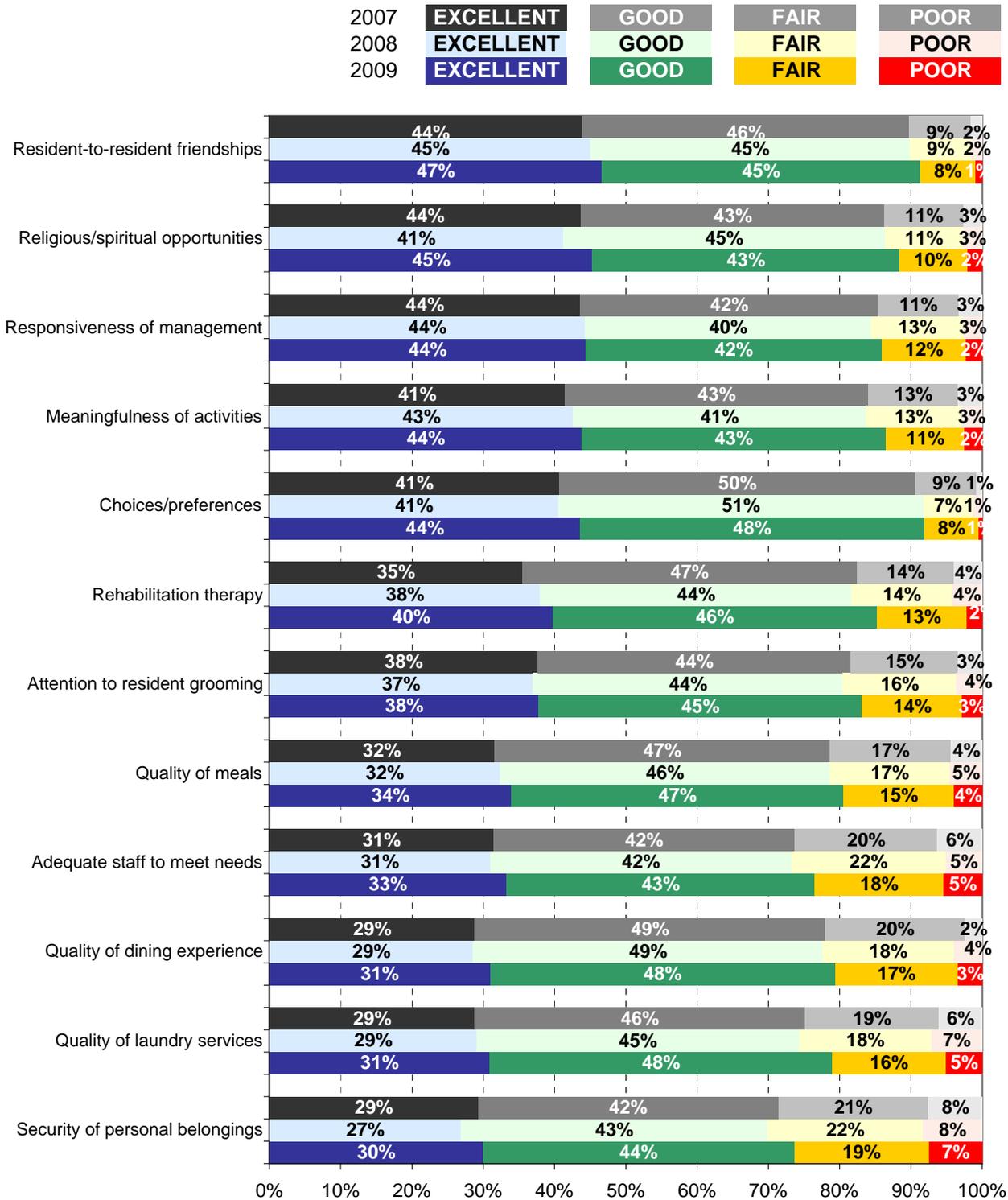
Items are ranked from highest to lowest on the percent of responses rated "Excellent" for the most recent year. (May not total 100% due to rounding.)

RHODE ISLAND

FAMILY SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2007, 2008 AND 2009

CONTINUED



Items are ranked from highest to lowest on the percent of responses rated "Excellent" for the most recent year. (May not total 100% due to rounding.)

RHODE ISLAND

FAMILY SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES FOR 2009

5

		2008	2007	2009 MIV
Recommendation to others		81	80	74
Overall satisfaction		81	79	73
QUALITY OF LIFE	Respectfulness of staff	86	84	79
	Safety of facility	82	81	76
	Resident-to-staff friendships	81	81	76
	Respect for privacy	79	78	74
	Resident-to-resident friendships	79	78	74
	Choices/preferences	78	77	72
	Religious/spiritual opportunities	77	75	73
	Meaningfulness of activities	76	74	71
	Quality of dining experience	69	67	63
	Security of personal belongings	65	63	60
QUALITY OF CARE	RN/LVN/LPN care	85	84	78
	Care (concern) of staff	83	82	76
	CNA/NA care	82	80	73
	Commitment to family updates	82	79	77
	Competency of staff	82	80	75
	Rehabilitation therapy	74	72	72
	Attention to resident grooming	73	71	63
	Adequate staff to meet needs	68	66	60
QUALITY OF SERVICE	Cleanliness of premises	78	77	71
	Responsiveness of management	76	75	70
	Quality of meals	70	69	64
	Quality of laundry services	68	65	63

RHODE ISLAND

FAMILY SATISFACTION

AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2009

6

	Rhode Island	Rural	Suburban	Urban
Overall satisfaction	81	82	83	79
Recommendation to others	81	82	83	78
QUALITY OF LIFE				
Respectfulness of staff	86	86	87	84
Safety of facility	82	83	84	79
Resident-to-staff friendships	81	81	82	80
Respect for privacy	79	79	81	78
Resident-to-resident friendships	79	80	80	77
Choices/preferences	78	77	80	77
Religious/spiritual opportunities	77	79	78	74
Meaningfulness of activities	76	75	77	75
Quality of dining experience	69	69	71	66
Security of personal belongings	65	65	67	63
QUALITY OF CARE				
RN/LVN/LPN care	85	85	87	84
Care (concern) of staff	83	84	85	81
CNA/NA care	82	82	83	80
Commitment to family updates	82	82	83	81
Competency of staff	82	82	82	80
Rehabilitation therapy	74	73	76	73
Attention to resident grooming	73	72	74	72
Adequate staff to meet needs	68	68	69	67
QUALITY OF SERVICE				
Cleanliness of premises	78	80	80	75
Responsiveness of management	76	76	78	73
Quality of meals	70	71	72	67
Quality of laundry services	68	68	70	66

All scores represent average scores across survey respondents. Each item was measured on a four-point scale:

Poor = 0 Fair = 33.3 Good = 66.7 Excellent = 100

Items are listed by domain as they appear in the survey. The shading in the Rural, Suburban and Urban columns reflects a comparison to the state average: Green = higher than the state average; yellow = same as the state average; red = lower than the state average.

