



Health Care Quality Performance (HCQP) Program

NURSING HOME SUBCOMMITTEE

3-4pm, 02/15/11

RIHCA, 57 Kilvert Street, Warwick, RI

Goals/Objectives

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

Invitees

G Rosa Baier, MPH	T Ann Messier	G Raymond Rusin
G Lonnie Bisbano	G Jim Nyberg, MPA	G Lynda Sprague
G 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	T 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	<p>Welcome <i>Gail Patry, RN, CPEHR, Chair</i></p> <ul style="list-style-type: none"> - Gail reviewed the meeting objectives, which was primarily to discuss resident and family satisfaction data collection. - She then reviewed the previous meeting's action items: <ul style="list-style-type: none"> • Create a press release when the satisfaction data are reported (TBD) -Pending • Share the generic flu vaccination reporting letter in .doc format (Rachel)-Complete • Share the newsletter paragraph about flu vaccination reporting (Rachel) -Complete • Outreach to Diane Brady and John Fulton about flu vaccination reporting (Sam) - Pending • Share information about the 11/3 Safe Transitions Project cross-setting meeting on communication (Rosa) -Complete
3:10pm	<p>Reporting Activities <i>Gail Patry RN, CPEHR</i></p> <ul style="list-style-type: none"> • Gail noted that the clinical diamond report (Q3 2010) had already been posted on the HEALTH website. No concerns were noted. This report is the last to be posted until the middle of 2012, due to the MDS blackout period while MDS is being updated. In the interim, the facilities have been given tools to calculate their own measures (related to pressure ulcers, use of restraints, etc.) if they so choose. These

are voluntary, but enable the nursing homes to track their progress while the MDS are unavailable.

- Resident and family satisfaction:
 - Gail briefly reviewed the state-level 2010 My InnerView report and the group discussed the usefulness of the facility-level diamond format. Scores used to vary more widely among facilities, while there seems to be less variation now. (In the recent report, only a 0.2 difference between two vs. three diamonds.) There are some concerns about the meaningfulness of the report:
 1. May confuse consumers or cause them to question the report's accuracy.
 2. May send the wrong message to nursing homes.

The committee discussed several examples on the report where the data were unexpected or difficult to understand; in some cases, this may be due to each category being calculated independently, differences in bed size (denominator) at facilities, or differences in response rates (especially since homes are not required to send to cognitively impaired or sub-acute residents).

The group discussed identifying a few options for how to better display the report. One immediate suggestion was to report the top 10 and the bottom 10 facilities; this does not necessarily change the score calculation methodology, and further discussion is expected (see action items). The report is not attached with these minutes given the need for further discussion. Most facilities are doing fairly well.

Other thoughts concerning the report in general included the possibilities of: 1) displaying by geographic area, 2) noting specialty services (e.g., younger-than-average residents, bariatric patients, etc.). These were discussed as "nice to have" from a consumer point of view, but the group noted that it would be difficult to capture these variables and determine how to report such data.

- Gail noted that last meeting had discussed doing a press release about the satisfaction data when available, so a subset of the committee will draft a press release and send for review.

3:55pm

Open Forum & Next Steps

Gail Patry, RN, CPEHR

- Virginia Burke shared a word of caution: a woman named Zita Mirabel contacted her about how infections are controlled within individual facilities. Virginia cautioned about responding to such requests for information, noting that she appears to be involved with a facebook group ("Passionate Participants for the Elderly") whose primary goal appears to be suing nursing homes. A local lawyer (Jeff Padwa) is also associated with the group.
- Action items:
 - Draft press release and send to committee prior to next meeting (Rachel)
 - Send the technical page for the satisfaction diamond reports with the meeting minutes (Rachel)
 - Identify a few options for displaying the report and send those options to the committee for review prior to publicly reporting this data (Gail)
- Next meeting TBD. A meeting is currently scheduled for Tuesday, 4/19/11 from 3-4pm, from, but the group agreed that meeting sooner would be good since we are holding the satisfaction diamond report.

RHODE ISLAND

2010

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 27, 2011

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FAMILY SATISFACTION

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SKILLED NURSING FAMILY SATISFACTION SURVEY REFERENCE

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SKILLED NURSING EMPLOYEE SATISFACTION SURVEY REFERENCE

RHODE ISLAND

RESIDENT SATISFACTION

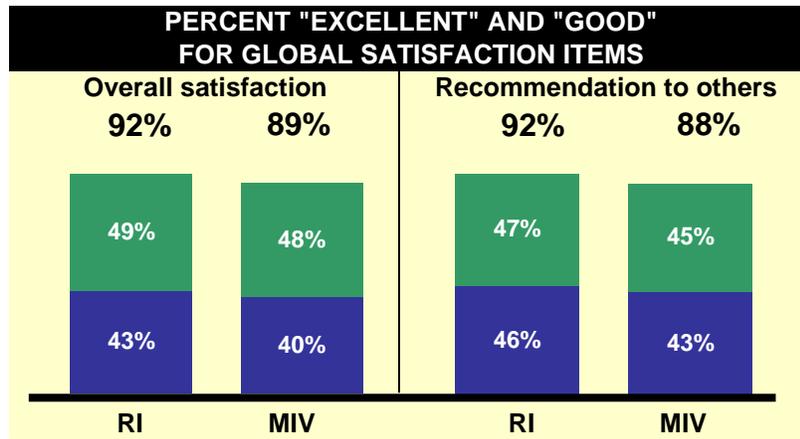
	2010	2009	2008
RESPONSE RATE	61%	54%	47%
FACILITIES SURVEYED	89	88	85
SURVEYS RECEIVED	1,903	1,624	1,215



RHODE ISLAND

RESIDENT SATISFACTION

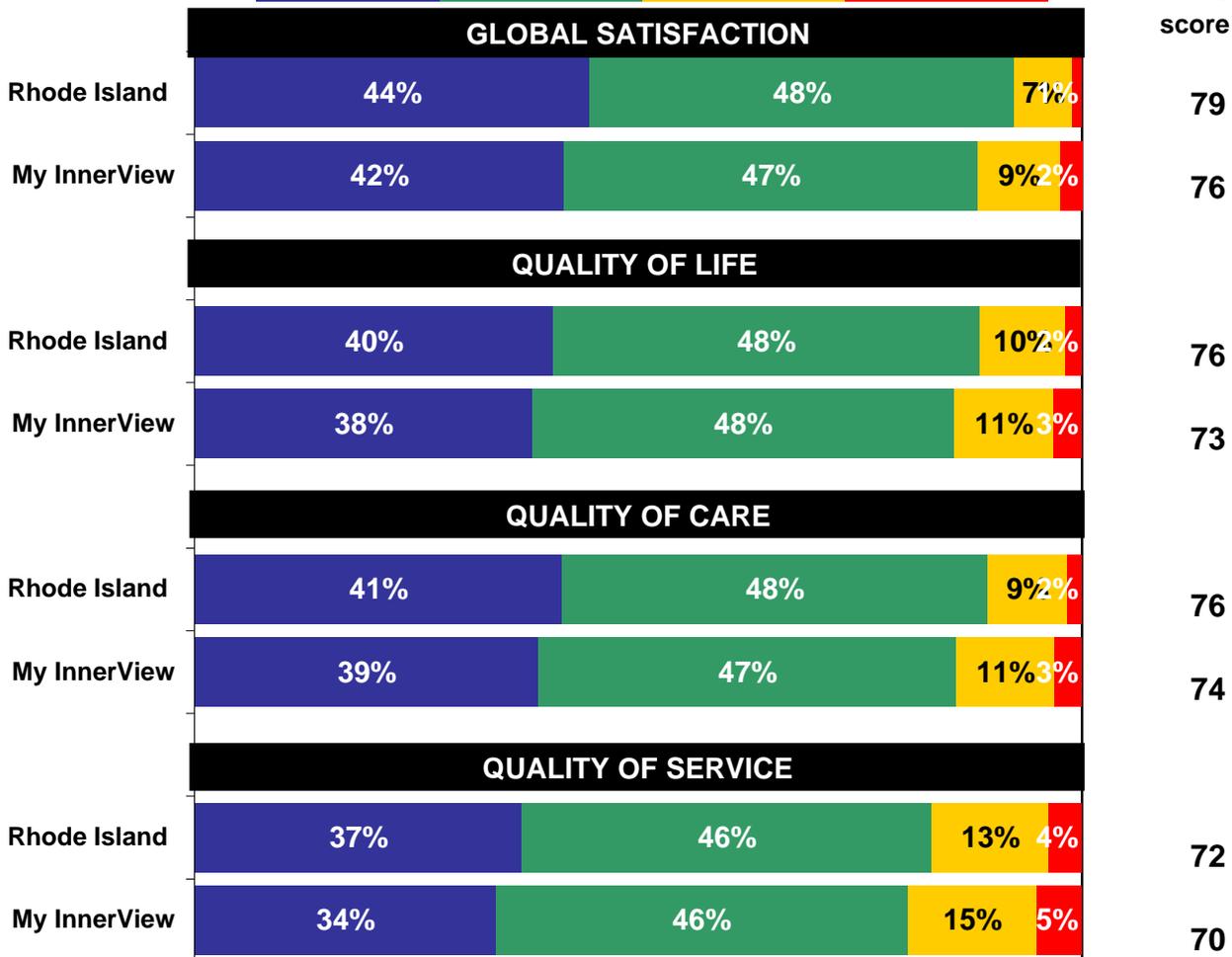
GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2010



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



Average score



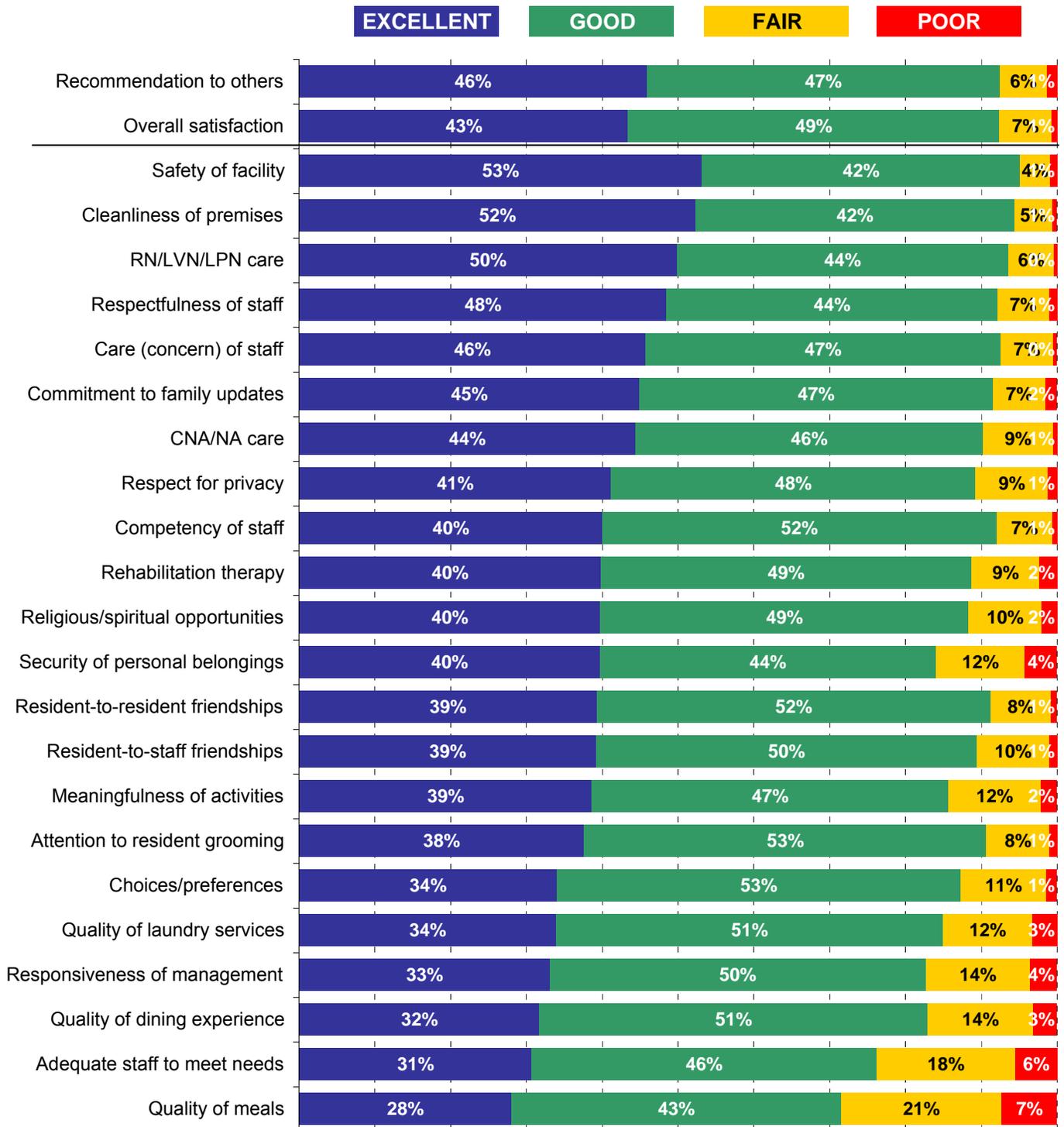
(May not total 100% due to rounding.)

