



Healthcare Quality Reporting Program

**NURSING HOME SUBCOMMITTEE**

3-4:30pm, 2/18/14

**Rhode Island Healthcare Association (RIHCA), 57 Kilvert St, Warwick, RI 02886**

**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"/> Kathleen Nee, RN       | <input type="checkbox"/> Adele Renzulli               |
| <input type="checkbox"/> Emily Cooper, MPH                 | <input type="checkbox"/> Ann Messier            | <input type="checkbox"/> Janet Robinson, RN, MEd, CIC |
| <input type="checkbox"/> John Gage, MBA, CNHA, CAS, FACHCA | <input type="checkbox"/> Jim Nyberg, MPA        | <input type="checkbox"/> Samara Viner-Brown, MS       |
| <input type="checkbox"/> Diane Gallagher                   | <input type="checkbox"/> Gail Patry, RN (Chair) |                                                       |
| <input type="checkbox"/> Hugh Hall, MA                     | <input type="checkbox"/> Arthur Pullano         |                                                       |

**Time**

**Topic/Notes**

- |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3:00pm | <p><b>Welcome</b><br/> <i>Rosa Baier, MPH</i><br/> <i>Gail Patry, RN</i></p> <ul style="list-style-type: none"> <li>- Today's objectives</li> <li>- Previous meeting's action items:             <ul style="list-style-type: none"> <li>• Share aggregate satisfaction reports with the subcommittee (Emily)</li> <li>• Meet with Andrew Powers in March (Rosa)</li> <li>• Populate summary report and share with committee (Emily/Rosa)</li> <li>• Outreach to facilities regarding reporting requirements in the Spring (Gail)</li> </ul> </li> <li>- Google Analytics (handout)</li> </ul> |
| 3:05pm | <p><b>Resident and Family Satisfaction Surveys</b><br/> <i>Rosa Baier, MPH</i><br/> <i>Emily Cooper, MPH</i></p> <ul style="list-style-type: none"> <li>- Review Executive Summary and Report (handouts)</li> <li>- Meeting with Facilities Regulations in March</li> <li>- Discussion:             <ul style="list-style-type: none"> <li>• What information is included?</li> <li>• What are the key takeaways?</li> <li>• What is similar or different from past years?</li> <li>• How can we learn from the process?</li> </ul> </li> </ul>                                               |

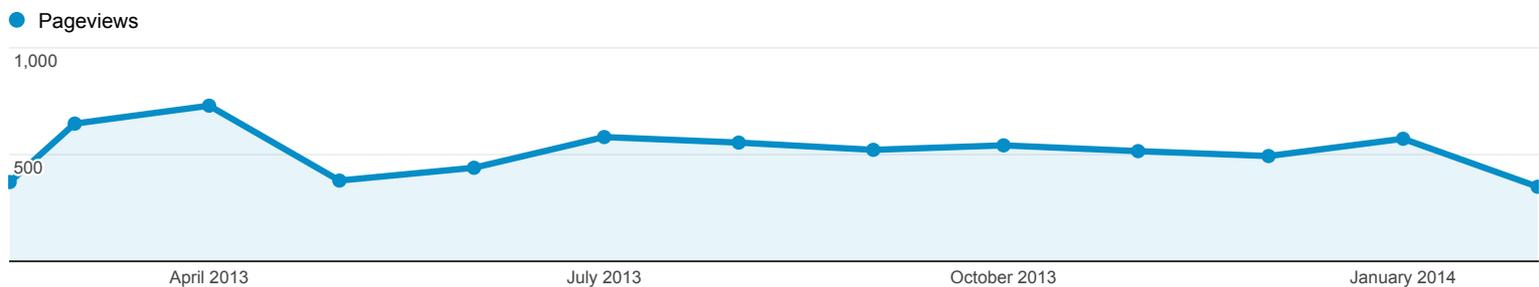
Time	Topic/Notes
	<ul style="list-style-type: none"> <li>• What we do differently next year?</li> <li>• What should we do next?</li> <li>• Who should receive citations?</li> </ul>
3:45pm	<p><b>Discussion: Nursing Home Summary Report</b></p> <p><i>Rosa Baier, MPH</i> <i>Emily Cooper, MPH</i></p> <ul style="list-style-type: none"> <li>- Review report (handout)</li> <li>- Discuss Care Transitions report for case managers (handout)</li> <li>- Discussion: <ul style="list-style-type: none"> <li>• How can we ensure we are getting this information to consumers?</li> <li>• How can we make sure we are getting this information to case managers/discharge planners?</li> <li>• How can we determine if this report is successful?</li> </ul> </li> </ul>
4:25pm	<p><b>Open Forum &amp; Next Steps</b></p> <p><i>Rosa Baier, MPH</i></p> <ul style="list-style-type: none"> <li>- Update on Center for Medicare and Medicaid Services 11<sup>th</sup> Scope of Work</li> <li>- AHCA presentation on Safe Transitions</li> <li>- Next meeting: 4/15/14</li> </ul>

# Nursing Home Quality

Feb 14, 2013 - Feb 13, 2014

All Visits  
0.19%

Month



Month of Year	Pageviews	Unique Pageviews	Avg. Time on Page	% Exit	Bounce Rate
	<b>6,670</b> % of Total: 0.19% (3,579,480)	<b>3,938</b> % of Total: 0.16% (2,400,370)	<b>00:02:01</b> Site Avg: 00:01:45 (14.79%)	<b>41.83%</b> Site Avg: 36.30% (15.22%)	<b>54.86%</b> Site Avg: 49.28% (11.31%)
1. 201302	369	204	00:01:47	38.21%	55.83%
2. 201303	643	377	00:01:38	41.21%	56.11%
3. 201304	727	400	00:01:31	37.55%	55.28%
4. 201305	376	222	00:01:51	42.02%	55.46%
5. 201306	436	272	00:02:01	40.60%	48.18%
6. 201307	580	366	00:02:16	44.14%	55.14%
7. 201308	554	358	00:02:25	45.31%	57.14%
8. 201309	520	312	00:02:00	40.58%	48.34%
9. 201310	541	319	00:02:16	43.81%	53.29%
10. 201311	514	319	00:02:35	46.50%	56.41%
11. 201312	491	291	00:02:29	41.75%	50.66%
12. 201401	572	342	00:01:59	44.58%	61.33%
13. 201402	347	156	00:01:35	35.16%	57.83%

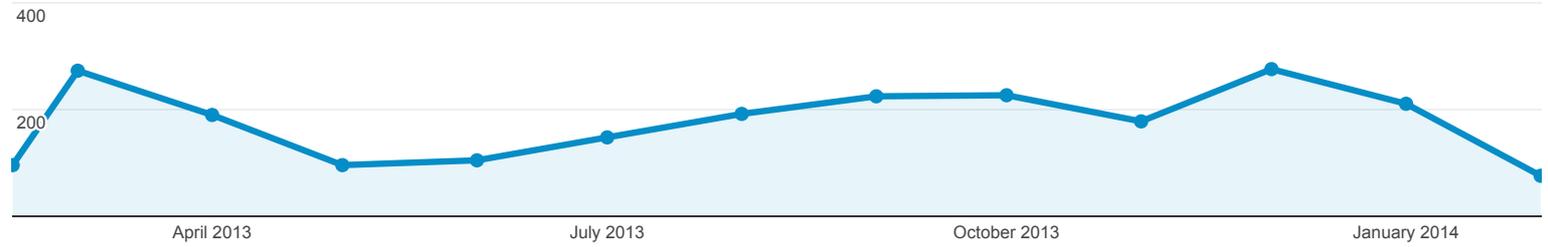
Rows 1 - 13 of 13

Feb 14, 2013 - Feb 13, 2014

All Visits  
0.06%

Report Tab

Pageviews



Month of Year	Pageviews	Unique Pageviews	Avg. Time on Page	% Exit	Bounce Rate
	2,280 % of Total: 0.06% (3,579,480)	1,482 % of Total: 0.06% (2,400,370)	00:00:51 Site Avg: 00:01:45 (-51.71%)	22.68% Site Avg: 36.30% (-37.54%)	51.13% Site Avg: 49.28% (3.76%)
1. 201302	95	71	00:00:24	10.53%	27.27%
2. 201303	272	165	00:00:57	19.85%	40.58%
3. 201304	189	125	00:00:21	20.11%	51.43%
4. 201305	95	75	00:00:29	27.37%	54.55%
5. 201306	104	70	00:00:49	19.23%	33.33%
6. 201307	147	99	00:00:54	24.49%	66.67%
7. 201308	191	121	00:00:53	26.18%	56.25%
8. 201309	224	122	00:00:49	18.30%	38.64%
9. 201310	226	149	00:00:54	20.35%	36.17%
10. 201311	177	110	00:01:24	15.25%	31.03%
11. 201312	275	195	00:00:50	44.00%	77.42%
12. 201401	210	135	00:01:02	17.62%	35.14%
13. 201402	75	45	00:00:45	14.67%	23.08%

Rows 1 - 13 of 13

# RHODE ISLAND

2013

## EXECUTIVE SUMMARY

Prepared by



**NATIONAL RESEARCH**  
*Corporation*      *Formerly My InnerView*

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**

Published date: February 11, 2014

# WHAT'S INSIDE

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## SKILLED NURSING RESIDENT SATISFACTION SURVEY REFERENCE

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# RHODE ISLAND

# RESIDENT SATISFACTION

	2013	2012	2011
RESPONSE RATE	70%	62%	64%
FACILITIES SURVEYED	88	85	83
SURVEYS RECEIVED	2,361	2,223	1,976

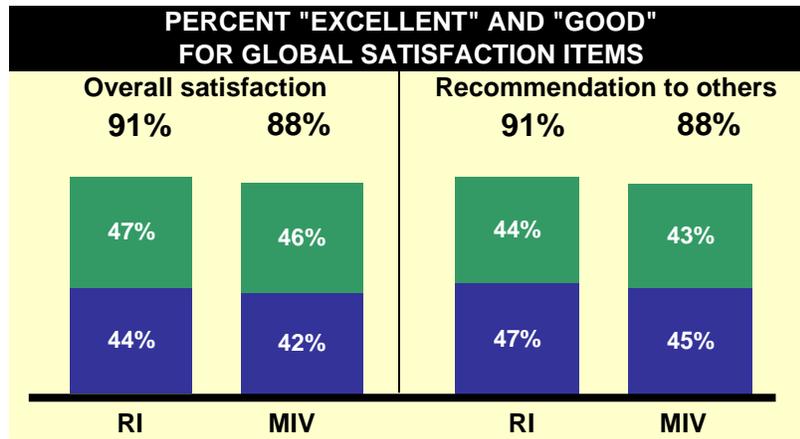


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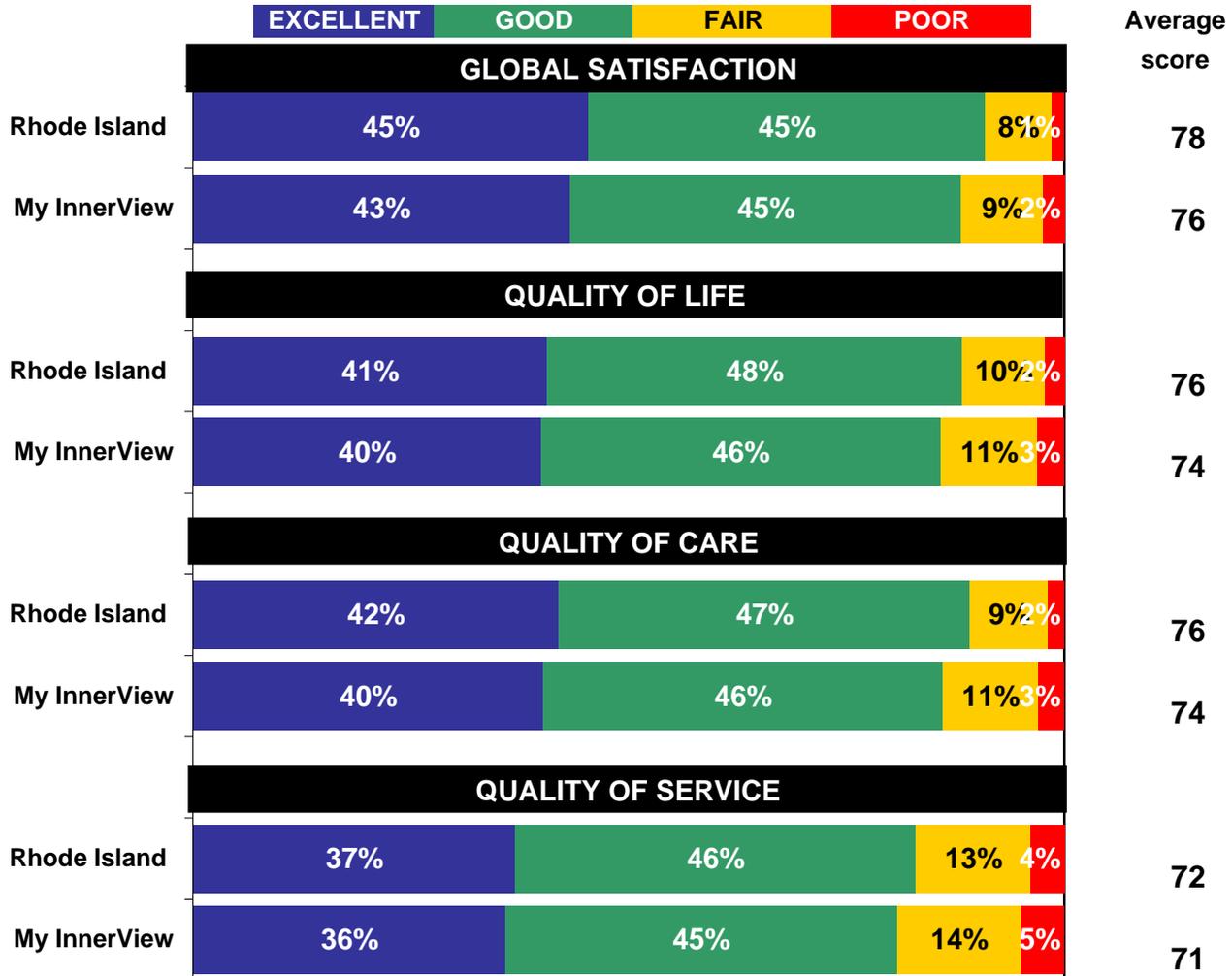
**RHODE ISLAND**

