



Healthcare Quality Reporting Program

NURSING HOME SUBCOMMITTEE

3-4 pm, February 17, 2015

Heathcentric Advisors, 235 Promenade St., Suite 500, Providence

1. Welcome & today's meeting objectives (3pm)

- Meeting chair: G. Patry
- Program staff: E. Cooper, A. Messier, T. Mota, S. Viner-Brown
- Meeting attendees: J. Gage, E. James, I. Philbrick, J. Robinson

Meeting was held via conference call due to weather.

2. Previous meeting's action items (3:05pm)

- Share satisfaction survey data, when available (Emily) – **Complete**
- Meet with Immunization Program to discuss HCW flu vaccination data (Emily/Sam/Terri) – **Complete**
- Share information from the Task Force for Antimicrobial Stewardship and Environmental Infection Control, as available (Emily/Terri) – **Ongoing**

3. Family and Resident Satisfaction Survey (3:10pm)

- *Review summary report (handout)*

Emily reviewed the preliminary data from the Nursing Home Satisfaction report. There was a 71% response rate for residents, up from 61% last year. The response rate for family/caregivers was 36%, while this is the same as the same as last year there were a greater number of family surveys distributed this year, so this represents a greater number of returned surveys.

- *Discussion:*

This year there were a few pilot questions added to the survey. These questions focus on the resident-centered care. Facilities that surveyed with their corporation used the old survey instrument and did not answer the pilot questions.

Gail reminded the group that we also added three CoreQ questions at the request of David Gifford, on behalf of the American Health Care Association (AHCA). These questions measure resident/family satisfaction and are being piloted nationally.

Resident satisfaction measures continue to be high, both compared to our previous survey periods and to our peers. Family satisfaction is slightly lower in some categories. The public report will be available in a few weeks.

The group discussed the ways to increase survey response rate, including working with facility social workers to increase awareness and querying successful facilities on how they get such high returns.

4. Updates from Meeting with Immunization Program (3:35pm)



Department of Health

Three Capitol Hill
Providence, RI 02908-5097

TTY: 711
www.health.ri.gov

- *Healthcare worker flu vaccination reports*

The healthcare worker flu vaccination [reports](#) created by the Immunization program and the aggregate [data slides](#) created by this program are now on the Public Reporting web pages.

- *Resident flu vaccination reporting*

The Immunization Program suggested that we report on resident flu vaccination rates. Although this information is available on Nursing Home Compare, the group decided to explore adding this data to our summary report to raise awareness.

5. Open forum & next steps (3:55pm)

The group discussed the changes to Nursing Home Compare and the 5-star rating system. It is expected that the new data and star designations will be available Friday, February 20. Medicare has explained that the changes in star-designations that come as a result of these changes will reflect a change in the system, not necessarily a change in facility quality. As we have more information on the outcome of these changes we will share with the group.

6. Action items

- Create Nursing Home Satisfaction public report (Emily/Blake)
- Share link to healthcare worker flu vaccination report (Emily) – Complete
- Add resident flu vaccination rates to summary report (Emily/Blake)
- Share information from the Task Force for Antimicrobial Stewardship and Environmental Infection Control, as available (Emily/Terri)
- Share information about new Nursing Home Compare measures and 5-star rating system, as available (Emily/Terri)

Next Meeting: April 21, 2015 at Healthcentric Advisors

2014 Family Satisfaction Ratings for Rhode Island Nursing Facilities

Average scores by quality domains and global satisfaction plus response rate

Average scores are relative to a 100-point scale, and reflect the weighted percentages for all responses in each of the displayed rating domains and items, whether **EXCELLENT** (score=100), **GOOD** (score=66.7), **FAIR** (score=33.3) or **POOR** (score=0).

Facility name	Quality of life	Quality of care	Quality of service	Overall satisfaction	Recommend to others	Response rate
Alpine Nursing Home Inc	82	82	83	89	89	30%
Apple Rehab Clipper	79	76	75	73	76	56%
Apple Rehab Watch Hill	78	76	77	79	72	63%
Avalon Nursing Home	84	93	81	100	100	27%
Ballou Home for the Aged	87	85	83	92	92	48%
Bannister House Inc	57	60	47	54	46	13%
Bayberry Commons	68	70	67	70	70	33%
Berkshire Place Nursing and Rehabilitation Center	67	67	63	61	63	21%
Bethany Home of Rhode Island	74	67	66	78	78	35%
Brentwood Nursing Home	79	83	82	84	86	45%
Briarcliffe Manor	78	86	76	83	84	33%
Cedar Crest Nursing Center	73	74	67	71	71	29%
Charlesgate Nursing Center	72	78	66	75	79	13%
Cherry Hill Manor Nursing and Rehabilitation Center	69	69	60	67	68	31%
Chestnut Terrace Nursing & Rehabilitation Center	73	77	72	83	81	24%
Cortland Place	74	77	78	77	79	28%
Coventry Center	67	69	66	68	68	29%
CRA-MAR Meadows	77	75	77	71	71	64%
Crestwood Nursing and Convalescent Home	82	87	83	87	85	48%
Eastgate Nursing & Recovery Center	62	61	60	58	58	40%
Elmhurst Extended Care Facility	68	73	72	74	77	34%
Elmwood Health Center	65	73	72	73	79	19%
Emerald Bay Retirement Living						
EPOCH Senior Healthcare on Blackstone Boulevard	75	81	61	83	83	29%
Evergreen House Health Center	76	77	66	77	77	22%
Forest Farm Health Care Center	86	84	87	90	89	50%
Golden Crest Nursing Centre	75	76	68	71	74	29%
Grace Barker Nursing Center, Inc	76	81	78	82	79	36%
Grand Islander	77	81	79	82	84	87%
Grandview Center	74	77	77	79	79	55%
Greenville Center	68	66	66	69	64	43%
Greenwood Care and Rehabilitation Center	66	61	59	60	61	36%
Hallworth House	82	84	73	88	89	56%
Harris Health Care North	70	74	63	50	47	43%
State average for Rhode Island facilities	76	77	73	78	78	36%
National average for My InnerView facilities	76	75	71	77	78	31%

QUALITY OF LIFE

Combines the following survey items:

- Choices/preferences
- Respectfulness of staff
- Respect for privacy
- Meaningfulness of activities
- Religious/spiritual opportunities
- Safety of facility
- Security of personal belongings
- Quality of dining experience

QUALITY OF CARE

Combines the following survey items:

- RN/LVN/LPN care
- CNA/NA care
- Rehabilitation therapy
- Adequate staff to meet needs
- Attention to resident grooming
- Commitment to family updates
- Care (concern) of staff

QUALITY OF SERVICE

Combines the following survey items:

- Responsiveness of management
- Cleanliness of premises
- Quality of laundry services

GLOBAL SATISFACTION

Overall satisfaction: How would you rate your overall satisfaction with this facility?

Recommendation to others: "What is your recommendation of this facility to others?"