RHODE ISLAND

RESIDENT SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2010

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

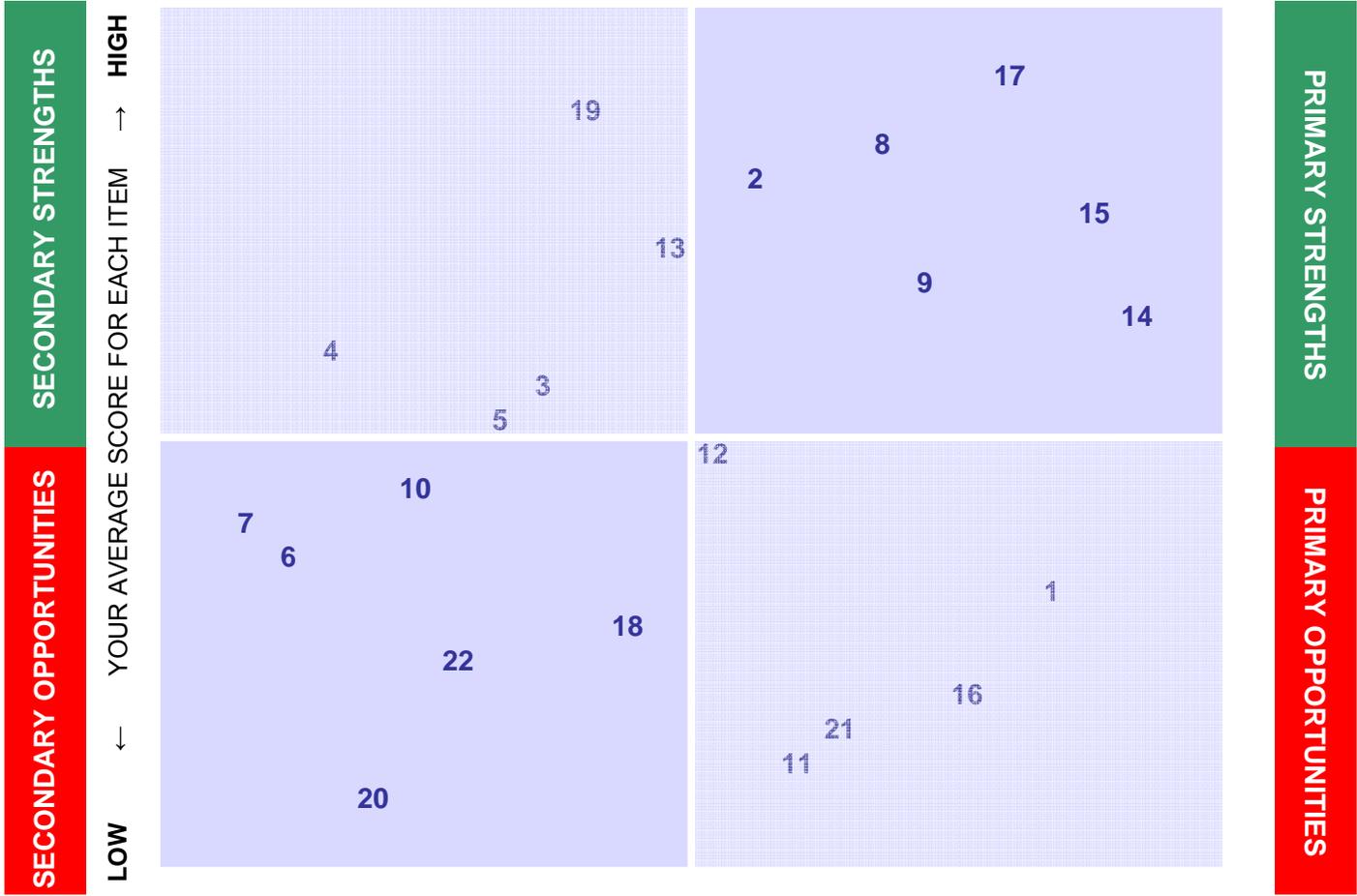
3

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**

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 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"

- 3 Respect for privacy
- 5 Resident-to-staff friendships
- 13 Commitment to family updates
- 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
- 9 CNA/NA care
- 17 Safety of facility
- 8 RN/LVN/LPN care
- 2 Respectfulness of staff



SECONDARY OPPORTUNITIES

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

- 18 Security of personal belongings
- 20 Quality of meals
- 22 Quality of laundry services
- 10 Rehabilitation therapy
- 6 Meaningfulness of activities
- 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.

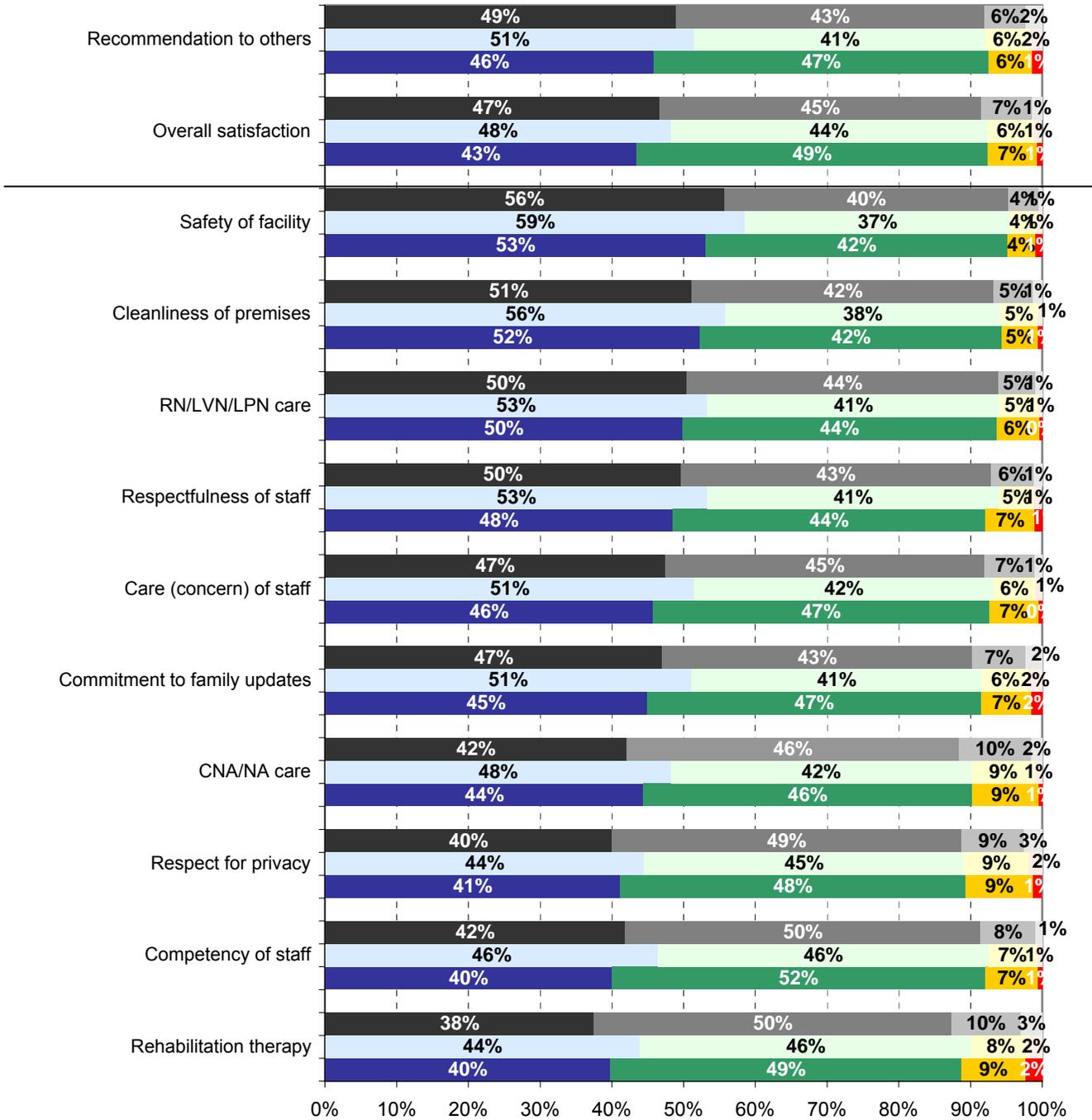
If Quadrant D has less than five items, the Priority Action Agenda will list only those items in the quadrant.

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

RESIDENT SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2008, 2009 AND 2010

2008	EXCELLENT	GOOD	FAIR	POOR
2009	EXCELLENT	GOOD	FAIR	POOR
2010	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.)

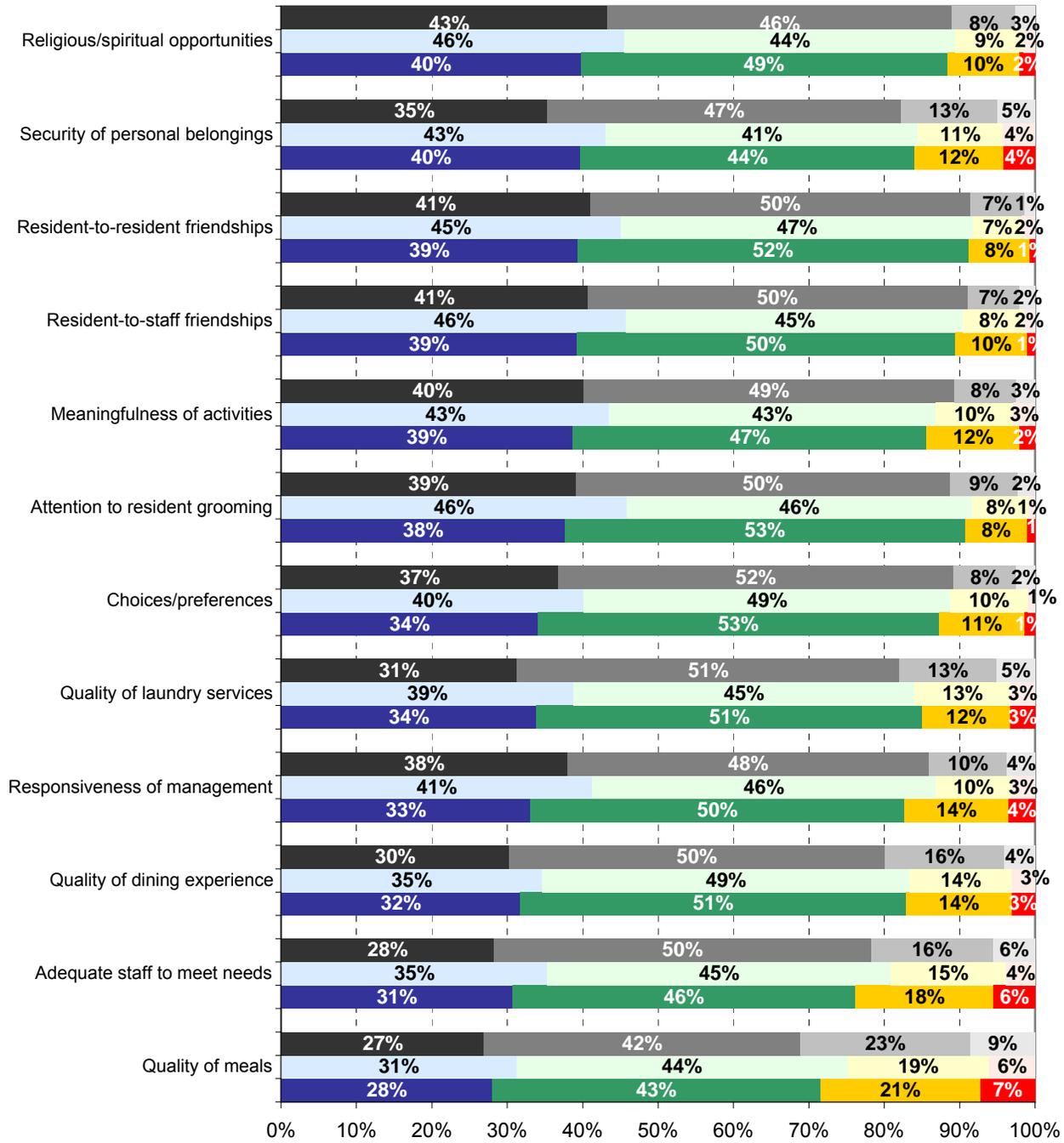
RHODE ISLAND

RESIDENT SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2008, 2009 AND 2010

CONTINUED

2008	EXCELLENT	GOOD	FAIR	POOR
2009	EXCELLENT	GOOD	FAIR	POOR
2010	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 WITHIN DOMAIN BY AVERAGE SCORES FOR 2010

5

		2009	2008	2010 MIV
Recommendation to others		81	79	76
Overall satisfaction		80	79	76
QUALITY OF LIFE	Safety of facility	84	83	80
	Respectfulness of staff	82	80	78
	Resident-to-resident friendships	78	77	75
	Respect for privacy	77	75	74
	Resident-to-staff friendships	78	77	75
	Religious/spiritual opportunities	78	77	74
	Meaningfulness of activities	76	76	72
	Choices/preferences	76	74	72
	Security of personal belongings	74	71	70
	Quality of dining experience	72	69	66
QUALITY OF CARE	RN/LVN/LPN care	82	81	78
	Care (concern) of staff	81	79	77
	Commitment to family updates	80	78	75
	CNA/NA care	79	76	74
	Competency of staff	79	77	75
	Attention to resident grooming	79	75	72
	Rehabilitation therapy	77	74	75
	Adequate staff to meet needs	71	67	65
QUALITY OF SERVICE	Cleanliness of premises	83	81	77
	Quality of laundry services	73	69	70
	Responsiveness of management	75	73	71
	Quality of meals	67	62	62

RHODE ISLAND

RESIDENT SATISFACTION

AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2010

6

	Rhode Island	Rural	Suburban	Urban
Recommendation to others	79	80	81	76
Overall satisfaction	78	79	80	76
QUALITY OF LIFE				
Safety of facility	82	85	83	80
Respectfulness of staff	80	81	80	78
Resident-to-resident friendships	77	79	77	75
Respect for privacy	76	75	78	75
Resident-to-staff friendships	76	77	76	75
Religious/spiritual opportunities	75	79	77	72
Meaningfulness of activities	74	77	75	71
Choices/preferences	73	73	74	72
Security of personal belongings	73	73	76	69
Quality of dining experience	71	70	74	66
QUALITY OF CARE				
RN/LVN/LPN care	81	83	81	80
Care (concern) of staff	79	80	80	78
CNA/NA care	78	79	79	76
Commitment to family updates	78	80	78	77
Competency of staff	77	78	78	75
Attention to resident grooming	76	76	76	75
Rehabilitation therapy	75	75	78	73
Adequate staff to meet needs	67	65	69	66
QUALITY OF SERVICE				
Cleanliness of premises	82	84	83	80
Quality of laundry services	72	73	74	69
Responsiveness of management	71	71	73	68
Quality of meals	64	63	69	59