# RESIDENT SATISFACTION

## GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2013



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



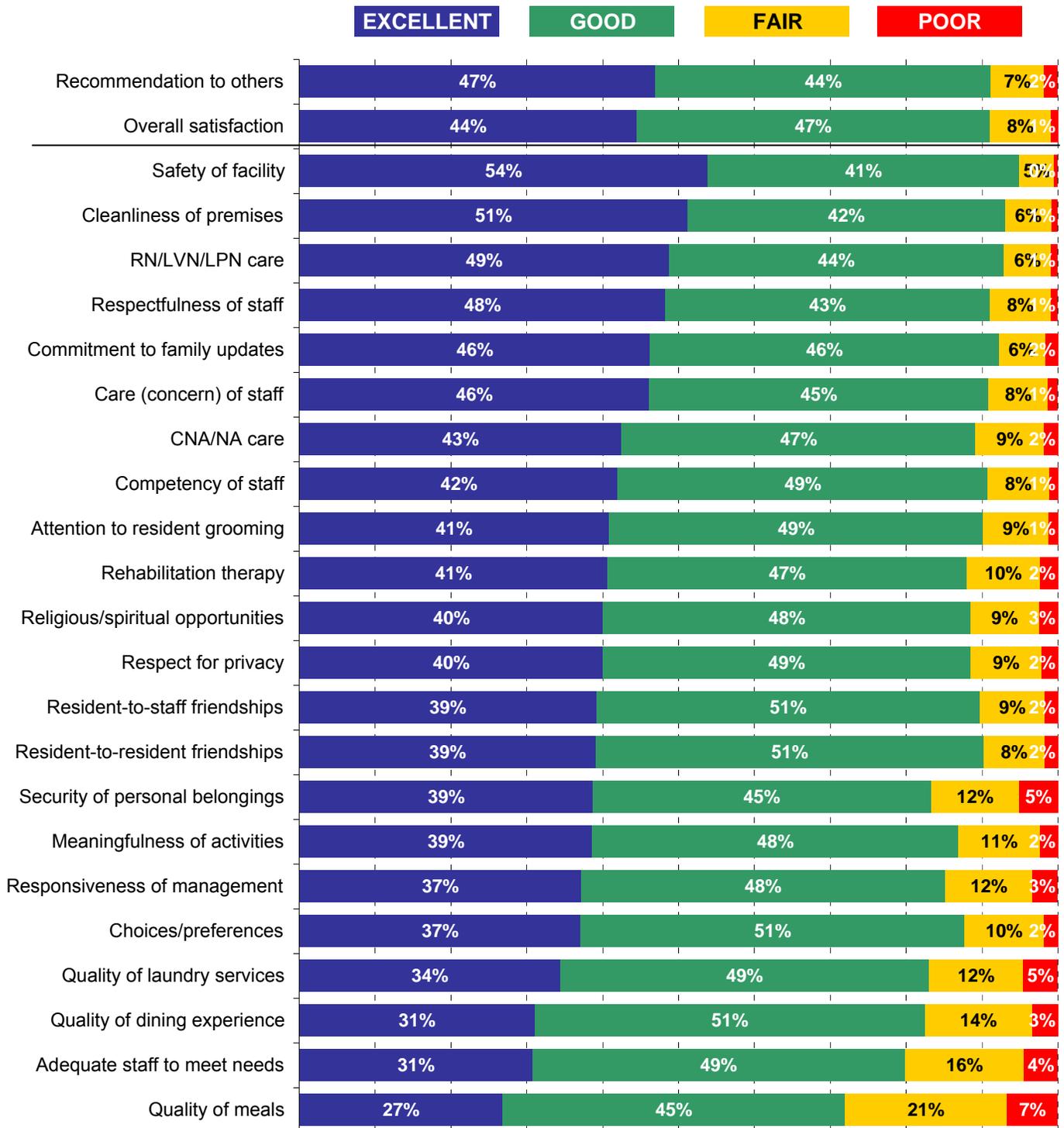
(May not total 100% due to rounding.)

### RHODE ISLAND

# RESIDENT SATISFACTION

## ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2013

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

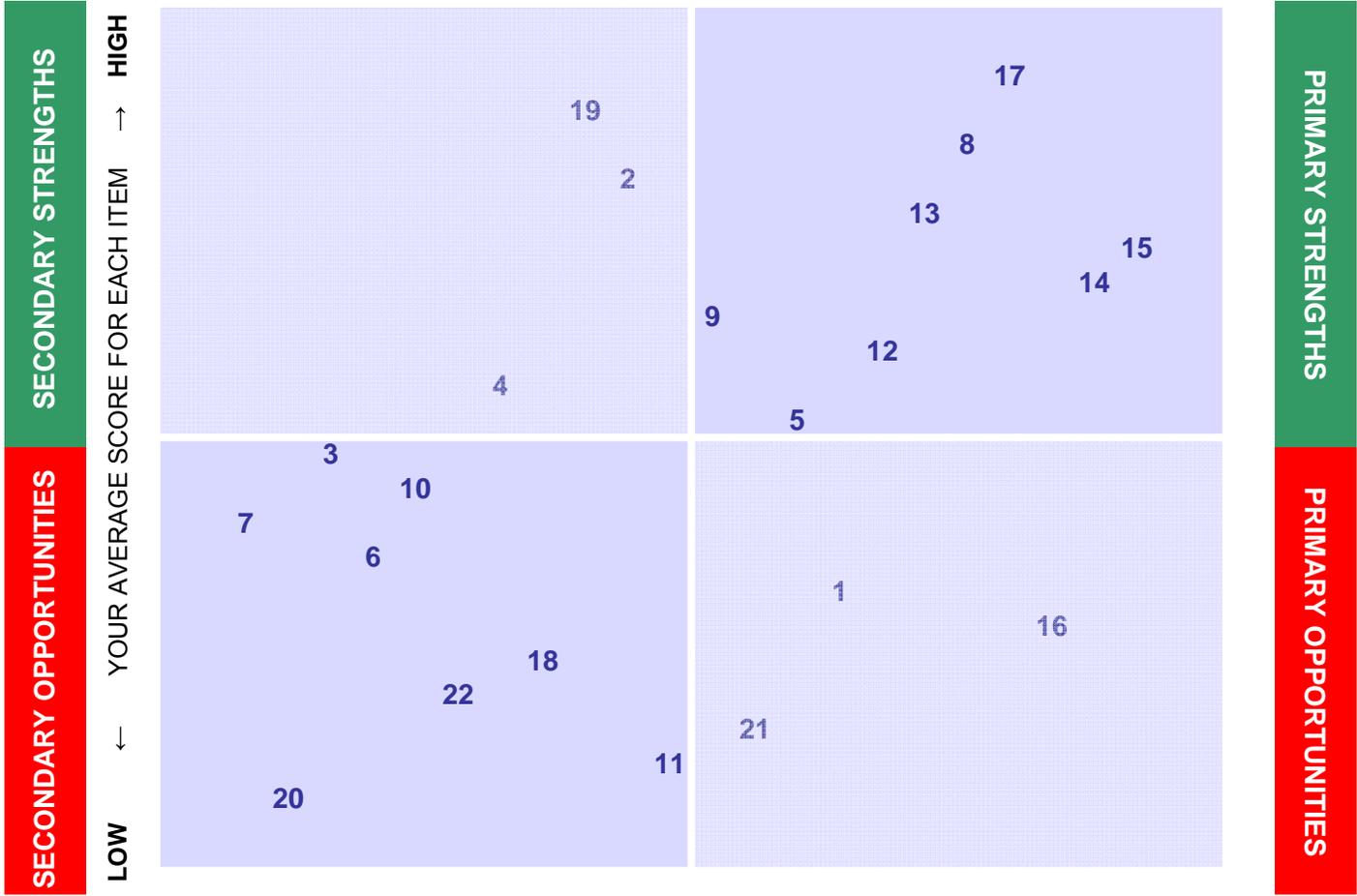
3

**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"

- 4 Resident-to-resident friendships
- 2 Respectfulness of staff
- 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
- 5 Resident-to-staff friendships
- 12 Attention to resident grooming
- 13 Commitment to family updates
- 8 RN/LVN/LPN care
- 9 CNA/NA care
- 17 Safety of facility



**SECONDARY OPPORTUNITIES**

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

- 11 Adequate staff to meet needs
- 18 Security of personal belongings
- 22 Quality of laundry services
- 20 Quality of meals
- 6 Meaningfulness of activities
- 10 Rehabilitation therapy
- 3 Respect for privacy
- 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.

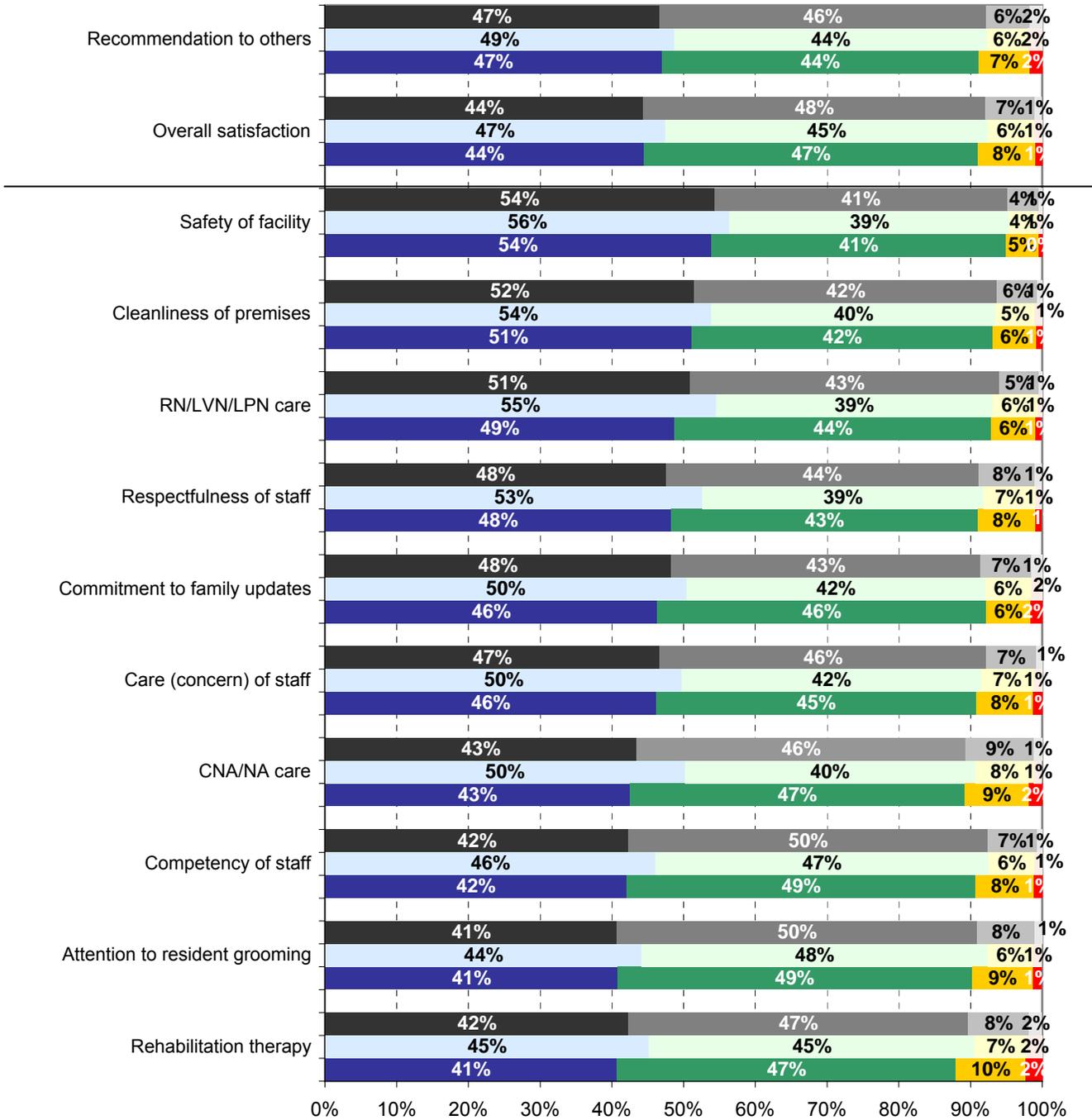
If Quadrant D has less than five items, the Priority Action Agenda will list only those items in the quadrant.