NATIONAL RESEARCH
Corporation

2014 Family Satisfaction Ratings for Rhode Island Nursing Facilities

Average scores by quality domains and global satisfaction plus response rate

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Facility name	Quality of life	Quality of care	Quality of service	Overall satisfaction	Recommend to others	Response rate
Harris Health Center	63	79	61	67	67	15%
Hattie Ide Chaffee Home	82	80	82	89	87	21%
Heatherwood Nursing & Subacute Center	70	72	68	72	67	21%
Hebert Health Center	66	65	55	63	60	36%
Heritage Hills Nursing Centre, LLC	69	68	65	65	66	49%
Hopkins Manor LTD	70	73	72	68	68	32%
Jeanne Jugan Residence	94	92	92	100	100	81%
John Clarke Retirement Ctr	83	84	81	84	88	29%
Kent Regency	72	77	63	79	73	32%
Linn Health Care Center	75	73	68	79	80	32%
Mansion Nursing & Rehabilitation Center	81	79	79	82	87	49%
Morgan Health Center	66	67	69	72	72	27%
Mount St Rita Health Centre	85	82	82	91	91	52%
NancyAnn Nursing Home Inc	91	93	91	96	100	53%
North Bay Retirement Living						
Oak Hill Health and Rehabilitation Center	62	63	54	61	62	33%
Oakland Grove Health Care Center	71	73	71	71	71	42%
Orchard View Manor Nursing and Rehab	67	64	56	61	60	30%
Overlook Nursing & Rehabilitation Center	82	84	78	84	89	39%
Park View Nursing Home	95	98	97	100	83	19%
Pawtucket Center	71	71	68	73	71	29%
Pine Grove Health Center	68	65	71	62	67	14%
Rhode Island Veterans Home	77	83	74	83	80	39%
Riverview Healthcare Community	72	73	69	73	74	35%
Roberts Health Centre Inc	84	87	88	88	90	69%
Saint Antoine Residence	81	80	76	82	83	37%
Saint Elizabeth Home	83	85	83	93	95	44%
Saint Elizabeth Manor East Bay (St. Elizabeth Manor)	81	84	79	84	88	50%
Sakonnet Bay Manor						
Scalabrini Villa	84	80	82	84	83	34%
Scallop Shell Nursing & Rehabilitation Center	85	88	83	91	93	33%
Scandinavian Home	88	88	86	91	91	41%
Shady Acres Inc	86	90	86	92	92	39%
Silver Creek Manor	78	82	78	80	83	39%
State average for Rhode Island facilities	76	77	73	78	78	36%
National average for My InnerView facilities	76	75	71	77	78	31%

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Combines the following survey items:

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NATIONAL RESEARCH
Corporation

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Facility name	Quality of life	Quality of care	Quality of service	Overall satisfaction	Recommend to others	Response rate
Alpine Nursing Home Inc	80	74	80	74	82	95%
Apple Rehab Clipper	88	88	89	94	94	77%
Apple Rehab Watch Hill	77	81	79	79	78	71%
Avalon Nursing Home						0%
Ballou Home for the Aged	87	85	83	93	93	56%
Bannister House Inc	65	66	62	61	60	80%
Bayberry Commons	61	68	66	67	58	80%
Berkshire Place Nursing and Rehabilitation Center	76	76	76	73	76	95%
Bethany Home of Rhode Island	85	87	87	88	93	100%
Brentwood Nursing Home	96	99	96	100	100	76%
Briarcliffe Manor	89	93	94	93	94	87%
Cedar Crest Nursing Center	89	85	86	90	91	78%
Charlesgate Nursing Center	72	73	70	73	74	77%
Cherry Hill Manor Nursing and Rehabilitation Center	74	76	73	76	75	64%
Chestnut Terrace Nursing & Rehabilitation Center	81	80	78	83	79	81%
Cortland Place	77	78	83	79	79	79%
Coventry Center	68	67	62	63	61	97%
CRA-MAR Meadows	100	100	100	100	100	90%
Crestwood Nursing and Convalescent Home	72	75	70	82	83	98%
Eastgate Nursing & Recovery Center	74	73	75	81	75	65%
Elmhurst Extended Care Facility	78	77	77	78	75	57%
Elmwood Health Center	69	70	72	72	72	69%
Emerald Bay Retirement Living	72	73	74	76	76	39%
EPOCH Senior Healthcare on Blackstone Boulevard						0%
Evergreen House Health Center	71	70	69	72	74	100%
Forest Farm Health Care Center	83	83	86	87	87	78%
Golden Crest Nursing Centre	94	93	91	88	91	96%
Grace Barker Nursing Center, Inc	73	82	80	78	82	94%
Grand Islander	88	91	89	89	89	100%
Grandview Center	77	78	77	81	87	96%
Greenville Center	67	68	66	75	73	89%
Greenwood Care and Rehabilitation Center	82	79	87	82	85	91%
Hallworth House	76	77	75	70	71	25%
Harris Health Care North	86	91	94	92	96	100%
State average for Rhode Island facilities	77	77	76	78	78	71%
National average for My InnerView facilities	75	75	71	77	77	54%

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Facility name	Quality of life	Quality of care	Quality of service	Overall satisfaction	Recommend to others	Response rate
Harris Health Center	25	10	0	0	0	13%
Hattie Ide Chaffee Home	66	55	68	67	67	50%
Heatherwood Nursing & Subacute Center	71	75	71	77	77	92%
Hebert Health Center	67	70	64	66	65	85%
Heritage Hills Nursing Centre, LLC	75	69	72	73	72	96%
Hopkins Manor LTD	87	85	91	92	91	66%
Jeanne Jugan Residence	85	87	86	89	88	91%
John Clarke Retirement Ctr	75	79	73	83	82	61%
Kent Regency	86	86	83	89	91	98%
Linn Health Care Center	71	72	74	75	75	98%
Mansion Nursing & Rehabilitation Center	73	76	75	74	75	86%
Morgan Health Center	79	73	76	79	81	71%
Mount St Rita Health Centre	87	83	84	86	85	39%
NancyAnn Nursing Home Inc	85	82	93	86	89	85%
North Bay Retirement Living	68	70	63	67	67	27%
Oak Hill Health and Rehabilitation Center						0%
Oakland Grove Health Care Center	72	75	70	71	70	67%
Orchard View Manor Nursing and Rehab	73	72	68	70	71	58%
Overlook Nursing & Rehabilitation Center	87	89	88	94	91	85%
Park View Nursing Home	67	70	68	59	63	95%
Pawtucket Center	74	74	78	72	72	82%
Pine Grove Health Center	64	65	63	67	54	33%
Rhode Island Veterans Home	72	77	73	76	76	21%
Riverview Healthcare Community	72	69	67	75	72	82%
Roberts Health Centre Inc	81	86	82	79	89	95%
Saint Antoine Residence	81	80	78	83	82	39%
Saint Elizabeth Home	75	79	76	91	90	90%
Saint Elizabeth Manor East Bay (St. Elizabeth Manor)	79	81	81	85	86	79%
Sakonnet Bay Manor	74	82	71	83	83	23%
Scalabrini Villa	80	73	86	72	67	33%
Scallop Shell Nursing & Rehabilitation Center	70	69	69	71	71	32%
Scandinavian Home	76	77	78	82	79	93%
Shady Acres Inc	80	84	86	90	90	93%
Silver Creek Manor	79	82	79	83	85	99%
State average for Rhode Island facilities	77	77	76	78	78	71%
National average for My InnerView facilities	75	75	71	77	77	54%

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NATIONAL RESEARCH
Corporation

SATISFACTION SURVEY SUMMARY

Rhode Island

, RI USA

WHAT'S INSIDE

This report summarizes your satisfaction survey results. The charts and graphs selected by your organization provide important information necessary to better understand the perceptions of those individuals closely aligned to your organization.