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 2010

7

RESIDENT

Gender of resident		Age of resident	
Female	71%	19 or under	0%
Male	29%	20 to 29	0%
		30 to 39	0%
		40 to 49	1%
		50 to 59	6%
		60 to 69	12%
		70 to 79	18%
		80 to 89	40%
		90 or older	24%

FACILITY CHOICE

Homes visited		Reason for choosing		Length of stay	
None	45%	Convenient location	24%	Less than 1 month	2%
Only this one	22%	Good reputation	29%	1 to 3 months	6%
Two	23%	Doctor or hospital	22%	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	37%
Five or more	2%	Other reason	10%	3 or more years	33%

VISITOR

Person visiting most		How often visited	
Spouse	9%	Less than once a year	2%
Child	50%	Once a year	2%
Brother or sister	13%	Once every 3 months	5%
Grandchild	3%	Once a month or more	16%
Friend	10%	Once a week or more	49%
Another person	16%	Almost daily	27%

Assistance with survey

By myself	26%
With facility staff	44%
With family or friend	18%
With another resident	1%
With another person	11%

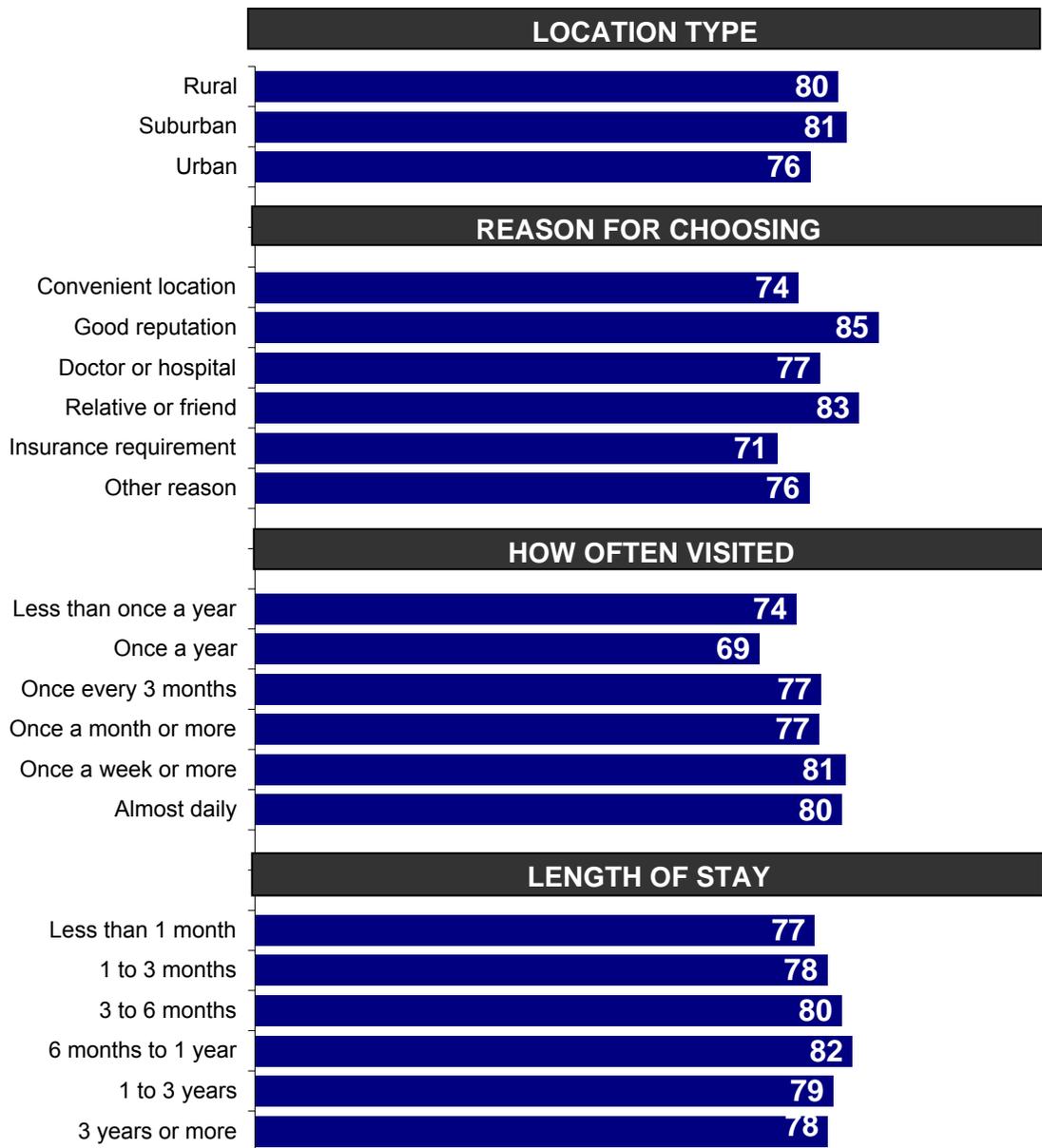
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RHODE ISLAND

RESIDENT SATISFACTION

AVERAGE SCORES FOR "RECOMMENDATION TO OTHERS" BY DEMOGRAPHICS FOR 2010

8



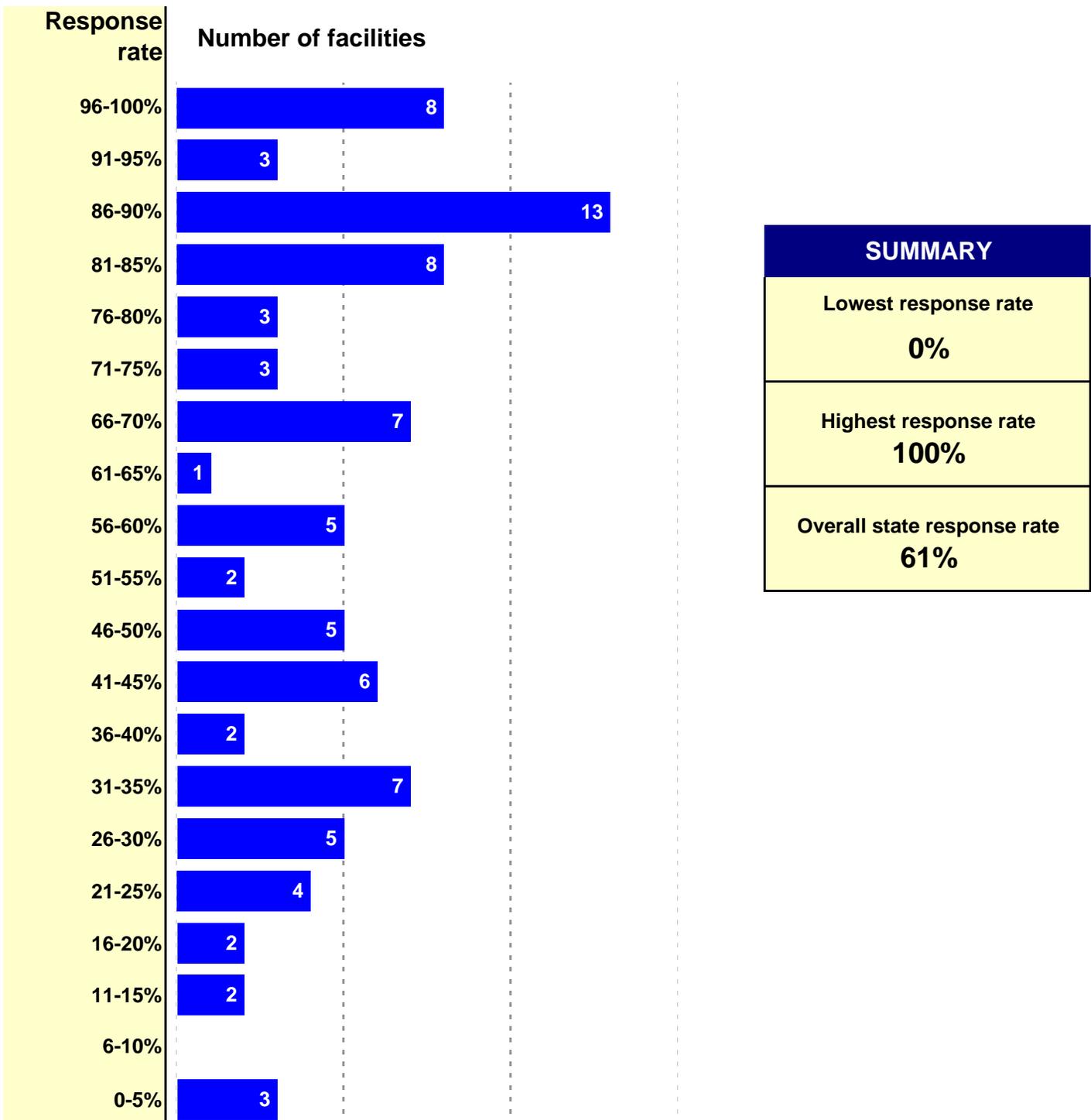
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RESIDENT SATISFACTION

DISTRIBUTION OF RESPONSE RATES FOR 2010

9

Results are for 89 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

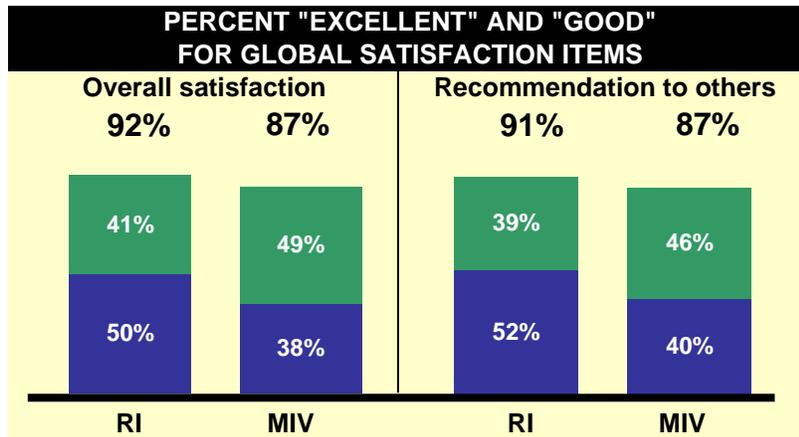
	2010	2009	2008
RESPONSE RATE	40%	43%	37%
FACILITIES SURVEYED	90	91	90
SURVEYS RECEIVED	2,194	2,173	2,059



