



Healthcare Quality Reporting Program

**NURSING HOME SUBCOMMITTEE**

3-4:30pm, 12/18/12

RIHCA, 57 Kilvert Street, Warwick, RI

**Goals/Objectives**

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

**Invitees**

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Rosa Baier, MPH                   | <input type="checkbox"/> Hugh Hall, MA            | <input type="checkbox"/> Gail Patry, RN, CPEHR (Chair) |
| <input type="checkbox"/> Lonnie Bisbano                    | <input type="checkbox"/> Kathleen Nee, RN         | <input type="checkbox"/> Arthur Pullano                |
| <input type="checkbox"/> John Gage, MBA, CNHA, CAS, FACHCA | <input type="checkbox"/> Maureen Marsella, RN, BS | <input type="checkbox"/> Adele Renzulli                |
| <input type="checkbox"/> Diane Gallagher                   | <input type="checkbox"/> Ann Messier              | <input type="checkbox"/> Janet Robinson, RN, MEd, CIC  |
| <input type="checkbox"/> Stefan Gravenstein, MD, MPH       | <input type="checkbox"/> Jim Nyberg, MPA          | <input type="checkbox"/> Samara Viner-Brown, MS        |

<b>Time</b>	<b>Topic/Notes</b>
-------------	--------------------

- |        |  |
|--------|--|
| 3:00pm | <p><b>Welcome</b><br/><i>Rosa Baier, MPH</i></p> <ul style="list-style-type: none"> <li>- Today's objectives</li> <li>- Action items:             <ul style="list-style-type: none"> <li>• Add short-term resident MIV survey to 2013 discussion (Rosa/Margaret)</li> <li>• Follow-up with Ray Rusin re: 2011 MIV participation audit (Rosa/Sam)</li> <li>• Update the Immunizations Toolkit re: HCW flu vaccination (Gail/Nelia)</li> </ul> </li> </ul> |
|--------|--|

- |        |   |
|--------|---|
| 3:05pm | <p><b>Resident and Family Satisfaction Surveys</b><br/><i>Rosa Baier, MPH</i><br/><i>Margaret Vigorito, RN, MS</i></p> <ul style="list-style-type: none"> <li>- Aggregate 2012 survey results (handout)</li> <li>- Discussion:             <ul style="list-style-type: none"> <li>• What trends do you notice in the results?</li> <li>• Are there any findings that are surprising?</li> <li>• What is actionable for the program?</li> <li>• What is actionable for educational opportunities?</li> </ul> </li> <li>- Next steps:             <ul style="list-style-type: none"> <li>• Facility-level reports</li> <li>• Audit</li> </ul> </li> </ul> |
|--------|---|

4:00pm

**Open Forum & Next Steps**

*Rosa Baier, MPH*

- Action items
- 2013 meeting dates (third Tuesday):
  - 2/19
  - 4/16
  - 6/18
  - 8/20
  - 10/15
  - 12/17
- Next meeting: 2/19

# RHODE ISLAND

2012

## 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: December 6, 2012

# WHAT'S INSIDE

## RESIDENT SATISFACTION

CHART  
NUMBER:

GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2012	1
ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2012	2
QUADRANT ANALYSIS: STRENGTHS AND OPPORTUNITIES	3
ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2010, 2011 AND 2012	4
ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES FOR 2012	5
AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2012	6
DEMOGRAPHICS AND BACKGROUND INFORMATION FOR 2012	7
AVERAGE SCORES FOR "RECOMMENDATION TO OTHERS" BY DEMOGRAPHICS FOR 2012	8
DISTRIBUTION OF RESPONSE RATES FOR 2012	9

## SKILLED NURSING RESIDENT SATISFACTION SURVEY REFERENCE

---

## FAMILY SATISFACTION

CHART  
NUMBER:

GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2012	1
ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2012	2
QUADRANT ANALYSIS: STRENGTHS AND OPPORTUNITIES	3
ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2010, 2011 AND 2012	4
ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES FOR 2012	5
AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2012	6
DEMOGRAPHICS AND BACKGROUND INFORMATION FOR 2012	7
AVERAGE SCORES FOR "RECOMMENDATION TO OTHERS" BY DEMOGRAPHICS FOR 2012	8
DISTRIBUTION OF RESPONSE RATES FOR 2012	9

## SKILLED NURSING FAMILY SATISFACTION SURVEY REFERENCE

---

## EMPLOYEE SATISFACTION

CHART  
NUMBER:

GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2012	1
ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2012	2
QUADRANT ANALYSIS: STRENGTHS AND OPPORTUNITIES	3
ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2010, 2011 AND 2012	4
ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES FOR 2012	5
AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2012	6
DEMOGRAPHICS AND BACKGROUND INFORMATION FOR 2012	7
AVERAGE SCORES FOR "RECOMMENDATION FOR JOB" BY DEMOGRAPHICS FOR 2012	8
DISTRIBUTION OF RESPONSE RATES FOR 2012	9

## SKILLED NURSING EMPLOYEE SATISFACTION SURVEY REFERENCE

---

# RHODE ISLAND

# RESIDENT SATISFACTION

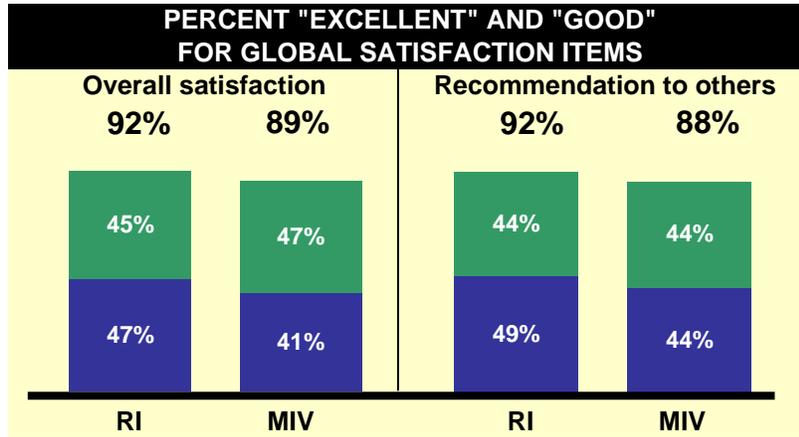
	2012	2011	2010
RESPONSE RATE	62%	65%	61%
FACILITIES SURVEYED	83	84	89
SURVEYS RECEIVED	2,125	2,040	1,909



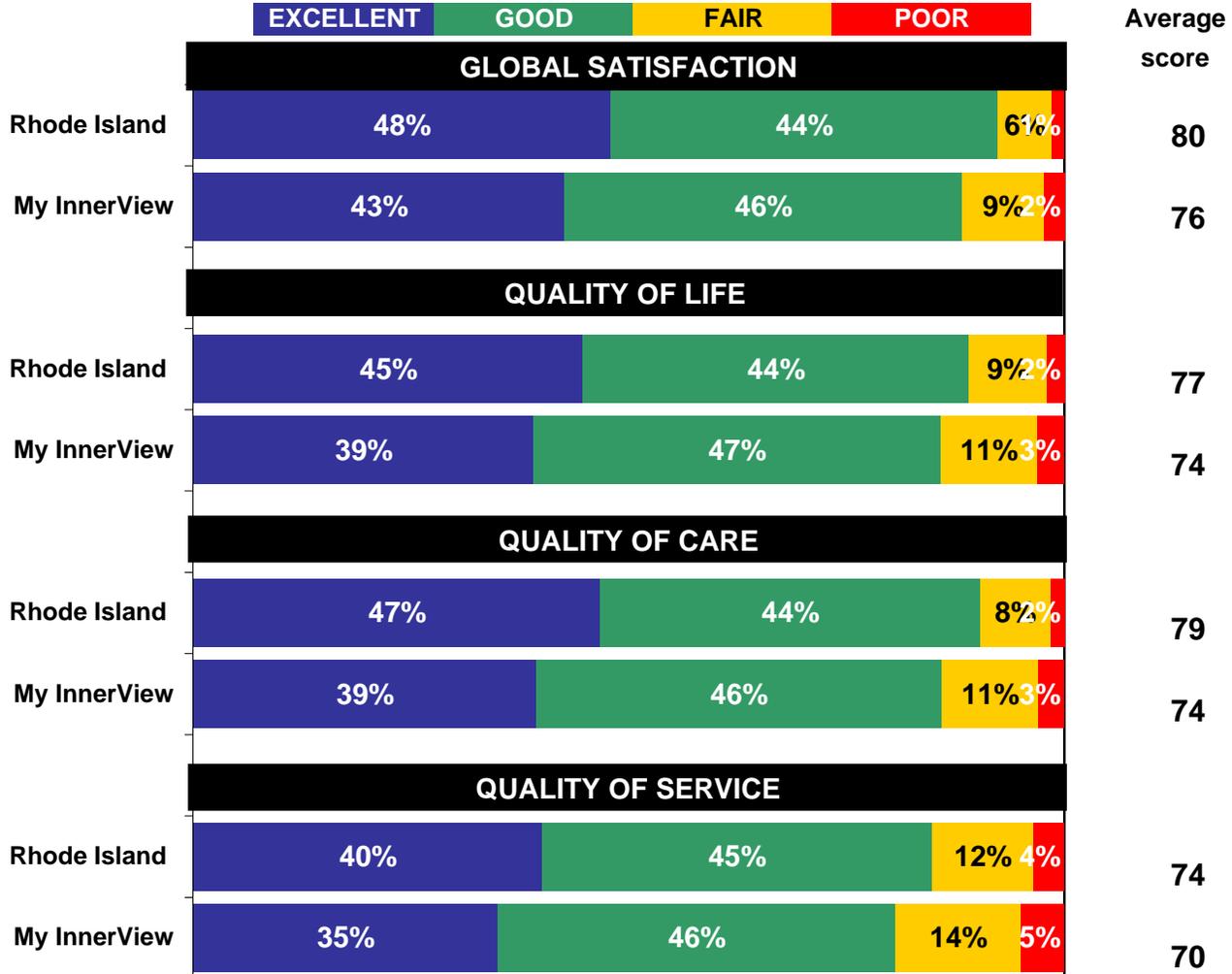
**RHODE ISLAND**

# RESIDENT SATISFACTION

## GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2012



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



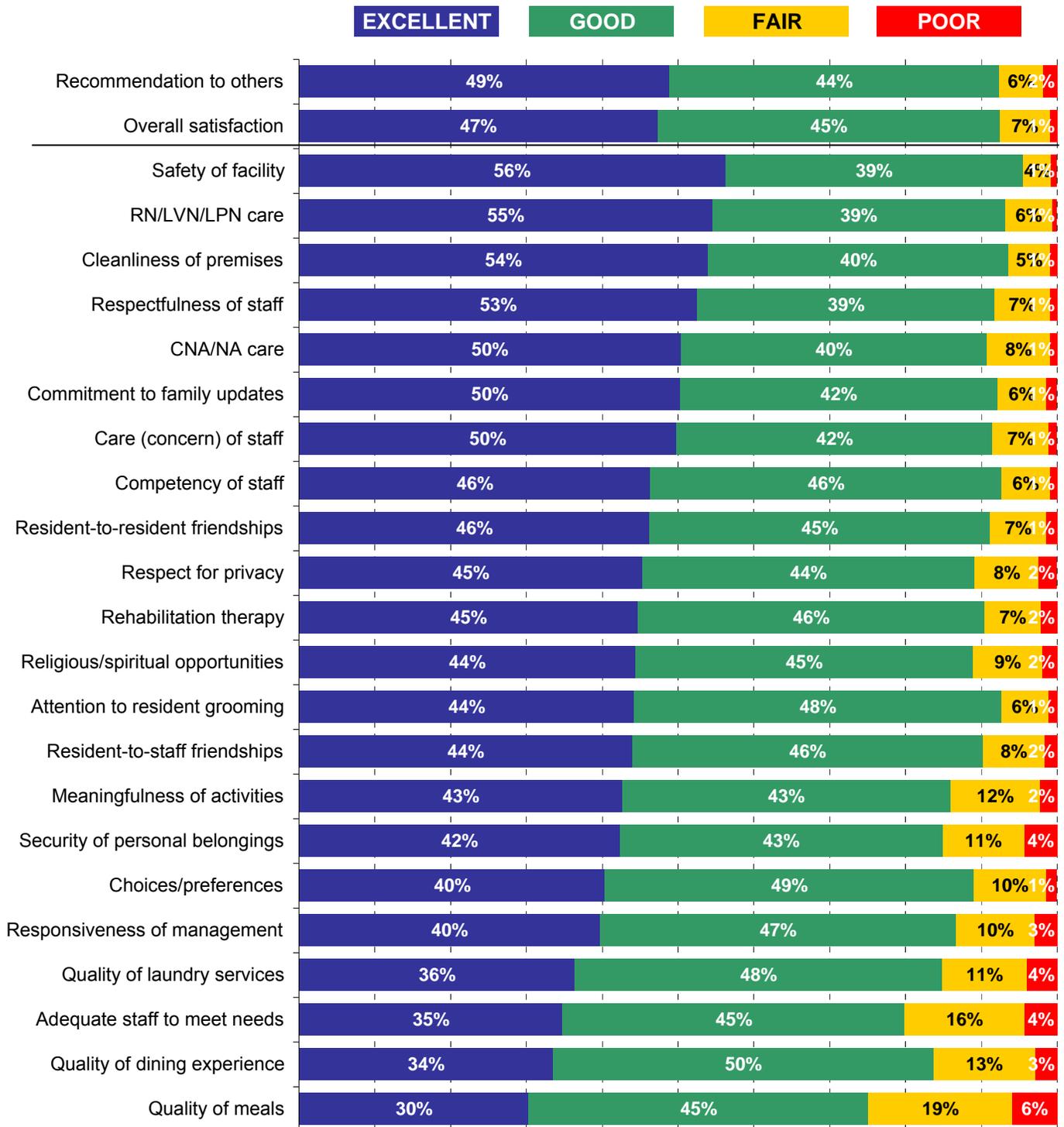
(May not total 100% due to rounding.)