- 16** Responsiveness of management
- 21** Quality of dining experience
- 1** Choices/preferences

# RESIDENT SATISFACTION

## ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2011, 2012 AND 2013

Year	EXCELLENT	GOOD	FAIR	POOR
2011	EXCELLENT	GOOD	FAIR	POOR
2012	EXCELLENT	GOOD	FAIR	POOR
2013	EXCELLENT	GOOD	FAIR	POOR



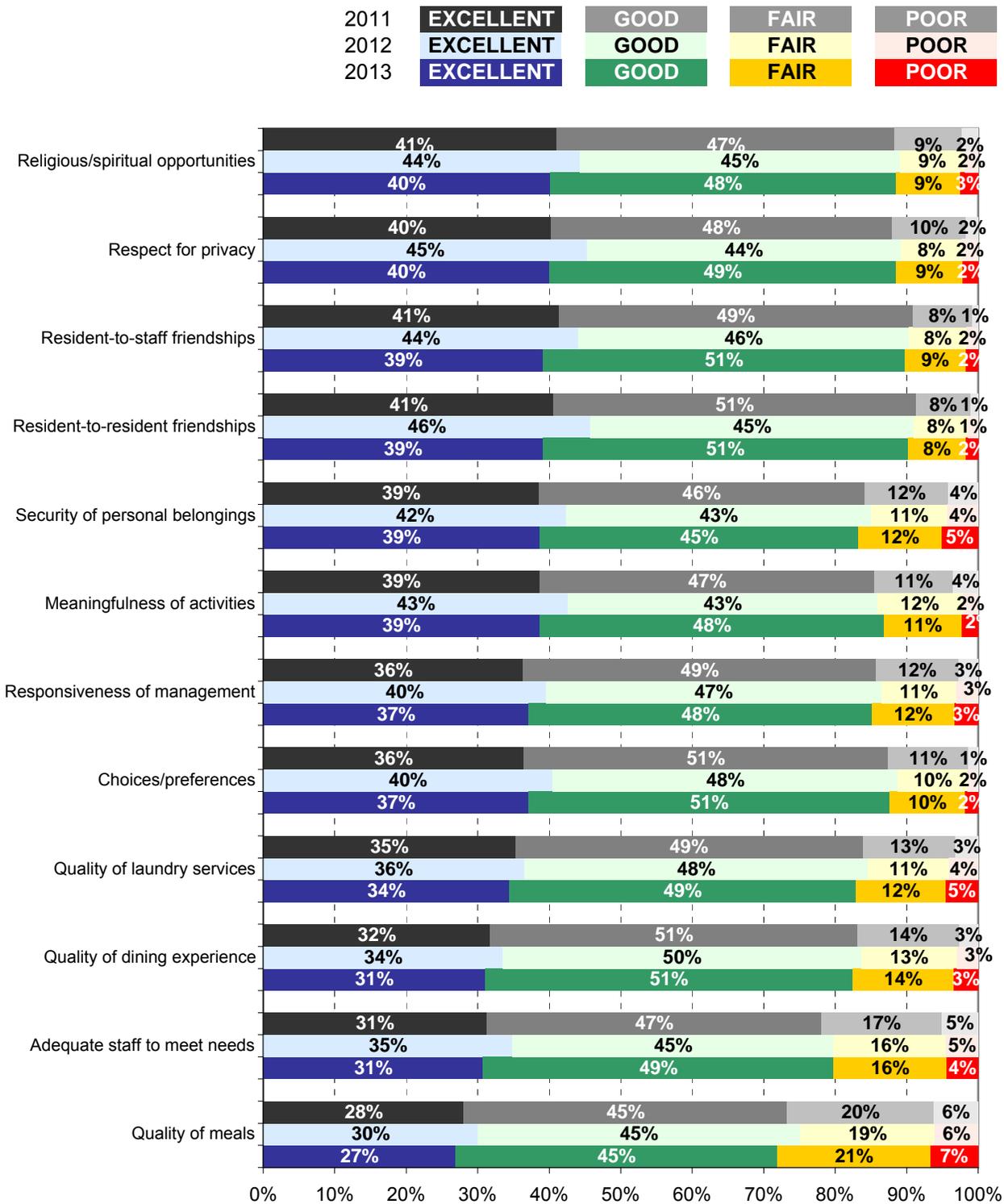
Items are ranked from highest to lowest on the percent of responses rated "Excellent" for the most recent year. (May not total 100% due to rounding.)

### RHODE ISLAND

# RESIDENT SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2011, 2012 AND 2013

CONTINUED



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 2013

**5**

		2012	2011	2013 MIV
Recommendation to others		80	79	77
Overall satisfaction		80	78	76
QUALITY OF LIFE	Safety of facility	84	83	81
	Respectfulness of staff	81	79	78
	Resident-to-resident friendships	78	77	76
	Resident-to-staff friendships	78	77	76
	Respect for privacy	77	75	75
	Religious/spiritual opportunities	77	76	75
	Meaningfulness of activities	75	74	73
	Choices/preferences	76	74	72
	Security of personal belongings	74	73	71
	Quality of dining experience	71	71	67
QUALITY OF CARE	RN/LVN/LPN care	82	81	79
	Commitment to family updates	80	79	77
	Care (concern) of staff	80	79	77
	Competency of staff	79	78	75
	CNA/NA care	80	77	74
	Attention to resident grooming	78	77	73
	Rehabilitation therapy	78	77	75
	Adequate staff to meet needs	70	68	65
QUALITY OF SERVICE	Cleanliness of premises	82	81	78
	Responsiveness of management	74	73	71
	Quality of laundry services	72	72	71
	Quality of meals	66	65	63

**RHODE ISLAND**

# RESIDENT SATISFACTION

## AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2013

6

		Rhode Island	Rural	Suburban	Urban
QUALITY OF LIFE	Recommendation to others	79	76	81	79
	Overall satisfaction	78	76	80	77
	Safety of facility	83	81	85	82
	Respectfulness of staff	79	78	81	79
	Resident-to-resident friendships	76	75	77	76
	Resident-to-staff friendships	76	74	77	75
	Respect for privacy	75	74	76	76
	Religious/spiritual opportunities	75	76	76	74
	Choices/preferences	74	73	75	74
	Meaningfulness of activities	74	73	76	73
	Security of personal belongings	72	70	74	71
	Quality of dining experience	70	71	72	68
	QUALITY OF CARE	RN/LVN/LPN care	80	79	81
Commitment to family updates		79	77	81	78
Care (concern) of staff		79	77	80	78
CNA/NA care		77	76	78	76
Attention to resident grooming		77	74	78	76
Competency of staff		77	76	78	76
Rehabilitation therapy		75	73	78	74
Adequate staff to meet needs		69	63	70	70
QUALITY OF SERVICE	Cleanliness of premises	81	80	83	80
	Responsiveness of management	73	71	75	72
	Quality of laundry services	71	68	74	69
	Quality of meals	64	67	64	62

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 2013

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	5%
		60 to 69	11%
		70 to 79	19%
		80 to 89	39%
		90 or older	25%

### FACILITY CHOICE

Homes visited		Reason for choosing		Length of stay	
None	41%	Convenient location	22%	Less than 1 month	0%
Only this one	27%	Good reputation	28%	1 to 3 months	3%
Two	22%	Doctor or hospital	22%	3 to 6 months	5%
Three	6%	Relative or friend	15%	6 months to 1 year	16%
Four	2%	Insurance requirement	1%	1 to 3 years	42%
Five or more	2%	Other reason	11%	3 or more years	34%

### VISITOR

Person visiting most		How often visited	
Spouse	7%	Less than once a year	1%
Child	53%	Once a year	2%
Brother or sister	14%	Once every 3 months	6%
Grandchild	2%	Once a month or more	20%
Friend	10%	Once a week or more	51%
Another person	14%	Almost daily	20%

### Assistance with survey

By myself	20%
With facility staff	56%
With family or friend	16%
With another resident	0%
With another person	8%

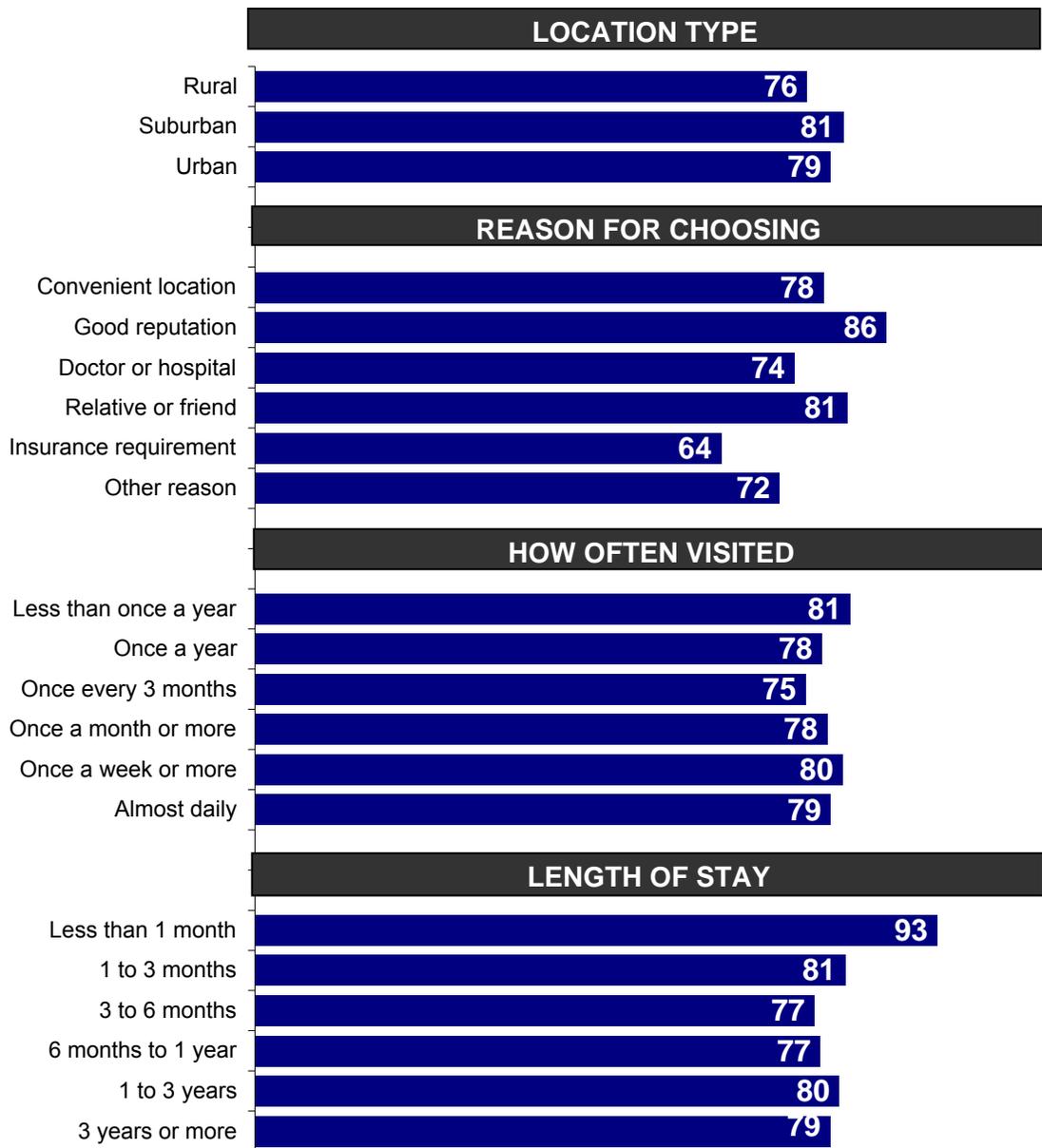
(May not total 100% due to rounding.)

RHODE ISLAND

# RESIDENT SATISFACTION

AVERAGE SCORES FOR "RECOMMENDATION TO OTHERS" BY DEMOGRAPHICS FOR 2013

8



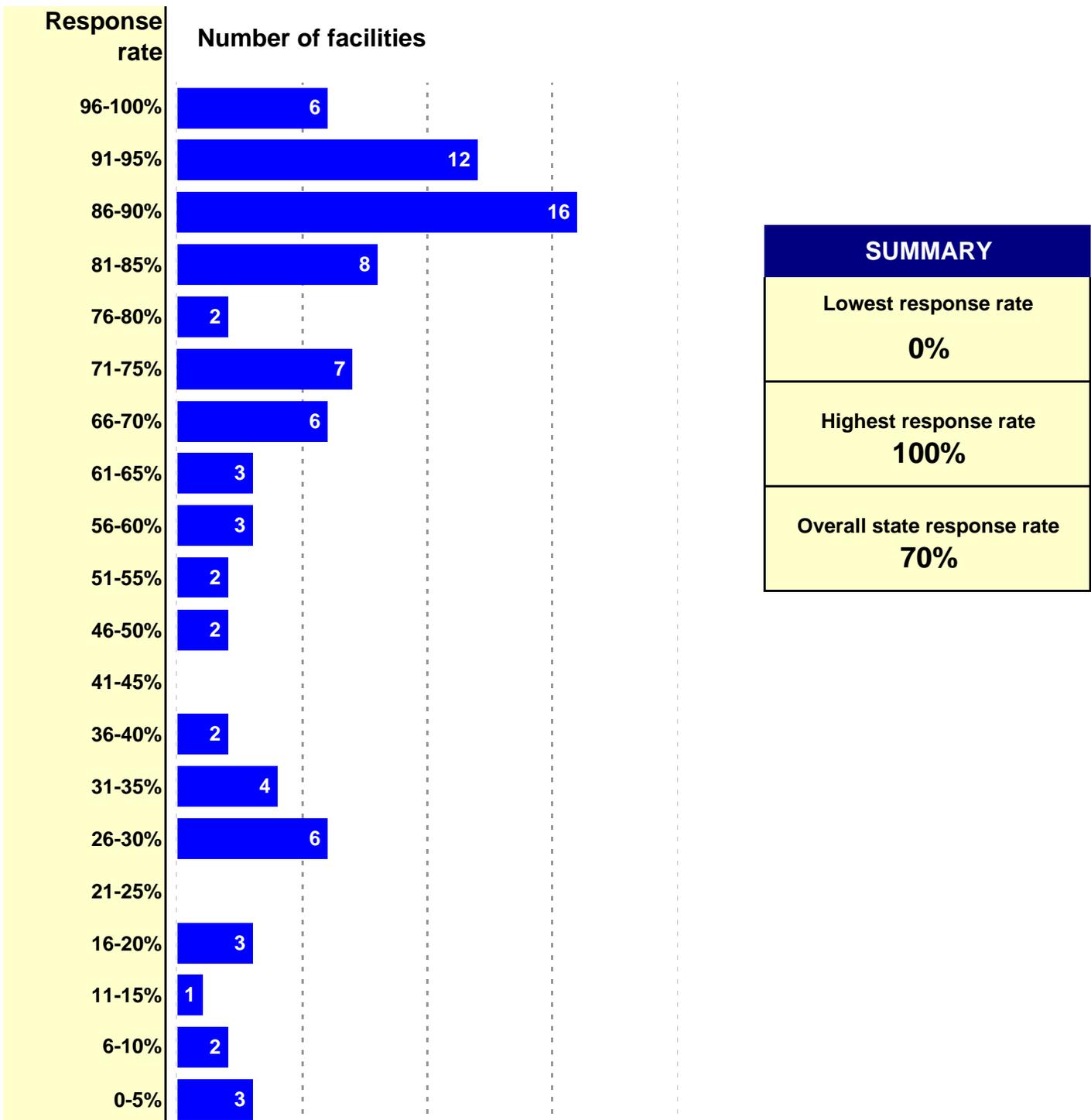
RHODE ISLAND

# RESIDENT SATISFACTION

## DISTRIBUTION OF RESPONSE RATES FOR 2013

**9**

Results are for 88 participating facilities.