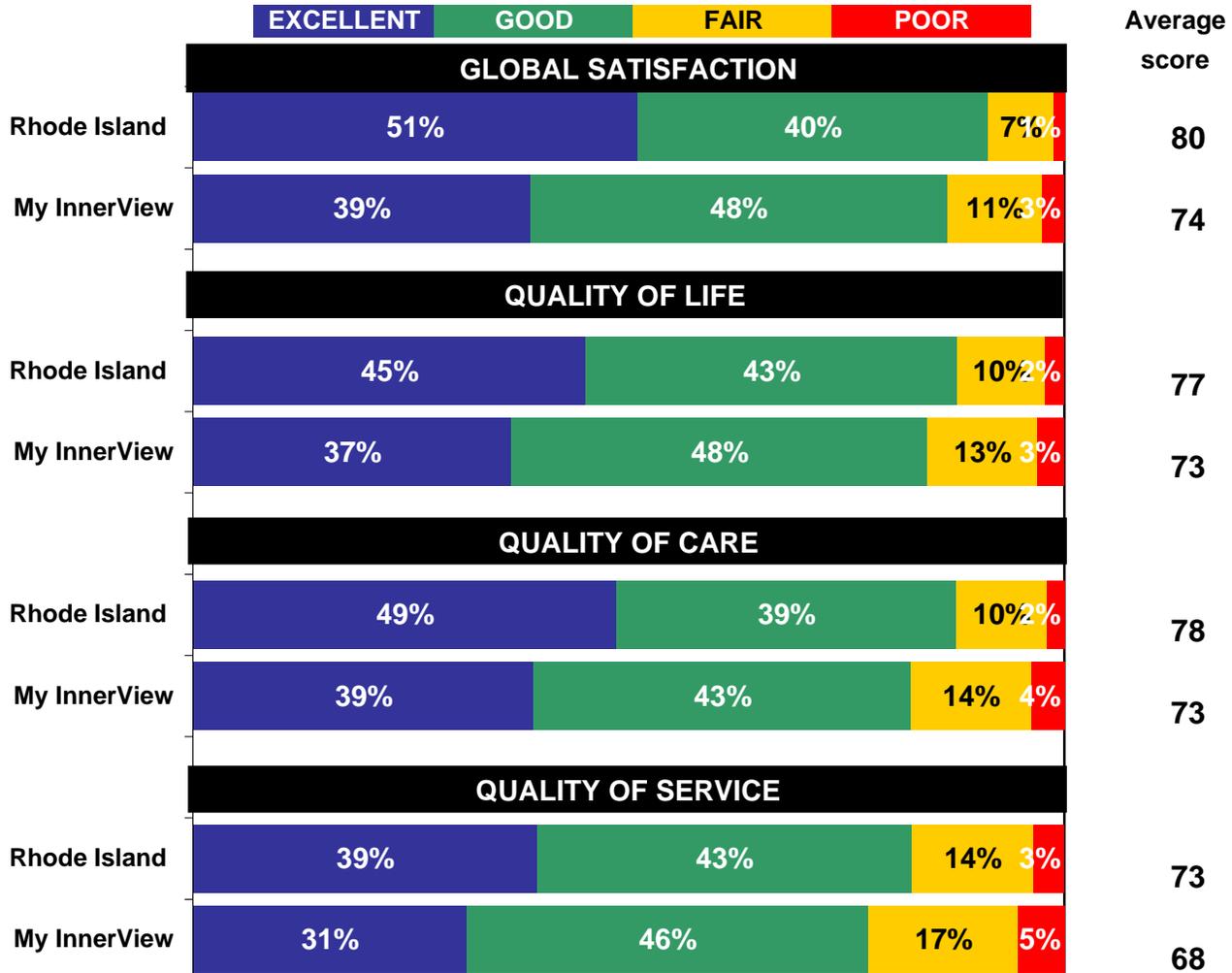
RHODE ISLAND

FAMILY SATISFACTION

GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2010



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



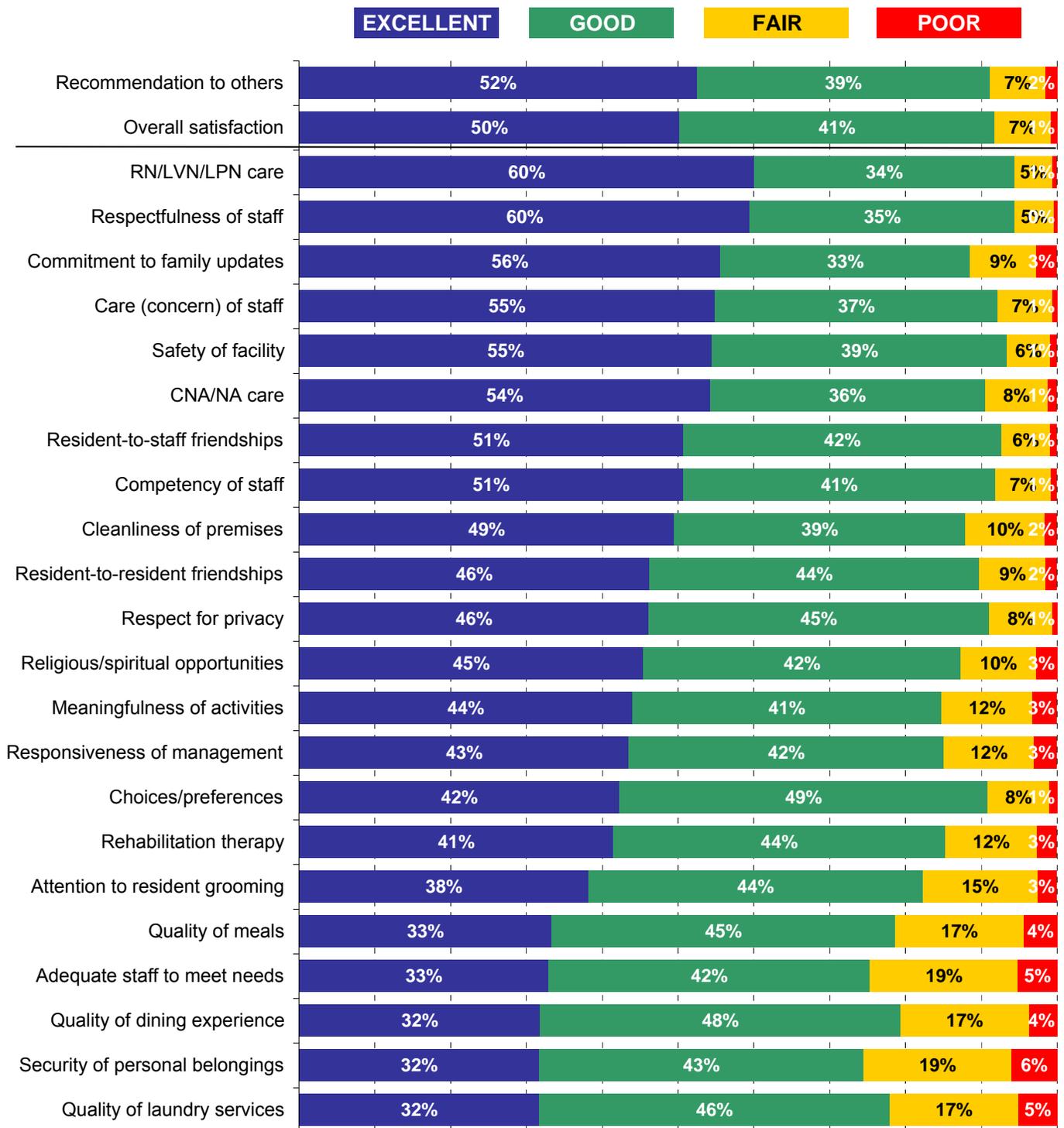
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RHODE ISLAND

FAMILY SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2010

2



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RHODE ISLAND

FAMILY SATISFACTION

QUADRANT ANALYSIS: STRENGTHS AND OPPORTUNITIES

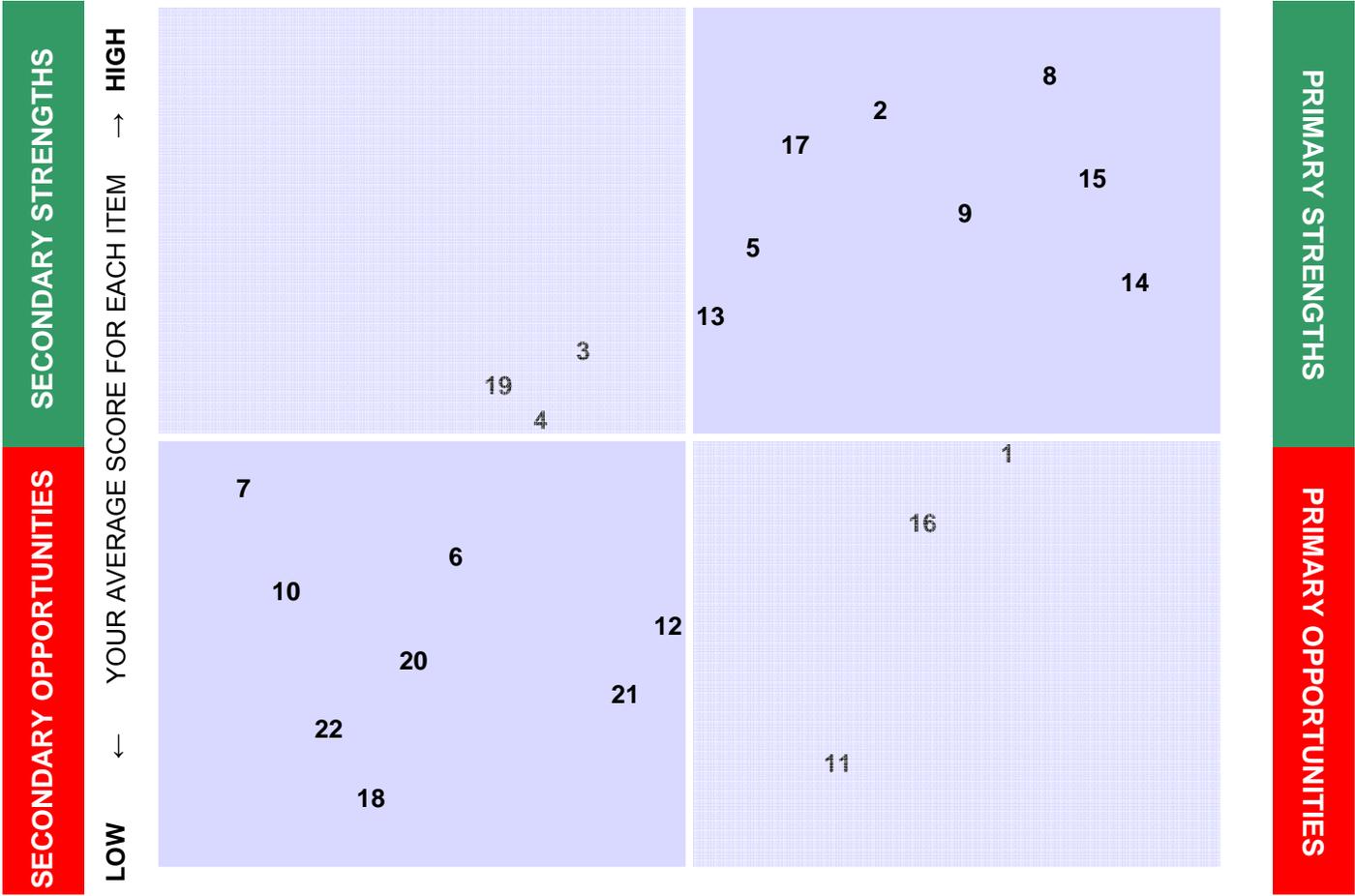
3

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"

- 4 Resident-to-resident friendships
- 3 Respect for privacy
- 19 Cleanliness of premises



PRIMARY STRENGTHS

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- 8 RN/LVN/LPN care
- 13 Commitment to family updates
- 5 Resident-to-staff friendships
- 2 Respectfulness of staff
- 17 Safety of facility



SECONDARY OPPORTUNITIES

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

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



PRIMARY OPPORTUNITIES

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PRIORITY ACTION AGENDA™

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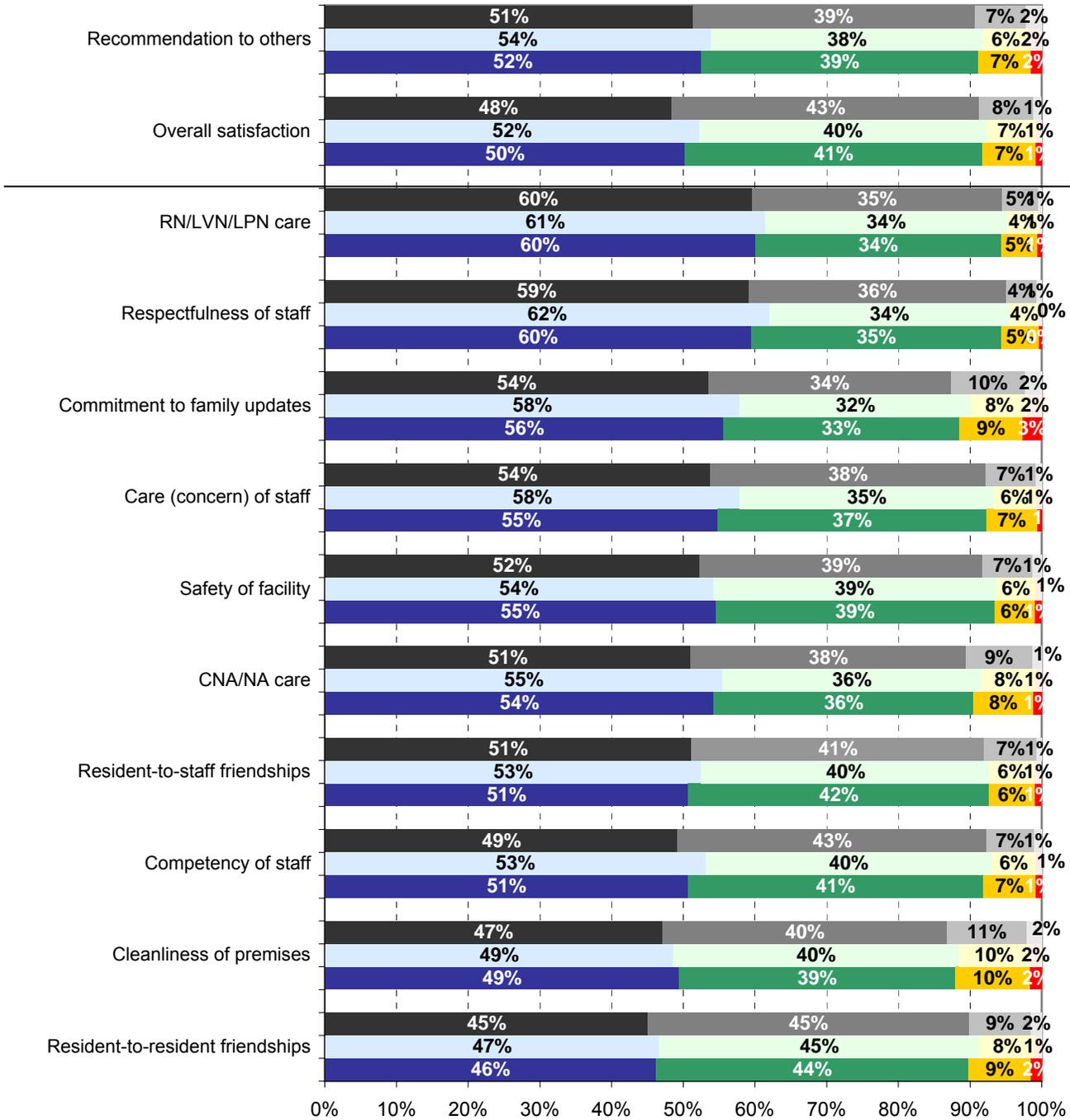
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- 11 Adequate staff to meet needs**
- 1 Choices/preferences**
- 16 Responsiveness of management**