### RHODE ISLAND

# RESIDENT SATISFACTION

## ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2012

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

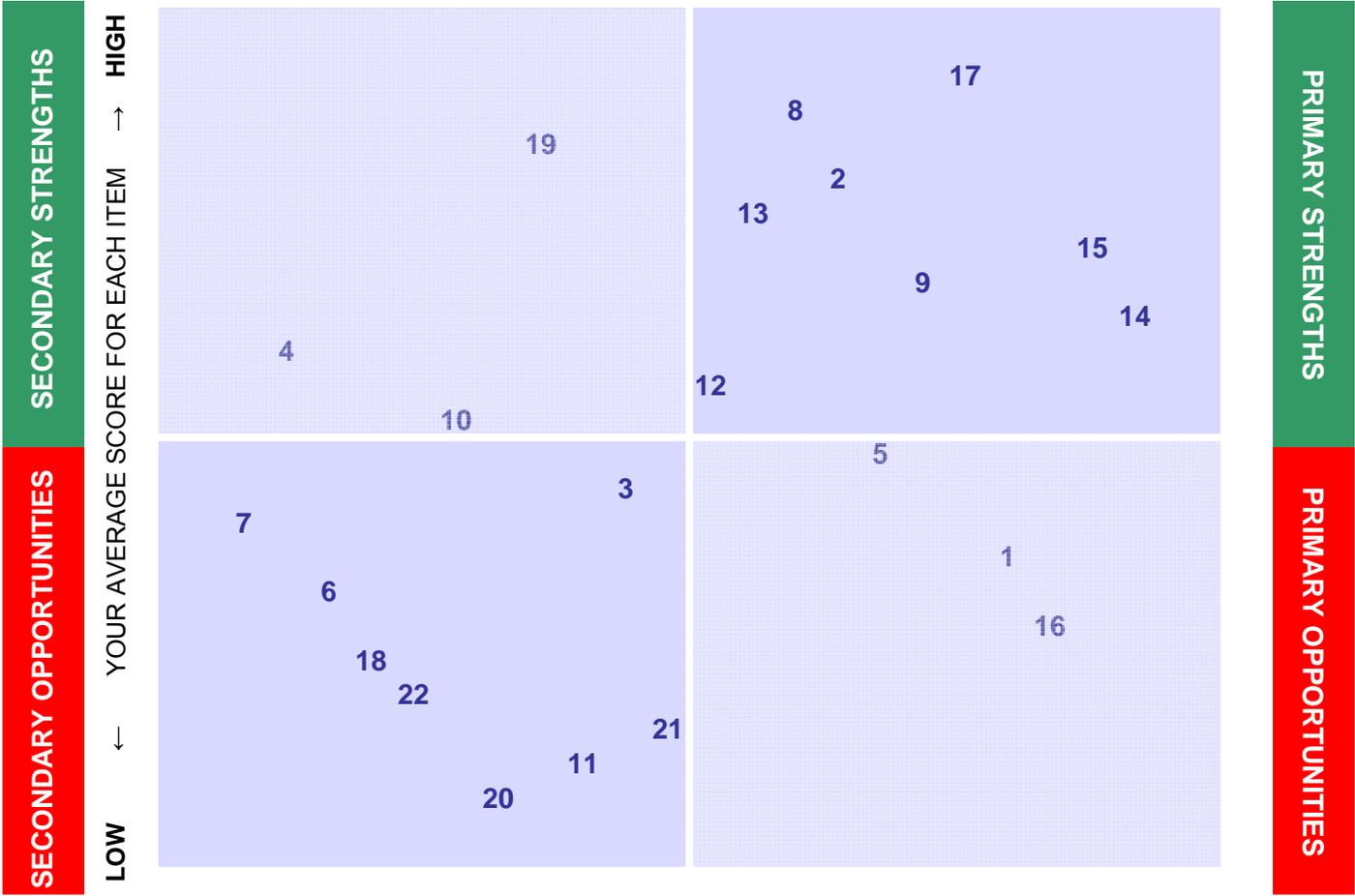
3

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"

- 10 Rehabilitation therapy
- 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
- 12 Attention to resident grooming
- 2 Respectfulness of staff
- 17 Safety of facility
- 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
- 11 Adequate staff to meet needs
- 20 Quality of meals
- 22 Quality of laundry services
- 3 Respect for privacy
- 18 Security of personal belongings
- 6 Meaningfulness of activities
- 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™**

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.

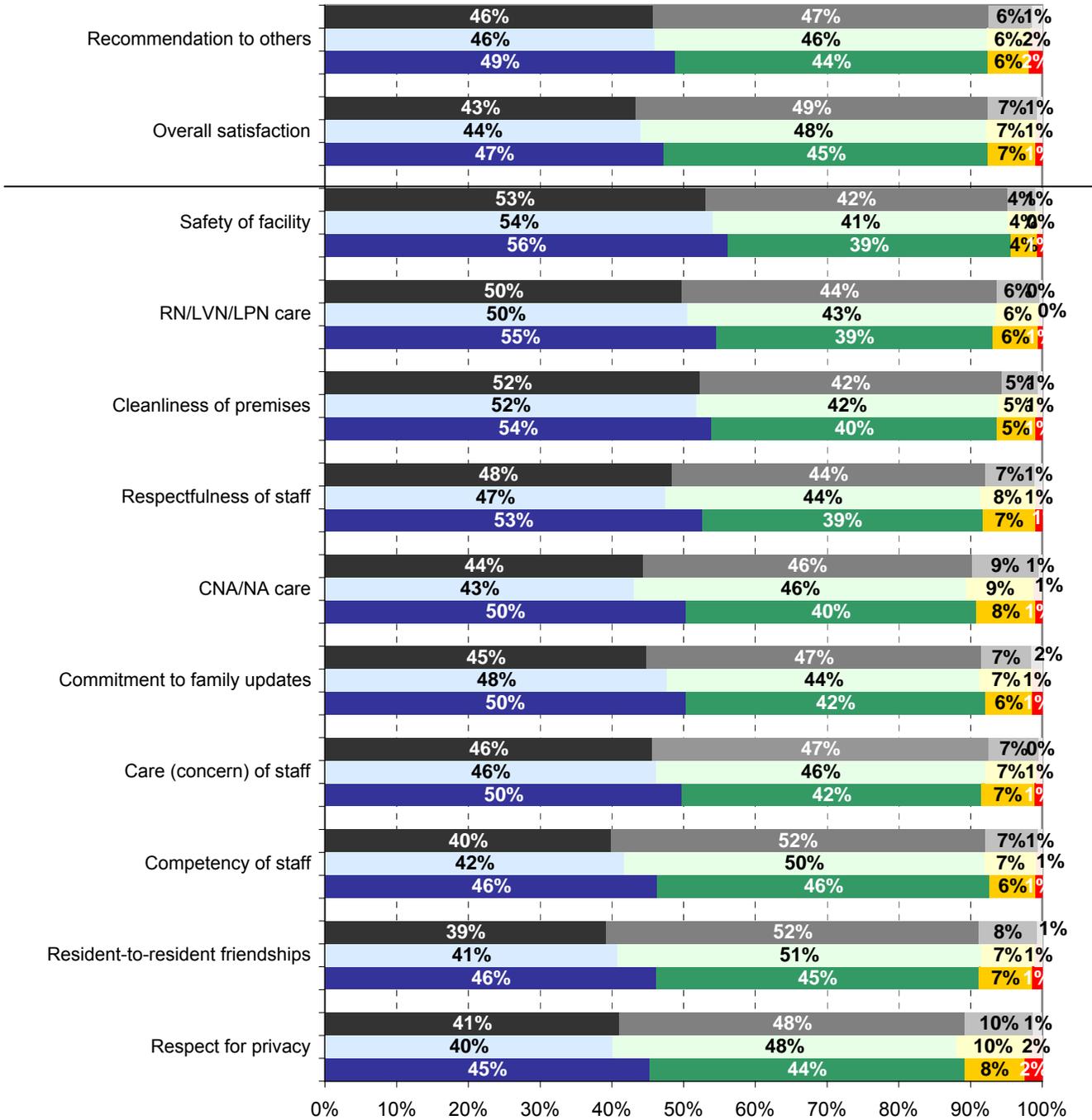
If Quadrant D has less than five items, the Priority Action Agenda will list only those items in the quadrant.

- 16** Responsiveness of management
- 1** Choices/preferences
- 5** Resident-to-staff friendships

# RESIDENT SATISFACTION

## ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2010, 2011 AND 2012

2010	EXCELLENT	GOOD	FAIR	POOR
2011	EXCELLENT	GOOD	FAIR	POOR
2012	EXCELLENT	GOOD	FAIR	POOR



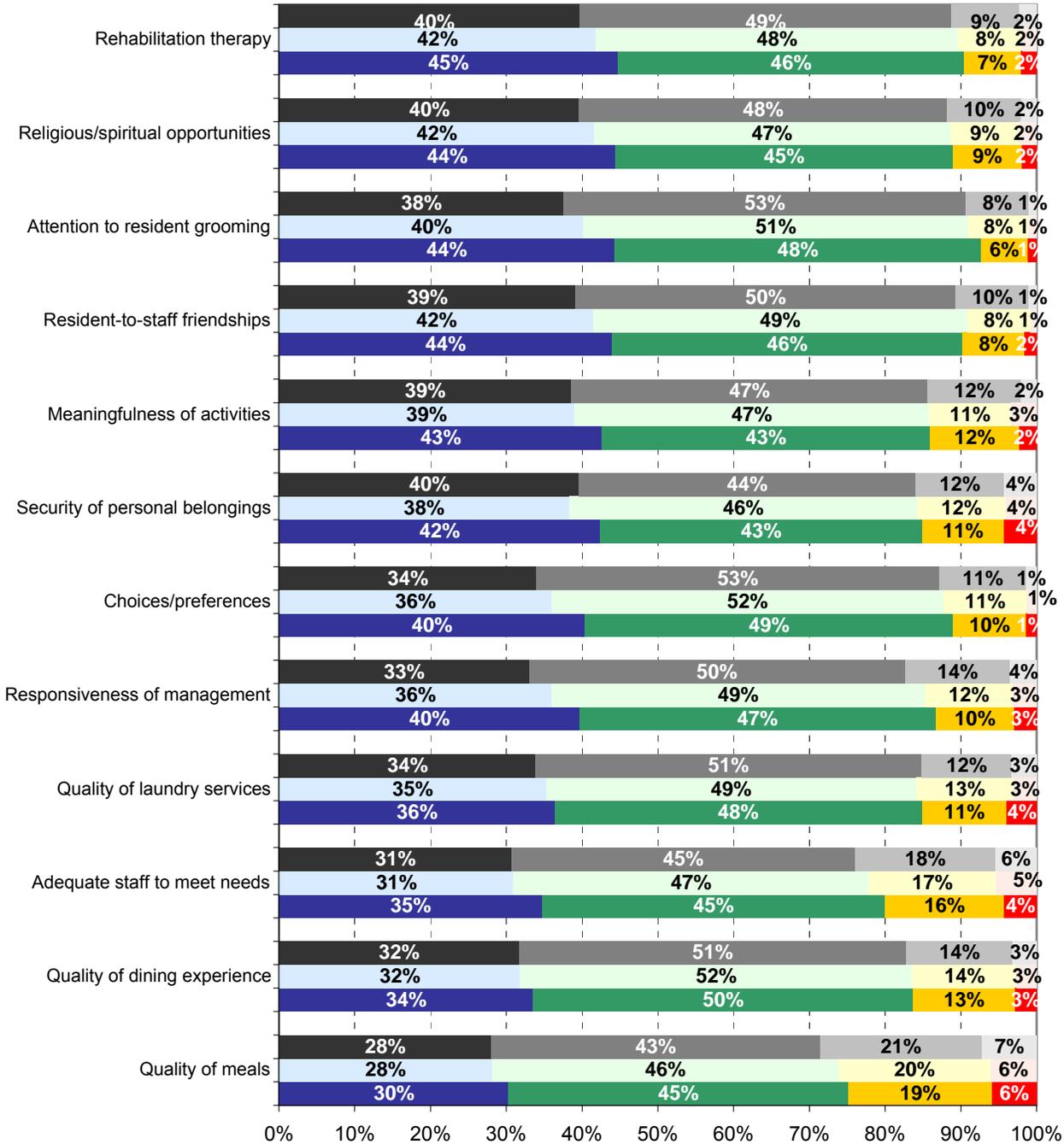
Items are ranked from highest to lowest on the percent of responses rated "Excellent" for the most recent year. (May not total 100% due to rounding.)