**RHODE ISLAND**

# 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?

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# FAMILY SATISFACTION

	2013	2012	2011
RESPONSE RATE	35%	36%	39%
FACILITIES SURVEYED	89	86	84
SURVEYS RECEIVED	1,913	1,900	1,941

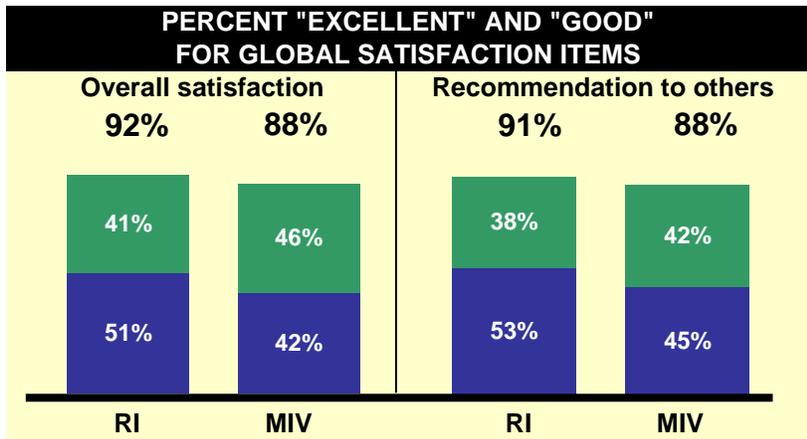


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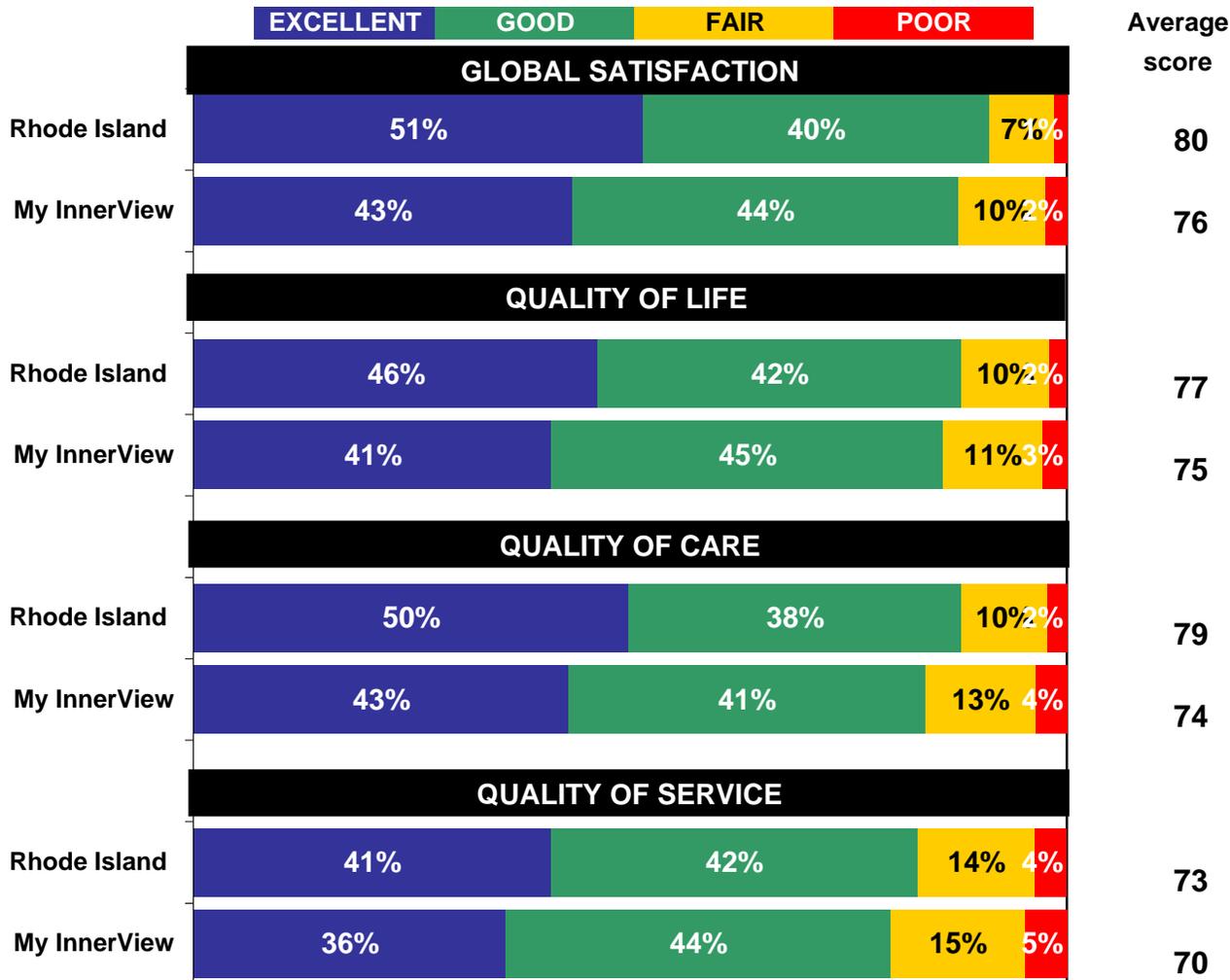
RHODE ISLAND

# FAMILY SATISFACTION

## GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2013



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



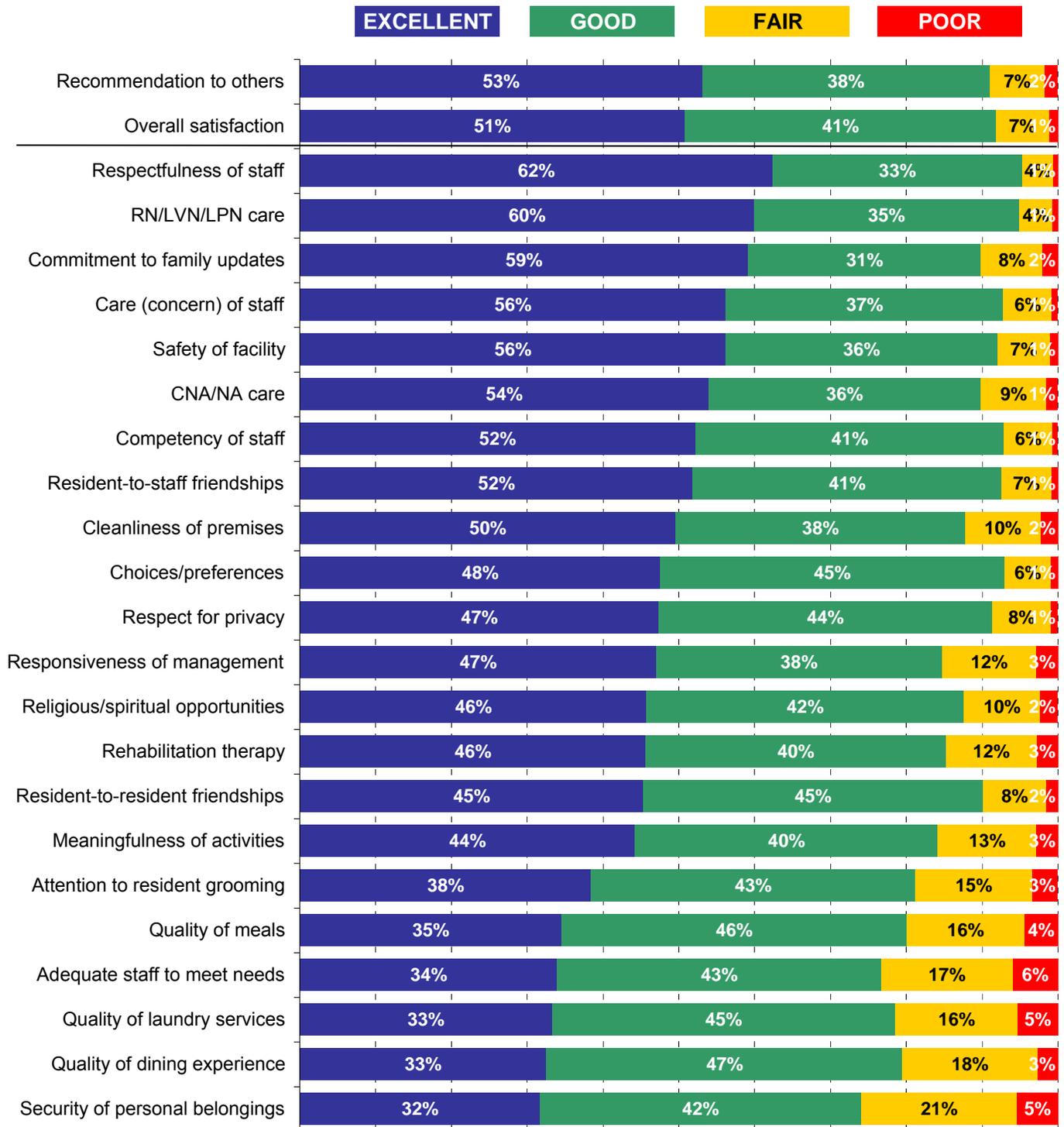
(May not total 100% due to rounding.)

### RHODE ISLAND

# FAMILY SATISFACTION

## ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2013

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

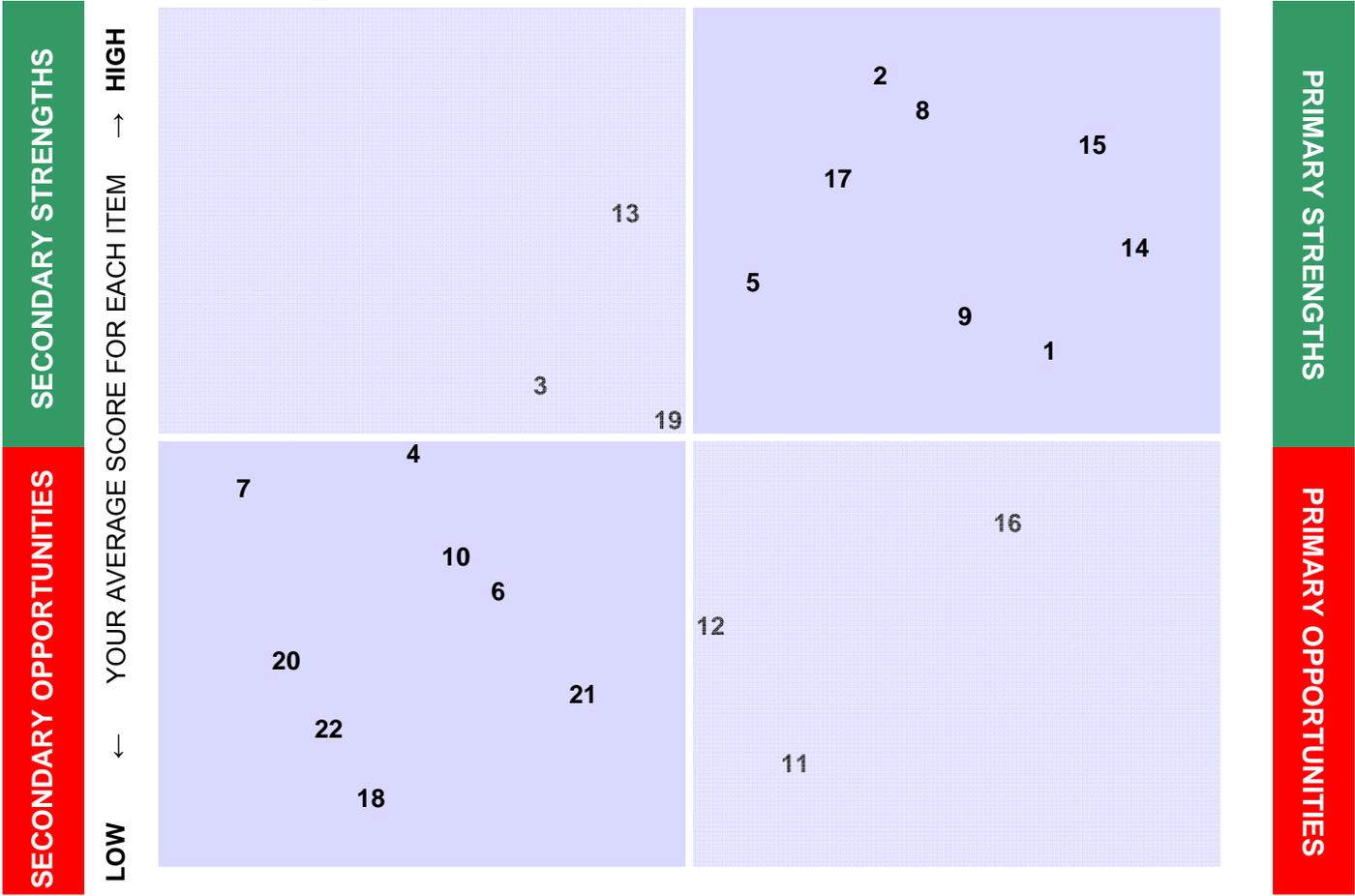
3

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"

- 19 Cleanliness of premises
- 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
- 9 CNA/NA care
- 15 Care (concern) of staff
- 5 Resident-to-staff friendships
- 8 RN/LVN/LPN care
- 17 Safety of facility
- 2 Respectfulness of staff



**SECONDARY OPPORTUNITIES**

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

- 21 Quality of dining experience
- 18 Security of personal belongings
- 6 Meaningfulness of activities
- 22 Quality of laundry services
- 10 Rehabilitation therapy
- 20 Quality of meals
- 4 Resident-to-resident friendships
- 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.