RHODE ISLAND

FAMILY SATISFACTION

DEMOGRAPHICS AND BACKGROUND INFORMATION FOR 2009

7

RESIDENT

Gender of resident		Age of resident	
Female	78%	19 or under	0%
Male	22%	20 to 29	0%
		30 to 39	0%
		40 to 49	0%
		50 to 59	2%
		60 to 69	4%
		70 to 79	11%
		80 to 89	45%
		90 or older	38%

FACILITY CHOICE

Homes visited		Reason for choosing		Length of stay	
None	31%	Convenient location	26%	Less than 1 month	1%
Only this one	13%	Good reputation	39%	1 to 3 months	4%
Two	25%	Doctor or hospital	11%	3 to 6 months	6%
Three	18%	Relative or friend	11%	6 months to 1 year	16%
Four	7%	Insurance requirement	1%	1 to 3 years	36%
Five or more	5%	Other reason	12%	3 or more years	38%

SURVEY RESPONDENT

Relationship to resident	
Spouse	11%
Child	64%
Brother or sister	7%
Grandchild	1%
Friend	3%
Other relationship	14%

VISITOR

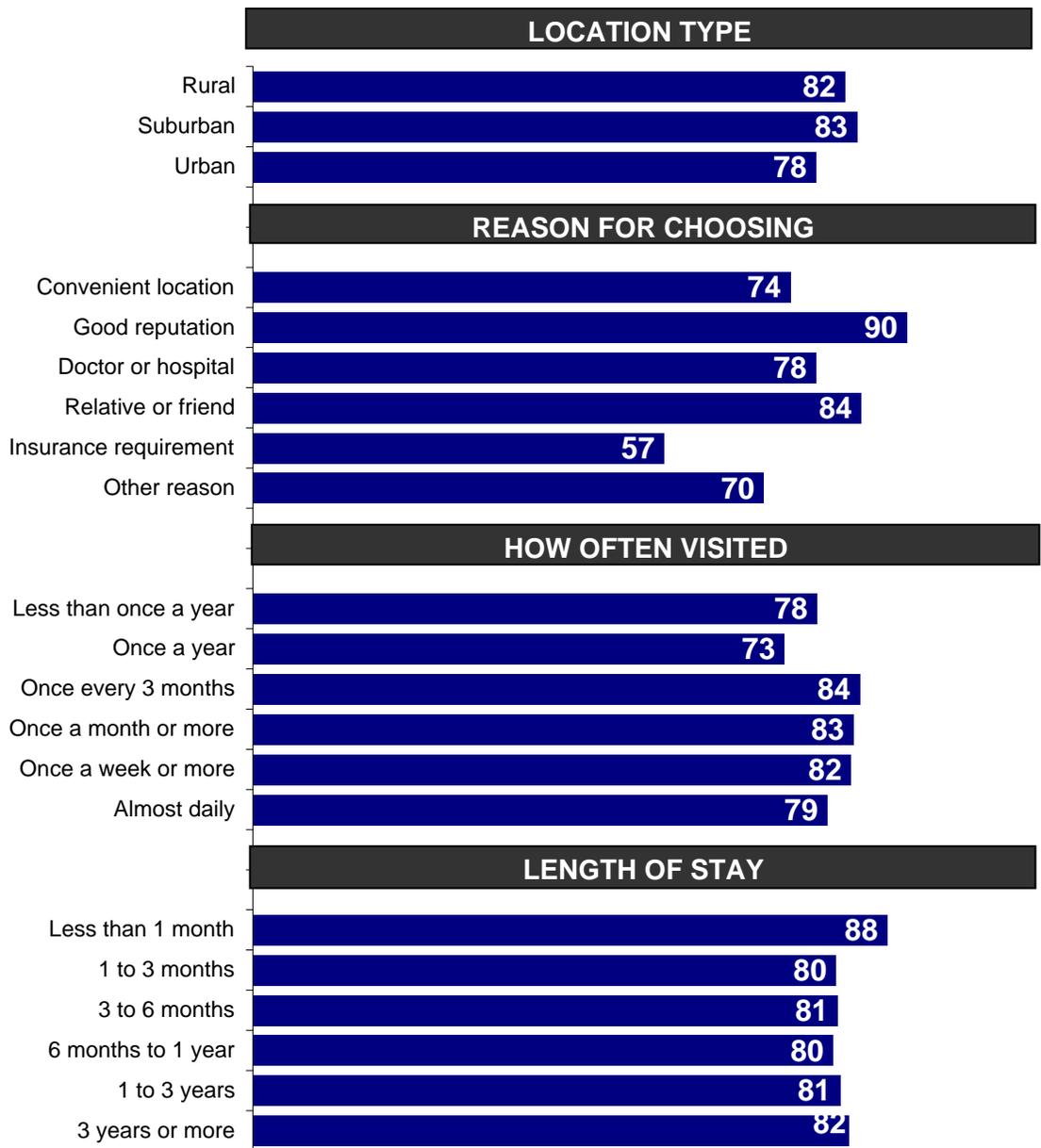
Person visiting most		How often visited	
Spouse	14%	Less than once a year	0%
Child	61%	Once a year	1%
Brother or sister	9%	Once every 3 months	2%
Grandchild	1%	Once a month or more	10%
Friend	4%	Once a week or more	50%
Another person	11%	Almost daily	37%

(May not total 100% due to rounding.)