### RHODE ISLAND

# RESIDENT SATISFACTION

## ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2010, 2011 AND 2012

2010	EXCELLENT	GOOD	FAIR	POOR
2011	EXCELLENT	GOOD	FAIR	POOR
2012	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 2012

5

		2011	2010	2012 MIV
Recommendation to others		79	79	77
Overall satisfaction		78	78	76
QUALITY OF LIFE	Safety of facility	83	82	80
	Respectfulness of staff	79	80	78
	Resident-to-resident friendships	77	77	75
	Resident-to-staff friendships	77	76	75
	Respect for privacy	75	76	74
	Religious/spiritual opportunities	76	75	74
	Choices/preferences	74	73	72
	Meaningfulness of activities	74	74	73
	Security of personal belongings	73	73	71
	Quality of dining experience	71	70	67
QUALITY OF CARE	RN/LVN/LPN care	81	81	78
	Commitment to family updates	79	78	76
	Care (concern) of staff	79	79	77
	CNA/NA care	77	78	74
	Competency of staff	78	77	75
	Attention to resident grooming	77	76	73
	Rehabilitation therapy	77	75	75
	Adequate staff to meet needs	68	67	65
QUALITY OF SERVICE	Cleanliness of premises	82	82	78
	Responsiveness of management	73	71	71
	Quality of laundry services	72	72	70
	Quality of meals	65	64	63

RHODE ISLAND

# RESIDENT SATISFACTION

## AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2012

**6**

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

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 2012

7

### RESIDENT

Gender of resident		Age of resident	
Female	72%	19 or under	0%
Male	28%	20 to 29	0%
		30 to 39	0%
		40 to 49	1%
		50 to 59	4%
		60 to 69	11%
		70 to 79	19%
		80 to 89	40%
		90 or older	25%

### FACILITY CHOICE

Homes visited		Reason for choosing		Length of stay	
None	38%	Convenient location	22%	Less than 1 month	1%
Only this one	30%	Good reputation	31%	1 to 3 months	3%
Two	20%	Doctor or hospital	21%	3 to 6 months	7%
Three	8%	Relative or friend	14%	6 months to 1 year	15%
Four	2%	Insurance requirement	1%	1 to 3 years	39%
Five or more	2%	Other reason	11%	3 or more years	34%

### VISITOR

Person visiting most		How often visited	
Spouse	8%	Less than once a year	1%
Child	52%	Once a year	3%
Brother or sister	13%	Once every 3 months	6%
Grandchild	3%	Once a month or more	16%
Friend	10%	Once a week or more	51%
Another person	15%	Almost daily	23%

### Assistance with survey

By myself	22%
With facility staff	49%
With family or friend	17%
With another resident	1%
With another person	11%

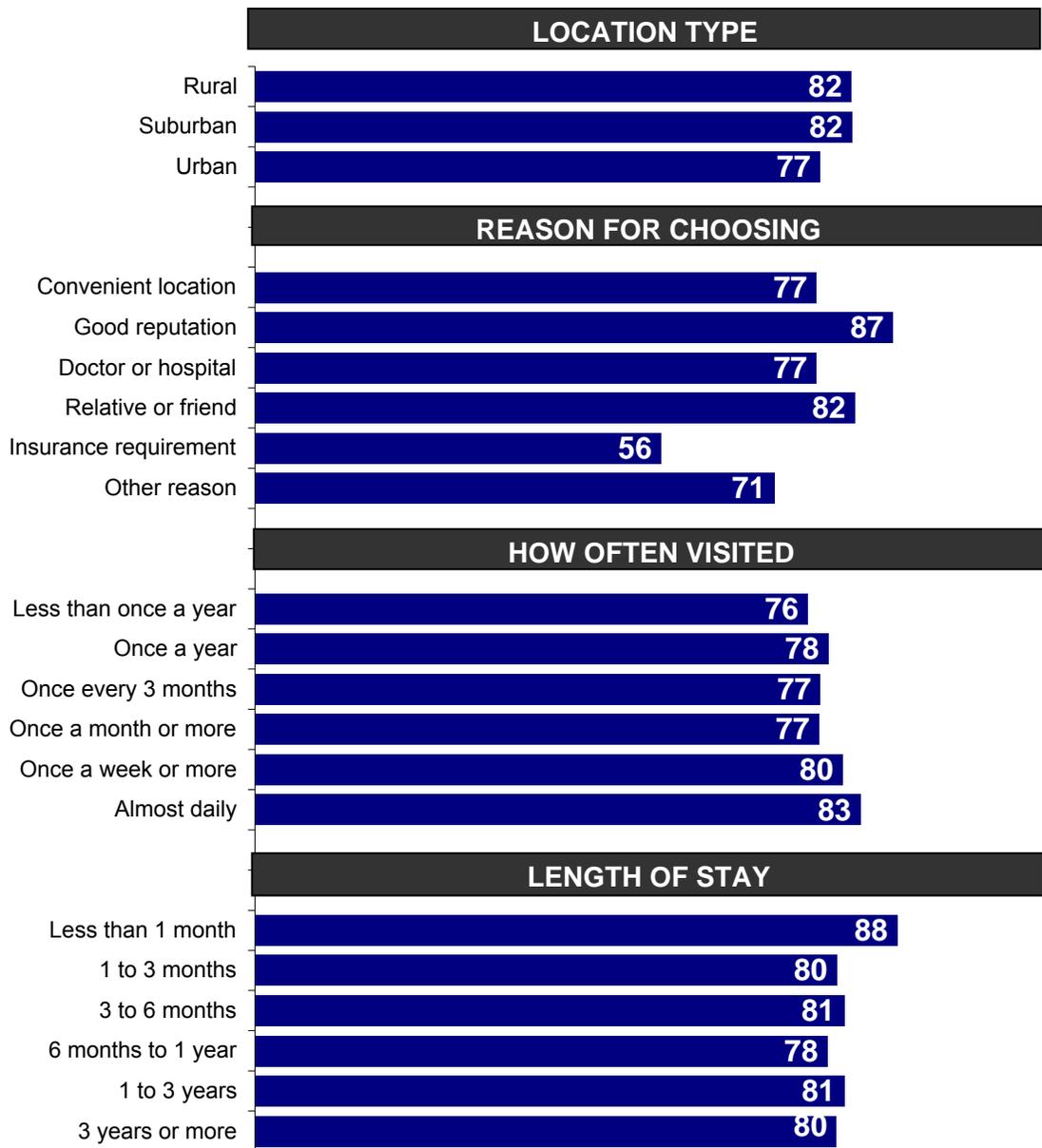
(May not total 100% due to rounding.)

RHODE ISLAND

# RESIDENT SATISFACTION

AVERAGE SCORES FOR "RECOMMENDATION TO OTHERS" BY DEMOGRAPHICS FOR 2012

8

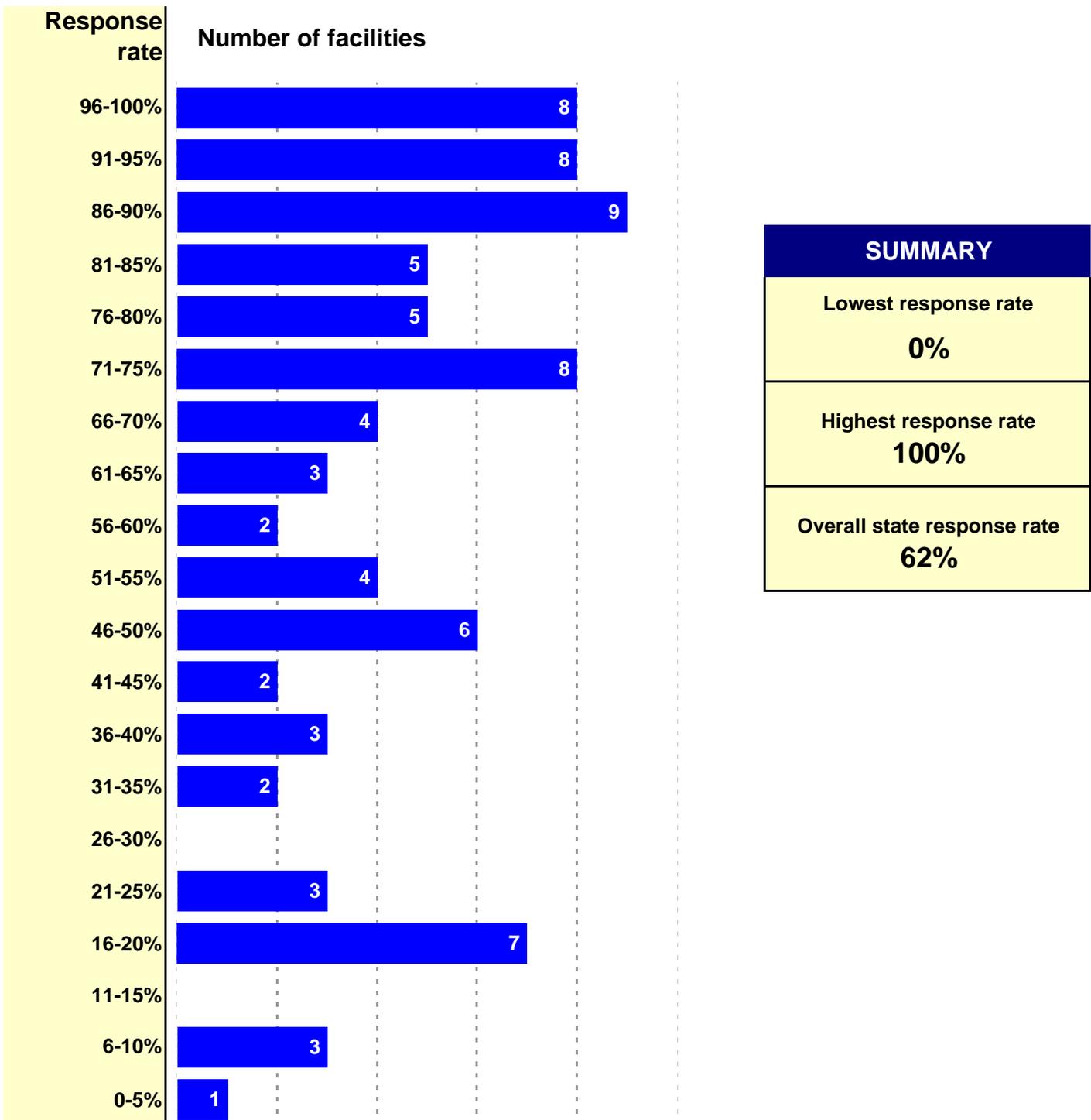


RHODE ISLAND

# RESIDENT SATISFACTION

## DISTRIBUTION OF RESPONSE RATES FOR 2012

Results are for 83 participating facilities.



# RESIDENT SATISFACTION

## SKILLED NURSING RESIDENT SATISFACTION SURVEY REFERENCE

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

# FAMILY SATISFACTION

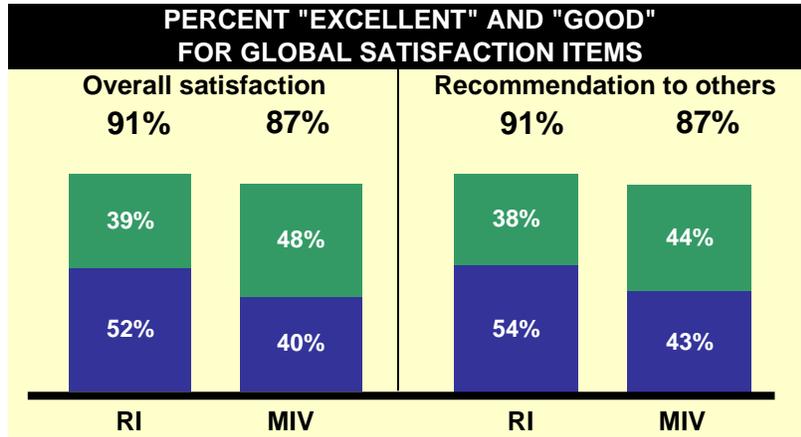
	2012	2011	2010
RESPONSE RATE	36%	39%	40%
FACILITIES SURVEYED	84	85	90
SURVEYS RECEIVED	1,844	1,948	2,194