Skilled Nursing Facility

Results for:

Resident

Survey
date

For Apr 2014 to Oct 2014

Surveys
distributed

3,658

Surveys
returned

2,609

Response
rate

71%

Printed from My InnerView's members-only Web site
on **Jan 08, 2015**

See the members' site for:

- Satisfaction survey items and reference labels
- Glossary of items

Peer group: **National Database**

Peer group size: **2414**

PREPARED BY



800-601-3884
help@myinnerview.com

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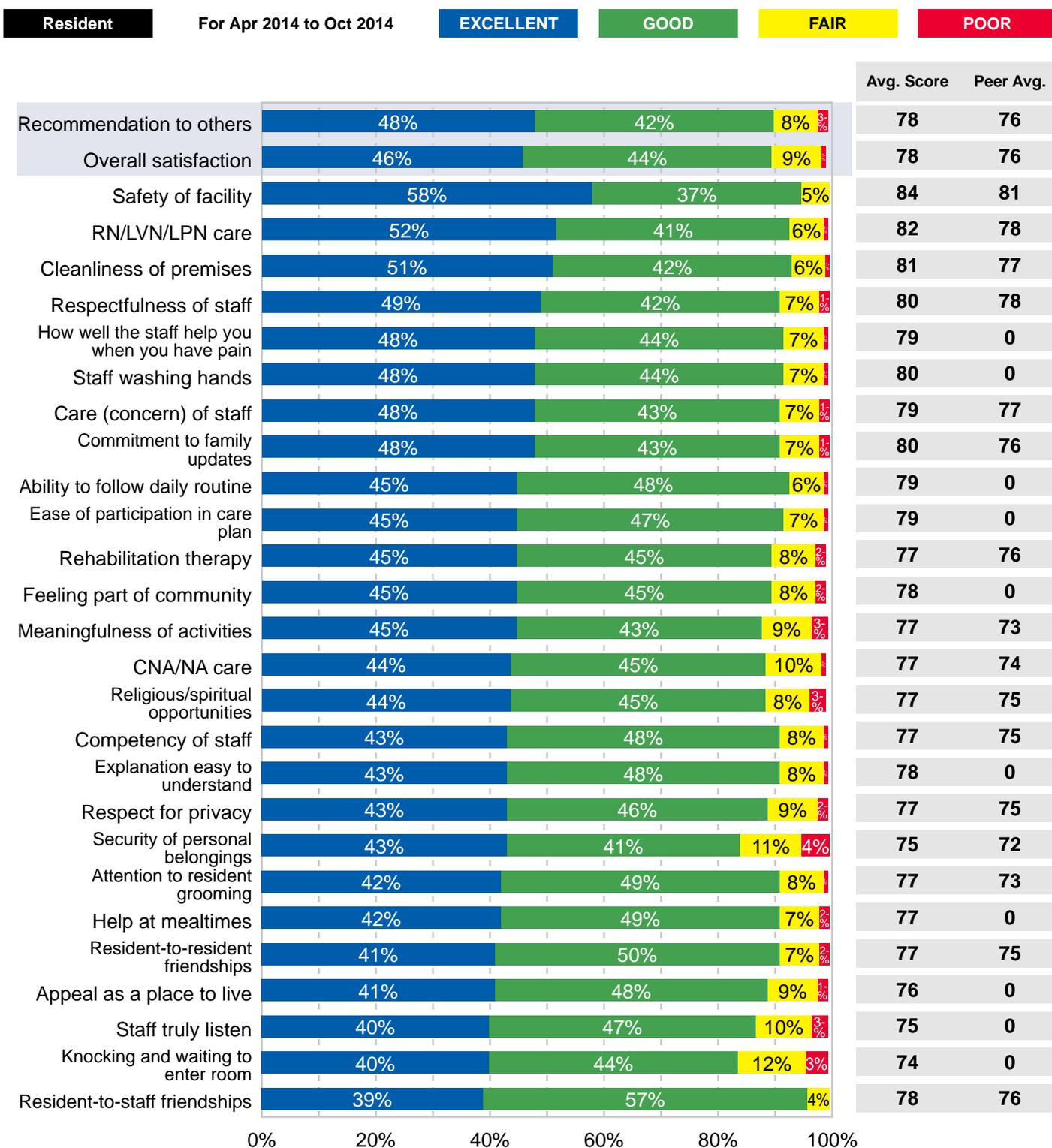
Results by item

"Excellent," "Good", "Fair" and "Poor" ranked by percent "Excellent"

Rhode Island

Item-E/G/F/P-PE

Percent of responses **EXCELLENT**, **GOOD**, **FAIR** or **POOR** on each item on the survey. Items are ranked from the highest percent **EXCELLENT** to the lowest percent **EXCELLENT**. (May not total 100% due to rounding)



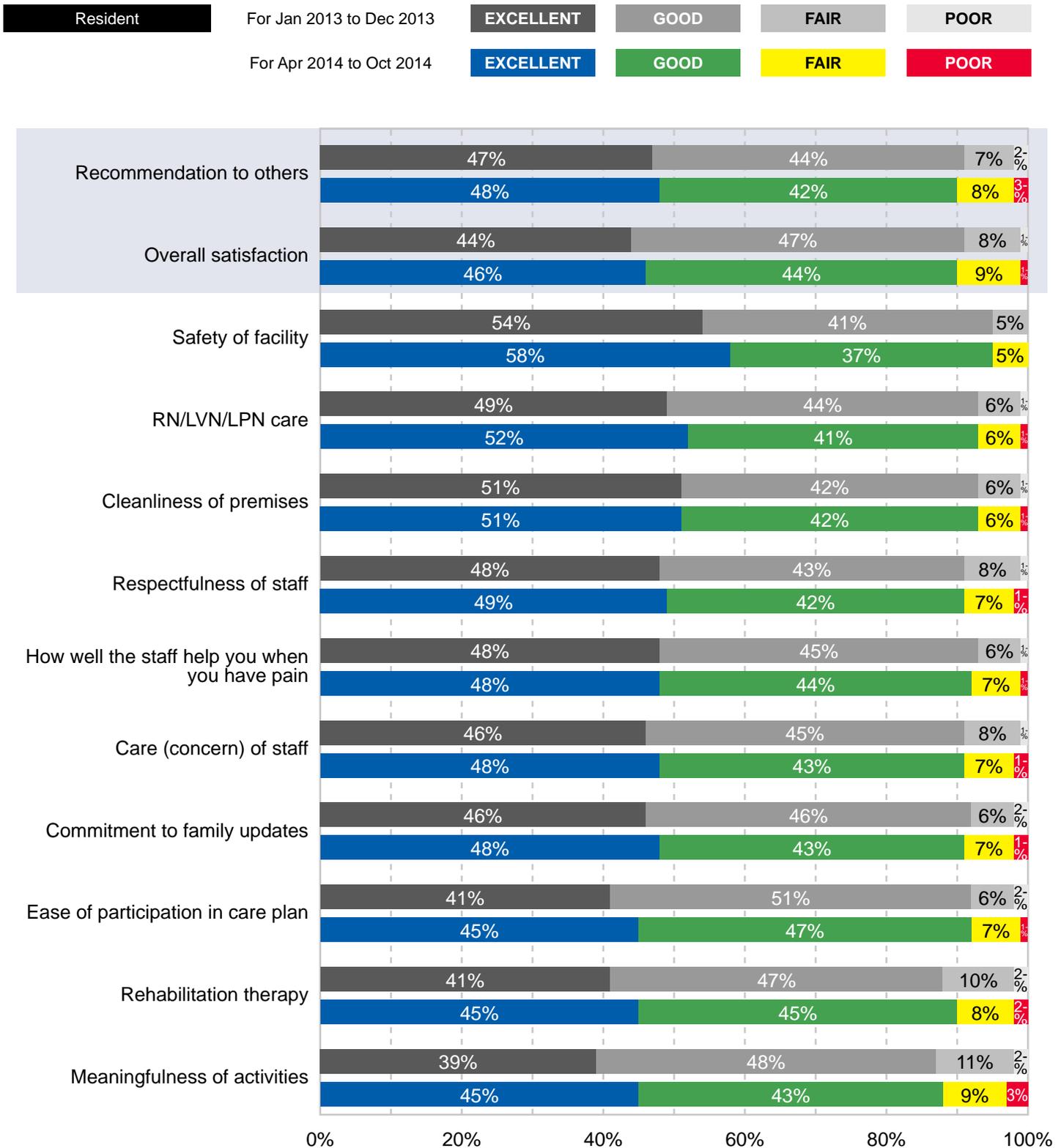
WHAT IT MEANS: The percent of respondents within different demographic categories. SHADING indicates the category with the highest percentage. (May not total 100% due to rounding)