RHODE ISLAND

FAMILY SATISFACTION

AVERAGE SCORES FOR "RECOMMENDATION TO OTHERS" BY DEMOGRAPHICS FOR 2009

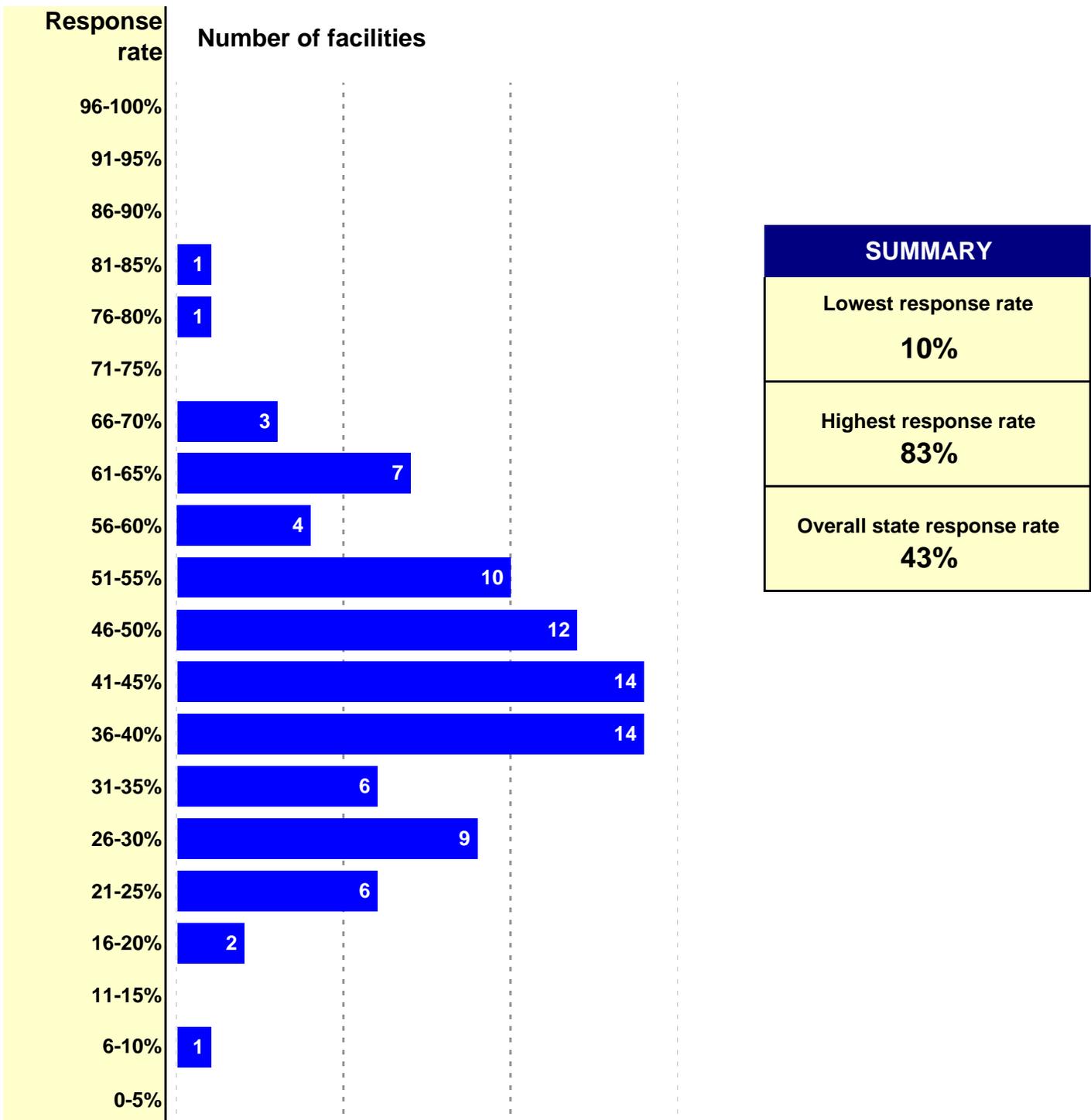


FAMILY SATISFACTION

DISTRIBUTION OF RESPONSE RATES FOR 2009

9

Results are for 90 participating facilities.



RHODE ISLAND

FAMILY SATISFACTION

SKILLED NURSING FAMILY SATISFACTION SURVEY REFERENCE

ITEM NUMBER/LABEL	ORIGINAL SURVEY STATEMENT
GLOBAL SATISFACTION DOMAIN	
23 Overall satisfaction	How would you rate your overall satisfaction with this facility?
24 Recommendation to others	What is your recommendation of this facility to others?
QUALITY OF LIFE DOMAIN	
	Rate this facility on ...
1 Choices/preferences	Meeting the resident's/patient's choices and preferences
2 Respectfulness of staff	The respect shown to the resident/patient by staff
3 Respect for privacy	Meeting the resident's/patient's need for privacy
4 Resident-to-resident friendships	Offering the resident/patient opportunities for friendships
5 Resident-to-staff friendships	Offering the resident/patient opportunities for friendships with staff
6 Meaningfulness of activities	Offering the resident/patient meaningful activities
7 Religious/spiritual opportunities	Meeting the resident's/patient's religious and spiritual needs
17 Safety of facility	How safe it is for the resident/patient
18 Security of personal belongings	The security of the resident's/patient's personal belongings
21 Quality of dining experience	How enjoyable the dining experience is for the resident/patient
QUALITY OF CARE DOMAIN	
	Rate this facility on ...
8 RN/LVN/LPN care	The quality of care provided by the nurses (RNs/LVNs/LPNs)
9 CNA/NA care	The quality of care provided by the nursing assistants (CNAs/NAs)
10 Rehabilitation therapy	The quality of rehabilitation therapy (occupational, physical, speech)
11 Adequate staff to meet needs	Providing an adequate number of nursing staff to meet care needs
12 Attention to resident grooming	Meeting the resident's/patient's need for grooming
13 Commitment to family updates	Keeping you and your family informed about the resident/patient
14 Competency of staff	The competency of staff
15 Care (concern) of staff	The staff's care and concern for the resident/patient
QUALITY OF SERVICE DOMAIN	
	Rate this facility on ...
16 Responsiveness of management	Management's responsiveness to your suggestions and concerns
19 Cleanliness of premises	The cleanliness of the room and surroundings
20 Quality of meals	The quality of the meals
22 Quality of laundry services	The quality of laundry services
DEMOGRAPHICS AND BACKGROUND INFORMATION	
25 Length of stay	How long has the resident/patient lived at this facility?
26 Person visiting most	Who visits the resident/patient most often?
27 How often visited	How often does this person visit the resident/patient?
28 Homes visited	How many nursing homes did you (or your family) visit before choosing this facility?
29 Reason for choosing	What is the most important reason you (or your family) chose this facility?
30 Gender of resident	What is the resident's/patient's gender?
31 Age of resident	What is the resident's/patient's age?
32 Relationship to resident	What is your relationship to the resident/patient?

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EMPLOYEE SATISFACTION

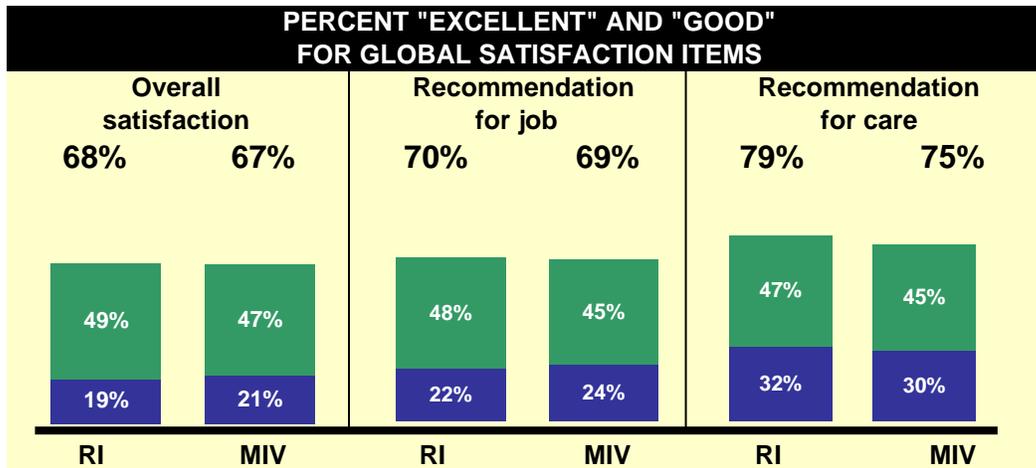
	2009	2008	2007
RESPONSE RATE	40%	62%	51%
FACILITIES SURVEYED	37	9	14
SURVEYS RECEIVED	1,781	625	871