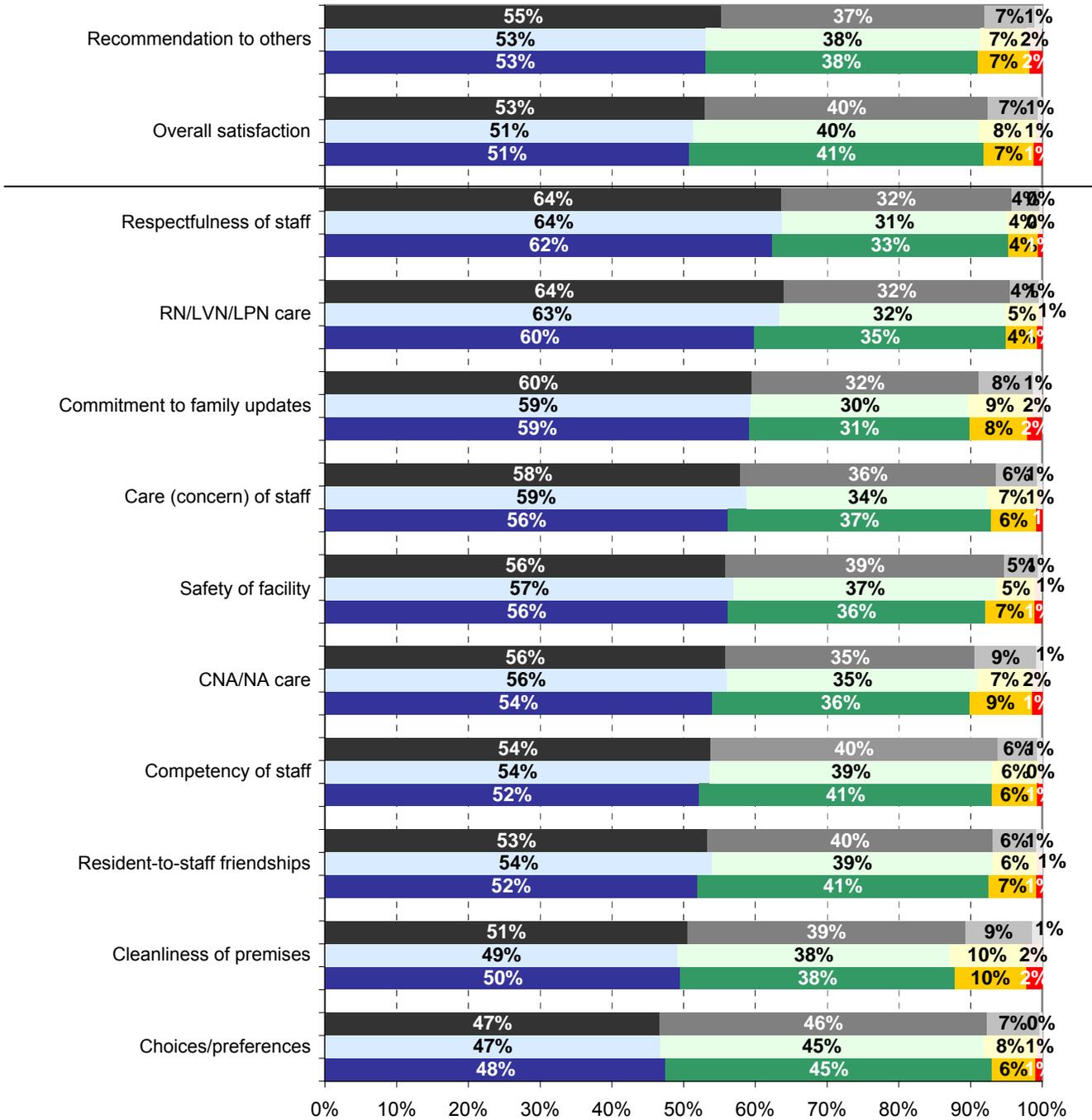
If Quadrant D has less than five items, the Priority Action Agenda will list only those items in the quadrant.

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

# FAMILY SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2011, 2012 AND 2013

Year	EXCELLENT	GOOD	FAIR	POOR
2011	EXCELLENT	GOOD	FAIR	POOR
2012	EXCELLENT	GOOD	FAIR	POOR
2013	EXCELLENT	GOOD	FAIR	POOR

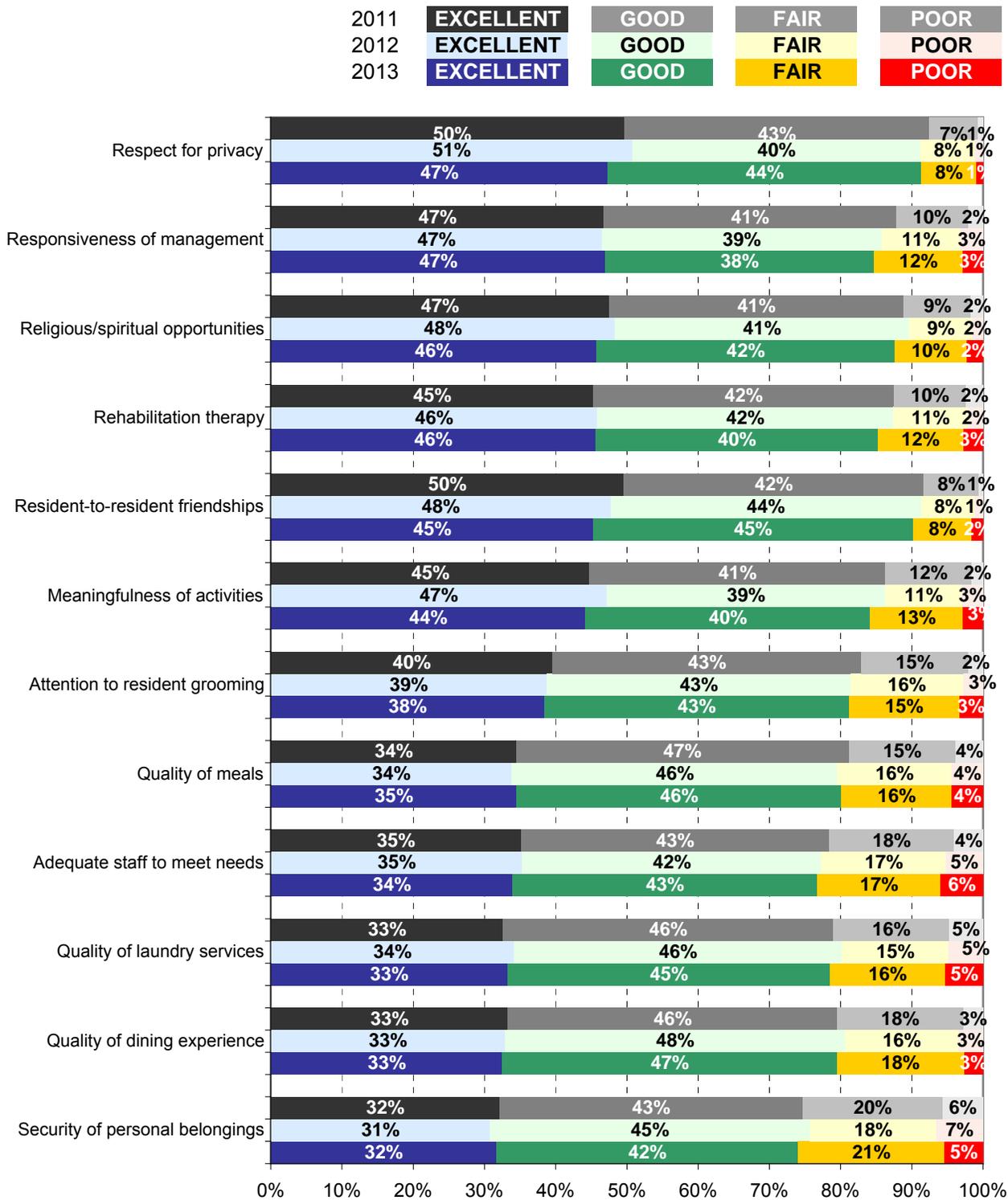


Items are ranked from highest to lowest on the percent of responses rated "Excellent" for the most recent year. (May not total 100% due to rounding.)

## RHODE ISLAND

# FAMILY SATISFACTION

## ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2011, 2012 AND 2013



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 2013

5

		2012	2011	2013 MIV
Recommendation to others		81	82	77
Overall satisfaction		80	82	76
QUALITY OF LIFE	Respectfulness of staff	86	86	82
	Safety of facility	82	83	79
	Resident-to-staff friendships	81	82	78
	Choices/preferences	80	79	75
	Respect for privacy	79	80	77
	Resident-to-resident friendships	78	79	77
	Religious/spiritual opportunities	77	78	75
	Meaningfulness of activities	75	77	73
	Quality of dining experience	70	70	66
	Security of personal belongings	67	67	65
QUALITY OF CARE	RN/LVN/LPN care	85	86	80
	Care (concern) of staff	83	84	78
	Commitment to family updates	82	83	79
	Competency of staff	81	82	77
	CNA/NA care	81	82	76
	Rehabilitation therapy	76	77	75
	Attention to resident grooming	72	72	67
	Adequate staff to meet needs	68	69	63
QUALITY OF SERVICE	Cleanliness of premises	78	79	74
	Responsiveness of management	76	77	73
	Quality of meals	70	71	67
	Quality of laundry services	69	69	67

RHODE ISLAND

# FAMILY SATISFACTION

## AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2013

**6**

	Rhode Island	Rural	Suburban	Urban	
QUALITY OF LIFE	Recommendation to others	81	82	82	78
	Overall satisfaction	80	82	81	78
	Respectfulness of staff	86	87	86	84
	Safety of facility	82	83	83	81
	Resident-to-staff friendships	81	83	81	80
	Choices/preferences	80	82	80	78
	Respect for privacy	79	79	80	78
	Resident-to-resident friendships	78	78	79	77
	Religious/spiritual opportunities	77	79	78	74
	Meaningfulness of activities	75	76	77	72
	Quality of dining experience	70	70	71	68
	Security of personal belongings	67	67	68	65
	QUALITY OF CARE	RN/LVN/LPN care	85	86	85
Care (concern) of staff		83	85	83	80
Commitment to family updates		82	84	84	79
CNA/NA care		81	82	82	78
Competency of staff		81	83	82	79
Rehabilitation therapy		76	78	76	75
Attention to resident grooming		72	74	72	70
Adequate staff to meet needs		68	71	69	65
QUALITY OF SERVICE	Cleanliness of premises	78	81	79	75
	Responsiveness of management	76	78	77	74
	Quality of meals	70	72	71	68
	Quality of laundry services	69	70	70	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

# FAMILY SATISFACTION

## DEMOGRAPHICS AND BACKGROUND INFORMATION FOR 2013

7

### RESIDENT

Gender of resident		Age of resident	
Female	76%	19 or under	0%
Male	24%	20 to 29	0%
		30 to 39	0%
		40 to 49	0%
		50 to 59	2%
		60 to 69	5%
		70 to 79	10%
		80 to 89	40%
		90 or older	43%

### FACILITY CHOICE

Homes visited		Reason for choosing		Length of stay	
None	31%	Convenient location	26%	Less than 1 month	1%
Only this one	13%	Good reputation	40%	1 to 3 months	3%
Two	27%	Doctor or hospital	11%	3 to 6 months	5%
Three	16%	Relative or friend	10%	6 months to 1 year	16%
Four	8%	Insurance requirement	2%	1 to 3 years	38%
Five or more	6%	Other reason	11%	3 or more years	37%

### SURVEY RESPONDENT

Relationship to resident	
Spouse	12%
Child	63%
Brother or sister	7%
Grandchild	1%
Friend	2%
Other relationship	14%