FAMILY SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2008, 2009 AND 2010

Year	EXCELLENT	GOOD	FAIR	POOR
2008	EXCELLENT	GOOD	FAIR	POOR
2009	EXCELLENT	GOOD	FAIR	POOR
2010	EXCELLENT	GOOD	FAIR	POOR

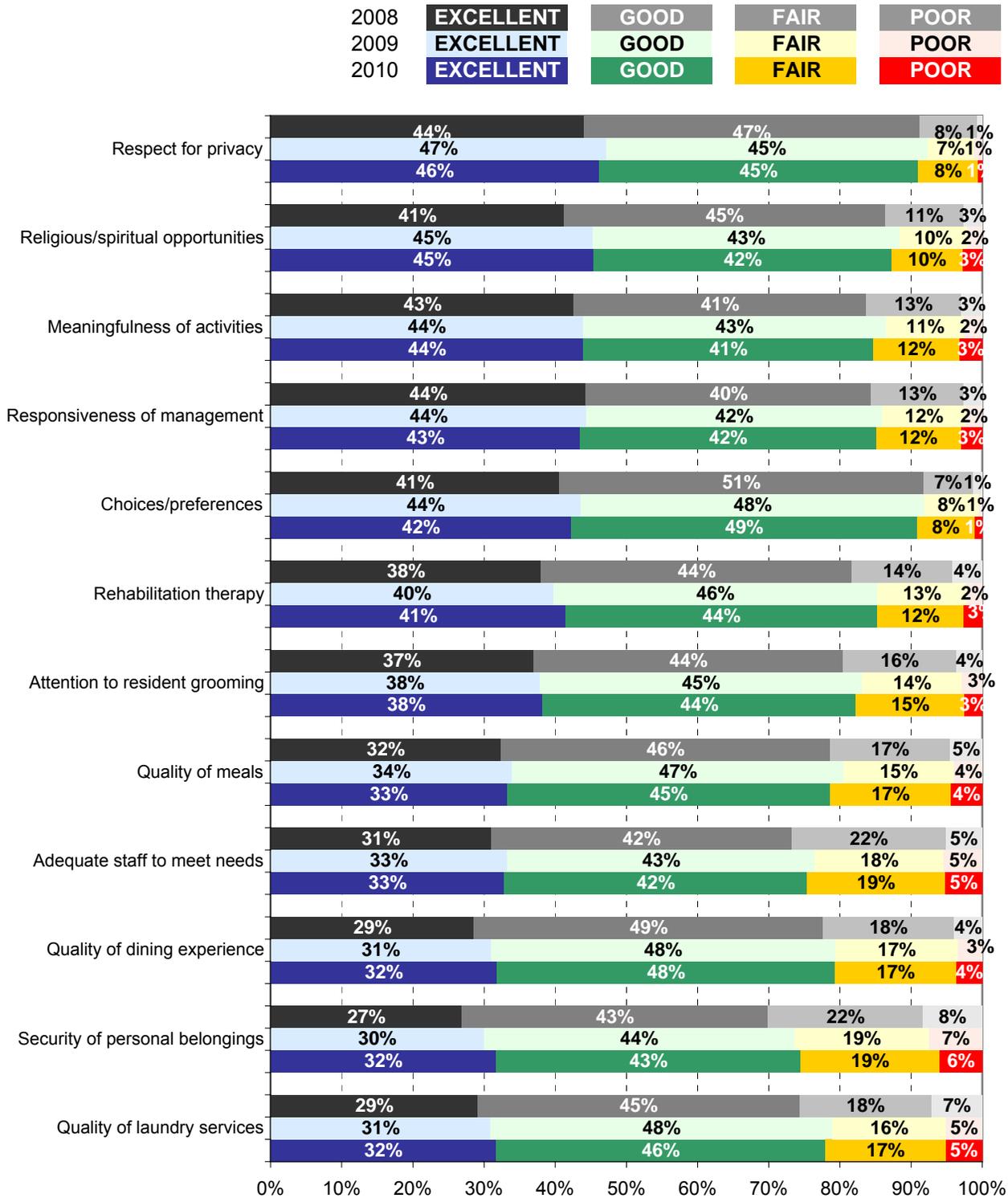


Items are ranked from highest to lowest on the percent of responses rated "Excellent" for the most recent year. (May not total 100% due to rounding.)

RHODE ISLAND

FAMILY SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2008, 2009 AND 2010



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RHODE ISLAND

FAMILY SATISFACTION

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	Resident-to-staff friendships	81	81	77
	Respect for privacy	79	79	75
	Resident-to-resident friendships	78	79	75
	Choices/preferences	77	78	73
	Religious/spiritual opportunities	77	77	73
	Meaningfulness of activities	75	76	72
	Quality of dining experience	69	69	64
	Security of personal belongings	67	65	62
QUALITY OF CARE	RN/LVN/LPN care	85	85	79
	Care (concern) of staff	82	83	77
	CNA/NA care	81	82	74
	Competency of staff	81	82	76
	Commitment to family updates	80	82	78
	Rehabilitation therapy	75	74	72
	Attention to resident grooming	73	73	64
	Adequate staff to meet needs	68	68	61
QUALITY OF SERVICE	Cleanliness of premises	79	78	72
	Responsiveness of management	75	76	71
	Quality of meals	69	70	65
	Quality of laundry services	68	68	64

RHODE ISLAND

FAMILY SATISFACTION

AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2010

6

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

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 2010

7

RESIDENT

Gender of resident		Age of resident	
Female	77%	19 or under	0%
Male	23%	20 to 29	0%
		30 to 39	0%
		40 to 49	1%
		50 to 59	2%
		60 to 69	3%
		70 to 79	10%
		80 to 89	45%
		90 or older	40%

FACILITY CHOICE

Homes visited		Reason for choosing		Length of stay	
None	31%	Convenient location	27%	Less than 1 month	1%
Only this one	13%	Good reputation	38%	1 to 3 months	4%
Two	25%	Doctor or hospital	12%	3 to 6 months	6%
Three	18%	Relative or friend	11%	6 months to 1 year	15%
Four	7%	Insurance requirement	1%	1 to 3 years	36%
Five or more	5%	Other reason	11%	3 or more years	38%

SURVEY RESPONDENT

Relationship to resident	
Spouse	11%
Child	63%
Brother or sister	7%
Grandchild	1%
Friend	2%
Other relationship	15%

VISITOR

Person visiting most		How often visited	
Spouse	13%	Less than once a year	0%
Child	61%	Once a year	0%
Brother or sister	9%	Once every 3 months	2%
Grandchild	1%	Once a month or more	11%
Friend	4%	Once a week or more	50%
Another person	11%	Almost daily	37%

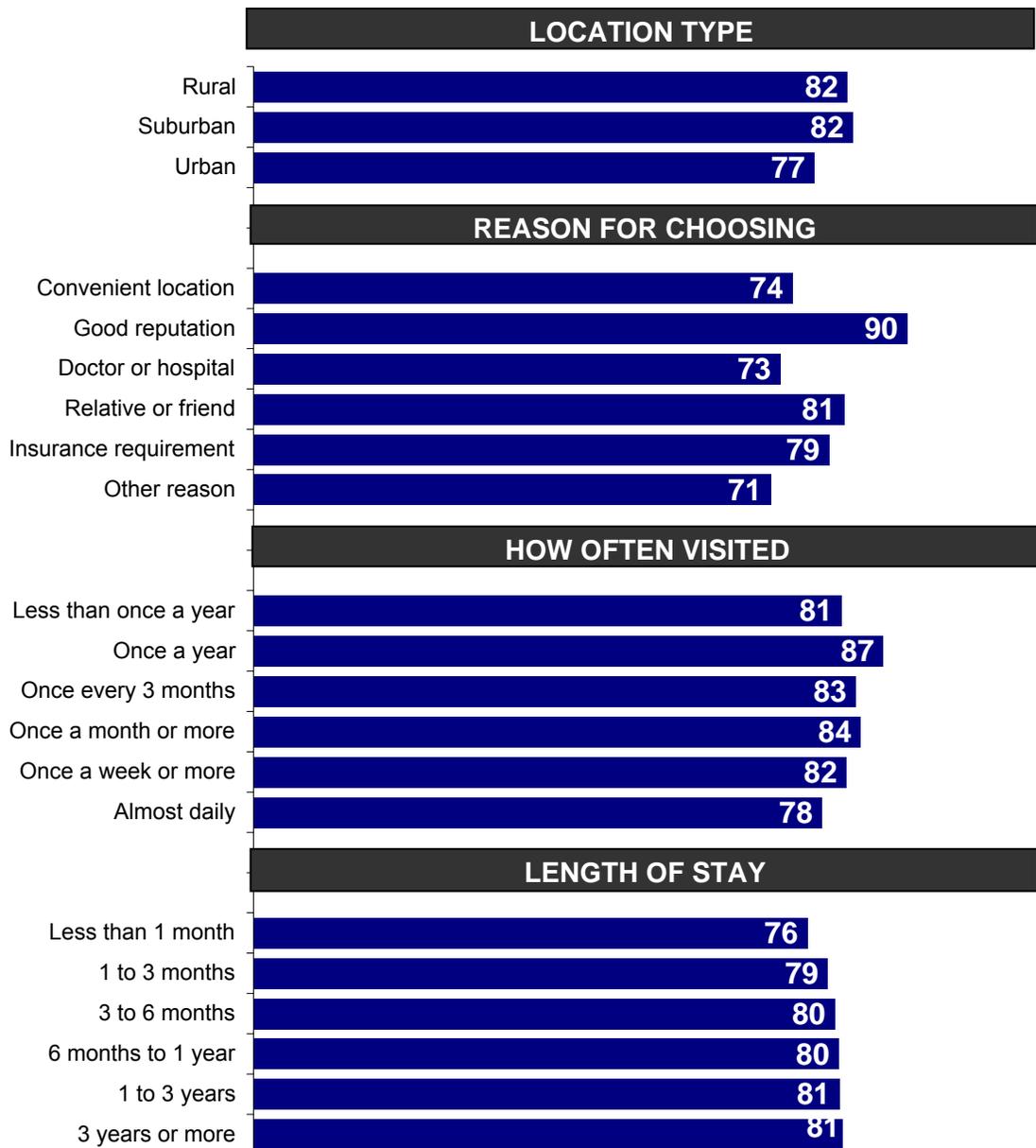
(May not total 100% due to rounding.)

RHODE ISLAND

FAMILY SATISFACTION

AVERAGE SCORES FOR "RECOMMENDATION TO OTHERS" BY DEMOGRAPHICS FOR 2010

8



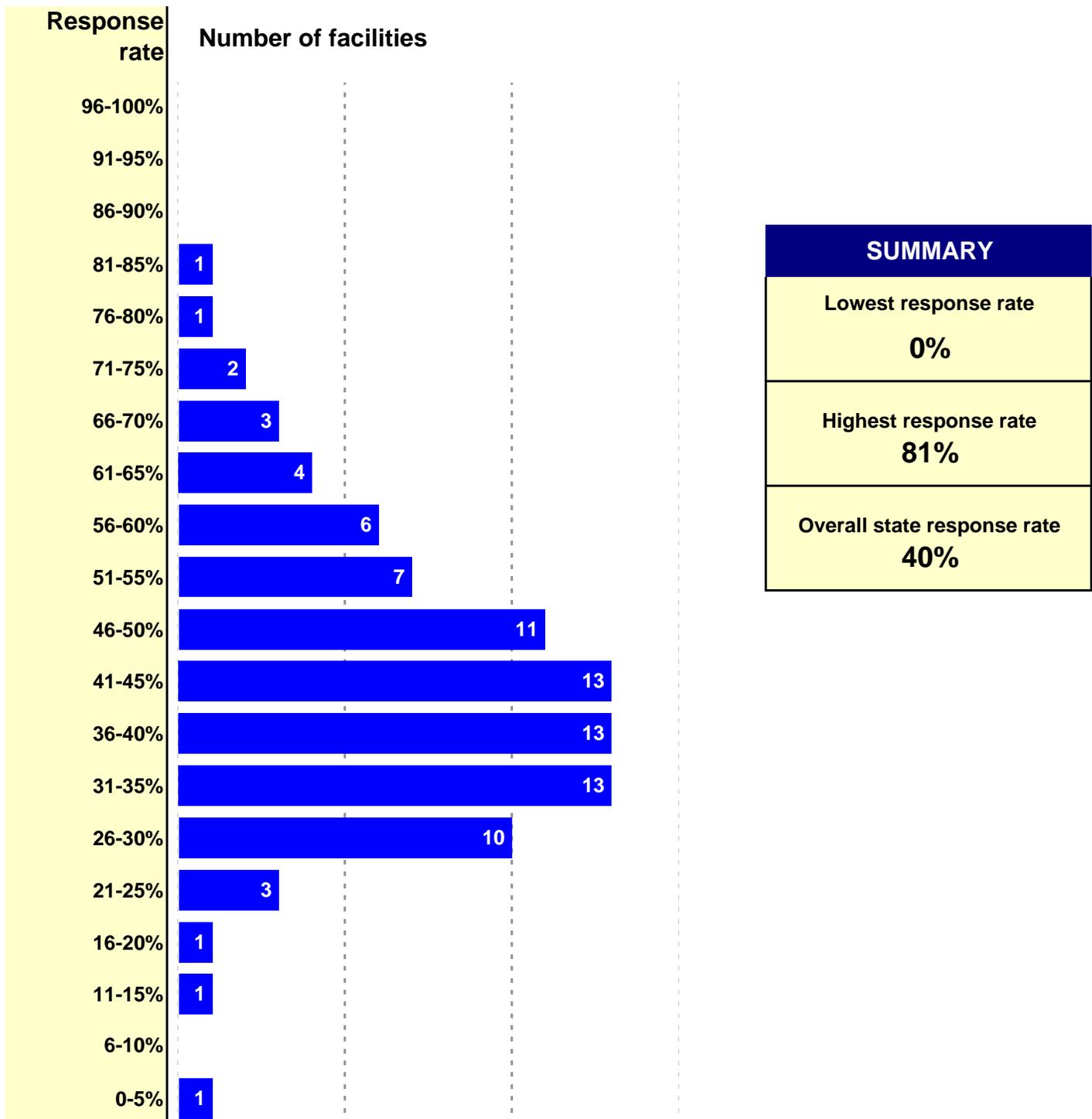
RHODE ISLAND

FAMILY SATISFACTION

DISTRIBUTION OF RESPONSE RATES FOR 2010

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?