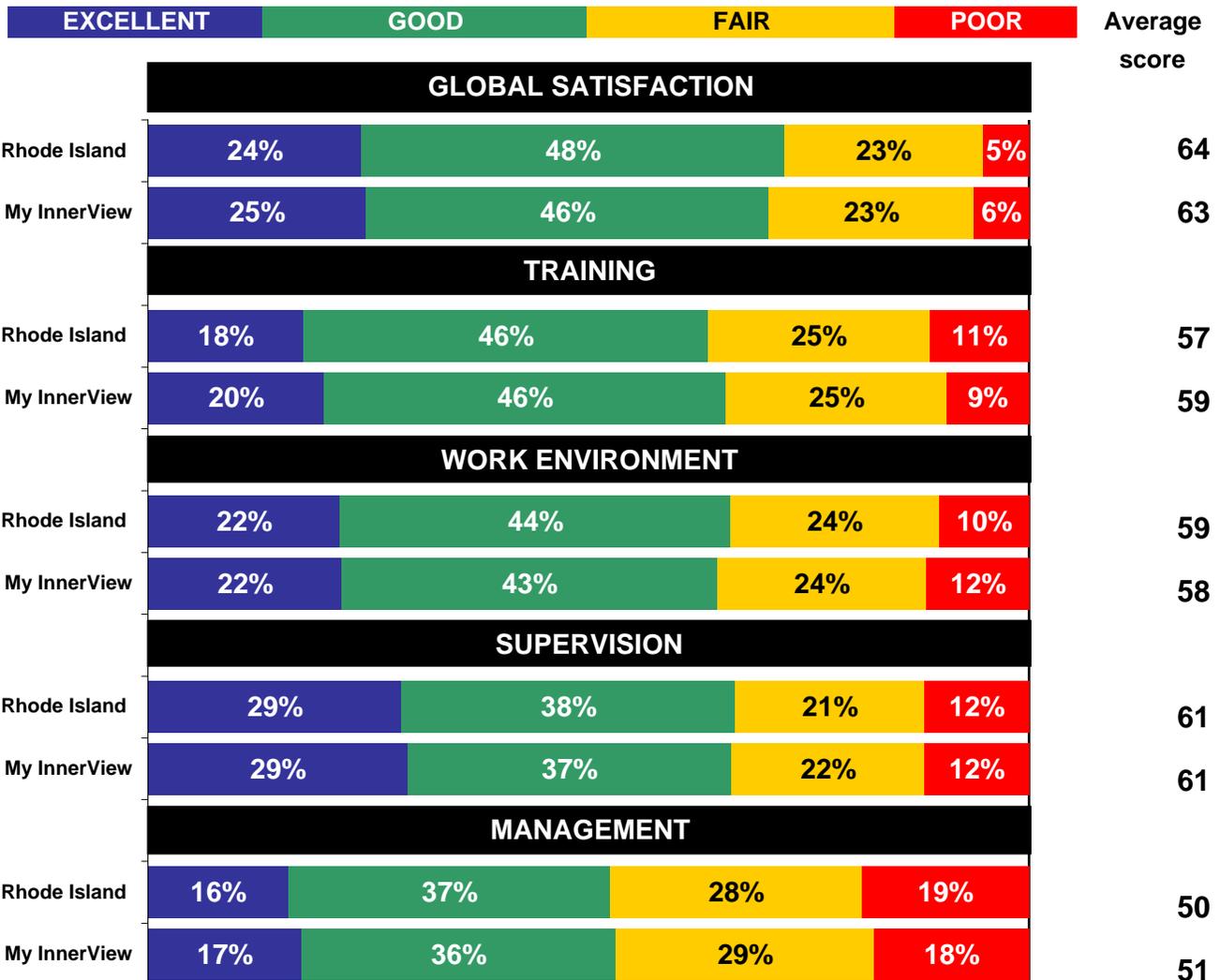
RHODE ISLAND

EMPLOYEE SATISFACTION

GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2009



(The total percentage listed may be higher or lower than individual rating totals due to rounding.)



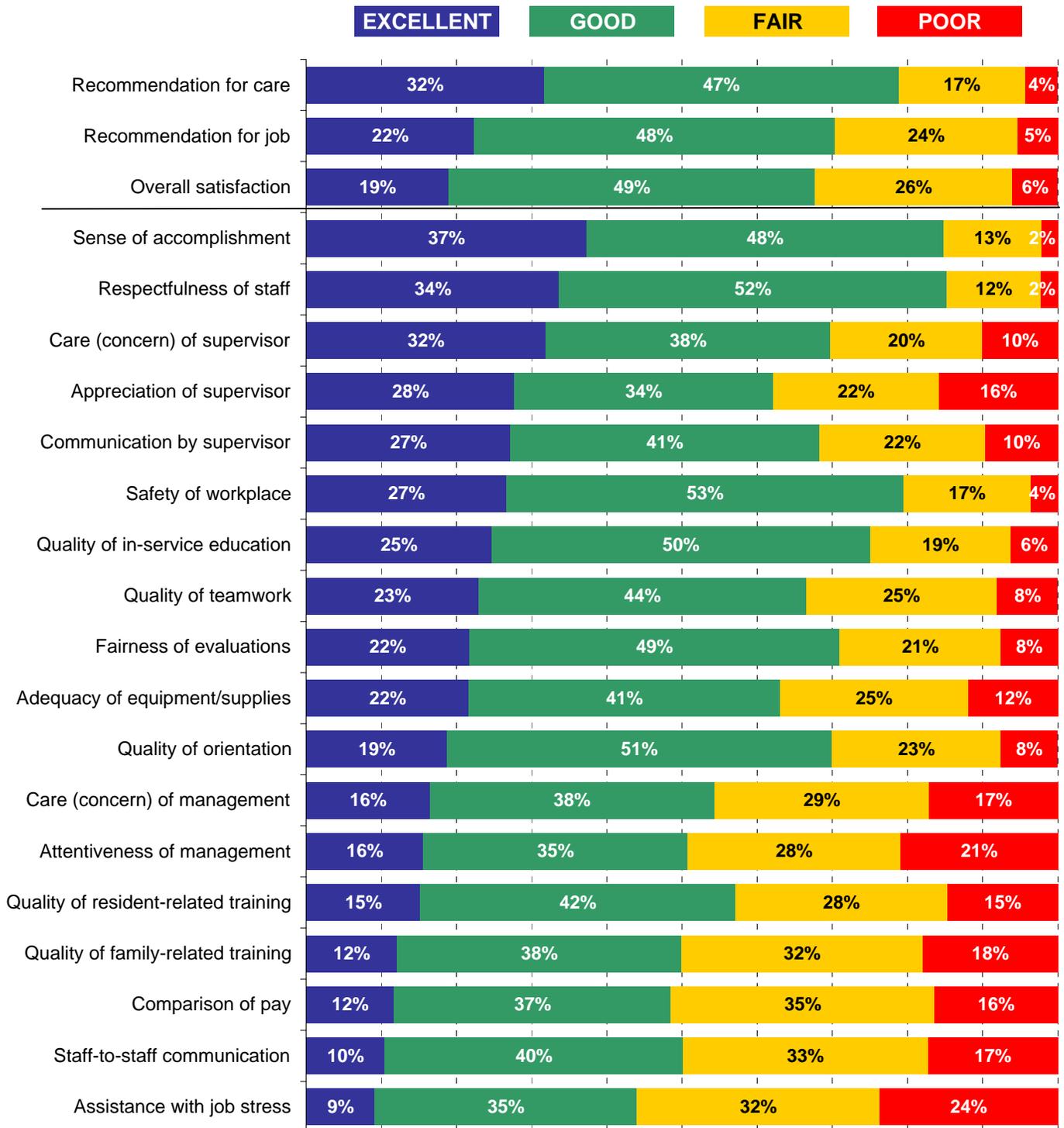
(May not total 100% due to rounding.)

RHODE ISLAND

EMPLOYEE SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2009

2



Items are ranked from highest to lowest on the percent of responses rated "Excellent." The percentages reflect averages across facilities. (May not total 100% due to rounding.) See chart 4 for comparison to prior years.