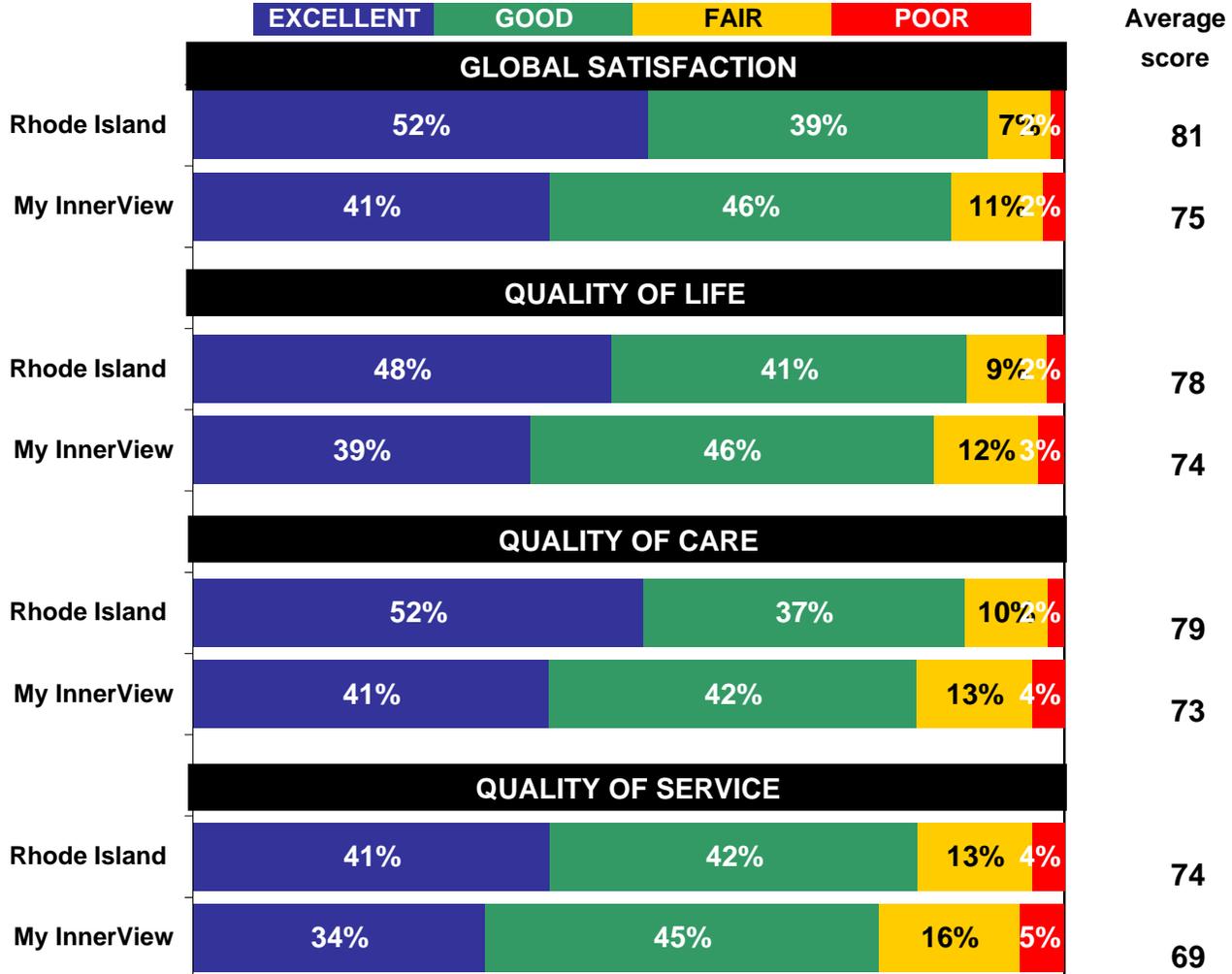
**RHODE ISLAND**

# FAMILY SATISFACTION

## GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2012



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



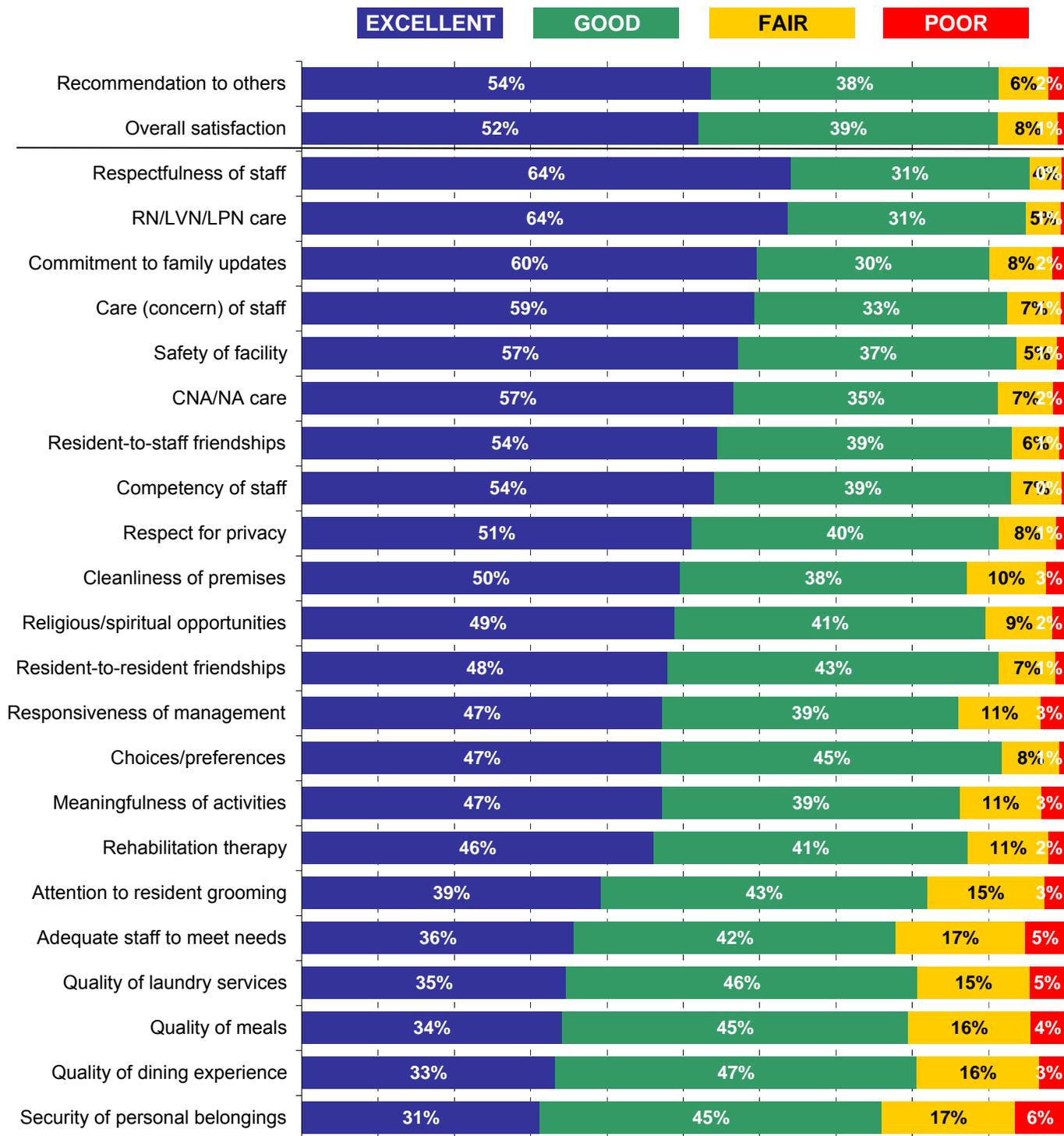
(May not total 100% due to rounding.)

### RHODE ISLAND

# FAMILY SATISFACTION

## ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2012

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

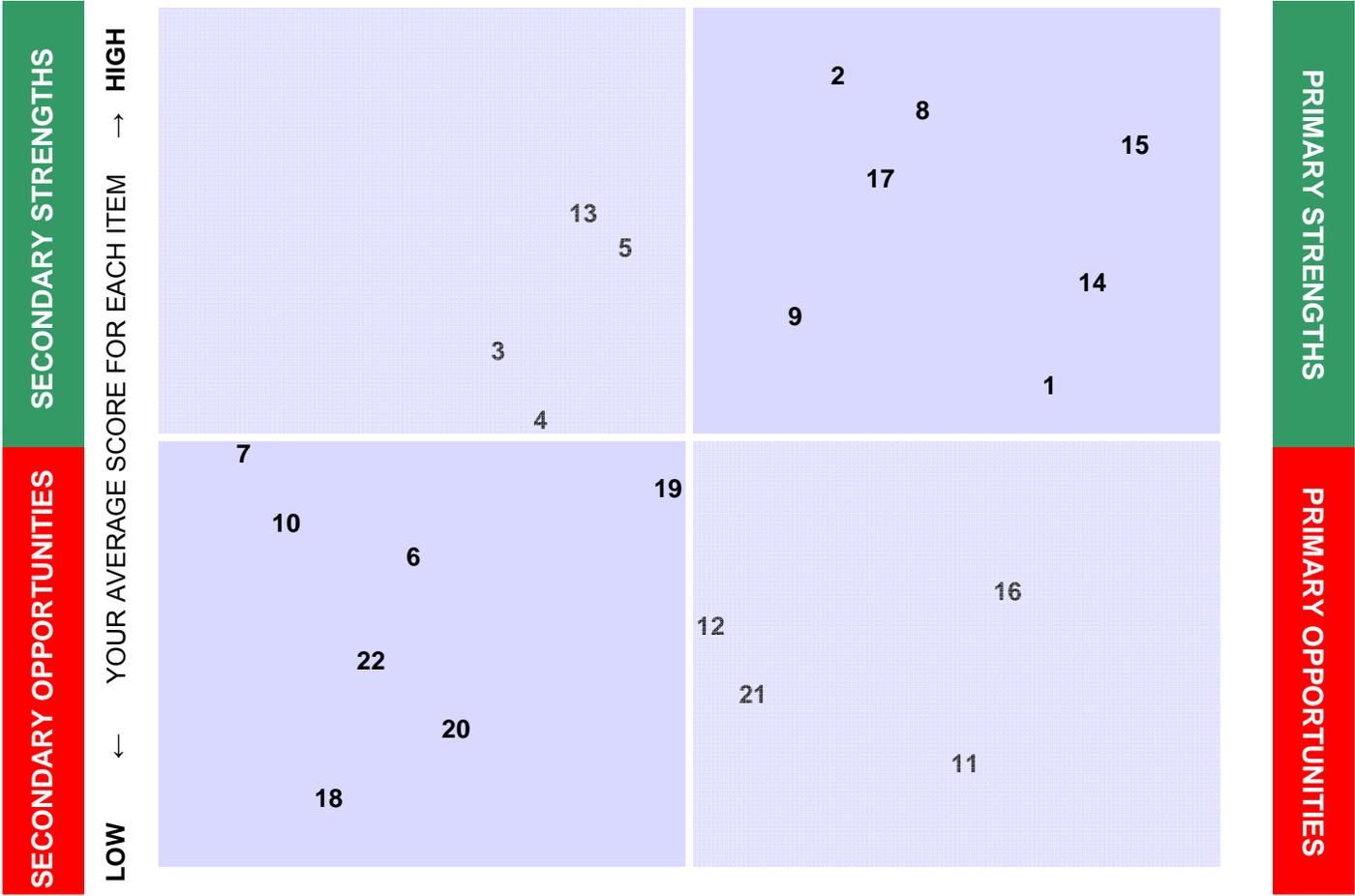
3

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"

- 4 Resident-to-resident friendships
- 5 Resident-to-staff friendships
- 3 Respect for privacy
- 13 Commitment to family updates



**PRIMARY STRENGTHS**

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

- 1 Choices/preferences
- 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"

- 20 Quality of meals
- 18 Security of personal belongings
- 19 Cleanliness of premises
- 22 Quality of laundry services
- 6 Meaningfulness of activities
- 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.