EMPLOYEE SATISFACTION

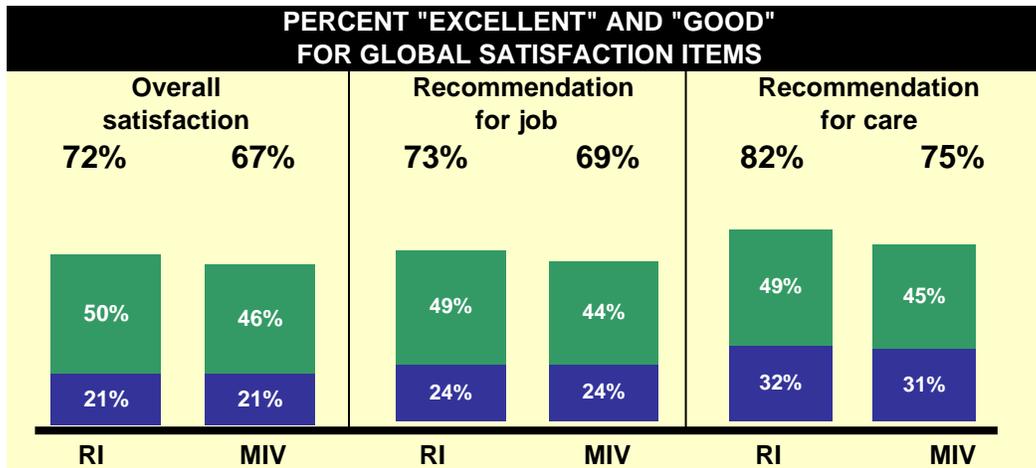
	2010	2009	2008
RESPONSE RATE	50%	40%	62%
FACILITIES SURVEYED	27	38	9
SURVEYS RECEIVED	1,577	1,789	625



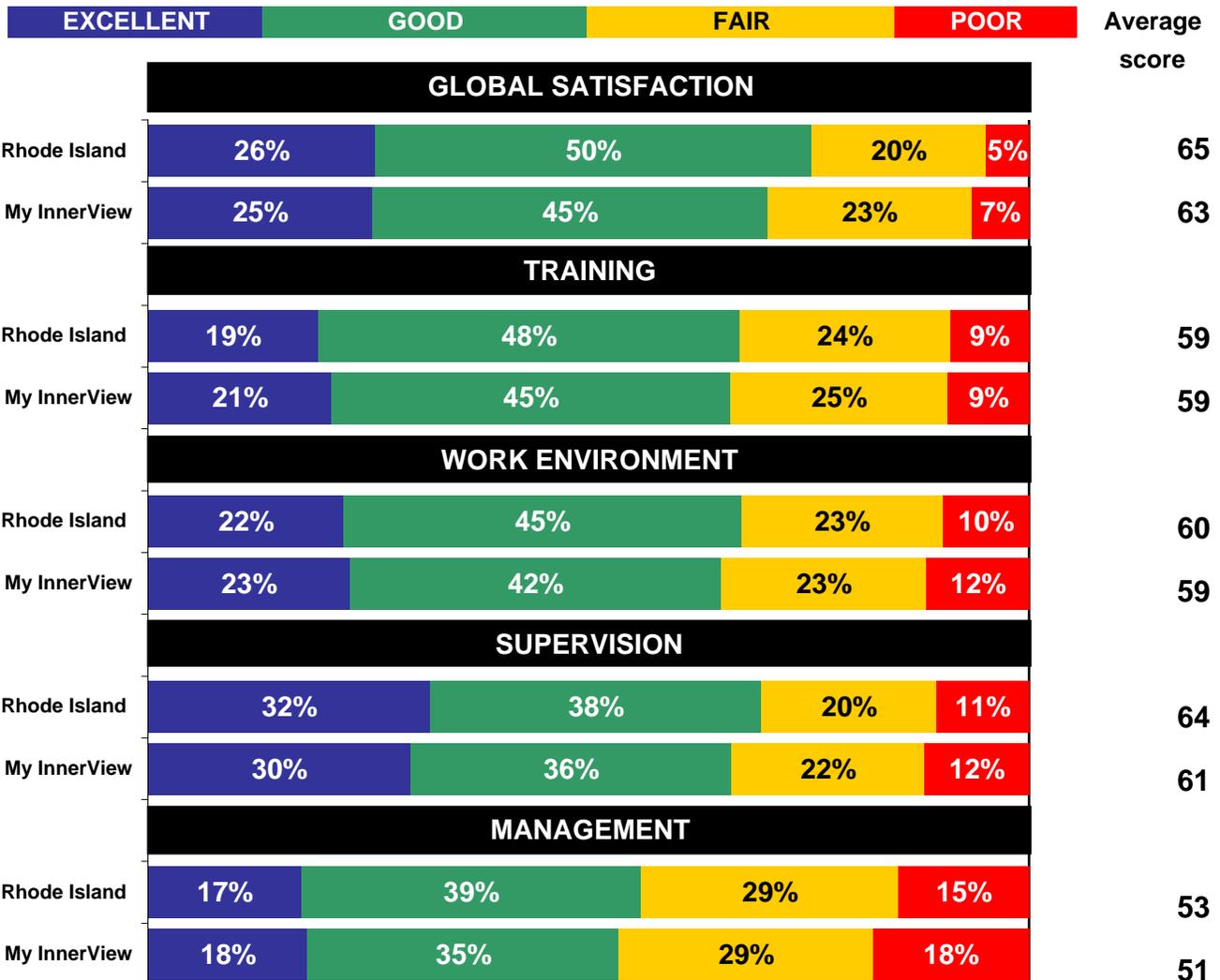
RHODE ISLAND

EMPLOYEE SATISFACTION

GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2010



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



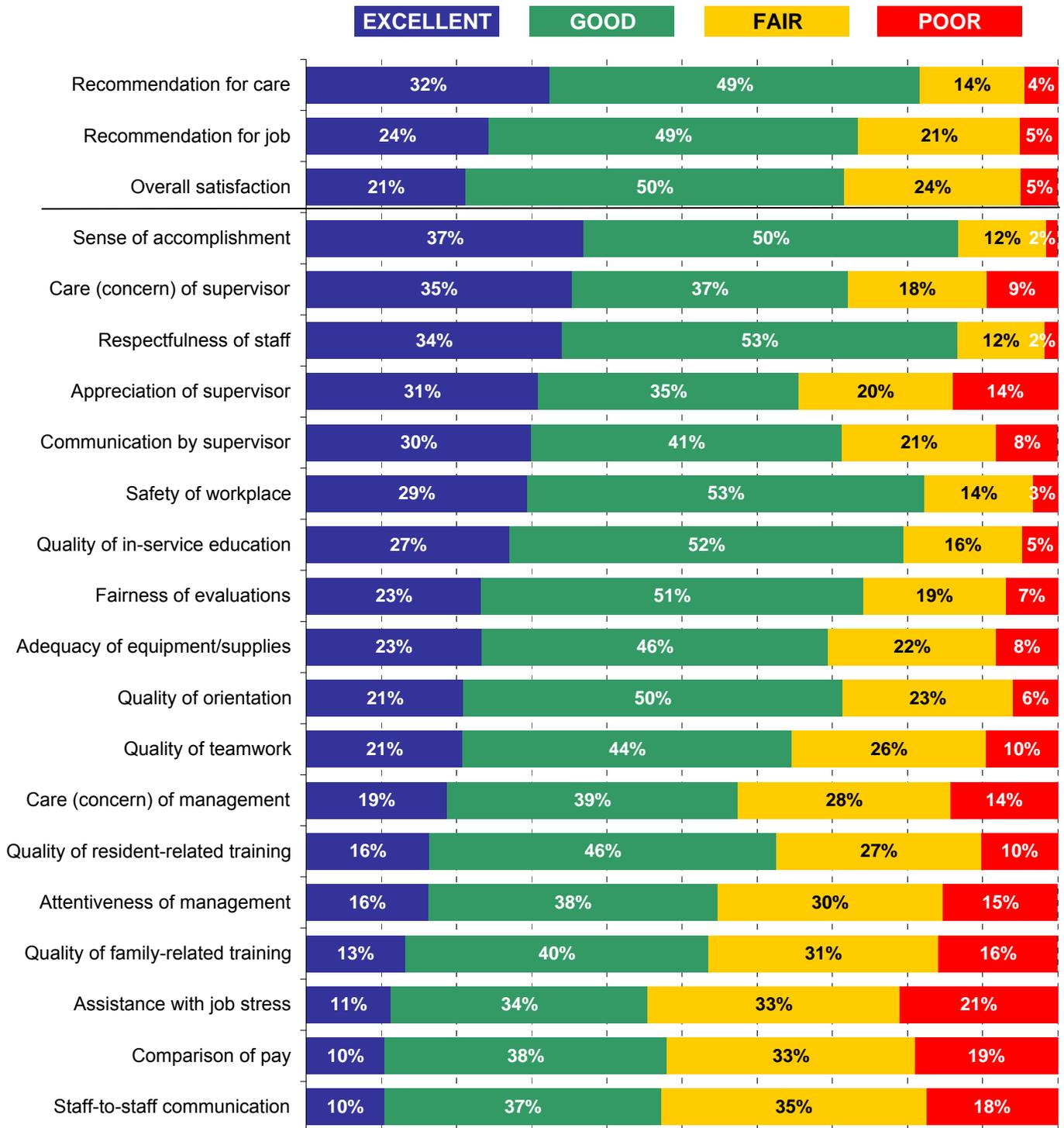
(May not total 100% due to rounding.)

RHODE ISLAND

EMPLOYEE SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2010

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

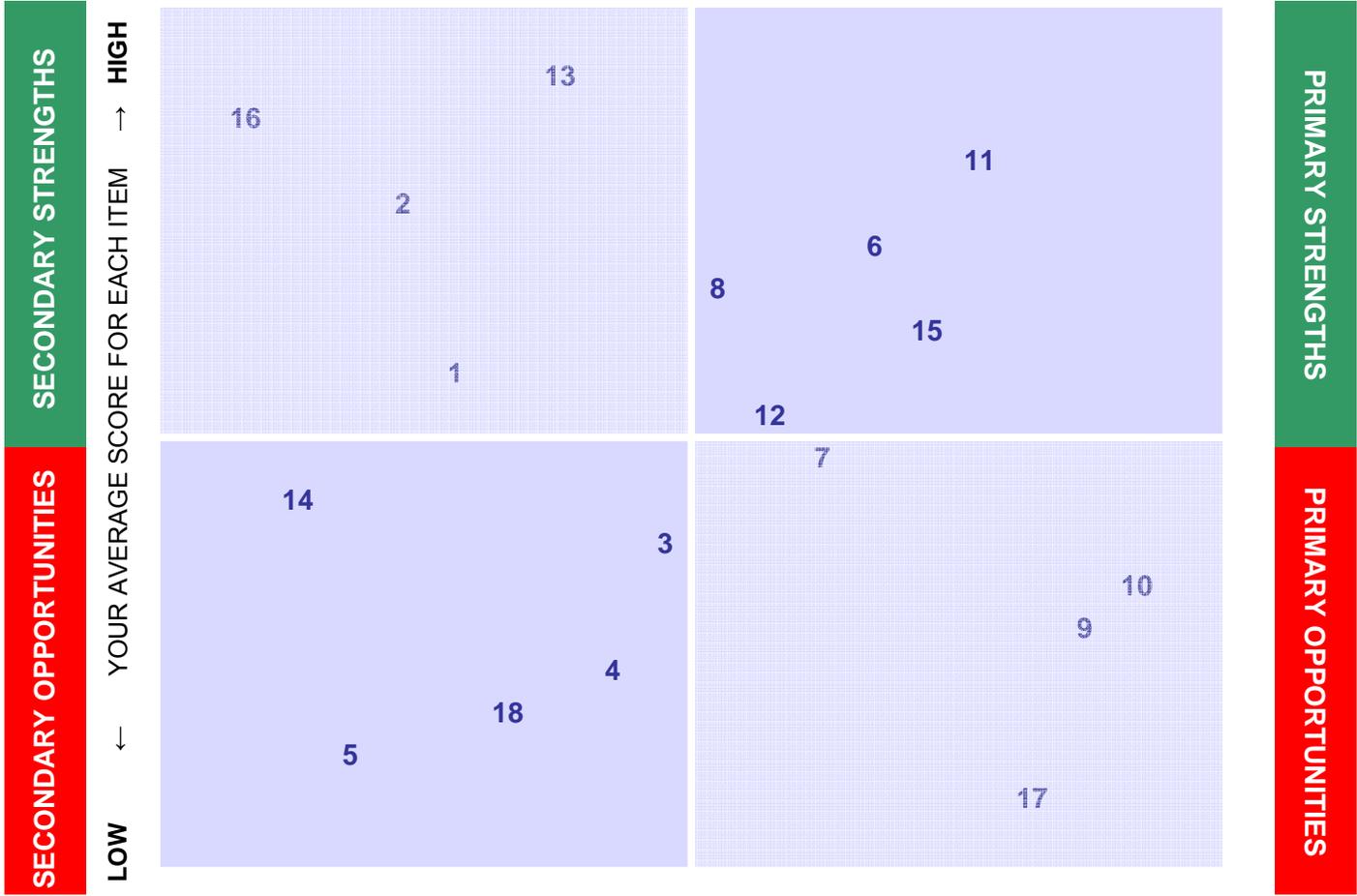
3

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

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 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

RHODE ISLAND



SECONDARY STRENGTHS

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

- 1 Quality of orientation
- 2 Quality of in-service education
- 13 Sense of accomplishment
- 16 Respectfulness of staff



PRIMARY STRENGTHS

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

- 15 Fairness of evaluations
- 12 Adequacy of equipment/supplies
- 6 Care (concern) of supervisor
- 11 Safety of workplace
- 8 Communication by supervisor



SECONDARY OPPORTUNITIES

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

- 4 Quality of family-related training
- 18 Staff-to-staff communication
- 3 Quality of resident-related training
- 5 Comparison of pay
- 14 Quality of teamwork



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 this facility as a place to work.