RHODE ISLAND

EMPLOYEE SATISFACTION

QUADRANT ANALYSIS: STRENGTHS AND OPPORTUNITIES

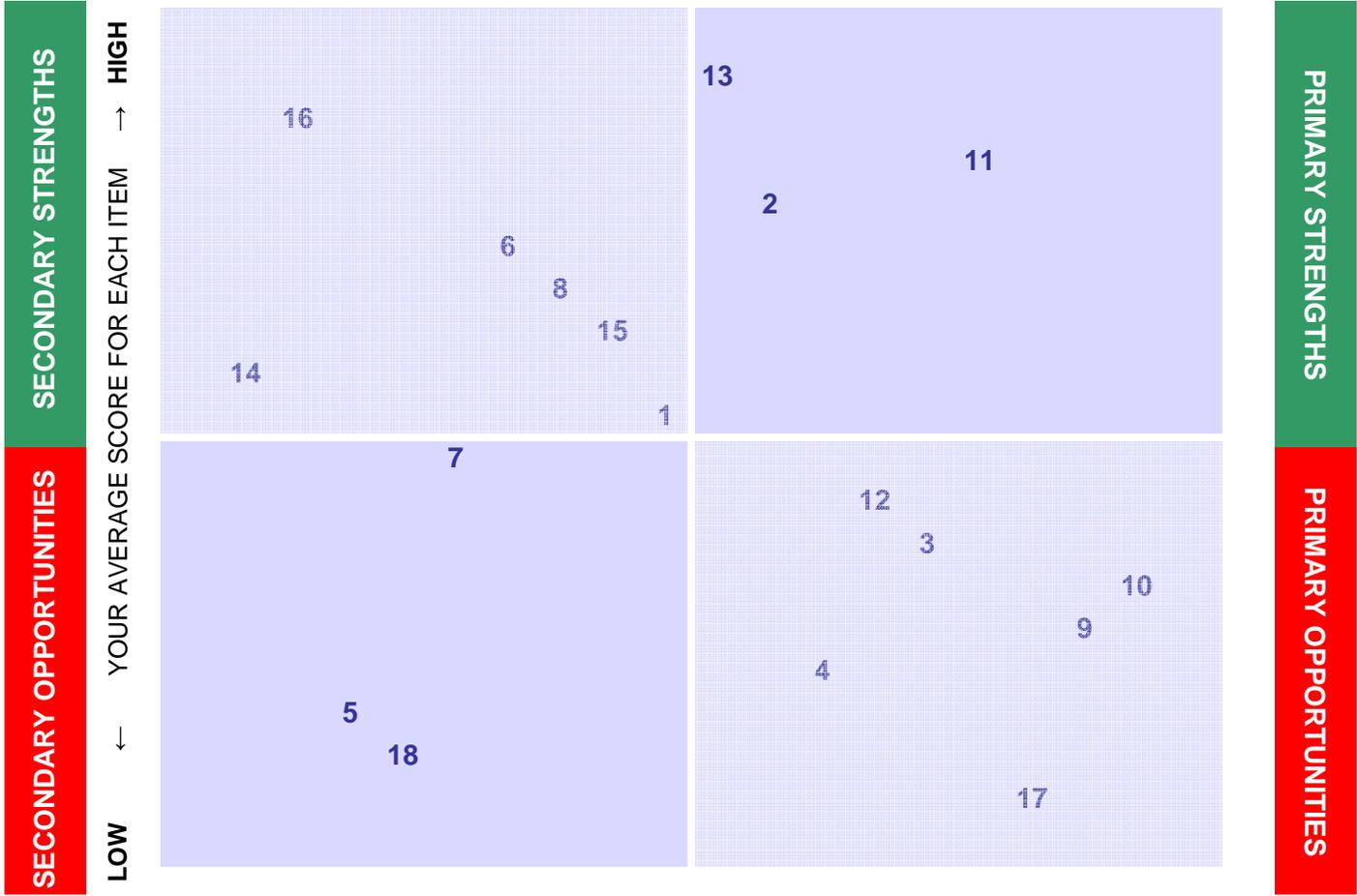
3

A

Quadrant A shows items of *lower* importance to "Recommendation" with a *higher* average score

Quadrant B shows items of *higher* importance to "Recommendation" with a *higher* average score

B



C

LOW ← IMPORTANCE TO RECOMMEND FOR JOB → HIGH

D

Quadrant C shows items of *lower* importance to "Recommendation" with a *lower* average score

Quadrant D shows items of *higher* importance to "Recommendation" with a *lower* average score

The quadrant analysis plots the percentile rank of the average score on the satisfaction items against the percentile rank of the average "importance" score of each item and the question **What is your recommendation of this facility as a place to work?** Items in the lower right quadrant are those that are most important to "Recommendation" but received the lowest scores.

See actual satisfaction items and report labels at end of section

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SECONDARY STRENGTHS

Items with average scores above the midline but not as important to "Recommendation"

- 1 Quality of orientation
- 15 Fairness of evaluations
- 8 Communication by supervisor
- 6 Care (concern) of supervisor
- 14 Quality of teamwork
- 16 Respectfulness of staff



PRIMARY STRENGTHS

Items with average scores above the midline and more important to "Recommendation"

- 11 Safety of workplace
- 2 Quality of in-service education
- 13 Sense of accomplishment



SECONDARY OPPORTUNITIES

Items with average scores below the midline but not as important to "Recommendation"

- 18 Staff-to-staff communication
- 5 Comparison of pay
- 7 Appreciation of supervisor



PRIMARY OPPORTUNITIES

Items with average scores below the midline and more important to "Recommendation"

These are areas that represent a good opportunity for improvement.

PRIORITY ACTION AGENDA TM

The top FIVE items in Quadrant D (*Primary Opportunities*) comprise your Priority Action Agenda and provide a focus for improving willingness to recommend this facility as a place to work.