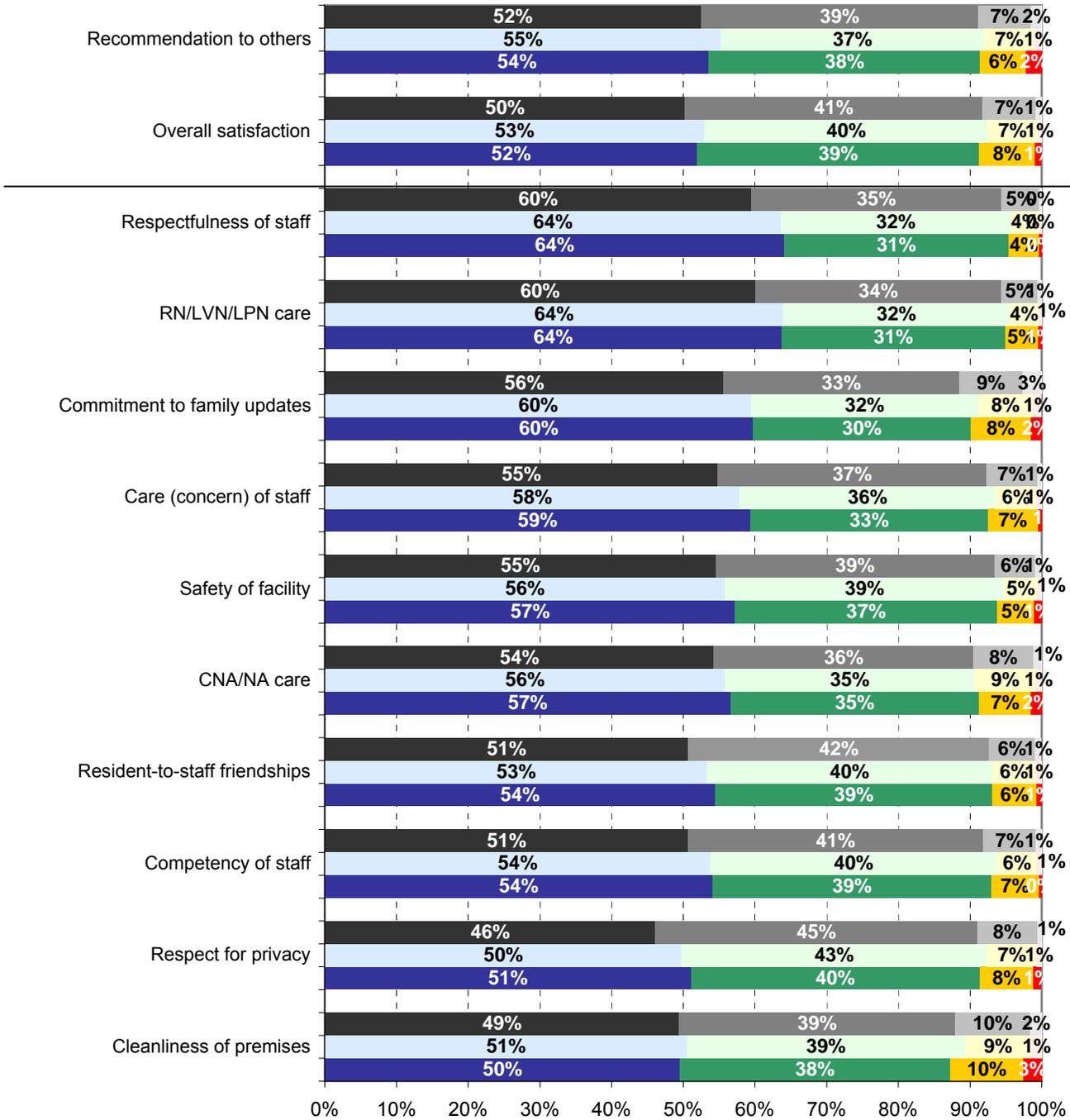
If Quadrant D has less than five items, the Priority Action Agenda will list only those items in the quadrant.

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

# FAMILY SATISFACTION

## ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2010, 2011 AND 2012

2010	<b>EXCELLENT</b>	<b>GOOD</b>	<b>FAIR</b>	<b>POOR</b>
2011	<b>EXCELLENT</b>	<b>GOOD</b>	<b>FAIR</b>	<b>POOR</b>
2012	<b>EXCELLENT</b>	<b>GOOD</b>	<b>FAIR</b>	<b>POOR</b>

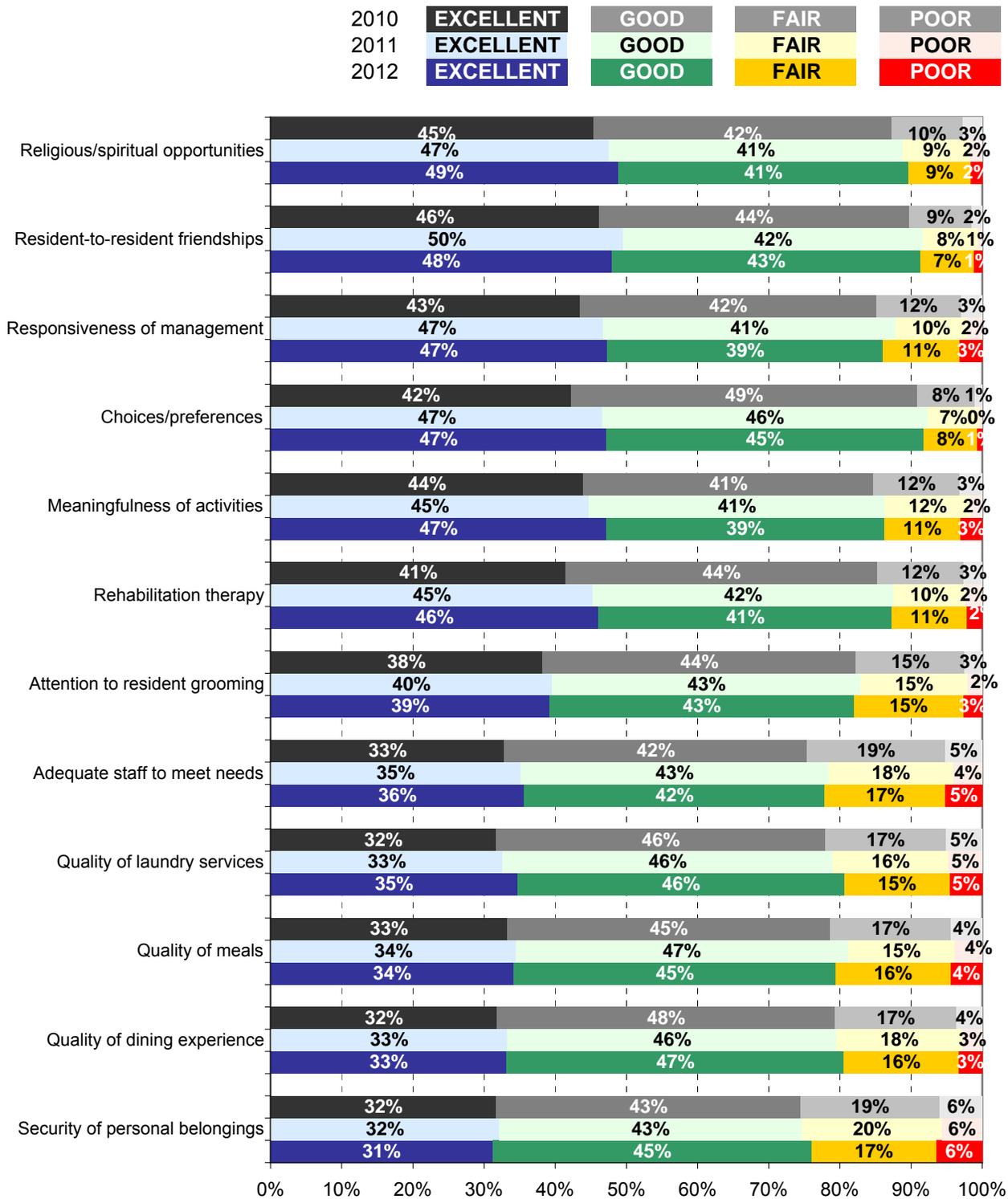


Items are ranked from highest to lowest on the percent of responses rated "Excellent" for the most recent year. (May not total 100% due to rounding.)

### RHODE ISLAND

# FAMILY SATISFACTION

## ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2010, 2011 AND 2012



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 2012

**5**

		2011	2010	2012 MIV	
Recommendation to others		81	82	81	76
Overall satisfaction		81	82	80	75
QUALITY OF LIFE	Respectfulness of staff	86	86	84	81
	Safety of facility	83	83	82	78
	Resident-to-staff friendships	82	82	81	78
	Respect for privacy	80	80	79	76
	Choices/preferences	79	80	77	74
	Resident-to-resident friendships	79	80	78	76
	Religious/spiritual opportunities	79	78	77	74
	Meaningfulness of activities	77	76	75	72
	Quality of dining experience	70	70	69	65
	Security of personal belongings	67	67	67	63
QUALITY OF CARE	RN/LVN/LPN care	86	86	85	80
	Care (concern) of staff	84	84	82	77
	Commitment to family updates	83	83	80	78
	Competency of staff	82	82	81	76
	CNA/NA care	82	82	81	75
	Rehabilitation therapy	77	77	75	73
	Attention to resident grooming	73	73	73	66
	Adequate staff to meet needs	69	70	68	62
QUALITY OF SERVICE	Cleanliness of premises	78	79	79	73
	Responsiveness of management	77	77	75	72
	Quality of laundry services	70	69	68	65
	Quality of meals	70	71	69	66

**RHODE ISLAND**

# FAMILY SATISFACTION

## AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2012

**6**

	Rhode Island	Rural	Suburban	Urban
Overall satisfaction	81	82	82	78
Recommendation to others	81	83	82	78
<b>QUALITY OF LIFE</b>				
Respectfulness of staff	86	87	88	83
Safety of facility	83	84	85	81
Resident-to-staff friendships	82	84	83	80
Respect for privacy	80	82	81	78
Choices/preferences	79	80	80	78
Resident-to-resident friendships	79	81	80	77
Religious/spiritual opportunities	79	81	80	76
Meaningfulness of activities	77	78	78	74
Quality of dining experience	70	71	72	67
Security of personal belongings	67	66	70	64
<b>QUALITY OF CARE</b>				
RN/LVN/LPN care	86	87	87	84
Care (concern) of staff	84	85	84	82
Commitment to family updates	83	85	83	81
CNA/NA care	82	82	83	81
Competency of staff	82	84	83	80
Rehabilitation therapy	77	80	78	74
Attention to resident grooming	73	74	73	71
Adequate staff to meet needs	69	70	70	68
<b>QUALITY OF SERVICE</b>				
Cleanliness of premises	78	79	79	77
Responsiveness of management	77	78	77	76
Quality of meals	70	73	71	65
Quality of laundry services	70	71	73	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 2012

7

### RESIDENT

Gender of resident		Age of resident	
Female	75%	19 or under	0%
Male	25%	20 to 29	0%
		30 to 39	0%
		40 to 49	0%
		50 to 59	2%
		60 to 69	4%
		70 to 79	12%
		80 to 89	41%
		90 or older	41%

### FACILITY CHOICE

Homes visited		Reason for choosing		Length of stay	
None	32%	Convenient location	26%	Less than 1 month	1%
Only this one	13%	Good reputation	39%	1 to 3 months	5%
Two	25%	Doctor or hospital	11%	3 to 6 months	5%
Three	18%	Relative or friend	10%	6 months to 1 year	14%
Four	8%	Insurance requirement	1%	1 to 3 years	38%
Five or more	5%	Other reason	13%	3 or more years	36%

### SURVEY RESPONDENT

Relationship to resident	
Spouse	12%
Child	61%
Brother or sister	8%
Grandchild	1%
Friend	2%
Other relationship	15%

### VISITOR

Person visiting most		How often visited	
Spouse	14%	Less than once a year	0%
Child	60%	Once a year	1%
Brother or sister	9%	Once every 3 months	3%
Grandchild	1%	Once a month or more	11%
Friend	4%	Once a week or more	50%
Another person	11%	Almost daily	36%

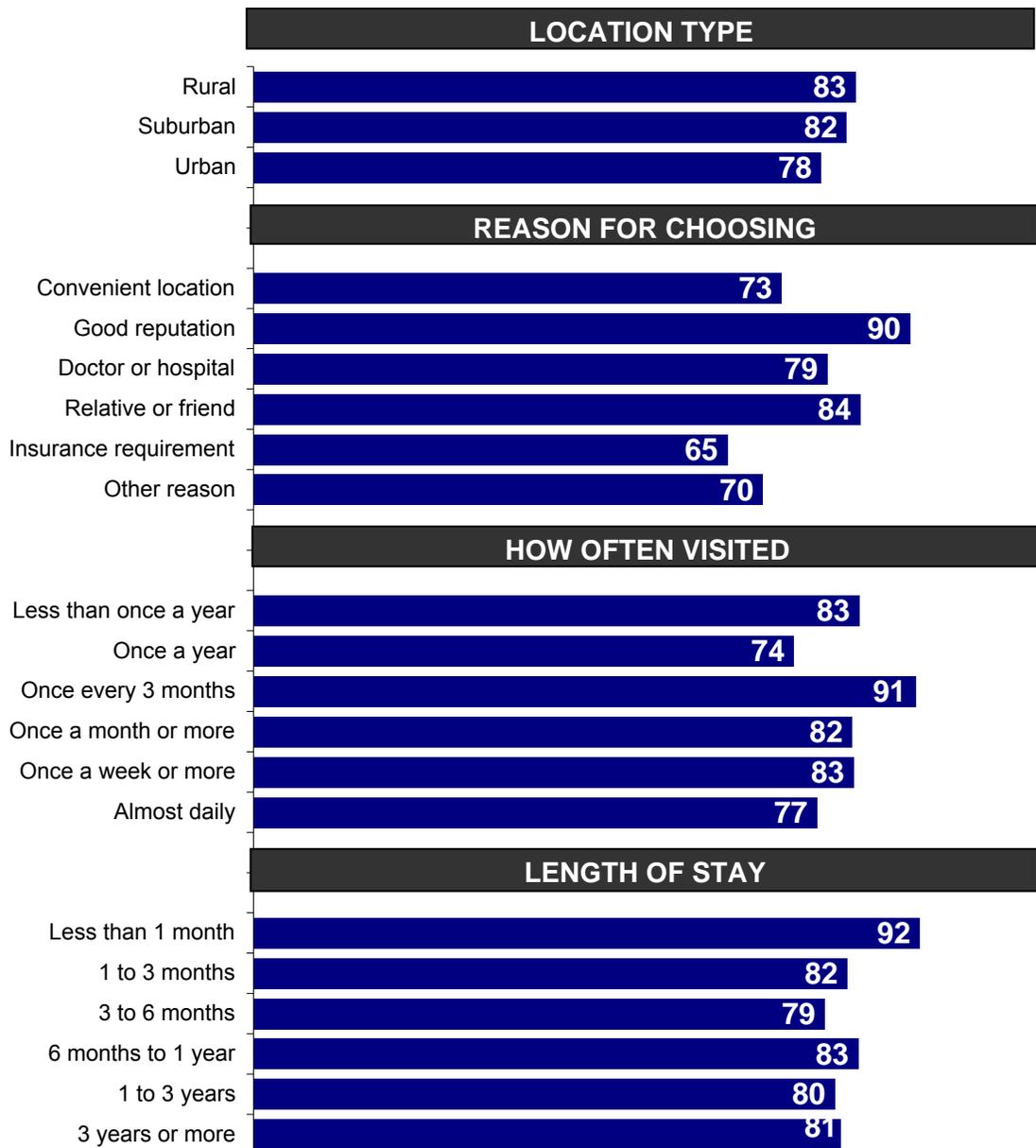
(May not total 100% due to rounding.)