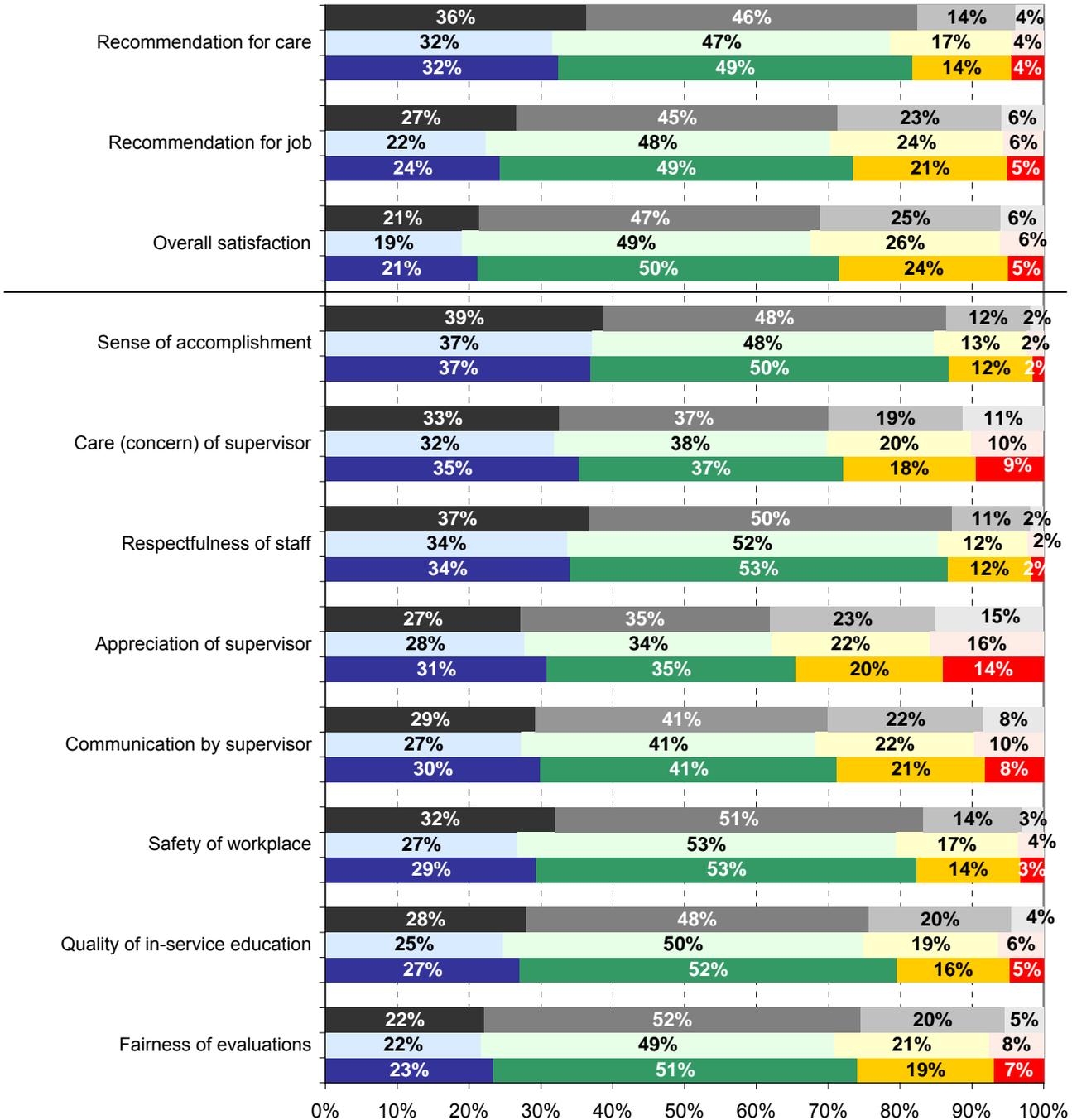
If Quadrant D has less than five items, the Priority Action Agenda will list only those items in the quadrant.

- 17 Assistance with job stress**
- 9 Attentiveness of management**
- 10 Care (concern) of management**
- 7 Appreciation of supervisor**

EMPLOYEE SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2008, 2009 AND 2010

2008	EXCELLENT	GOOD	FAIR	POOR
2009	EXCELLENT	GOOD	FAIR	POOR
2010	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.)

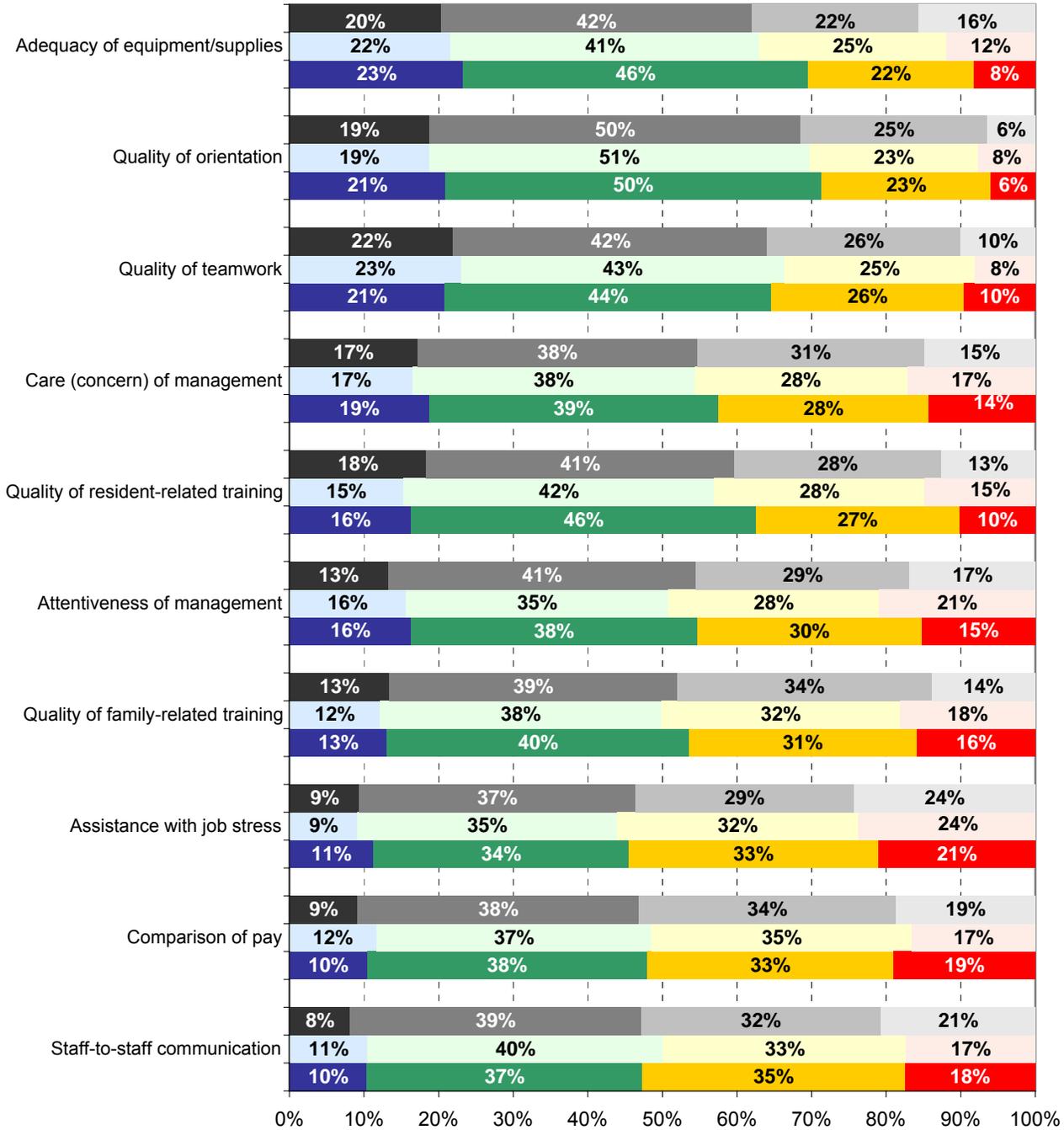
RHODE ISLAND

EMPLOYEE SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2008, 2009 AND 2010

CONTINUED

2008	EXCELLENT	GOOD	FAIR	POOR
2009	EXCELLENT	GOOD	FAIR	POOR
2010	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 2010

5

		2009	2008	2010 MIV
Recommendation for care		69	72	67
Recommendation for job		62	64	62
Overall satisfaction		60	61	60
TRAINING	Quality of in-service education	64	66	67
	Quality of orientation	60	60	62
	Quality of resident-related training	52	55	56
	Quality of family-related training	48	50	52
WORK ENVIRONMENT	Sense of accomplishment	73	74	75
	Respectfulness of staff	72	74	71
	Safety of workplace	67	71	68
	Fairness of evaluations	62	64	60
	Adequacy of equipment/supplies	58	56	58
	Quality of teamwork	60	59	58
	Staff-to-staff communication	48	45	49
	Comparison of pay	48	46	45
	Assistance with job stress	43	44	45
SUPERVISION	Care (concern) of supervisor	64	64	64
	Communication by supervisor	62	64	62
	Appreciation of supervisor	58	58	58
MANE-GE- MENT	Care (concern) of management	51	52	53
	Attentiveness of management	48	50	50

RHODE ISLAND

EMPLOYEE SATISFACTION

AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2010

6

		Rhode Island	Rural	Suburban	Urban	
TRAINING	Recommendation for care	70	69	70	71	
	Recommendation for job	64	64	65	64	
	Overall satisfaction	63	63	63	61	
	Quality of in-service education	67	67	67	67	
	Quality of orientation	62	63	62	60	
	Quality of resident-related training	56	55	58	55	
	Quality of family-related training	50	50	52	48	
	WORK ENVIRONMENT	Sense of accomplishment	74	74	75	73
		Respectfulness of staff	73	72	74	72
		Safety of workplace	69	69	70	70
Fairness of evaluations		63	63	66	60	
Adequacy of equipment/supplies		62	61	62	61	
Quality of teamwork		59	58	58	62	
Staff-to-staff communication		47	44	47	50	
Comparison of pay		46	49	45	43	
Assistance with job stress		45	45	47	44	
SUPER-VISION	Care (concern) of supervisor	66	65	68	64	
	Communication by supervisor	64	63	65	66	
	Appreciation of supervisor	61	60	62	61	
MANAGEMENT	Care (concern) of management	54	54	55	52	
	Attentiveness of management	52	51	53	52	

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 2010

7

EMPLOYEE

Age of employee		Gender of employee		English as first language	
19 and under	2%	Female	86%	Yes	92%
20 to 29	17%	Male	14%	No	8%
30 to 39	21%				
40 to 49	27%				
50 to 59	23%				
60 or older	10%				

POSITION

Job category		Shift typically worked		Hours worked in typical week	
CNA	39%	Days	67%	Less than 10 hours	2%
Nurse	18%	Evenings	20%	10 to 20 hours	5%
Nursing Administration	2%	Nights	7%	20 to 30 hours	12%
Food Service	9%	Rotating	6%	30 to 40 hours	61%
Social Services	2%			More than 40 hours	21%
Hskg./Lndry./Maint.	12%				
Activities	3%				
Therapy/Rehabilitation	2%				
Business Office	4%				
Administration	4%				
Other Position	5%				

WORK HISTORY

Length of employment		Homes worked in 3 years	
Less than 1 month	2%	Just this one	73%
1 to 3 months	5%	2 to 3	24%
3 months to 1 year	10%	4 or more	2%
1 to 2 years	11%		
2 to 5 years	29%		
5 to 10 years	24%		
More than 10 years	20%		

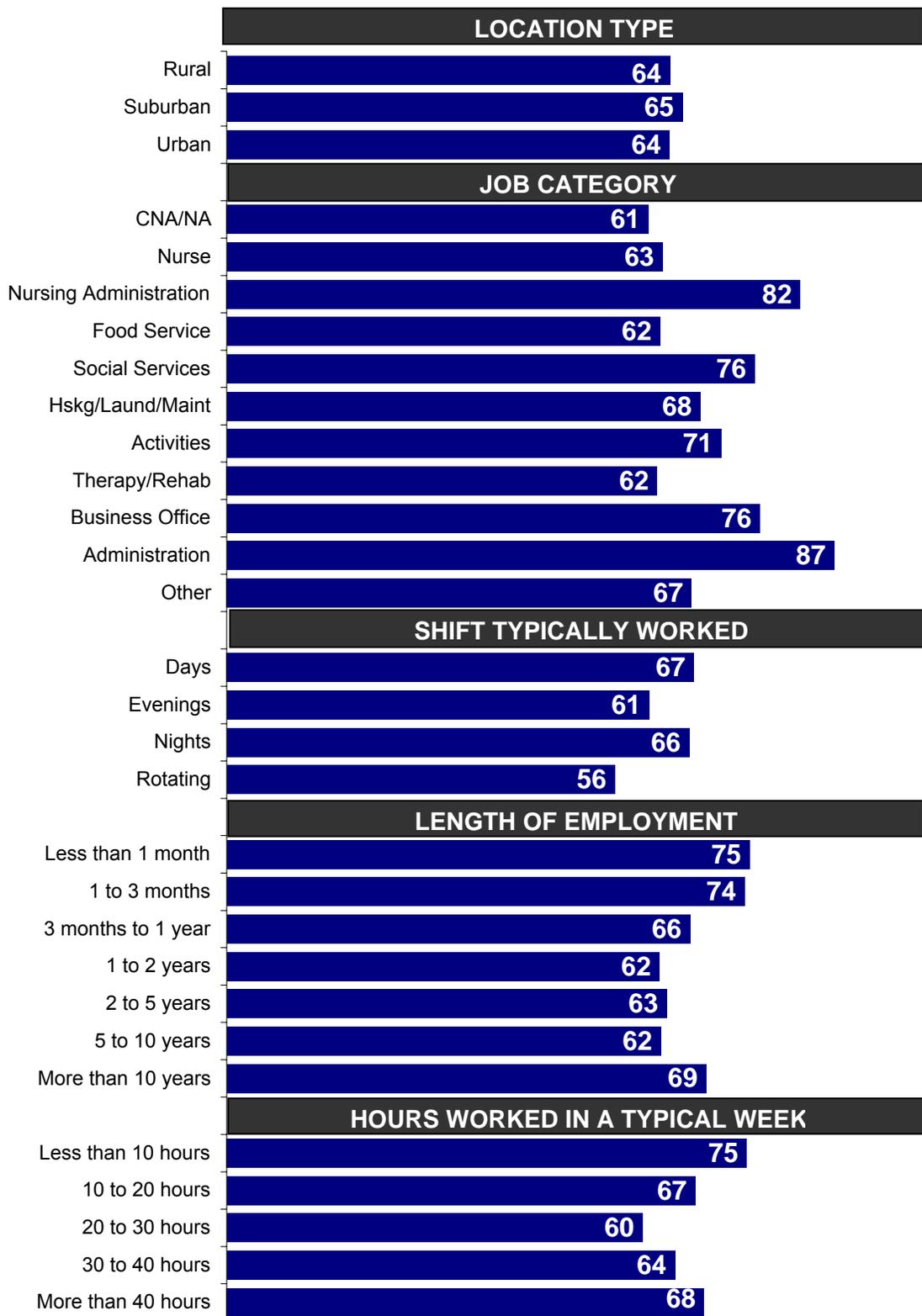
(May not total 100% due to rounding.)