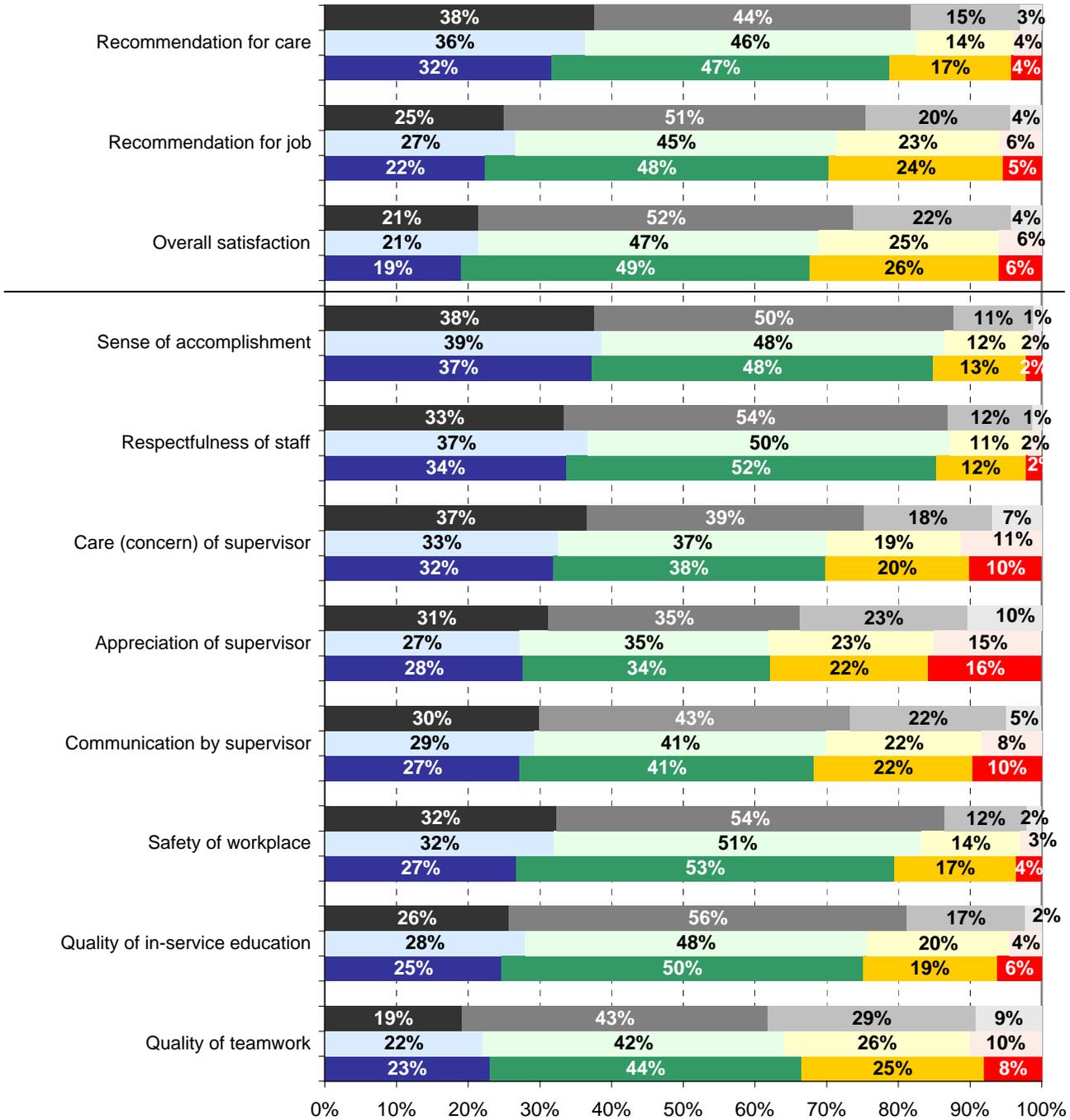
If Quadrant D has less than five items, the Priority Action Agenda will list only those items in the quadrant.

- 17 Assistance with job stress
- 9 Attentiveness of management
- 10 Care (concern) of management
- 4 Quality of family-related training
- 3 Quality of resident-related training
- 12 Adequacy of equipment/supplies

EMPLOYEE SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2007, 2008 AND 2009

2007	EXCELLENT	GOOD	FAIR	POOR
2008	EXCELLENT	GOOD	FAIR	POOR
2009	EXCELLENT	GOOD	FAIR	POOR



Items are ranked from highest to lowest on the percent of responses rated "Excellent" for the most recent year. (May not total 100% due to rounding.)

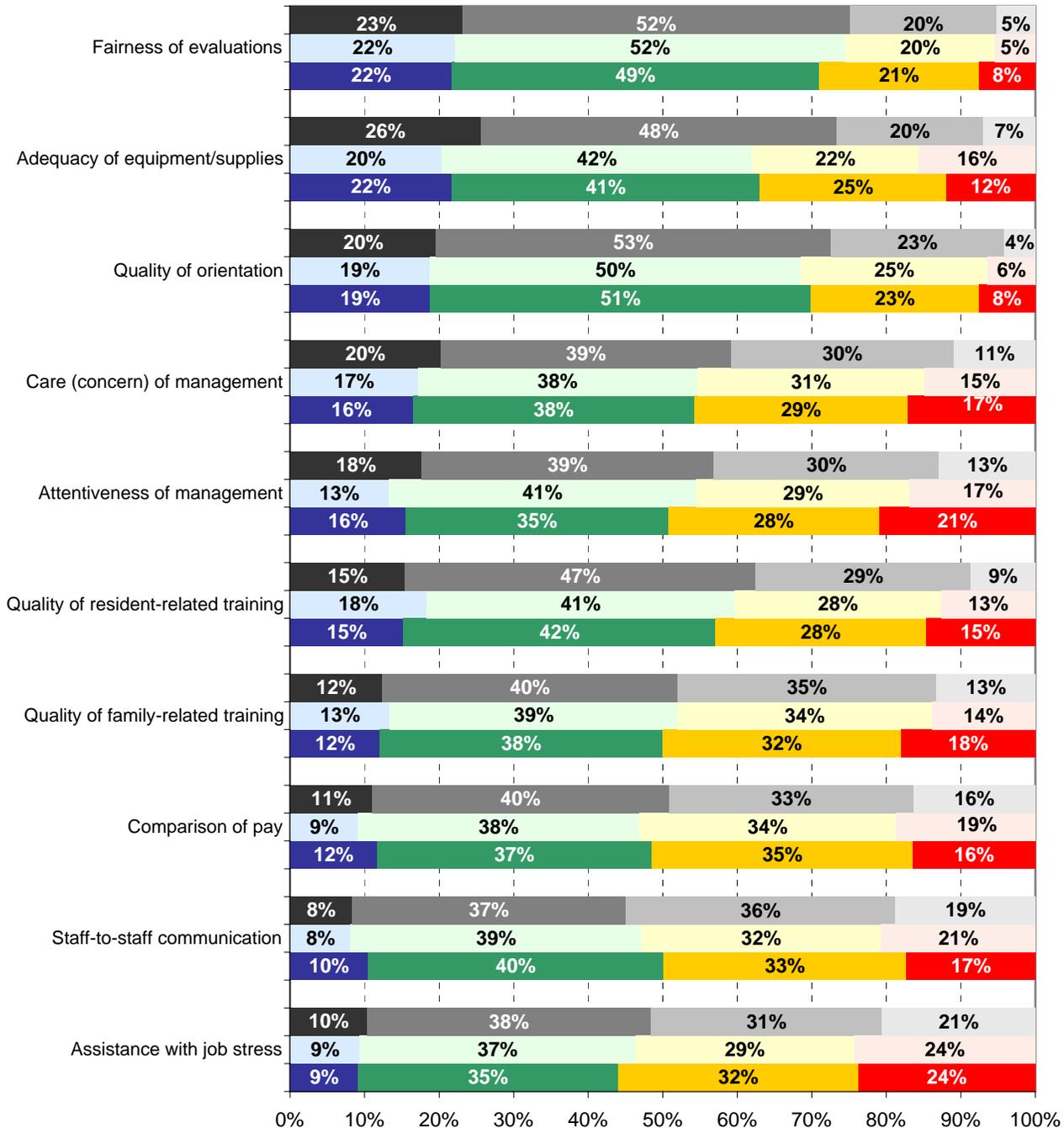
RHODE ISLAND

EMPLOYEE SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2007, 2008 AND 2009

CONTINUED

Year	EXCELLENT	GOOD	FAIR	POOR
2007	EXCELLENT	GOOD	FAIR	POOR
2008	EXCELLENT	GOOD	FAIR	POOR
2009	EXCELLENT	GOOD	FAIR	POOR



Items are ranked from highest to lowest on the percent of responses rated "Excellent" for the most recent year. (May not total 100% due to rounding.)