### VISITOR

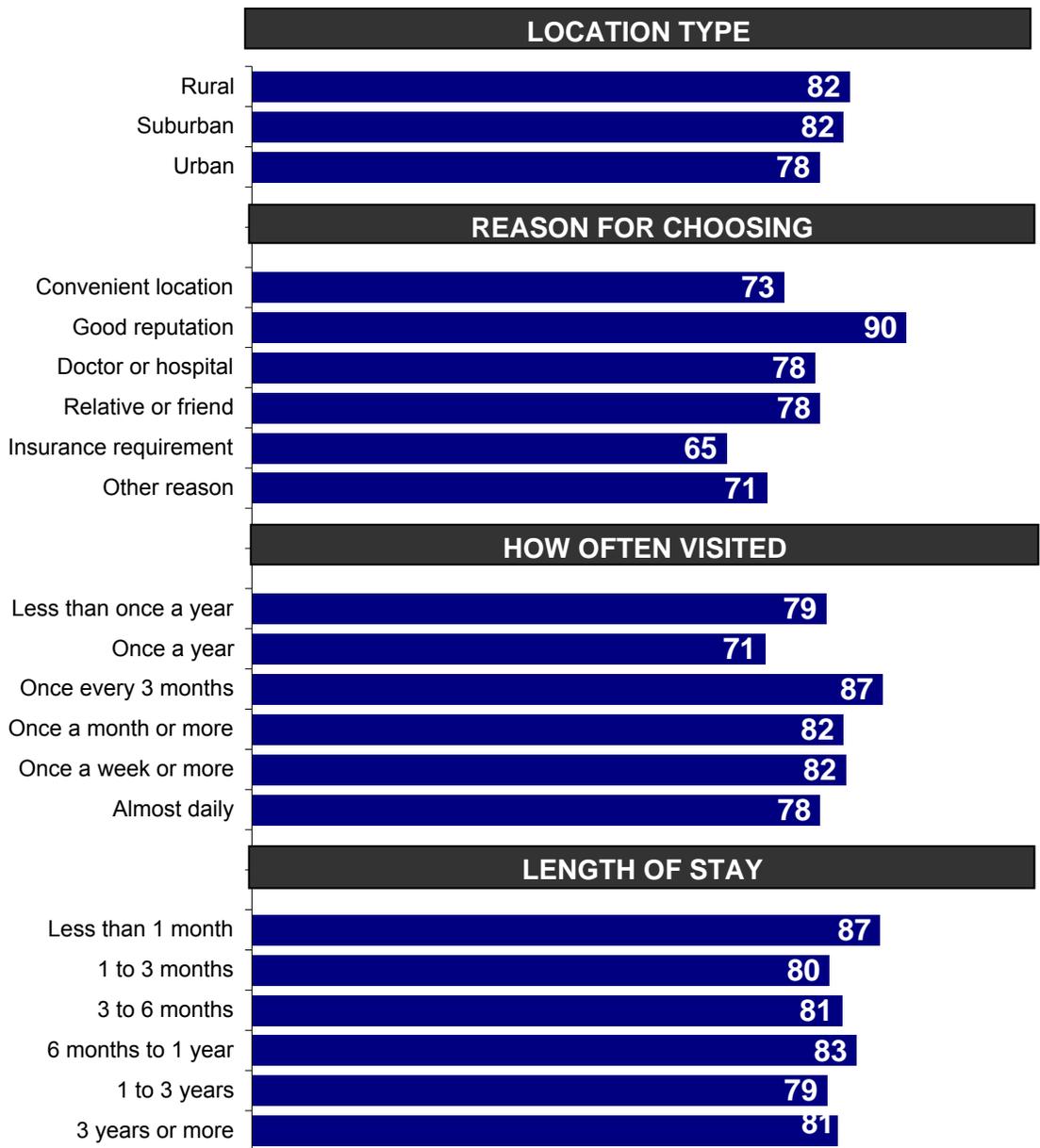
Person visiting most		How often visited	
Spouse	13%	Less than once a year	0%
Child	62%	Once a year	0%
Brother or sister	9%	Once every 3 months	3%
Grandchild	2%	Once a month or more	11%
Friend	3%	Once a week or more	50%
Another person	11%	Almost daily	35%

(May not total 100% due to rounding.)

RHODE ISLAND

# FAMILY SATISFACTION

AVERAGE SCORES FOR "RECOMMENDATION TO OTHERS" BY DEMOGRAPHICS FOR 2013

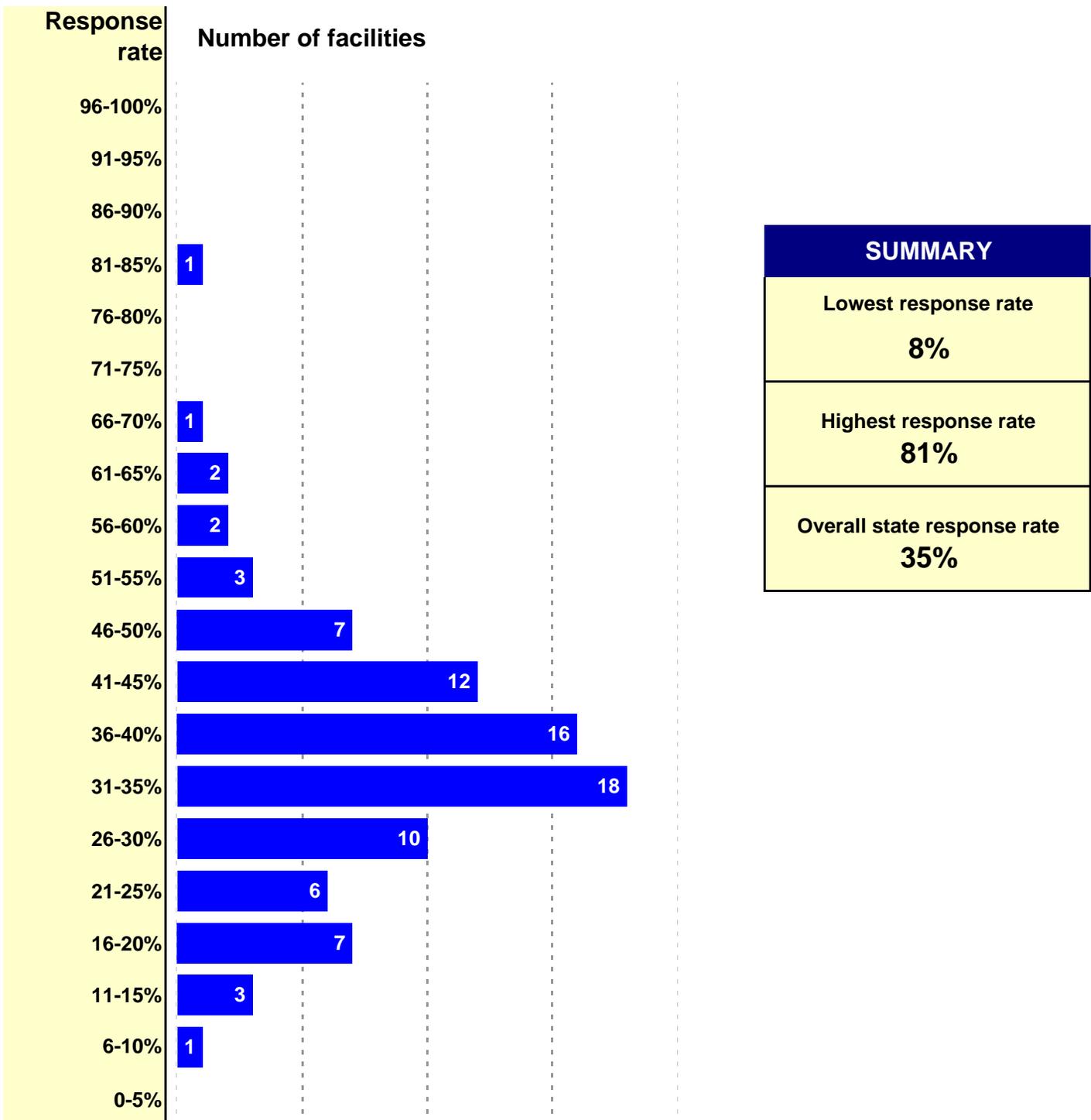


# FAMILY SATISFACTION

## DISTRIBUTION OF RESPONSE RATES FOR 2013

**9**

Results are for 89 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?

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**Rhode Island Department of Health  
2013 Nursing Home Satisfaction Report**

Area of Performance							
Nursing Home (Alphabetical by Name)	Bed Size	Survey	Quality of Care	Quality of Life	Quality of Services	Overall Satisfaction	Total
<i>ALPINE NURSING HOME INC.</i>	60	<i>Family</i>	◆◆	◆◆	◆◆	◆◆	◆◆
		<i>Resident</i>	◆◆	◆◆◆	◆◆◆	◆◆	◆◆◆
<i>APPLE REHAB CLIPPER</i>	60	<i>Family</i>	◆◆◆	◆◆◆	◆◆	◆◆◆	◆◆◆
		<i>Resident</i>	◆◆◆	◆◆◆	◆◆◆	◆	◆◆◆
<i>APPLE REHAB WATCH HILL</i>	60	<i>Family</i>	◆◆	◆◆	◆◆	◆◆	◆◆
		<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	◆◆
<i>AVALON NURSING HOME</i>	31	<i>Family</i>	N/A	N/A	N/A	N/A	N/A
		<i>Resident</i>	N/A	N/A	N/A	N/A	N/A
<i>BALLOU HOME FOR THE AGED</i>	43	<i>Family</i>	◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		<i>Resident</i>	N/A	N/A	N/A	N/A	N/A
<i>BANNISTER HOUSE, INC</i>	95	<i>Family</i>	I	I	I	I	I
		<i>Resident</i>	N/A	N/A	N/A	N/A	N/A
<i>BAYBERRY COMMONS</i>	110	<i>Family</i>	◆◆	◆◆	◆◆	◆◆	◆◆
		<i>Resident</i>	◆	◆	◆	◆	◆
<i>BERKSHIRE PLACE NURSING AND REHABILITATION CENTER</i>	197	<i>Family</i>	◆	◆	◆◆	◆	◆
		<i>Resident</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
<i>BETHANY HOME OF RHODE ISLAND</i>	33	<i>Family</i>	◆◆	◆◆	◆◆	◆◆	◆◆
		<i>Resident</i>	N/A	N/A	N/A	N/A	N/A
<i>BRENTWOOD NURSING HOME</i>	96	<i>Family</i>	◆◆	◆◆	◆◆	◆◆	◆◆
		<i>Resident</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
<i>BRIARCLIFFE MANOR</i>	122	<i>Family</i>	◆◆	◆◆	◆◆	◆◆	◆◆
		<i>Resident</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
<i>CEDAR CREST SUBACUTE &amp; REHABILITATION CENTRE</i>	156	<i>Family</i>	◆◆	◆◆	◆◆	◆◆	◆◆
		<i>Resident</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
<i>CHARLESGATE NURSING CENTER</i>	140	<i>Family</i>	◆◆	◆◆	◆◆	◆◆	◆◆
		<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	◆◆
<i>CHERRY HILL MANOR NURSING AND REHABILITATION CENTER</i>	172	<i>Family</i>	◆	◆◆	◆	◆	◆
		<i>Resident</i>	◆	◆	◆	◆	◆

- ◆◆◆ Statistically better than the Rhode Island average
- ◆◆ Statistically about the same as the Rhode Island average
- ◆ Statistically worse than the Rhode Island average
- N/A Fewer than 10 responses, so no statistical comparison is possible
- I Insufficient number of surveys sent to obtain adequate data

**Rhode Island Department of Health  
2013 Nursing Home Satisfaction Report**

Area of Performance							
Nursing Home (Alphabetical by Name)	Bed Size	Survey	Quality of Care	Quality of Life	Quality of Services	Overall Satisfaction	Total
<b>CHESTNUT TERRACE NURSING AND REHABILITATION CENTER</b>	58	<b>Family</b>	N/A	N/A	N/A	N/A	N/A
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>CORTLAND PLACE</b>	80	<b>Family</b>	◆	◆	◆◆	◆	◆
		<b>Resident</b>	N/A	N/A	N/A	N/A	N/A
<b>COVENTRY CENTER</b>	210	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆	◆	◆	◆	◆
<b>CRA-MAR MEADOWS</b>	41	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	N/A	N/A	N/A	N/A	N/A
<b>CRESTWOOD NURSING AND CONVALESCENT HOME</b>	76	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	I	I	I	I	I
<b>EASTGATE NURSING &amp; RECOVERY CENTER</b>	68	<b>Family</b>	N/A	N/A	N/A	N/A	N/A
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>ELMHURST EXTENDED CARE</b>	194	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆	◆◆	◆◆◆	◆◆	◆◆
<b>ELMWOOD HEALTH CENTER</b>	70	<b>Family</b>	◆◆	◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆	◆	◆◆	◆◆	◆◆
<b>EMERALD BAY RETIREMENT LIVING</b>	30	<b>Family</b>	N/A	N/A	N/A	N/A	N/A
		<b>Resident</b>	N/A	N/A	N/A	N/A	N/A
<b>EPOCH SENIOR HEALTHCARE ON BLACKSTONE BOULEVARD</b>	55	<b>Family</b>	I	I	I	I	I
		<b>Resident</b>	I	I	I	I	I
<b>EVERGREEN HOUSE HEALTH CENTER</b>	160	<b>Family</b>	I	I	I	I	I
		<b>Resident</b>	◆	◆	◆	◆	◆
<b>FOREST FARM HEALTH CARE CENTER, LLC</b>	50	<b>Family</b>	◆◆	◆◆◆	◆◆◆	◆◆	◆◆◆
		<b>Resident</b>	I	I	I	I	I
<b>THE FRIENDLY HOME, INC.</b>	126	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	I	I	I	I	I
<b>GOLDEN CREST NURSING CENTRE</b>	152	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆	◆	◆	◆	◆