Resident

For Apr 2014 to Oct 2014

Length of stay		Reason for choosing		Overall recommendation to friends and family	
Less than 1 month	1%	Convenient location	21%	Poor	2%
1 to 3 months	4%	Good reputation	29%	Average	9%
3 to 6 months	7%	Doctor or hospital	22%	Good	21%
6 months to 1 year	15%	Relative or friend	16%	Very Good	32%
1 to 3 years	38%	Insurance requirement	1%	Excellent	36%
3 or more years	34%	Other reason	10%		
Person visiting most		Gender of resident		Overall staff rating	
Spouse	8%	Female	70%	Poor	1%
Child	54%	Male	30%	Average	8%
Brother or sister	13%	Age of resident		Good	25%
Grandchild	3%	19 or under	0%	Very Good	31%
Friend	8%	20 to 29	0%	Excellent	35%
Another person	14%	30 to 39	0%	Overall care received	
How often visited		40 to 49	1%	Poor	1%
Less than once a year	1%	50 to 59	6%	Average	7%
Once a year	2%	60 to 69	11%	Good	25%
Once every 3 months	7%	70 to 79	17%	Very Good	31%
Once a month or more	17%	80 to 89	37%	Excellent	36%
Once a week or more	49%	90 or older	27%	Assistance with survey	
Almost daily	23%	Assistance with survey		By myself	19%
Homes visited		With facility staff	57%	With family or friend	14%
None	38%	With another resident	1%	With another person	9%
Only this one	29%				
Two	20%				
Three	8%				
Four	2%				
Five or more	2%				

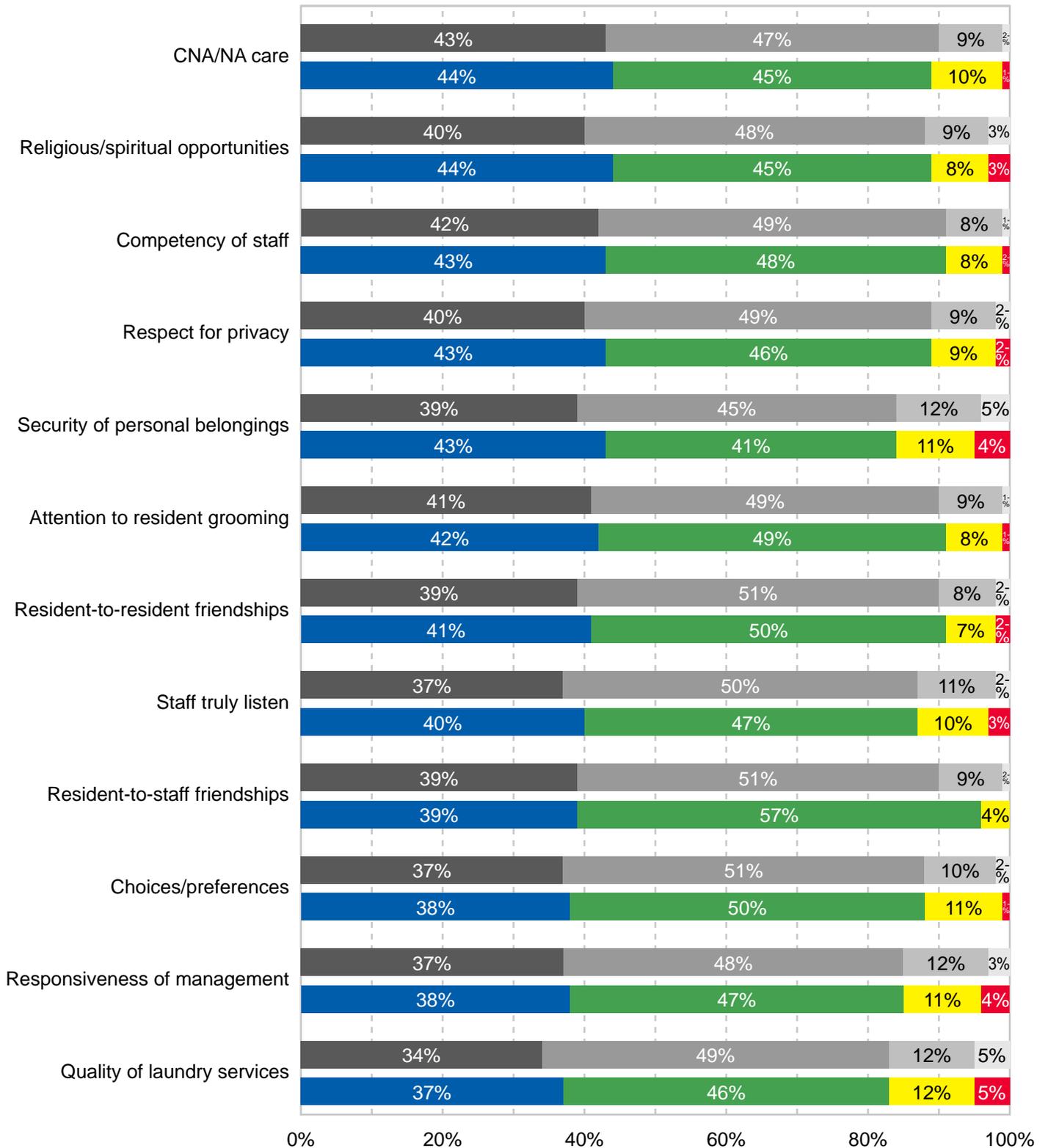
Percent of responses **EXCELLENT**, **GOOD**, **FAIR** or **POOR** on each item on the survey. Items are ranked from the highest percent **EXCELLENT** to the lowest percent **EXCELLENT**. (May not total 100% due to rounding)