RHODE ISLAND

EMPLOYEE SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES FOR 2009

5

		2008	2007	2009 MIV
Recommendation for care		72	72	67
Recommendation for job		64	65	62
Overall satisfaction		61	64	60
TRAINING	Quality of in-service education	66	68	66
	Quality of orientation	60	63	62
	Quality of resident-related training	55	56	56
	Quality of family-related training	50	50	51
WORK ENVIRONMENT	Sense of accomplishment	74	75	75
	Respectfulness of staff	74	73	70
	Safety of workplace	71	72	67
	Fairness of evaluations	64	64	60
	Quality of teamwork	59	57	57
	Adequacy of equipment/supplies	56	64	56
	Comparison of pay	46	48	45
	Staff-to-staff communication	45	45	48
	Assistance with job stress	44	46	45
SUPERVISION	Care (concern) of supervisor	64	68	64
	Communication by supervisor	64	66	62
	Appreciation of supervisor	58	62	58
MANAGEMENT	Care (concern) of management	52	56	52
	Attentiveness of management	50	54	50

RHODE ISLAND

EMPLOYEE SATISFACTION

AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2009

6

		Rhode Island	Rural	Suburban	Urban	
TRAINING	Recommendation for care	69	63	74	66	
	Recommendation for job	62	59	67	59	
	Overall satisfaction	60	57	65	57	
	Quality of in-service education	64	60	69	61	
	Quality of orientation	60	56	66	57	
	Quality of resident-related training	53	49	57	49	
	Quality of family-related training	48	45	53	44	
	WORK ENVIRONMENT	Sense of accomplishment	73	70	76	72
		Respectfulness of staff	72	69	74	72
		Safety of workplace	68	66	72	64
Fairness of evaluations		62	61	65	59	
Quality of teamwork		60	59	62	60	
Adequacy of equipment/supplies		58	55	63	53	
Comparison of pay		48	51	51	42	
Staff-to-staff communication		48	44	48	50	
Assistance with job stress		43	41	47	40	
SUPER-VISION	Care (concern) of supervisor	64	63	66	62	
	Communication by supervisor	62	60	64	61	
	Appreciation of supervisor	58	56	61	55	
MANAGEMENT	Care (concern) of management	51	49	56	47	
	Attentiveness of management	48	46	53	45	

All scores represent average scores across survey respondents. Each item was measured on a four-point scale:

Poor = 0 Fair = 33.3 Good = 66.7 Excellent = 100

Items are listed by domain as they appear in the survey. The shading in the Rural, Suburban and Urban columns reflects a comparison to the state average: Green = higher than the state average; yellow = same as the state average; red = lower than the state average.

RHODE ISLAND

EMPLOYEE SATISFACTION

DEMOGRAPHICS AND BACKGROUND INFORMATION FOR 2009

7

EMPLOYEE

Age of employee		Gender of employee		English as first language	
19 and under	3%	Female	87%	Yes	91%
20 to 29	15%	Male	13%	No	9%
30 to 39	23%				
40 to 49	26%				
50 to 59	24%				
60 or older	9%				

POSITION

Job category		Shift typically worked		Hours worked in typical week	
CNA	41%	Days	65%	Less than 10 hours	2%
Nurse	18%	Evenings	20%	10 to 20 hours	6%
Nursing Administration	3%	Nights	9%	20 to 30 hours	10%
Food Service	8%	Rotating	7%	30 to 40 hours	64%
Social Services	2%			More than 40 hours	19%
Hskg./Lndry./Maint.	9%				
Activities	4%				
Therapy/Rehabilitation	2%				
Business Office	4%				
Administration	3%				
Other Position	5%				

83%

WORK HISTORY

Length of employment		Homes worked in 3 years	
Less than 1 month	2%	Just this one	69%
1 to 3 months	4%	2 to 3	29%
3 months to 1 year	12%	4 or more	2%
1 to 2 years	14%		
2 to 5 years	27%		
5 to 10 years	21%		
More than 10 years	19%		

68%

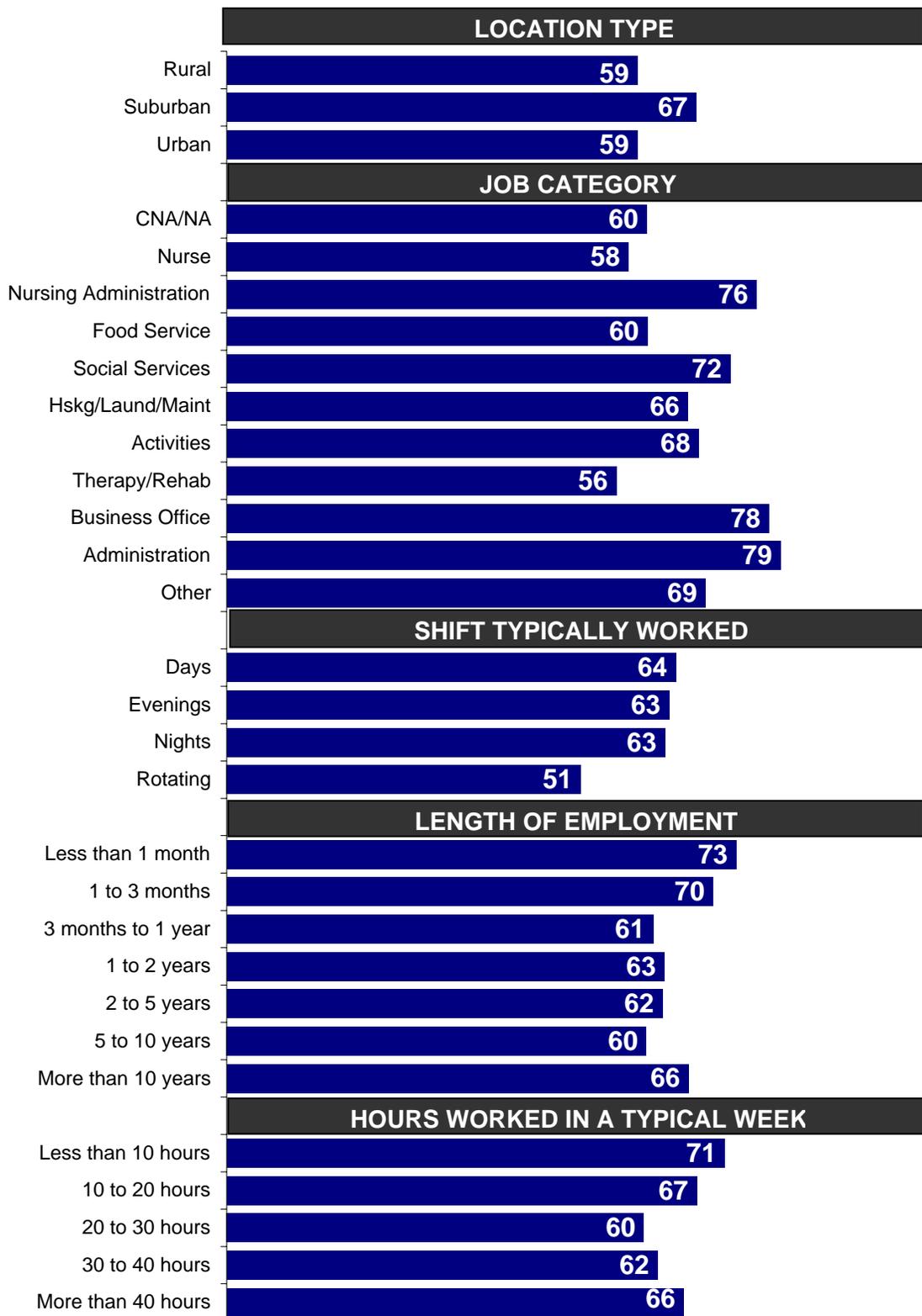
(May not total 100% due to rounding.)

