



Health Care Quality Performance Measurement and Reporting Program (HCQP)

**NURSING HOME SUBCOMMITTEE**

April 21, 2009, 3:00-4:30pm  
RIHCA, 57 Kilvert Street, Suite 200  
Warwick, RI 02886

**Goals/Objectives**

- To share information about Facilities Regulation’s satisfaction survey follow-up, begin to prepare for 2009 survey activities, and strategize about enhancing the Web site structure/content

**Invitees**

- Subcommittee members

Time	Topic/Notes
3:00	<b>1. Welcome &amp; Updates</b> Gail Patry, RN, Chair
3:10	<b>2. Family &amp; Resident Satisfaction Surveys</b> Rosa Baier, MPH Rachel Voss <ul style="list-style-type: none"><li>– 2008 follow-up:<ul style="list-style-type: none"><li>○ Efforts to date, including methods used</li><li>○ Facilities Regulation’s fax to providers (handout)</li><li>○ Next steps</li></ul></li><li>– Summer training</li></ul>
4:35	<b>3. Nursing Home Website</b> Rosa Baier, MPH Gail Patry, RN <ul style="list-style-type: none"><li>– Follow-up to 2/17 discussion</li><li>– Revisit existing page (handout)</li><li>– Workgroup formation</li></ul>
4:00	<b>3. Open Forum</b> Gail Patry, RN <ul style="list-style-type: none"><li>– AHRQ Nursing Home Survey on Patient Safety Culture</li><li>– Upcoming drug safety conference (date TBD)</li><li>– Next meeting: June 16, 2009</li></ul>



Health Care Quality Performance (HCQP) Program

**NURSING HOME SATISFACTION SURVEY AUDIT METHODS**

April 21, 2009, 3:00-4:30pm

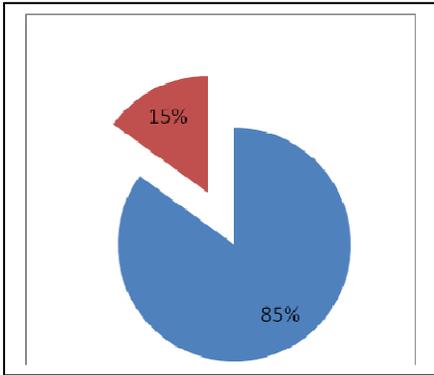
- Assuming that nursing homes do not have every bed filled, we estimated that 85% are currently occupied. This is the **estimated occupancy**.
- Short term care/acute care patients are exempt from the surveys. We estimated that, generally, 30% of the total beds in a facility would be used for short term care/acute care. Estimated occupancy minus short term care beds leaves only the **occupied long term care** beds.
- Nursing homes are expected to send surveys to residents and families of residents in occupied LTC beds.
- In setting benchmarks, we looked at number of surveys **distributed**, not returned—realizing that nursing homes have little control over whether people return their surveys or not.
- For family surveys: we expect that at least half (and hopefully  $2/3^{\text{rds}}$ ) of the families would be sent surveys.
- For resident surveys, we estimated that only 60% of the occupied long term care beds are actually **cognitively intact**. Nursing homes do not need to survey those who are not cognitively intact.
- For resident surveys: we expect that at least half (and hopefully  $2/3^{\text{rds}}$ ) of cognitively intact residents would be sent surveys.

# Flowchart: Method of Analysis

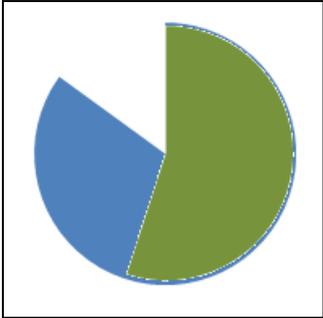
Total beds = 100%

Not all beds are occupied

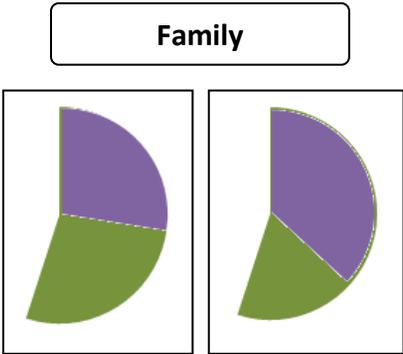
**Estimated Occupancy (85% of total beds)**



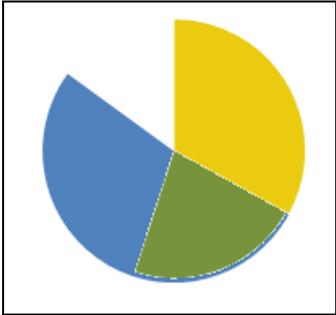
Exclude short term/sub-acute beds (30% of total beds).



Benchmarks  
50% and 67% of occupied LTC beds

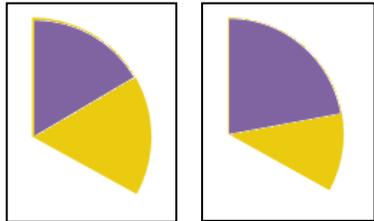


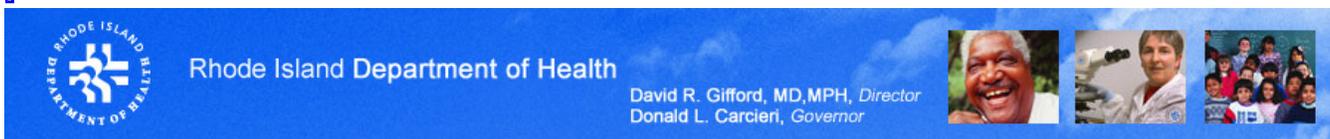
For residents, exclude another 40% to leave only those who are cognitively intact.



Benchmarks  
50% and 67% of occupied LTC beds

**Resident**





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### Nursing Homes

#### [Clinical Measures](#)

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

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

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

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

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

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

### Nursing Home Patient Satisfaction

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

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

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- [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
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  - 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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