Rhode Island

CpLast-E/G/F/P

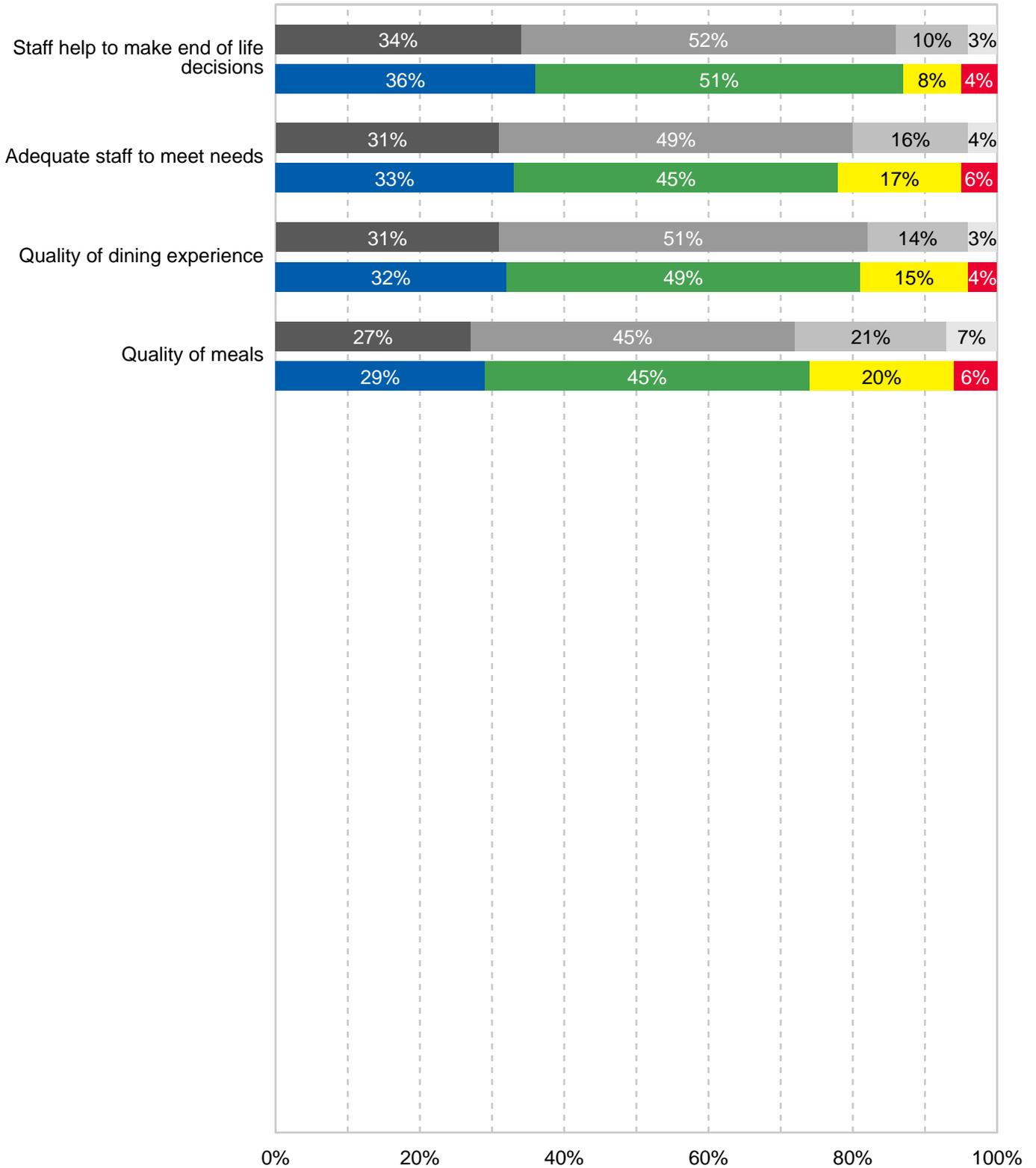
Resident



Rhode Island

CpLast-E/G/F/P

Resident

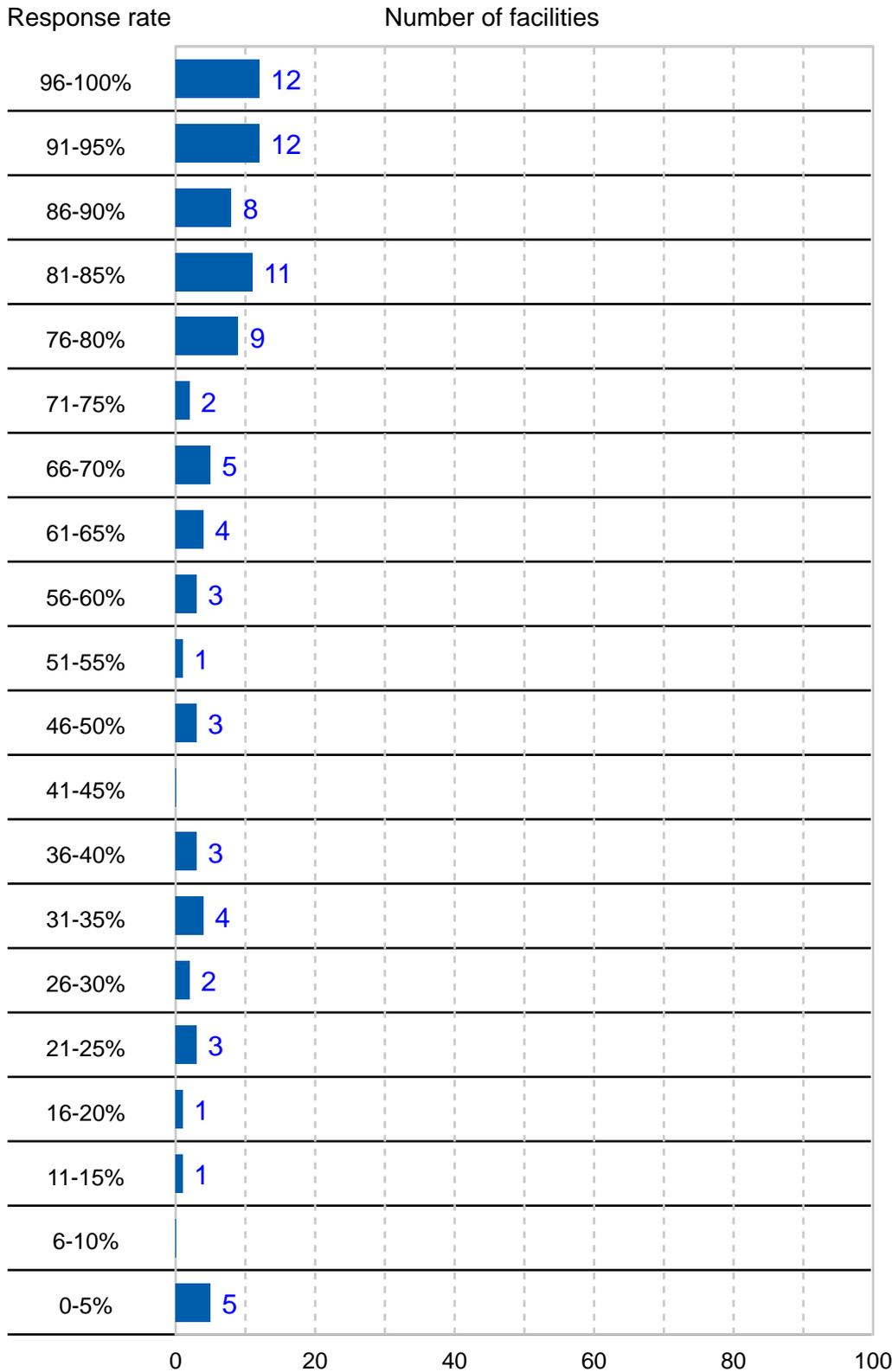


Rhode Island

The number of facilities within each distribution range of response rates to this survey type.

Resident

For Apr 2014 to Oct 2014



Summary

Lowest response rate
0%

Highest response rate
100%

Average response rate
71%

My InnerView average
response rate
53%

SATISFACTION SURVEY SUMMARY

Rhode Island

, RI USA

WHAT'S INSIDE

This report summarizes your satisfaction survey results. The charts and graphs selected by your organization provide important information necessary to better understand the perceptions of those individuals closely aligned to your organization.