RHODE ISLAND

EMPLOYEE SATISFACTION

AVERAGE SCORES FOR "RECOMMENDATION FOR JOB" BY DEMOGRAPHICS FOR 2010

8



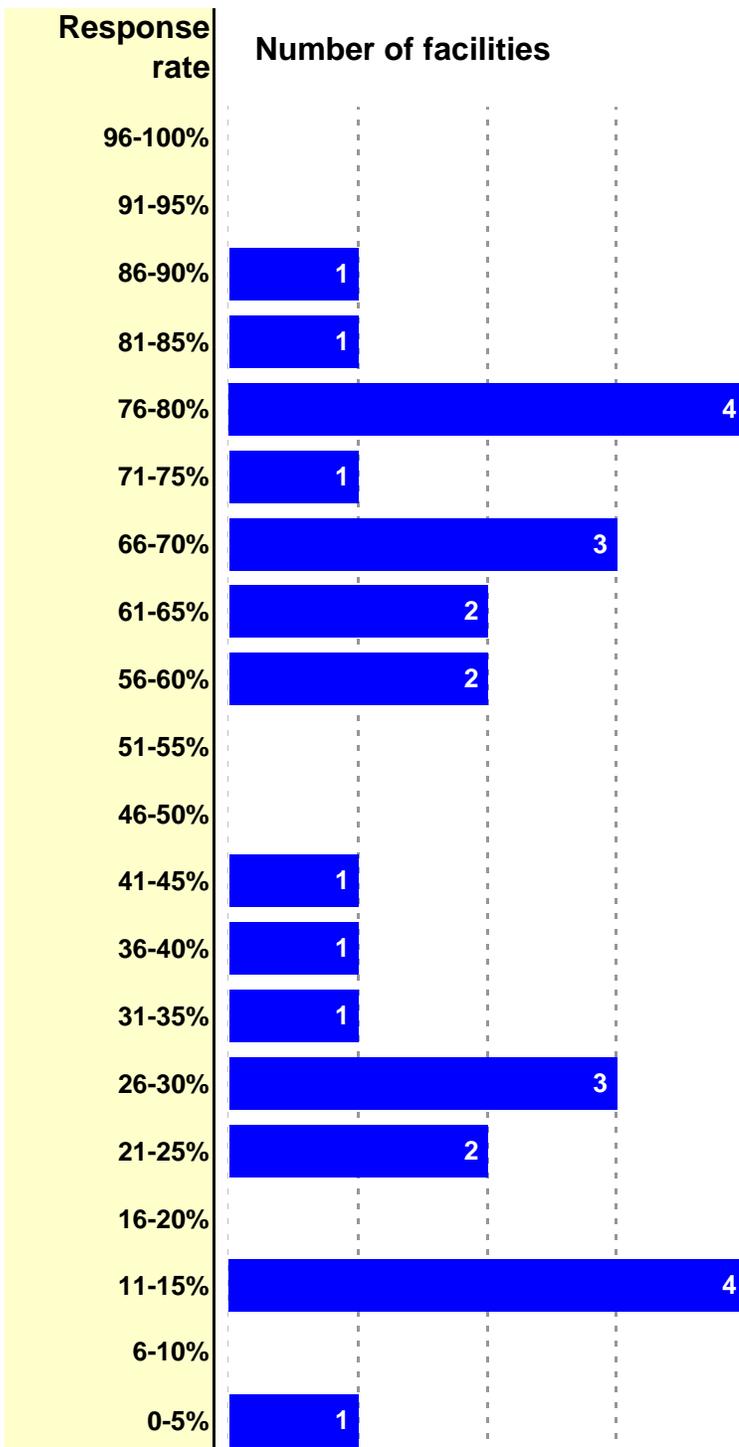
RHODE ISLAND

EMPLOYEE SATISFACTION

DISTRIBUTION OF RESPONSE RATES FOR 2010

9

Results are for 27 participating facilities.



SUMMARY
Lowest response rate 0%
Highest response rate 90%
Overall state response rate 50%

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?



2009 Rhode Island Nursing Home Satisfaction Survey

Supplemental Information

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

December 2009



Department of Health

Three Capitol Hill
Providence, RI 02908-5097

TTY: 711
www.health.ri.gov

December 2009

Dear Rhode Island Nursing Home Consumer,

Thank you for your interest in the 2009 Rhode Island Nursing Home Satisfaction Survey. The information in this packet will help you understand the satisfaction survey results. This packet includes:

- How Rhode Island reports nursing home satisfaction
- How the information is collected
- How to understand the report
- What the diamonds mean
- How the diamonds are calculated
- Other sources of information

In 1998, Rhode Island passed a law that requires the public release of information about the quality of care in all licensed healthcare facilities. Currently, information about patient satisfaction and health processes and outcomes is available for hospitals, home health agencies, and nursing homes. By making information publicly available, the law aims to:

- T Promote quality in the state's healthcare system
- T Help people choose among healthcare providers, such as nursing homes

The Nursing Home Satisfaction Report presents the each nursing home's scores using diamonds:

- One diamond (—) means that the score is worse than the Rhode Island average.
- Two diamonds (— —) means that the score is similar to the Rhode Island average.
- Three diamonds (— — —) means that the score is better than the Rhode Island average.

The diamonds are explained in more detail on page 3.

To access the 2009 Nursing Home Satisfaction Report or get information about other licensed healthcare providers, please visit the public reporting program's Web site (www.health.ri.gov/chic/performance) or call the Department of Health (401-222-2231).

Sincerely,

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

Samara Viner-Brown, MS
Chief, Center for Health Data and Analysis

Rhode Island Nursing Home Satisfaction

In 1998, Rhode Island passed a law that requires the public release of information about the quality of care in all licensed healthcare facilities. This law includes releasing information about patient satisfaction and health processes and outcomes. Over the past 10 years, the state has reported information for home health agencies, hospitals, and nursing homes. This information helps members of the public compare different healthcare providers, like nursing homes, and choose among them.

The Rhode Island public reporting program, which is run by the Department of Health, has a Nursing Home Subcommittee that helps the program's Steering Committee decide what information to release about nursing homes. The Nursing Home Subcommittee meetings are open to the public. Participants include local stakeholders—such as representatives of local nursing homes, government agencies, health insurers, and others interested in Rhode Island's nursing homes. Together, these people help to shape the state's nursing home public reporting efforts. If you are interested in attending the Nursing Home Subcommittee meetings, please visit the Rhode Island Open Meetings Web site to access agendas and minutes (www.sec.state.ri.us/pubinfo/openmeetings), or contact Dawn Fontaine (401-528-3265 or dfontaine@riqio.sdps.org) to be added to project email lists.

How Rhode Island Reports Nursing Home Satisfaction

As part of the public reporting program, Rhode Island's nursing homes have begun to collect information about patient, or "resident," satisfaction on a regular basis. Rhode Island nursing homes first collected and released this information in 2006. The 2009 Nursing Home Satisfaction Report is the fourth round of public information about nursing home satisfaction. Nursing homes sign a contract with a survey company, and the survey company collects information from residents and family members.

What My InnerView Provides Nursing Homes

In 2007, the Nursing Home Subcommittee recommended that the public reporting program begin using a company named My InnerView to measure nursing home satisfaction in Rhode Island. My InnerView is a company that helps nursing homes:

- Measure and improve their performance on resident and family satisfaction; and
- View, or "trend," their performance over time.

My InnerView also has the largest database of nursing home satisfaction in the U.S., which is useful for helping nursing homes compare, or "benchmark," their performance with other nursing homes' performance. For more information about My InnerView's services, please visit the company's Web site on the Internet: www.myinnerview.com.

What My InnerView's Survey Includes

My InnerView's satisfaction survey was designed by survey experts, who tested it to make sure that it was easy for nursing home residents and their families to understand and that it provided accurate, reliable information. The survey includes more than 20 statements in four categories:

1. **Quality of Care:** This category reflects the resident's or family's **perception of the medical care that the nursing home provides**. Questions in this category include topics like the care (concern) of staff, competency of staff, and the quality of nursing care provided.
2. **Quality of Life:** This category reflects **the social, personal, and comfort factors that affect nursing home residents' daily life and help them feel at home**. Questions in this category include topics like the ability of the resident to make choices, the nursing home's respect for privacy, friendships with other residents and staff, and the respectfulness of nursing home staff.
3. **Quality of Services:** This category reflects the resident's or family's **perception of the other services a nursing home provides**, such as laundry and housekeeping. Questions in this category include topics like responsiveness of management and cleanliness of the building and grounds.
4. **Overall Satisfaction:** This category reflects the resident's or family's responses to questions that ask **how satisfied they are with the nursing home and whether or not they would recommend the nursing home to others**.

For each statement, people are asked to score the nursing home from “poor” to “excellent.” They can also provide written comments. For more information about the surveys, please visit the My InnerView Web site on the Internet: www.myinnerview.com.

How the Information is Collected

My InnerView asks nursing homes to provide contact information for all residents who can answer questions, either independently or with someone's help. If residents cannot answer questions—for example, because their thinking is impaired—then their family members receive surveys.

Data collection for the 2009 Nursing Home Satisfaction Survey took place in Fall 2009. HEALTH required each Rhode Island nursing home to sign a contract with My InnerView and provide mailing lists for residents and family members. Each person on the mailing lists received a packet from My InnerView in the mail. This packet included a cover letter, the satisfaction survey, and a pre-addressed, postage-paid return envelope to send the completed survey to My InnerView. Sending the results directly to My InnerView helps ensure that people share their true feelings.

After receiving the completed surveys, My InnerView looked at the results and provided confidential feedback reports to each individual nursing home. This occurred in November 2009. My InnerView also provided nursing homes with online education and training.

How to Understand the Report

In 2009, 83 nursing homes collected resident satisfaction information and 90 collected family satisfaction information; altogether 90 different nursing homes surveyed residents or families. The results of these surveys are included in the 2009 Nursing Home Satisfaction Report, which looks like this:

Nursing Home (Alphabetical by Name)	Bed Size	Area of Performance					Total
		Survey	Quality of Care	Quality of Life	Quality of Services	Overall Satisfaction	
		<i>Family</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		<i>Resident</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆

The report lists each of the nursing homes and their results. Results are presented as one (—), two (— —), or three (— — —) diamonds for each of the four survey categories described above—(1) quality of care, (2) quality of life, (3) quality of services, and (4) overall satisfaction—and also a fifth category, total score. Total score combines the first four areas of performance and is included in the column at far right. This category helps people compare one nursing home to another more easily.

If 10 or fewer people provided responses for an area of performance, the information is withheld because it may not accurately reflect residents' and families' satisfaction. Information that is withheld is indicated by two dashes (--).

What the Diamonds Mean

The diamonds help you understand how the average of the nursing home's responses compares to the performance of other nursing homes in Rhode Island:

1. One Diamond (—): One diamond is the **lowest category**. It means that the nursing home's score for this area of performance is below the Rhode Island average.
2. Two Diamonds (— —): Two diamonds is the **middle category**. It means that the nursing home's score for this area of performance is similar to the Rhode Island average.
3. Three Diamonds (— — —): Three diamonds is the **highest category**. It means that the nursing home's score for this area of performance is above the Rhode Island average.

These categories are determined mathematically to ensure that the differences are meaningful. In detailed terms, this means that nursing homes with either one diamond (—) or three diamonds (— — —) have scores that are "statistically significantly different" from the Rhode Island average.

How the Diamonds are Calculated

The information in this section is for people who want statistical details about the diamond calculations:

The one- and three-diamond cut-points are the 25th and 75th percentile of all Rhode Island scores. To have one diamond (—) the score must fall below the 25th percentile and its margin of error, or "95% confidence interval," cannot include the Rhode Island average. To have three diamonds (— — —) the score must fall above the 75th percentile and its margin of error, or "95% confidence interval," cannot include the Rhode Island average. If the 95% confidence interval includes the Rhode Island average, then the nursing home's score is not accurate enough to categorize it as better or worse than other nursing homes. The nursing home then has two diamonds for that score (— —).

Other Sources of Information

The 2009 Nursing Home Satisfaction Report is one of several sources of information that you can use when choosing a nursing home. Consider these other sources of information, too:

- In-person visits to the nursing homes
- Recommendations from family and friends
- Clinical information available through the Department of Health's public reporting program: www.health.ri.gov/chic/performance
- Inspection reports available through the Department of Health: 401-222-2566

All of this information can help you figure out which nursing home may be a good fit for you or your family member.