RHODE ISLAND

# FAMILY SATISFACTION

AVERAGE SCORES FOR "RECOMMENDATION TO OTHERS" BY DEMOGRAPHICS FOR 2012

8



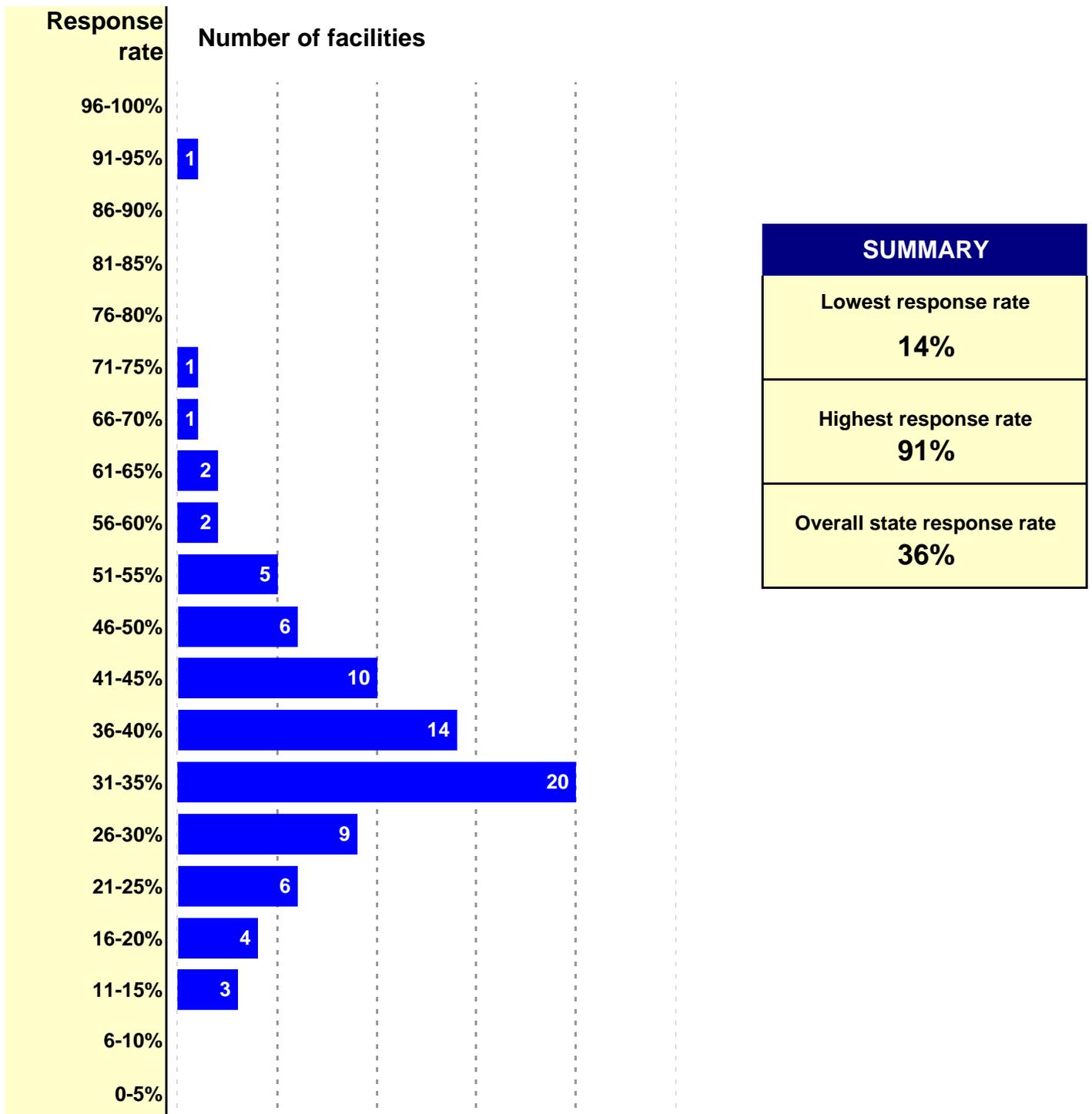
RHODE ISLAND

# FAMILY SATISFACTION

## DISTRIBUTION OF RESPONSE RATES FOR 2012

**9**

Results are for 84 participating facilities.



**RHODE ISLAND**

# FAMILY SATISFACTION

## SKILLED NURSING FAMILY SATISFACTION SURVEY REFERENCE

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

# EMPLOYEE SATISFACTION

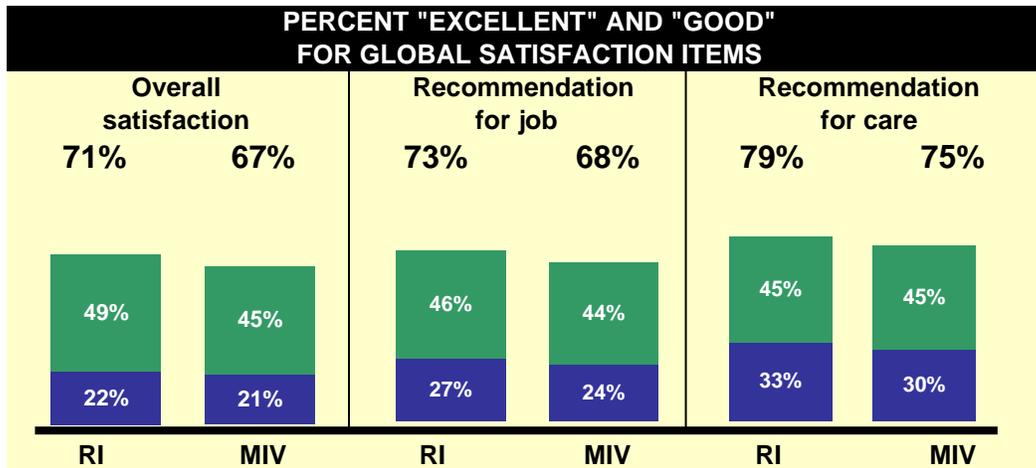
	2012	2011	2010
RESPONSE RATE	45%	42%	53%
FACILITIES SURVEYED	13	23	26
SURVEYS RECEIVED	667	1,171	1,601



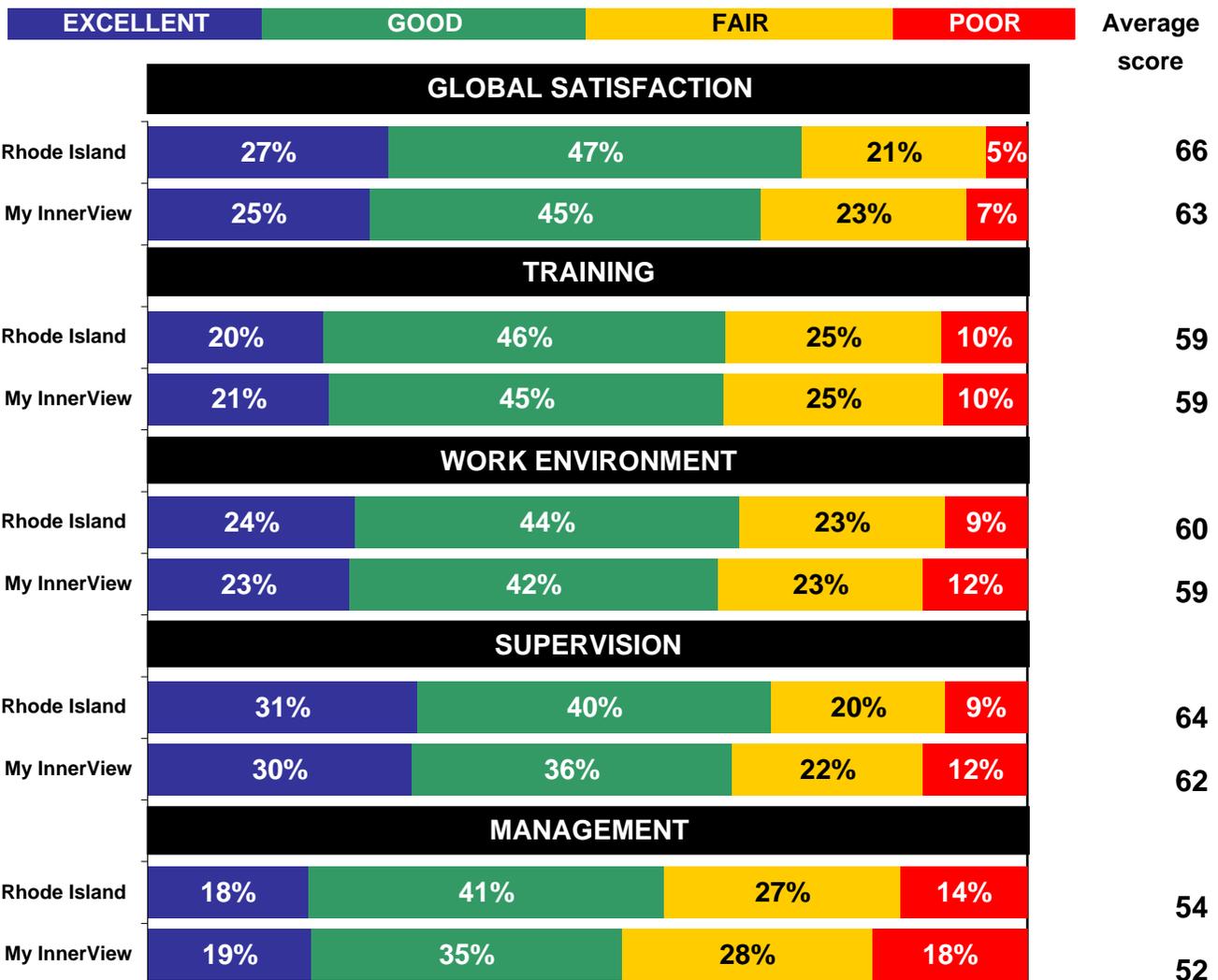
RHODE ISLAND

# EMPLOYEE SATISFACTION

## GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2012



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



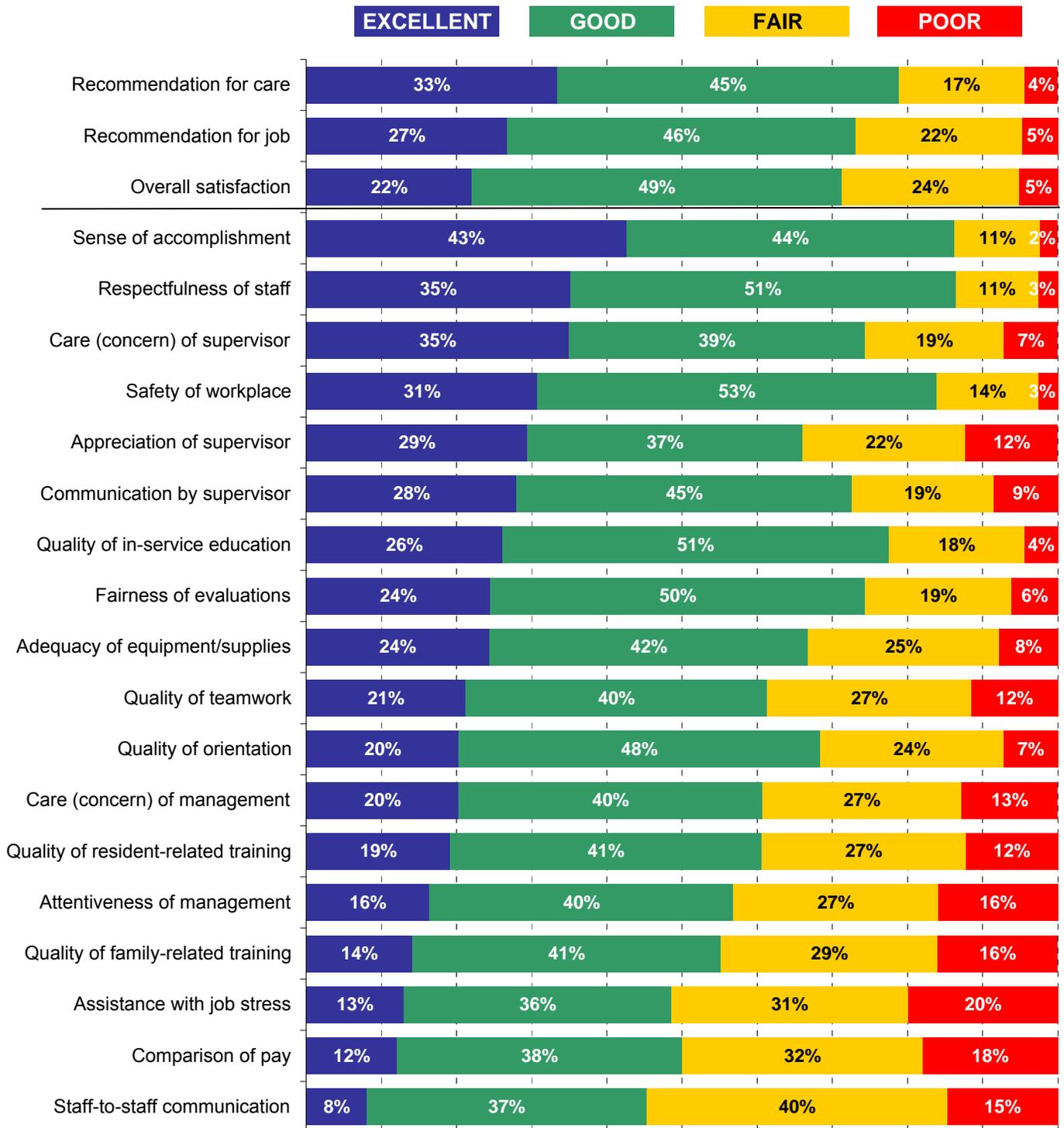
(May not total 100% due to rounding.)