Skilled Nursing Facility

Results for:

Family

Survey date

Surveys distributed

Surveys returned

Response rate

For Apr 2014 to Oct 2014

5,616

2,030

36%

Printed from My InnerView's members-only Web site on **Jan 08, 2015**

See the members' site for:

- Satisfaction survey items and reference labels
- Glossary of items

Peer group: **National Database**

Peer group size: **2668**

PREPARED BY



800-601-3884
help@myinnerview.com

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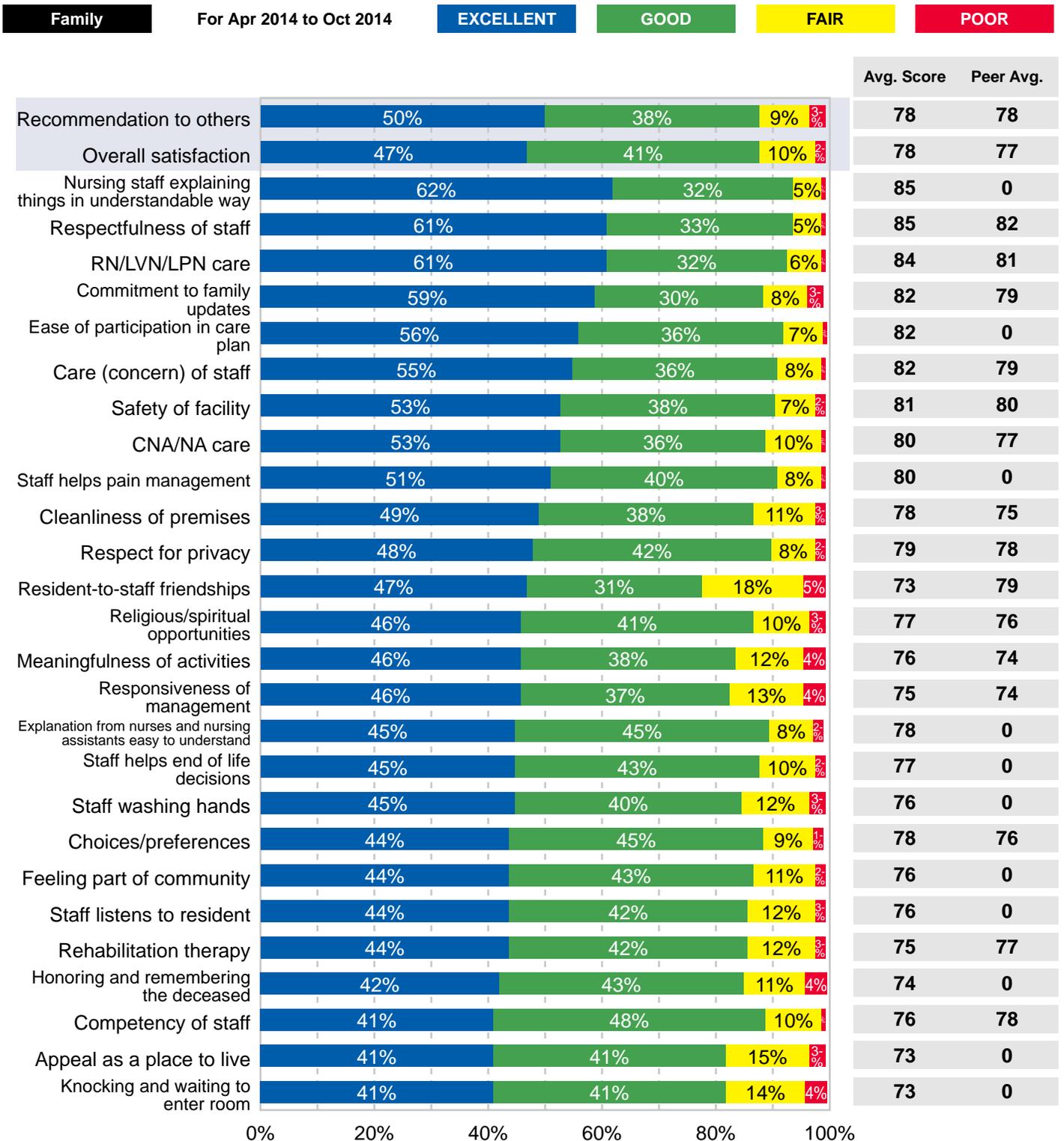
Results by item

"Excellent," "Good", "Fair" and "Poor" ranked by percent "Excellent"

Rhode Island

Item-E/G/F/P-PE

Percent of responses **EXCELLENT**, **GOOD**, **FAIR** or **POOR** on each item on the survey. Items are ranked from the highest percent **EXCELLENT** to the lowest percent **EXCELLENT**. (May not total 100% due to rounding)



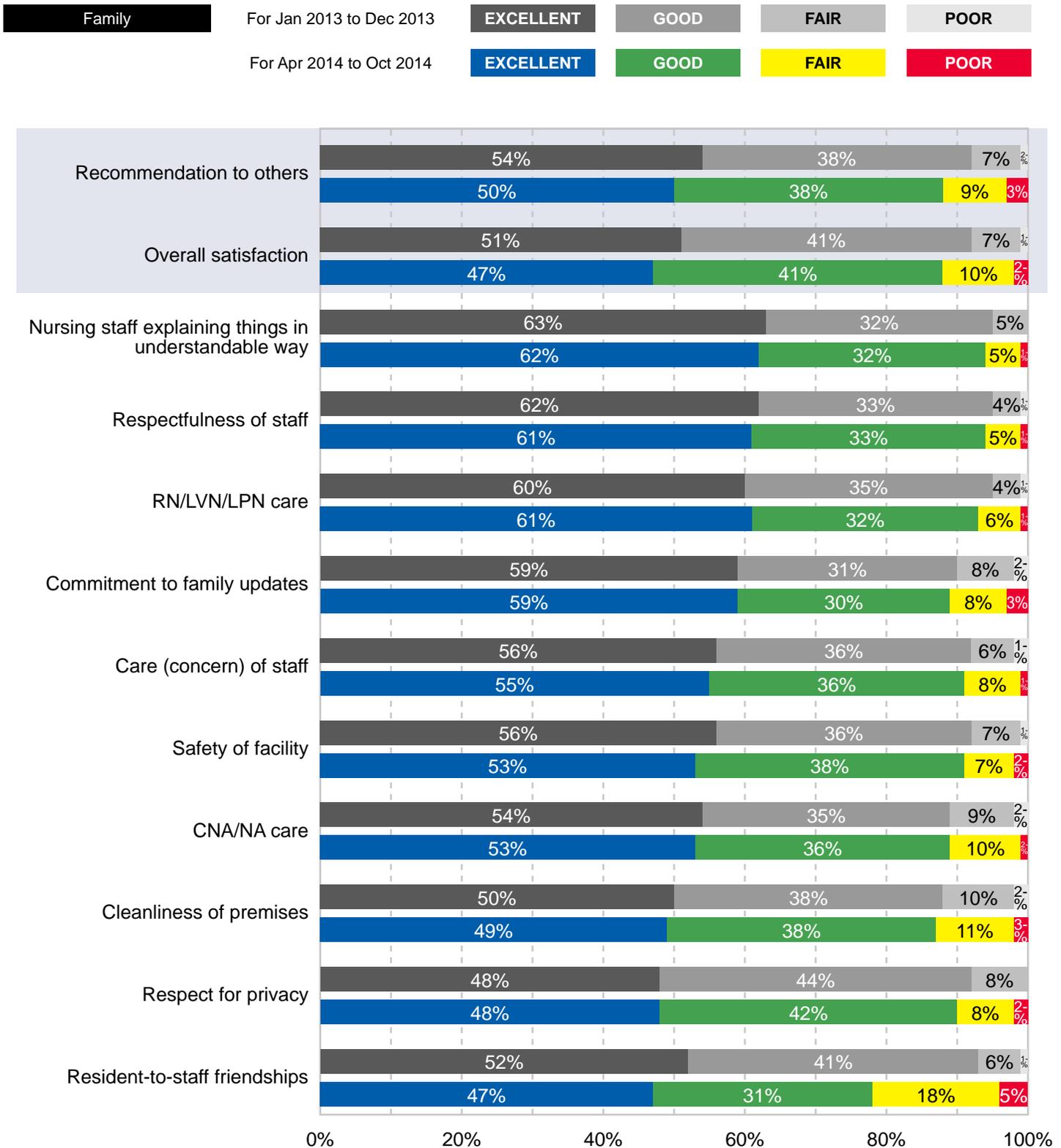
WHAT IT MEANS: The percent of respondents within different demographic categories. SHADING indicates the category with the highest percentage. (May not total 100% due to rounding)