- ◆◆◆ Statistically better than the Rhode Island average
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- ◆ Statistically worse than the Rhode Island average
- N/A Fewer than 10 responses, so no statistical comparison is possible
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**Rhode Island Department of Health  
2013 Nursing Home Satisfaction Report**

Area of Performance							
Nursing Home (Alphabetical by Name)	Bed Size	Survey	Quality of Care	Quality of Life	Quality of Services	Overall Satisfaction	Total
GRACE BARKER NURSING CENTER, INC.	86	Family	◆◆	◆◆	◆◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
GRAND ISLANDER	146	Family	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		Resident	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
GRANDVIEW CENTER	72	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
GREENVILLE CENTER	131	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆	◆	◆◆	◆◆	◆◆
GREENWOOD CARE AND REHABILITATION CENTER	130	Family	◆	◆	◆	◆	◆
		Resident	N/A	N/A	N/A	N/A	N/A
HALLWORTH HOUSE	57	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
HARRIS HEALTH CARE NORTH	32	Family	N/A	N/A	N/A	N/A	N/A
		Resident	◆◆	◆	◆	◆◆	◆
HARRIS HEALTH CENTER	31	Family	N/A	N/A	N/A	N/A	N/A
		Resident	N/A	N/A	N/A	N/A	N/A
HATTIE IDE CHAFFEE HOME	60	Family	N/A	N/A	N/A	N/A	N/A
		Resident	I	I	I	I	I
HEATHERWOOD NURSING & REHABILITATION CENTER	112	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆	◆	◆	◆	◆
HEBERT HEALTH CENTER	133	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆	◆	◆	◆	◆
HERITAGE HILLS NURSING & REHABILITATION CENTER	95	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆◆	◆◆	◆◆
THE HOLIDAY RETIREMENT HOME, INC.	170	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆	◆◆	◆◆◆	◆◆◆	◆◆
HOPKINS MANOR, LTD.	200	Family	◆◆	◆◆	◆◆	◆◆	◆◆
		Resident	◆◆◆	◆◆◆	◆◆◆	◆◆	◆◆◆

- ◆◆◆ Statistically better than the Rhode Island average
- ◆◆ Statistically about the same as the Rhode Island average
- ◆ Statistically worse than the Rhode Island average
- N/A Fewer than 10 responses, so no statistical comparison is possible
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**Rhode Island Department of Health  
2013 Nursing Home Satisfaction Report**

<b>Area of Performance</b>							
<b>Nursing Home (Alphabetical by Name)</b>	<b>Bed Size</b>	<b>Survey</b>	<b>Quality of Care</b>	<b>Quality of Life</b>	<b>Quality of Services</b>	<b>Overall Satisfaction</b>	<b>Total</b>
<i>JEANNE JUGAN RESIDENCE</i>	44	<i>Family</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		<i>Resident</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
<i>THE JOHN CLARKE RETIREMENT CENTER</i>	60	<i>Family</i>	◆◆	◆◆	◆◆	◆◆	◆◆
		<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	◆◆
<i>KENT REGENCY</i>	153	<i>Family</i>	◆◆	◆◆	◆◆	◆◆	◆◆
		<i>Resident</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
<i>LINN HEALTH CARE CENTER</i>	84	<i>Family</i>	I	I	I	I	I
		<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	◆◆
<i>MANSION NURSING AND REHABILITATION CENTER</i>	62	<i>Family</i>	◆◆	◆◆	◆◆	◆◆	◆◆
		<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	◆◆
<i>MORGAN HEALTH CENTER</i>	120	<i>Family</i>	◆◆	◆◆	◆◆	◆◆	◆◆
		<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	◆◆
<i>MOUNT ST. RITA HEALTH CENTRE</i>	98	<i>Family</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		<i>Resident</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
<i>NANCYANN NURSING FACILITY</i>	20	<i>Family</i>	N/A	N/A	N/A	N/A	N/A
		<i>Resident</i>	N/A	N/A	N/A	N/A	N/A
<i>NORTH BAY RETIREMENT LIVING</i>	44	<i>Family</i>	N/A	N/A	N/A	N/A	N/A
		<i>Resident</i>	I	I	I	I	I
<i>KINDRED TRANSITIONAL CARE AND REHABILITATION - OAK HILL</i>	139	<i>Family</i>	◆◆	◆◆	◆	◆◆	◆◆
		<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	◆◆
<i>OAKLAND GROVE HEALTH CARE CENTER</i>	172	<i>Family</i>	◆◆	◆◆	◆◆	◆◆	◆◆
		<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	◆◆
<i>ORCHARD VIEW MANOR NURSING AND REHAB</i>	166	<i>Family</i>	◆◆	◆◆	◆◆	◆◆	◆◆
		<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	◆◆
<i>OVERLOOK NURSING &amp; REHABILITATION CENTER</i>	100	<i>Family</i>	◆◆	◆◆◆	◆◆	◆◆◆	◆◆◆
		<i>Resident</i>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
<i>PARK VIEW NURSING HOME</i>	66	<i>Family</i>	N/A	N/A	N/A	N/A	N/A
		<i>Resident</i>	◆◆	◆◆	◆◆	◆◆	◆◆

- ◆◆◆ Statistically better than the Rhode Island average
- ◆◆ Statistically about the same as the Rhode Island average
- ◆ Statistically worse than the Rhode Island average
- N/A Fewer than 10 responses, so no statistical comparison is possible
- I Insufficient number of surveys sent to obtain adequate data

**Rhode Island Department of Health  
2013 Nursing Home Satisfaction Report**

Area of Performance							
Nursing Home (Alphabetical by Name)	Bed Size	Survey	Quality of Care	Quality of Life	Quality of Services	Overall Satisfaction	Total
<b>PAWTUCKET CENTER</b>	154	<b>Family</b>	◆	◆	◆	◆	◆
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>PINE GROVE HEALTH CENTER</b>	69	<b>Family</b>	N/A	N/A	N/A	N/A	N/A
		<b>Resident</b>	N/A	N/A	N/A	N/A	N/A
<b>RHODE ISLAND VETERANS HOME</b>	260	<b>Family</b>	◆◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆	◆	◆◆	◆◆	◆◆
<b>RIVERVIEW HEALTHCARE COMMUNITY</b>	190	<b>Family</b>	◆	◆◆	◆	◆◆	◆
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>ROBERTS HEALTH CENTRE INC.</b>	66	<b>Family</b>	◆◆	◆◆	◆◆	◆◆◆	◆◆
		<b>Resident</b>	◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
<b>SAINT ANTOINE RESIDENCE</b>	260	<b>Family</b>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>SAINT ELIZABETH HOME</b>	120	<b>Family</b>	◆◆◆	◆◆◆	◆◆	◆◆◆	◆◆◆
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆◆	◆◆
<b>SAINT ELIZABETH MANOR</b>	133	<b>Family</b>	◆◆◆	◆◆	◆◆	◆◆◆	◆◆
		<b>Resident</b>	◆◆◆	◆◆	◆◆	◆◆	◆◆
<b>SAKONNET BAY MANOR</b>	30	<b>Family</b>	N/A	N/A	N/A	N/A	N/A
		<b>Resident</b>	N/A	N/A	N/A	N/A	N/A
<b>SCALABRINI VILLA</b>	120	<b>Family</b>	◆◆	◆◆◆	◆◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>SCALLOP SHELL NURSING &amp; REHABILITATION CENTER</b>	72	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>SCANDINAVIAN HOME</b>	74	<b>Family</b>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>SHADY ACRES, INC.</b>	55	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	N/A	N/A	N/A	N/A	N/A
<b>SILVER CREEK MANOR</b>	128	<b>Family</b>	◆◆◆	◆◆	◆◆	◆◆◆	◆◆◆
		<b>Resident</b>	I	I	I	I	I

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**Rhode Island Department of Health  
2013 Nursing Home Satisfaction Report**

<b>Area of Performance</b>							
<b>Nursing Home (Alphabetical by Name)</b>	<b>Bed Size</b>	<b>Survey</b>	<b>Quality of Care</b>	<b>Quality of Life</b>	<b>Quality of Services</b>	<b>Overall Satisfaction</b>	<b>Total</b>
<b>SOUTH BAY MANOR</b>	57	<b>Family</b>	N/A	N/A	N/A	N/A	N/A
		<b>Resident</b>	N/A	N/A	N/A	N/A	N/A
<b>SOUTH COUNTY NURSING AND REHABILITATION CENTER</b>	120	<b>Family</b>	◆◆	◆◆	◆◆	◆	◆◆
		<b>Resident</b>	N/A	N/A	N/A	N/A	N/A
<b>SOUTH KINGSTOWN NURSING AND REHABILITATION CENTER</b>	112	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆	◆	◆	◆	◆
<b>ST. CLARE HOME</b>	47	<b>Family</b>	◆◆◆	◆◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>STEERE HOUSE NURSING AND REHABILITATION CENTER</b>	120	<b>Family</b>	◆◆◆	◆◆◆	◆◆	◆◆◆	◆◆◆
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>SUMMIT COMMONS</b>	130	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
<b>SUNNY VIEW NURSING HOME</b>	57	<b>Family</b>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		<b>Resident</b>	I	I	I	I	I
<b>TOCKWOTTON HOME</b>	42	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>TRINITY HEALTH &amp; REHABILITATION CENTER</b>	158	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>THE VILLAGE AT WATERMAN LAKE</b>	22	<b>Family</b>	N/A	N/A	N/A	N/A	N/A
		<b>Resident</b>	I	I	I	I	I
<b>VILLAGE HOUSE NURSING &amp; REHABILITATION CENTER</b>	95	<b>Family</b>	◆◆◆	◆◆◆	◆◆	◆◆	◆◆◆
		<b>Resident</b>	◆◆	◆	◆◆	◆	◆
<b>WARREN CENTER</b>	63	<b>Family</b>	N/A	N/A	N/A	N/A	N/A
		<b>Resident</b>	N/A	N/A	N/A	N/A	N/A
<b>WATERVIEW VILLA</b>	132	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆	◆	◆◆	◆◆	◆
<b>WEST SHORE HEALTH CENTER</b>	145	<b>Family</b>	◆◆	◆◆	◆	◆◆	◆
		<b>Resident</b>	◆	◆	◆◆	◆	◆

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**Rhode Island Department of Health  
2013 Nursing Home Satisfaction Report**

<b>Area of Performance</b>							
Nursing Home <i>(Alphabetical by Name)</i>	Bed Size	Survey	Quality of Care	Quality of Life	Quality of Services	Overall Satisfaction	Total
<b>WEST VIEW HEALTH CARE CENTER</b>	120	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>WESTERLY HEALTH CENTER</b>	106	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆	◆◆◆	◆◆	◆◆	◆◆
<b>WESTERLY NURSING HOME</b>	66	<b>Family</b>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		<b>Resident</b>	◆◆◆	◆◆◆	◆◆◆	◆◆	◆◆◆
<b>WOODPECKER HILL HEALTH CENTER</b>	41	<b>Family</b>	N/A	N/A	N/A	N/A	N/A
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>WOONSOCKET HEALTH CENTRE</b>	150	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	I	I	I	I	I

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## Healthcare Quality Reporting Program Nursing Home Summary Report

The Rhode Island Department of Health publishes information about nursing homes. If you know that you or a family member will need nursing home care, this information can help you compare nursing homes and choose among them. You may also want to visit nursing homes and to ask friends and family members for their thoughts and experiences.

This report summarizes information from the Department of Health ([www.health.ri.gov/nursinghomes/about/quality](http://www.health.ri.gov/nursinghomes/about/quality)) and Medicare ([www.medicare.gov/nursinghomecompare](http://www.medicare.gov/nursinghomecompare)). Reports with more information are available at those websites.

This report is updated every time there is new information for one of the columns below. You can learn more about what is in this report, including definitions and time periods for each column of information, by reading the Methods Report. Please contact nursing homes directly with questions, to inquire about private insurance, to check on bed availability or to schedule a tour.

Contact Information:				Capacity and Certification:					Quality And Satisfaction:						
Facility, Alphabetical By County	City	Phone	Fax	Number of Beds	Number of Skilled Beds	Secure Dementia Unit			Staffing	Health Inspections	Quality Measures	Overall Rating	Resident Satisfaction	Family Satisfaction	Healthcare Workers Who Received Influenza Vaccination
						Medicare	Medicaid	Medicaid							
<b>Bristol County</b>															
Crestwood Nursing Home	Warren	245-1574	247-0211	76	76	N	Y	Y	★★★	★★★★	★★★	★★★★	I	Same	96%
Grace Barker Nursing Home	Warren	245 9100	245 3730	86	12	N	Y	Y	★★★	★★★★	★★★★★	★★★★★	Same	Same	-
Rhode Island Veterans Home	Bristol	253-8000	254-9631	86	-	Y	N	N	N/A	N/A	N/A	N/A	Same	Same	92%
Saint Elizabeth Manor, East Bay	Bristol	253-2300	254-1919	133	20	Y	Y	Y	★★★★	*	★★★★	★★	Same	Same	89%
Silver Creek Manor	Bristol	253-3000	254-1289	128	128	N	Y	Y	★★★★	★★★	★★★	★★★★	I	Better	100%
Warren Skilled Nursing & Rehabilitation	Warren	245-2860	245-0959	63	63	N	Y	Y	★★★★	★★★★	★★★★	★★★★	N/A	N/A	80%
<b>Kent County</b>															
Alpine Nursing Home	Coventry	397-5001	397-2455	60	6	N	Y	Y	★★★★	★★★	★★★	★★★★	Better	Same	-
Avalon Nursing Home	Warwick	738-1200	738-9430	31	31	N	Y	Y	★★★★★	★★★★	★★★★★	★★★★★	N/A	N/A	-
Brentwood Nursing Home	Warwick	884-8020	884-7977	96	96	N	Y	Y	★★★	★★★★	★★★★	★★★★	Better	Same	-
Coventry Skilled Nursing &	Coventry	826-2000	821-0260	210	-	Y	Y	Y	★★★★	*	★★★	★★	Worse	Same	-

★ = Much Below Average, ★★ = Below Average, ★★★ = Average, ★★★★ = Above Average, ★★★★★ = Much Above Average, n/a = Facility not asked to submit this information, I = Insufficient data sent to obtain adequate rating, N/A = 10 or fewer people provided responses, Worse = Worse than state average, Same = Same as state average, Better = Better than state average, - = Information not provided

More information about the Medicare Nursing Home Compare Five-Star Rating System is available at <http://www.medicare.gov/nursinghomecompare/About/HowWeCalculate.html>  
 Reports with more information about quality and satisfaction are available at [www.health.ri.gov/nursinghomes/about/quality](http://www.health.ri.gov/nursinghomes/about/quality).