### RHODE ISLAND

# EMPLOYEE SATISFACTION

## ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2012

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

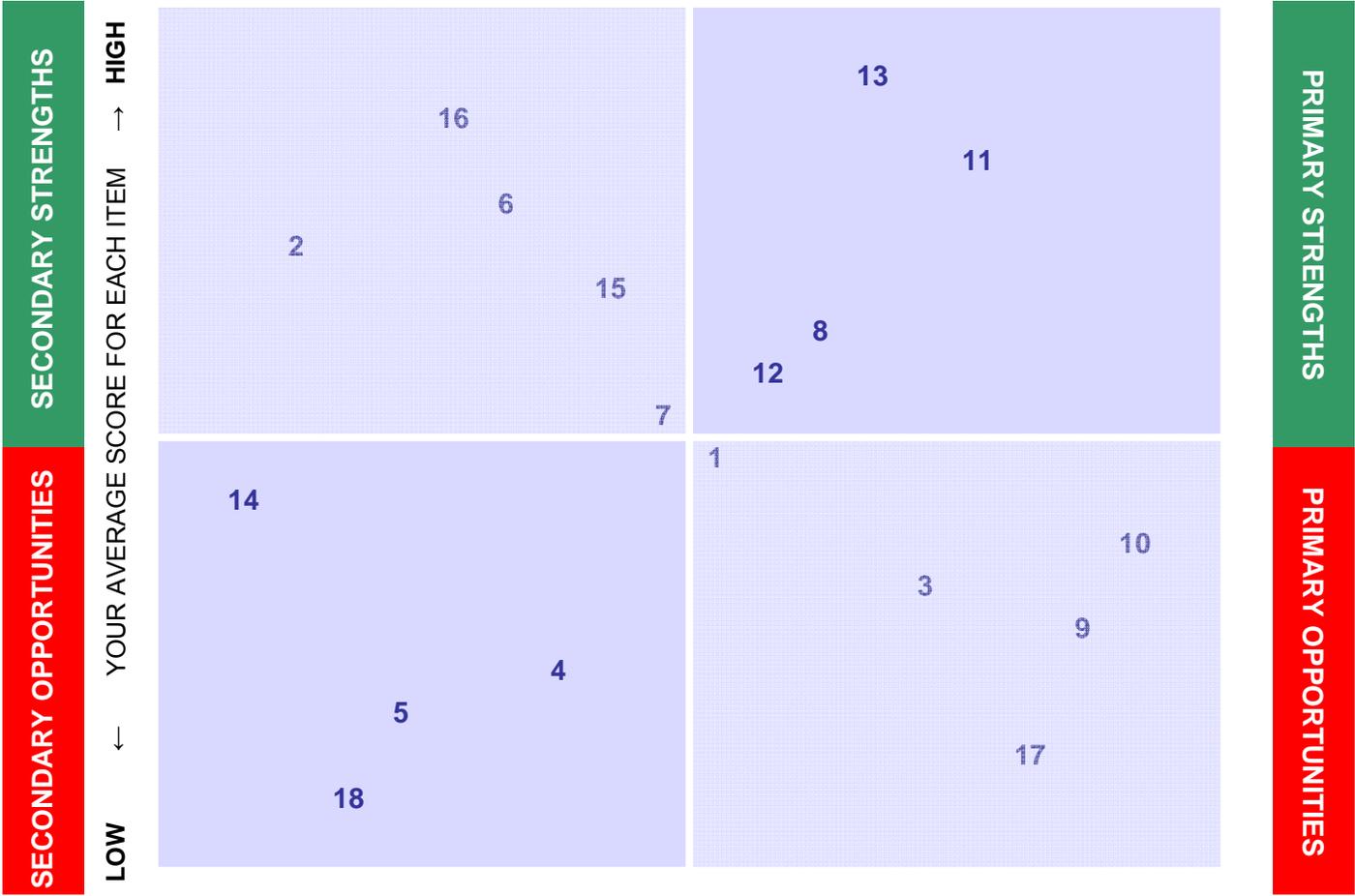
3

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*

RHODE ISLAND



**SECONDARY STRENGTHS**

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

- 7 Appreciation of supervisor
- 15 Fairness of evaluations
- 6 Care (concern) of supervisor
- 2 Quality of in-service education
- 16 Respectfulness of staff



**PRIMARY STRENGTHS**

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

- 8 Communication by supervisor
- 12 Adequacy of equipment/supplies
- 11 Safety of workplace
- 13 Sense of accomplishment



**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
- 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.

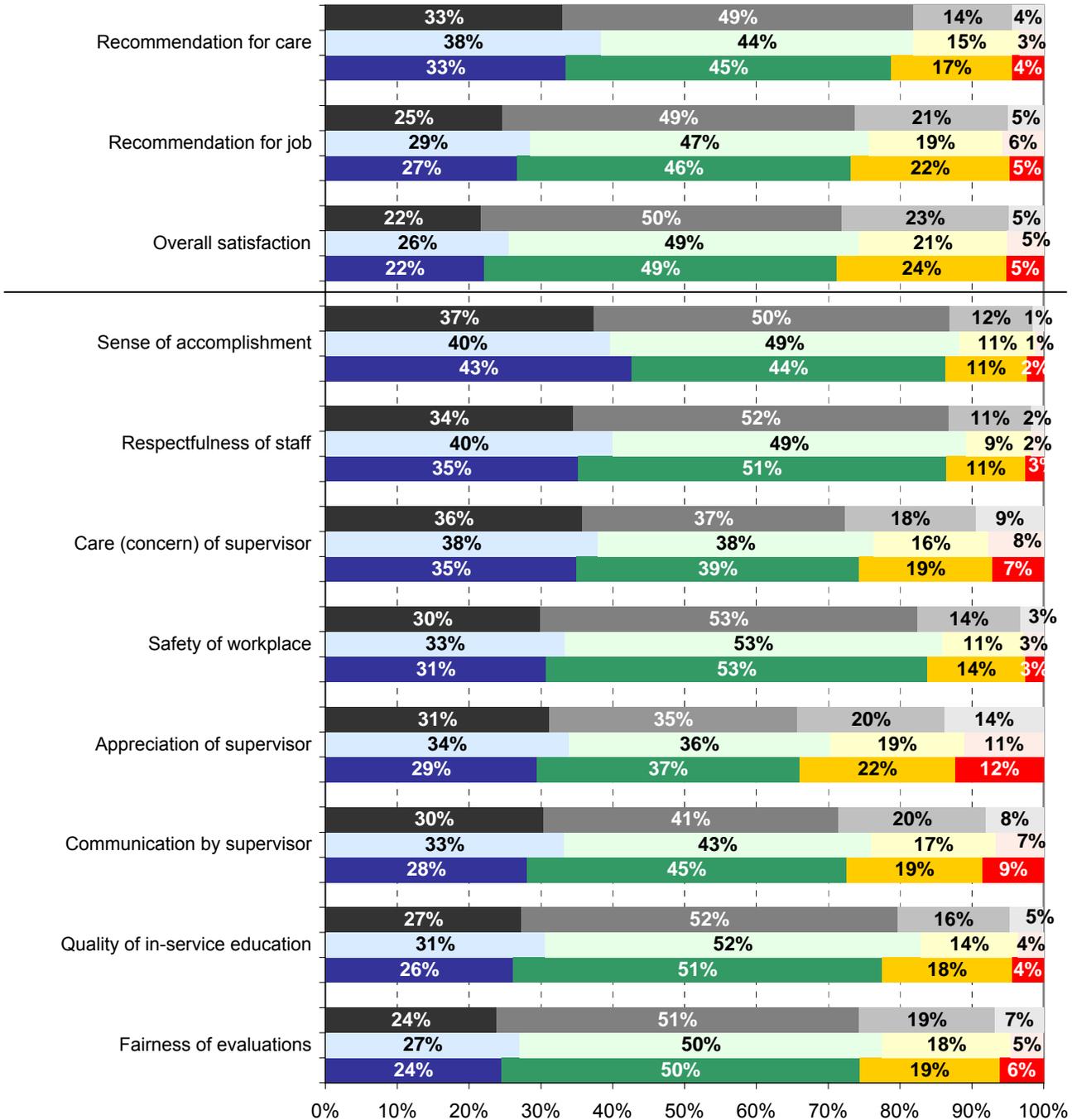
If Quadrant D has less than five items, the Priority Action Agenda will list only those items in the quadrant.

- 17 Assistance with job stress**
- 9 Attentiveness of management**
- 10 Care (concern) of management**
- 3 Quality of resident-related training**
- 1 Quality of orientation**

# EMPLOYEE SATISFACTION

## ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2010, 2011 AND 2012

2010	EXCELLENT	GOOD	FAIR	POOR
2011	EXCELLENT	GOOD	FAIR	POOR
2012	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

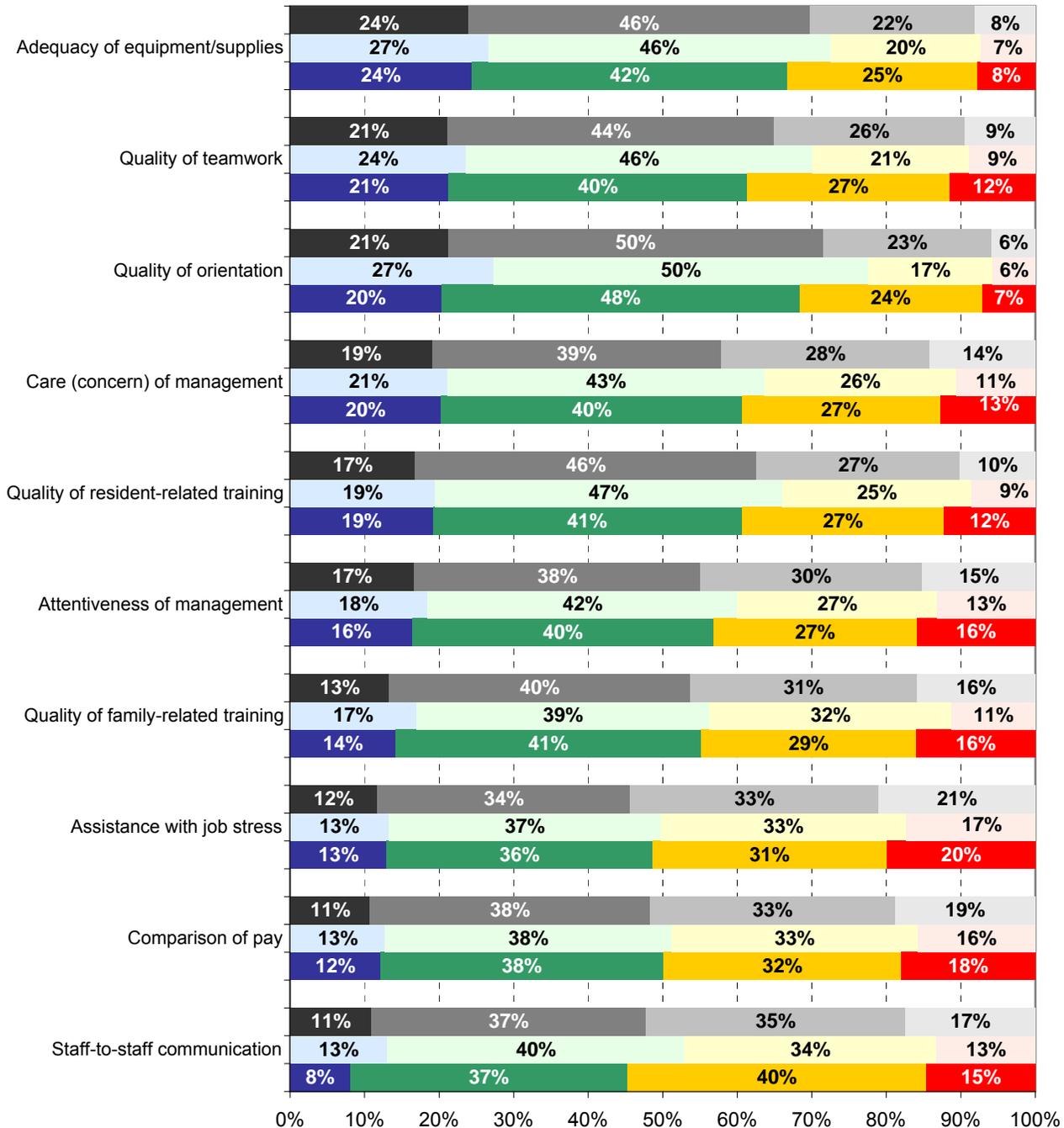
# EMPLOYEE SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2010, 2011 AND 2012

4

CONTINUED

Year	EXCELLENT	GOOD	FAIR	POOR
2010	EXCELLENT	GOOD	FAIR	POOR
2011	EXCELLENT	GOOD	FAIR	POOR
2012	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

This CONFIDENTIAL Executive Summary was prepared by My InnerView.