Family

For Apr 2014 to Oct 2014

Length of stay		Reason for choosing		Overall recommendation to friends and family	
Less than 1 month	0%	Convenient location	26%	Poor	3%
1 to 3 months	3%	Good reputation	37%	Average	10%
3 to 6 months	7%	Doctor or hospital	12%	Good	15%
6 months to 1 year	15%	Relative or friend	9%	Very Good	30%
1 to 3 years	39%	Insurance requirement	2%	Excellent	42%
3 or more years	36%	Other reason	14%		
Person visiting most		Gender of resident		Overall staff rating	
Spouse	13%	Female	75%	Poor	1%
Child	61%	Male	25%	Average	9%
Brother or sister	10%	Age of resident		Good	16%
Grandchild	2%	19 or under	0%	Very Good	32%
Friend	4%	20 to 29	0%	Excellent	42%
Another person	10%	30 to 39	0%	Overall care received	
How often visited		40 to 49	0%	Poor	1%
Less than once a year	0%	50 to 59	2%	Average	9%
Once a year	1%	60 to 69	5%	Good	17%
Once every 3 months	3%	70 to 79	11%	Very Good	31%
Once a month or more	11%	80 to 89	39%	Excellent	41%
Once a week or more	49%	90 or older	43%		
Almost daily	36%	Relationship to resident			
Homes visited		Spouse	11%		
None	29%	Child	61%		
Only this one	15%	Brother or sister	8%		
Two	25%	Grandchild	1%		
Three	17%	Friend	2%		
Four	8%	Other relationship	15%		
Five or more	6%				

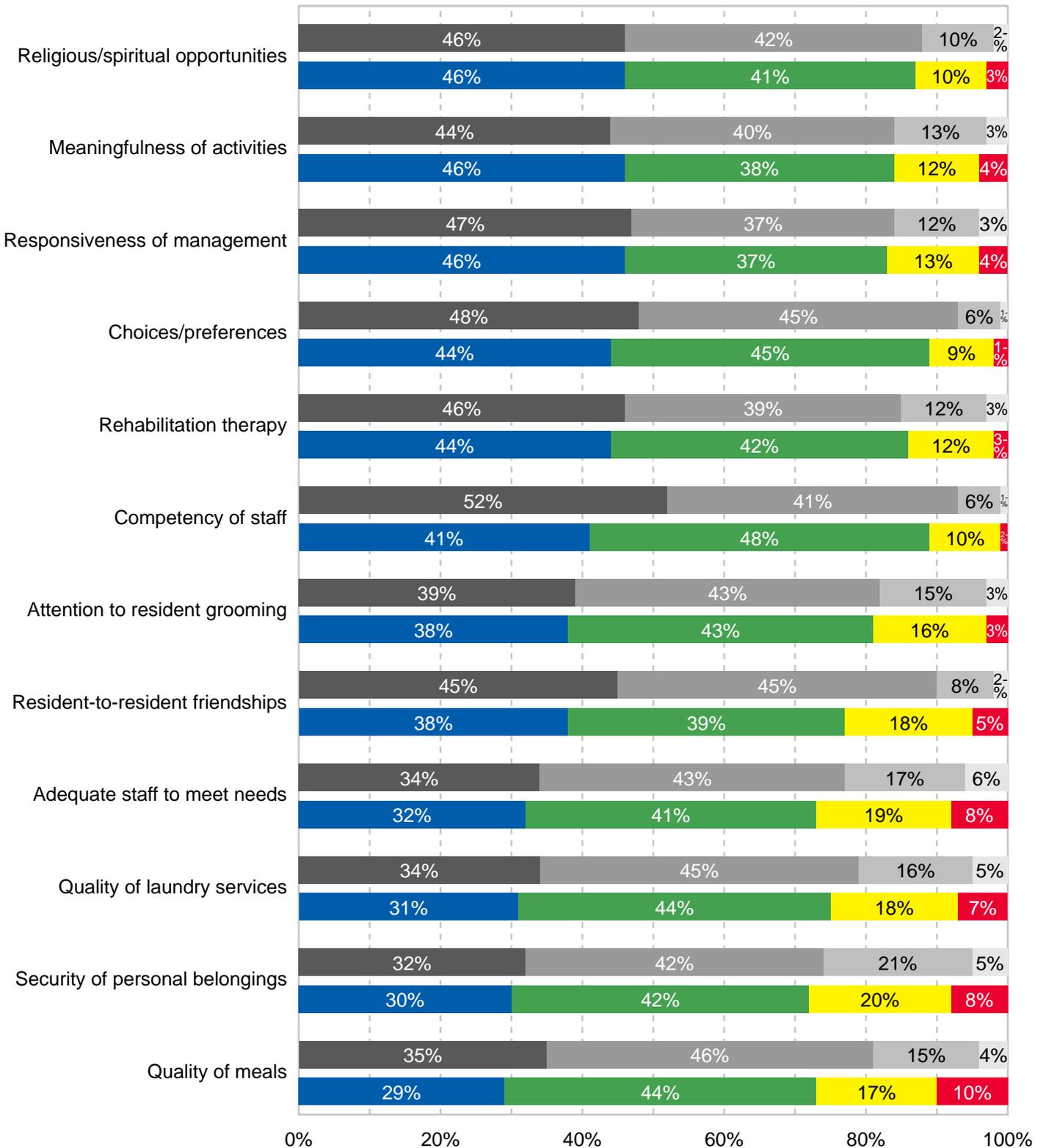
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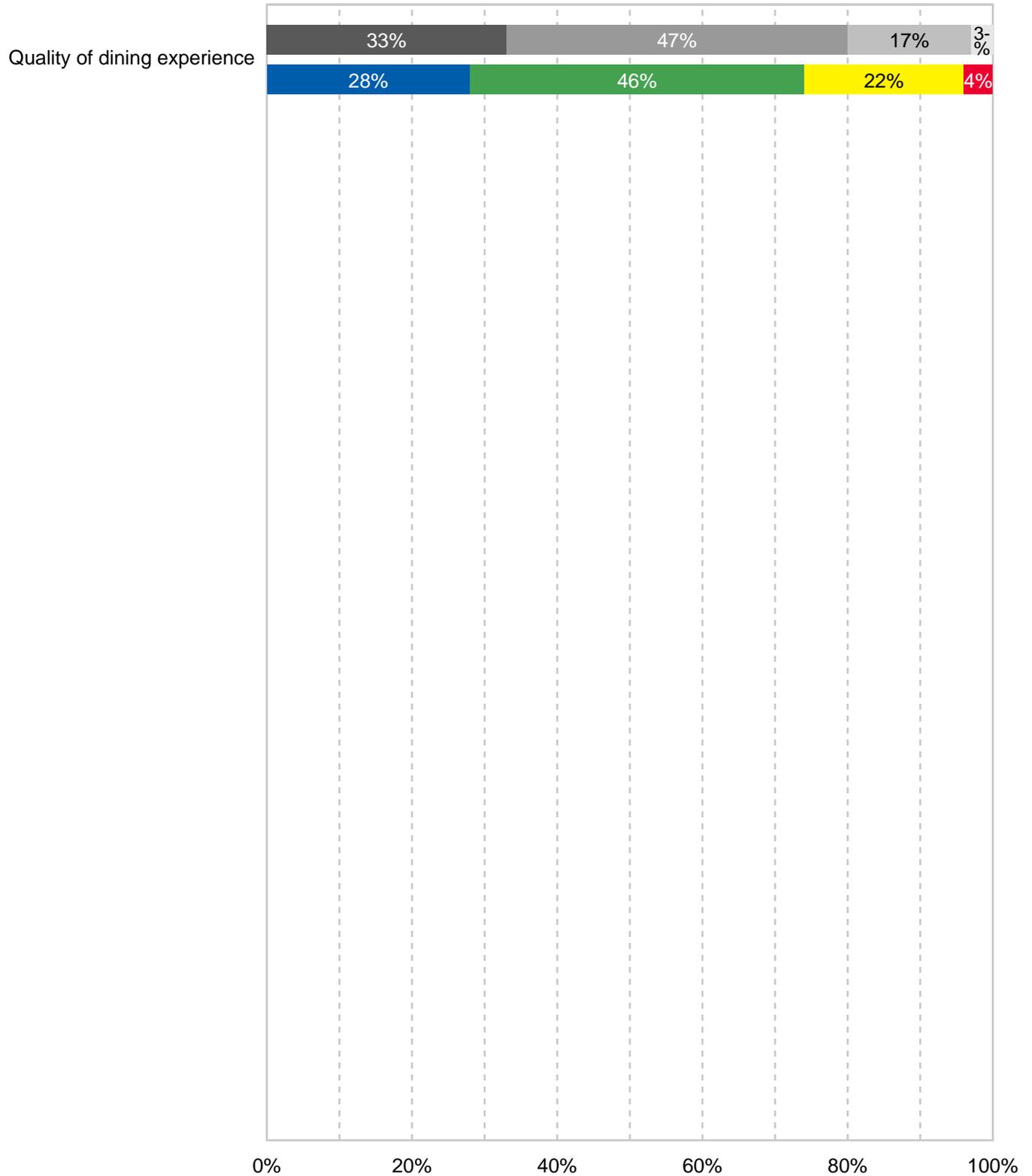