RHODE ISLAND

EMPLOYEE SATISFACTION

AVERAGE SCORES FOR "RECOMMENDATION FOR JOB" BY DEMOGRAPHICS FOR 2009

8



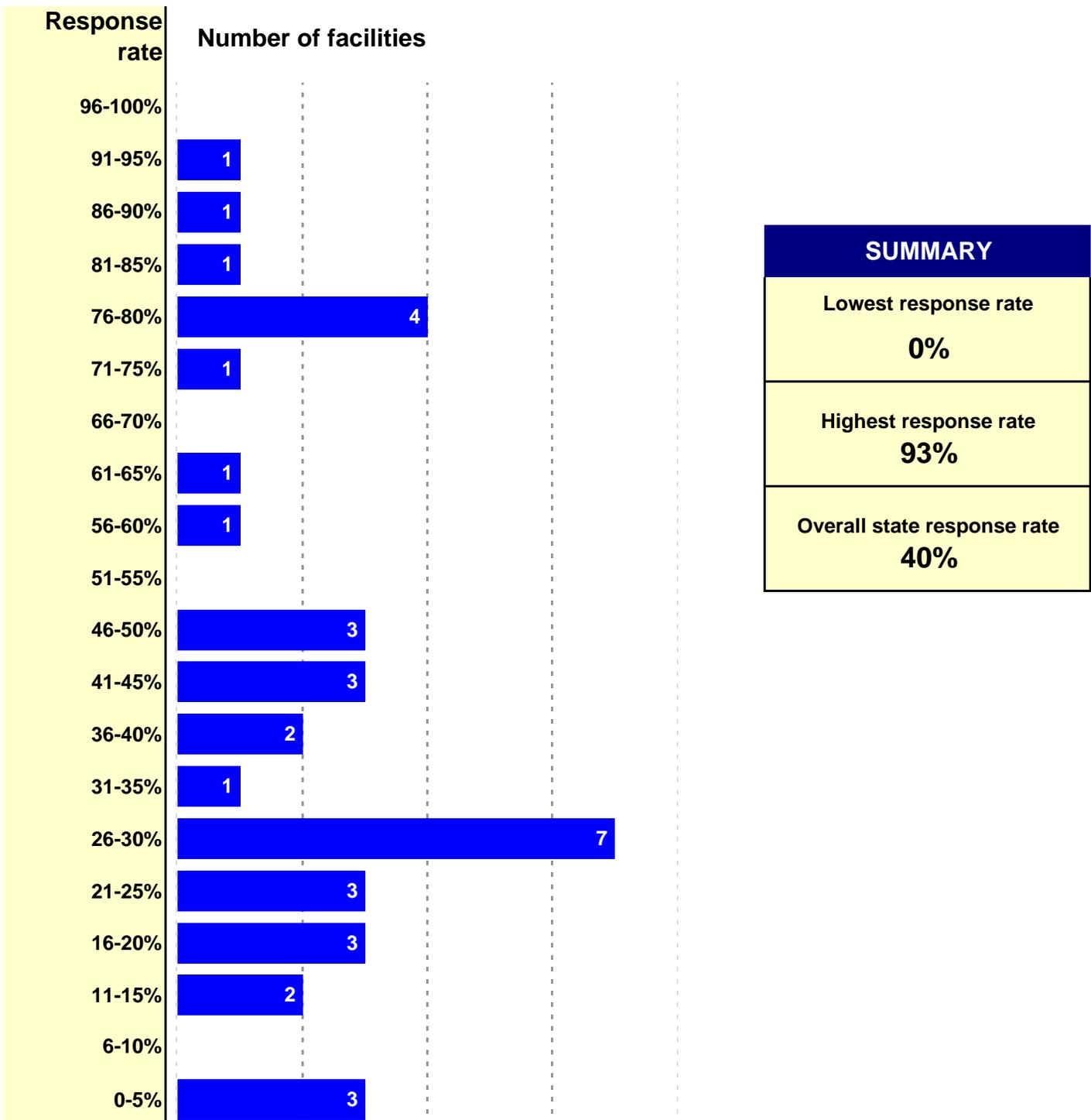
RHODE ISLAND

EMPLOYEE SATISFACTION

DISTRIBUTION OF RESPONSE RATES FOR 2009

9

Results are for 37 participating facilities.



RHODE ISLAND

EMPLOYEE SATISFACTION

SKILLED NURSING EMPLOYEE SATISFACTION SURVEY REFERENCE

ITEM NUMBER/LABEL	ORIGINAL SURVEY STATEMENT
GLOBAL SATISFACTION DOMAIN	
19 Overall satisfaction	How would you rate your overall satisfaction with this facility?
20 Recommendation for job	What is your recommendation of this facility as a place to work?
21 Recommendation for care	What is your recommendation of this facility as a place to receive care?
WORK ENVIRONMENT DOMAIN Rate this facility on ...	
5 Comparison of pay	The pay as compared to other facilities
11 Safety of workplace	The safety of the workplace
12 Adequacy of equipment/supplies	The adequacy of equipment and supplies to do your job
13 Sense of accomplishment	How your work allows you to make a difference in people's lives
14 Quality of teamwork	How your co-workers work together as a team
15 Fairness of evaluations	The fairness of your performance evaluations
16 Respectfulness of staff	The respect shown to the resident by staff
17 Assistance with job stress	Helping you to deal with job stress and burnout
18 Staff-to-staff communication	Staff communication between shifts
TRAINING DOMAIN Rate this facility on ...	
1 Quality of orientation	The quality of new staff orientation
2 Quality of in-service education	The quality of in-service education
3 Quality of resident-related training	The quality of training you receive to deal with difficult residents
4 Quality of family-related training	The quality of training you receive to deal with difficult family members
SUPERVISION DOMAIN Rate this facility on ...	
6 Care (concern) of supervisor	How your direct supervisor cares about you as a person
7 Appreciation of supervisor	How your direct supervisor regularly shows you appreciation for a job well done
8 Communication by supervisor	How your direct supervisor regularly gives you important work-related information
MANAGEMENT DOMAIN Rate this facility on ...	
9 Attentiveness of management	How well facility management listens to employees
10 Care (concern) of management	How facility management cares about employees
DEMOGRAPHICS AND BACKGROUND INFORMATION	
22 Age of employee	What is your age?
23 Gender of employee	What is your gender?
24 Job category	What is your job category?
25 Shift typically worked	Which shift do you normally work?
26 Length of employment	How long have you worked at this facility?
27 Homes worked in 3 years	How many nursing homes have you worked at during the last three years?
28 English as first language	Do you speak English as your first language?
29 Hours worked in typical week	How many hours during a typical week do you normally work at this facility?