# EMPLOYEE SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES FOR 2012

5

		2011	2010	2012 MIV
Recommendation for care		72	70	67
Recommendation for job		66	64	62
Overall satisfaction		65	63	60
TRAINING	Quality of in-service education	70	67	66
	Quality of orientation	66	62	62
	Quality of resident-related training	59	56	56
	Quality of family-related training	54	50	51
WORK ENVIRONMENT	Sense of accomplishment	76	74	75
	Respectfulness of staff	76	73	71
	Safety of workplace	72	70	68
	Fairness of evaluations	67	64	60
	Adequacy of equipment/supplies	64	62	57
	Quality of teamwork	62	59	58
	Comparison of pay	49	47	44
	Assistance with job stress	49	45	45
	Staff-to-staff communication	51	47	49
SUPERVISION	Care (concern) of supervisor	69	66	64
	Communication by supervisor	68	65	62
	Appreciation of supervisor	64	61	58
MANAGEMENT	Care (concern) of management	58	54	53
	Attentiveness of management	55	52	51

RHODE ISLAND

# EMPLOYEE SATISFACTION

## AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2012

6

		Rhode Island	Rural	Suburban	Urban	
<b>TRAINING</b>	Recommendation for care	69	63	74	69	
	Recommendation for job	65	60	69	64	
	Overall satisfaction	63	58	66	62	
	Quality of in-service education	66	64	68	66	
	Quality of orientation	60	59	60	63	
	Quality of resident-related training	56	56	57	55	
	Quality of family-related training	51	51	52	50	
	<b>WORK ENVIRONMENT</b>	Sense of accomplishment	76	73	77	76
		Respectfulness of staff	73	73	74	73
		Safety of workplace	71	69	73	69
Fairness of evaluations		64	62	65	65	
Adequacy of equipment/supplies		61	58	63	62	
Quality of teamwork		57	55	59	56	
Comparison of pay		48	48	53	41	
Assistance with job stress		47	47	49	45	
Staff-to-staff communication		46	43	47	48	
<b>SUPER-VISION</b>	Care (concern) of supervisor	67	69	67	66	
	Communication by supervisor	64	63	65	64	
	Appreciation of supervisor	61	62	60	61	
<b>MANAGEMENT</b>	Care (concern) of management	56	55	58	54	
	Attentiveness of management	52	50	55	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 2012

7

### EMPLOYEE

Age of employee		Gender of employee		English as first language	
19 and under	3%	Female	83%	Yes	91%
20 to 29	18%	Male	17%	No	9%
30 to 39	24%				
40 to 49	23%				
50 to 59	21%				
60 or older	11%				

### POSITION

Job category		Shift typically worked		Hours worked in typical week	
CNA	36%	Days	67%	Less than 10 hours	2%
Nurse	19%	Evenings	17%	10 to 20 hours	5%
Nursing Administration	2%	Nights	10%	20 to 30 hours	12%
Food Service	10%	Rotating	6%	30 to 40 hours	62%
Social Services	2%			More than 40 hours	20%
Hskg./Lndry./Maint.	10%				
Activities	4%				
Therapy/Rehabilitation	2%				
Business Office	5%				
Administration	3%				
Other Position	6%				

### 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	26%
3 months to 1 year	12%	4 or more	1%
1 to 2 years	15%		
2 to 5 years	23%		
5 to 10 years	24%		
More than 10 years	20%		

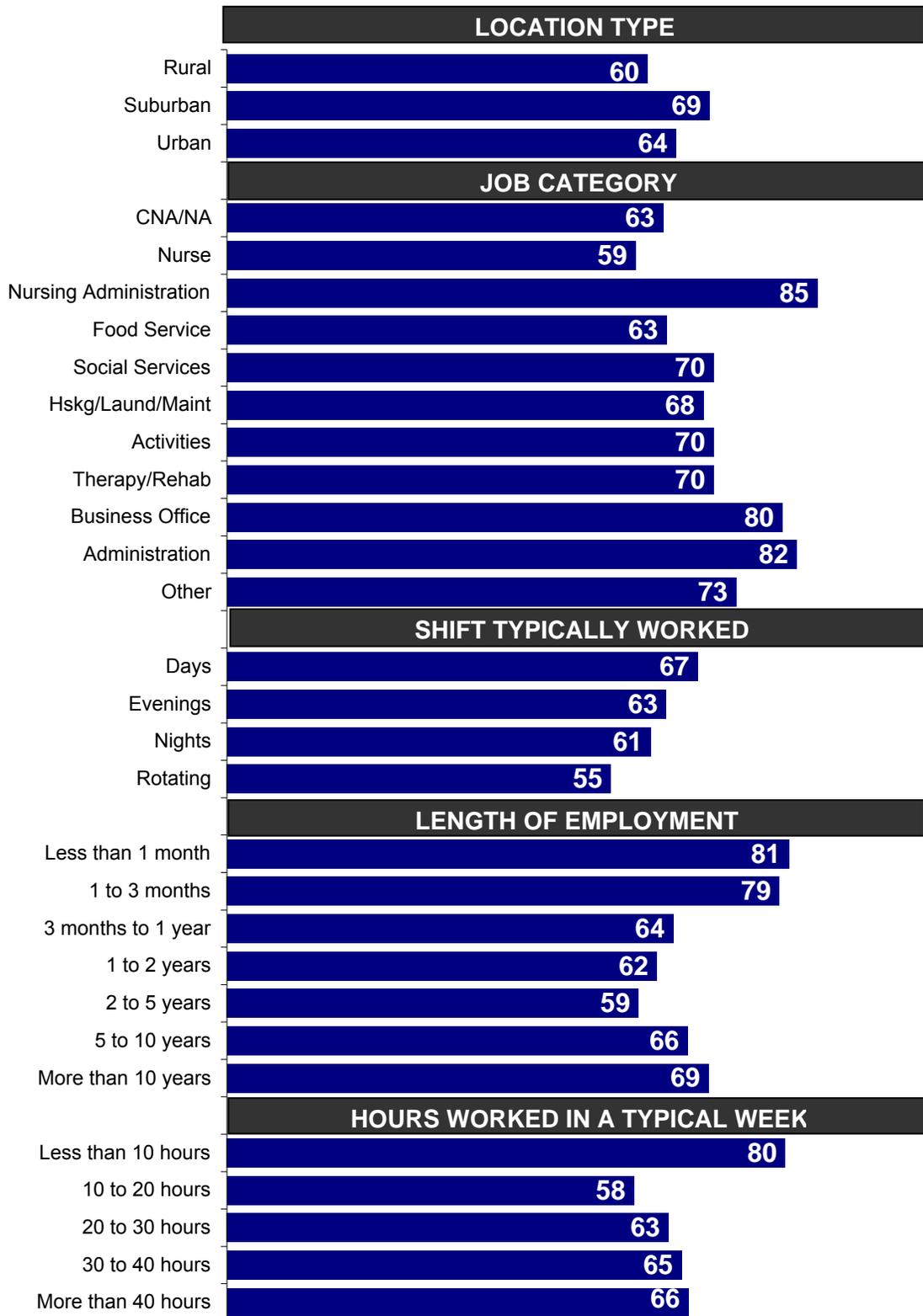
(May not total 100% due to rounding.)

RHODE ISLAND

# EMPLOYEE SATISFACTION

AVERAGE SCORES FOR "RECOMMENDATION FOR JOB" BY DEMOGRAPHICS FOR 2012

8



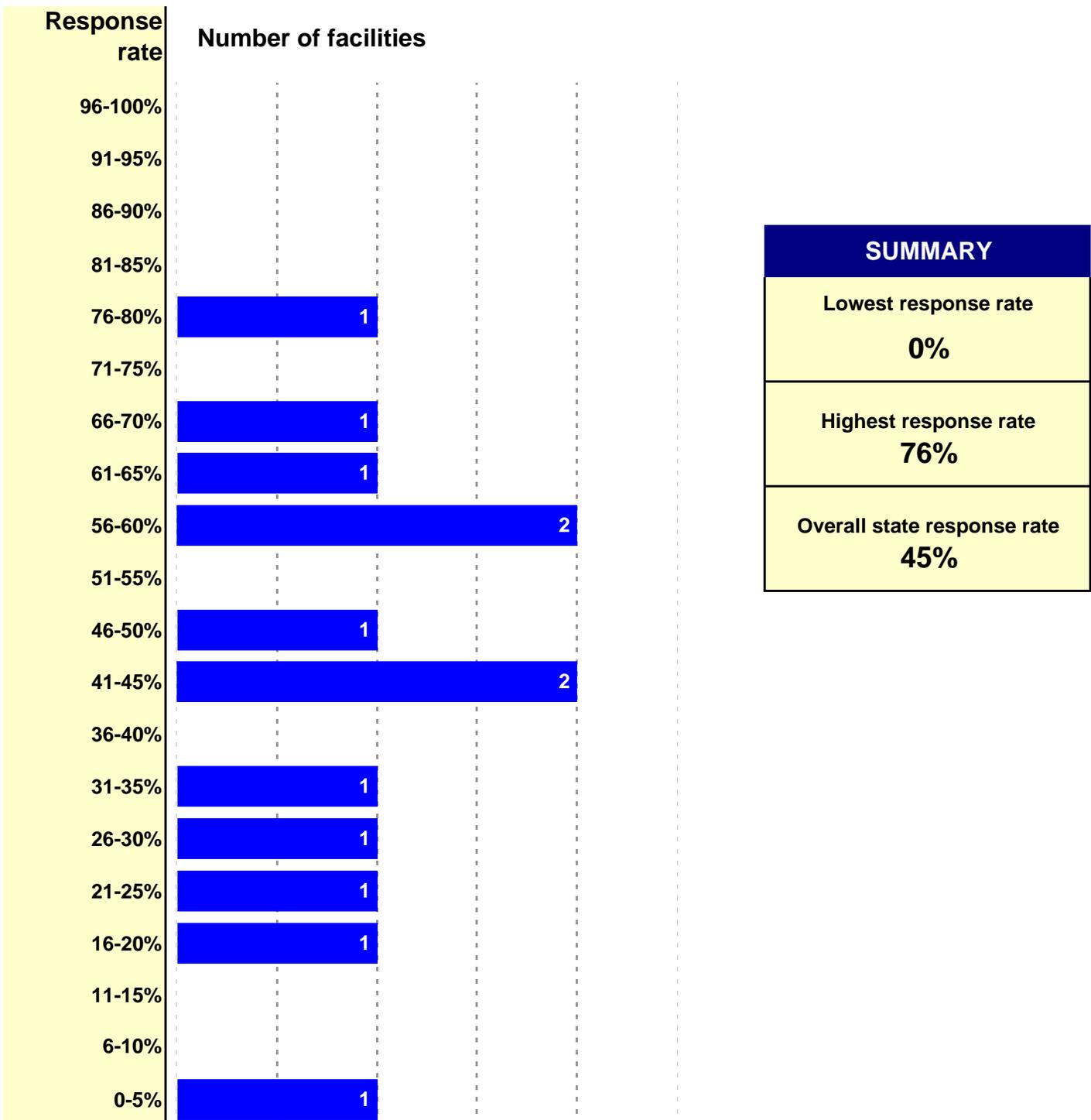
RHODE ISLAND

# EMPLOYEE SATISFACTION

## DISTRIBUTION OF RESPONSE RATES FOR 2012

9

Results are for 13 participating facilities.



RHODE ISLAND

# EMPLOYEE SATISFACTION

## SKILLED NURSING EMPLOYEE SATISFACTION SURVEY REFERENCE

ITEM NUMBER/LABEL	ORIGINAL SURVEY STATEMENT
<b>GLOBAL SATISFACTION DOMAIN</b>	
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?
<b>WORK ENVIRONMENT DOMAIN</b> 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
<b>TRAINING DOMAIN</b> 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
<b>SUPERVISION DOMAIN</b> 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
<b>MANAGEMENT DOMAIN</b> 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
<b>DEMOGRAPHICS AND BACKGROUND INFORMATION</b>	
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?