Rhode Island

CpLast-E/G/F/P

Family



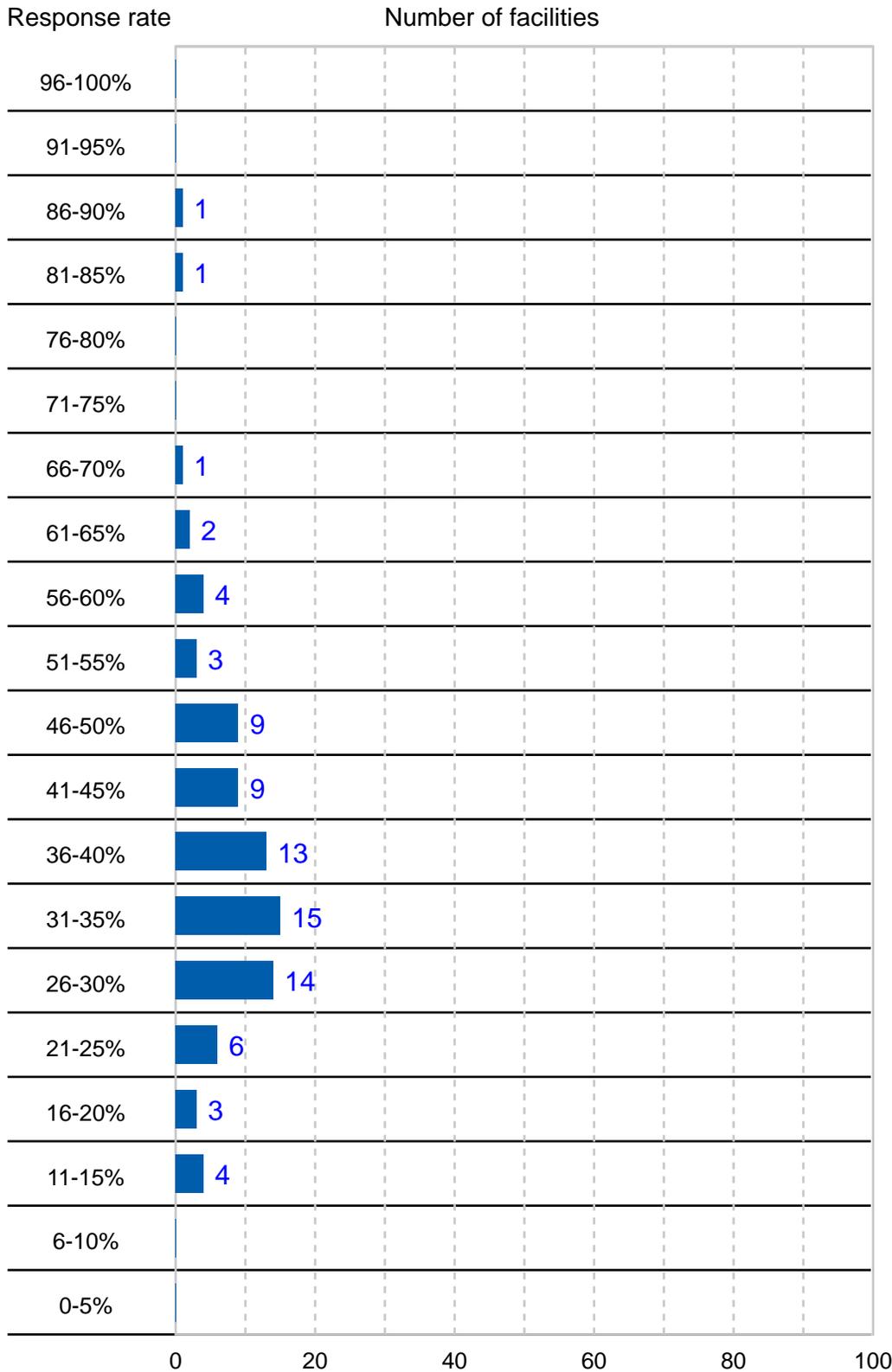


Rhode Island

The number of facilities within each distribution range of response rates to this survey type.

Family

For Apr 2014 to Oct 2014



Summary

Lowest response rate
13%

Highest response rate
87%

Average response rate
36%

My InnerView average response rate
31%