



Health Care Quality Performance Measurement and Reporting Program (HCQP)

**NURSING HOME SUBCOMMITTEE**

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

**Goals/Objectives**

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

**Invitees**

- Subcommittee members

**Time**

**Topic/Notes**

- |      |  |
|------|--|
| 3:00 | <b>1. Welcome &amp; Updates</b><br>Gail Patry, RN <ul style="list-style-type: none"><li>- Provide update on new reports posted to website</li></ul>  |
| 3:10 | <b>2. Family &amp; Resident Satisfaction Surveys</b><br>Gail Patry, RN <ul style="list-style-type: none"><li>- Review reports (handout)</li><li>- Review press release (handout)</li><li>- Discuss recommendations to HEALTH re: non-compliant homes</li></ul> |
| 4:45 | <b>3. Nursing Home Website</b><br>Gail Patry, RN <ul style="list-style-type: none"><li>- Review existing page (handout)</li><li>- Discuss suggested concept (handout)</li></ul>  |
| 4:00 | <b>3. Open Forum</b><br>Gail Patry, RN <ul style="list-style-type: none"><li>- Action items</li><li>- Next meeting: April 21, 2009</li></ul>   |



**David R. Gifford, MD, MPH**

**Director of Health**

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## **Public Health Press Release**

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

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

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

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

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

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

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

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Room 407  
3 Capitol Hill  
Providence, RI  
02908



### Nursing Homes

#### [Clinical Measures](#)

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

#### [Nursing Home Satisfaction Report](#)

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

#### [Information for Consumers](#)

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

#### [CMS Nursing Home Compare](#)

### Nursing Home Patient Satisfaction

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

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

PDF Help Center

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## Nursing Homes

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- [Choose a Nursing Home](#)
- [Know Nursing Home Quality Ratings](#) [this needs to be figured out Medicare, RIDoH, RIQP, Mass??]
- [Know more about getting Individualized Care](#)
- [Know about Family and Resident Satisfaction with Nursing Home Care in Rhode Island](#) [2007](#) | [2006](#) | [2003](#) [do we want to leave the older report up??]  
([How to Use the Report](#)) 
- Become a Nursing home administrator [Link to Board page??]
- Know about Innovations
  - [Individualized Care Pilot](#)
  - Nursing Home of the Future [Link to Business Innovation Factory work]
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- Figure Out How to Pay for Nursing Home Care
- Know more about Nursing Home alternatives

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