Contact Information:				Capacity and Certification:					Quality And Satisfaction:						
Facility,	City	Phone	Fax	Number of Beds	Number of Skilled Beds	Secure Dementia Unit	Medicare	Medicaid	Staffing	Health Inspections	Quality Measures	Overall Rating	Resident Satisfaction	Family Satisfaction	Healthcare Workers Who Received Influenza Vaccination
Alphabetical By County															
<b>Rehabilitation</b>															
Greenwood Care & Rehabilitation Center	Warwick	739-6600	738-0310	130	19	N	Y	Y	★★	★★★	★★★★	★★★	N/A	Worse	-
Kent Regency Center	Warwick	739-4241	732-3358	153	46	N	Y	Y	★★★★	★★★★	★★★	★★★★	Better	Same	91%
Riverview Healthcare Community	Coventry	821-6837	823-9840	190	30	Y	Y	Y	★★★	★★★	★★★★	★★★	Same	Worse	91%
Saint Elizabeth Home	East Greenwich	471-6060	471-6072	120	28	Y	Y	Y	★★★★★	★★★★★	★★★★★	★★★★★	Same	Better	96%
Sunny View Nursing Home	Warwick	737-9196	773-7112	57	57	N	Y	Y	★★★	★★★★★	★★★★★	★★★★★	I	Better	-
West Shore Health Center	Warwick	739-9440	921-1623	145	18	Y	Y	Y	★★	★★★	★★★★★	★★★★★	Worse	Worse	97%
West View Health Care Center	West Warwick	828-9000	828-7640	120	34	N	Y	Y	★★★★	★★★	★★★★★	★★★★★	Same	Same	100%
Woodpecker Hill Health Center	Greene	397-7505	397-2514	41	41	N	Y	Y	★★★★	★★★★	★★★★★	★★★★★	Same	N/A	-
<b>Newport County</b>															
Forest Farm Health Care Center	Middletown	847-2777	848-7403	50	-	N	-	-	★★★★	★★★	★★★★	★★★★	I	Better	-
Grand Islander Center	Middletown	849-7100	849-6076	146	38	Y	Y	Y	★★★★	★★★★	★★★★	★★★★	Better	Better	-
Heatherwood Nursing & Subacute Center	Newport	849-6600	845-6969	114	32	Y	Y	Y	★★★★	★★	★★★★	★★★	Worse	Same	-
John Clarke Retirement Centre	Middletown	846-0743	848-5890	60	60	N	Y	Y	★★	★★★	★★★	★★★	Same	Same	-
Sakonnet Bay Retirement Living	Tiverton	624-1880	624-6265	60	-	Y	N	N	N/A	N/A	N/A	N/A	N/A	N/A	-
St Clare Home	Newport	849-3204	849-5780	47	47	N	Y	Y	★★★★★	★★★	★★★★	★★★★	Same	Same	71%
Village House Convalescent Home	Newport	849-5222	849-5765	95	5	Y	Y	Y	★★	★★★★	★★★★	★★★★	Worse	Better	-
<b>Providence County</b>															
Ballou Home for the Aged	Woonsocket	769-0437	769-7481	43	43	N	Y	Y	★★★★★	★★★	★★★★	★★★★	N/A	Better	97%
Bannister House	Providence	521-9600	351-0020	95	80	N	Y	Y	★★	★	★★★★★	★★	N/A	I	-
Bayberry Commons	Pascoag	568-0600	569-3080	110	8	Y	Y	Y	★★★	★★	★★★★	★★	Worse	Same	96%
Berkshire Place	Providence	455-5300	553-8608	210	-	Y	Y	Y	★★★★	★★	★★★★	★★★	Better	Worse	-
Bethany Home of Rhode Island	Providence	831-2870	331-9570	33	15	N	Y	Y	★★★★★	★★★	★★★★★	★★★★★	N/A	Same	-
Briarcliffe Manor	Johnston	944-2450	944-2455	122	-	Y	Y	Y	★★★★	★★★★★	★★★★★	★★★★★	Better	Same	99%
Cedar Crest Nursing Centre	Cranston	944-8500	944-5162	156	68	Y	Y	Y	★★★★	★★★	★★★★★	★★★★★	Better	Same	94%

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Contact Information:				Capacity and Certification:					Quality And Satisfaction:							
Facility, Alphabetical By County	City	Phone	Fax	Number of Beds	Number of Skilled Beds	Secure Dementia Unit	Medicare	Medicaid	Staffing	Health Inspections	Quality Measures	Overall Rating	Resident Satisfaction	Family Satisfaction	Healthcare Workers Who Received Influenza Vaccination	
Charlesgate Nursing Center	Providence	861-5858	861-2540	140	20	Y	Y	Y	I	*	*****	**	Same	Same	-	
Cherry Hill Manor	Johnston	231-3102	232-5520	172	54	N	Y	Y	*****	**	*****	***	Worse	Worse	-	
Chestnut Terrace Nursing & Rehabilitation Center	Riverside	438-4275	438-8093	58	58	N	Y	Y	*****	*****	***	*****	Same	N/A	-	
Cortland Place	Greenville	949-3880		80	20	Y	Y	Y	*****	*	*****	**	N/A	Worse	-	
Cra-Mar Meadows	Cranston	828-5010	822-0952	41	40	N	Y	Y	***	*	*****	**	N/A	Same	93%	
Eastgate Nursing & Rehabilitation Center	East Providence	431-2087	435-6465	68	8	N	Y	Y	*****	**	***	***	Same	N/A	84%	
Elmhurst Extended Care Facility	Providence	456-2600	456-6473	206	43	Y	Y	Y	*****	**	*****	*****	Same	Same	95%	
Elmwood Health Center	Providence	272-0600	454-0818	70	10	Y	Y	Y	*****	*****	*****	*****	Same	Same	99%	
Emerald Bay Retirement Living	Cumberland	333-3393	333-6021	70	30	N	N	N	N/A	N/A	N/A	N/A	N/A	N/A	-	
Epoch Senior Health Care On Blackstone Boulevard	Providence	273-6565	273-6568	55	55	Y	Y	N	*****	*****	***	*****	I	I	-	
Evergreen House Health Center	East Providence	438-3250	438-3250	160	54	N	Y	Y	*****	*	***	**	Worse	I	-	
Friendly Home	Woonsocket	769-7220	766-8282	126	126	N	Y	Y	*****	*	*****	**	I	Same	99%	
Golden Crest Nursing Centre	North Providence	353-1710	353-1618	152	45	Y	Y	Y	*****	**	**	***	Worse	Same	96%	
Grandview Center	Cumberland	724-7500	724-7543	72	25	N	Y	Y	***	***	*****	***	Same	Same	-	
Greenville Skilled Nursing & Rehabilitation	Greenville	949-1200	949-0968	131	36	Y	Y	Y	*****	**	***	***	Same	Same	59%	
Hallworth House	Providence	274-4505	521-3947	57	17	N	Y	Y	*****	*****	*****	*****	Same	Same	92%	
Harris Health Care Center-North	Central Falls	722-6000	726-0850	32	32	N	Y	Y	*****	*****	*****	*****	Worse	N/A	-	
Harris Health Center	East Providence	434-7404	435-4255	31	0	N	Y	Y	*****	*	*****	**	N/A	N/A	-	
Hattie Ide Chaffee Home	East Providence	434-1520	438-8494	60	-	N	Y	Y	*****	**	*****	***	I	N/A	-	
Hebert Nursing Home	Smithfield	231-7016	231-4018	133	133	N	Y	Y	*****	*	**	**	Worse	Same	58%	
Heritage Hills	Smithfield	231-2700	231-2703	95	25	N	Y	Y	*****	*	*****	**	Same	Same	81%	
Holiday Retirement Home	Manville	765-1440	765-7464	170	37	N	Y	Y	*****	*****	*****	*****	Same	Same	94%	
Hopkins Manor Ltd	North Providence	353-6300	353-8165	200	12	Y	Y	Y	*****	*	*****	**	Better	Same	99%	
Jeanne Jagan Residence	Pawtucket	723-4314	723-4316	44	0	N	Y	Y	*****	*****	*****	*****	Better	Better	80%	
Kindred Transitional Care And	Pawtucket	725-8888	727-8797	129	45	N	Y	Y	*****	**	*****	***	Same	Same	88%	

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 Reports with more information about quality and satisfaction are available at [www.health.ri.gov/nursinghomes/about/quality](http://www.health.ri.gov/nursinghomes/about/quality).

Contact Information:				Capacity and Certification:					Quality And Satisfaction:						
Facility,	City	Phone	Fax	Number of Beds	Number of Skilled Beds	Secure Dementia Unit	Medicare	Medicaid	Staffing	Health Inspections	Quality Measures	Overall Rating	Resident Satisfaction	Family Satisfaction	Healthcare Workers Who Received Influenza Vaccination
Alphabetical By County															
Rehab-Oak Hill															
Linn Health Care Center	East Providence	438-7210	435-4231	84	19	N	Y	Y	★★★★	★★★	★★★	★★★★	Same	I	-
Mansion Nursing And Rehabilitation Center	Central Falls	726-5020	728-1814	62	30	N	Y	Y	I	★★★★	★★★★★	★★★★★	Same	Same	-
Morgan Health Center	Johnston	944-7800	944-6037	120	18	Y	Y	Y	★★★	*	★★★★	*	Same	Same	-
Mount St Rita Health Centre	Cumberland	333-6352	333-1012	98	20	N	Y	Y	★★★★★	★★★★★	★★★★★	★★★★★	Better	Better	-
Nancy Ann Nursing Home, Inc.	Foster	647-2170	647-9020	20	-	N	Y	Y	★★★★	★★★★	★★★★	★★★★	N/A	N/A	94%
North Bay Retirement Living	Smithfield	232-5577	232-0225	60	-	Y	Y	Y	★★★★	★★	★★★★	★★★	I	N/A	-
Oakland Grove	Woonsocket	769-0800	766-3661	172	172	N	Y	Y	★★★	★★	★★★★★	★★★	Same	Same	66%
Orchard View Manor	East Providence	438-2250	438-0635	166	46	Y	Y	Y	★★★★	★★★	★★★★	★★★★	Same	Same	85%
Overlook Nursing & Rehabilitation Center	Pascoag	568-2549	568-6085	100	22	N	Y	Y	★★★★	★★★★	★★★★	★★★★	Better	Better	87%
Park View Nursing Home	Providence	351-2600	421-0183	66	66	N	Y	Y	★★★★	*	★★★★	★★	Same	N/A	85%
Pawtucket Skilled Nursing & Rehabilitation	Pawtucket	722-7900	723-9670	154	154	N	Y	Y	★★★★	*	★★★★	★★	Same	Worse	86%
Pine Grove Health Center	Pascoag	568-3091	568-8070	71	21	N	Y	Y	★★★	*	*	*	N/A	N/A	-
Scandinavian Home	Cranston	461-1433	461-4005	74	-	N	Y	Y	★★★★★	*	★★★★★	★★	Same	Better	82%
St Antoine Residence	North Smithfield	767-3500	769-5249	260	15	Y	Y	Y	★★★★	★★	★★	★★★	Same	Better	96%
Steere House	Providence	454-7970	831-7570	120	18	Y	Y	Y	★★★★★	★★★★★	★★★★★	★★★★★	Same	Better	94%
Summit Commons	Providence	574-4800	278-4937	130	40	Y	Y	Y	★★★	★★★★★	★★★★★	★★★★★	Better	Same	72%
Tockwotton on the Waterfront	East Providence	272-5280	421-0550	52	17	Y	Y	Y	★★★★★	★★★★★	★★★★★	★★★★★	Same	Same	-
Trinity Health & Rehabilitation Center	Woonsocket	765-5844	762-2015	185	25	Y	Y	Y	★★★★	★★	★★★★★	★★★★	Same	Same	92%
Village at Waterman Lake	Greenville	949-8933	949-5860	185	30	Y	N	N	N/A	N/A	N/A	N/A	I	N/A	-
Waterview Villa	East Providence	438-7020	438-0013	132	132	Y	Y	Y	★★★★	★★★	★★★★	★★★★	Worse	Same	97%
Woonsocket Health Centre	Woonsocket	765-2100	232-7275	150	45	Y	Y	Y	★★★★	★★★★	★★★★	★★★★	I	Same	-
<b>Washington County</b>															
Apple Rehab Clipper	Westerly	322-8081	322-0910	60	-	N	Y	Y	★★★★	★★★★★	★★	★★★★★	Better	Better	-

★ = Much Below Average, ★★ = Below Average, ★★★ = Average, ★★★★ = Above Average, ★★★★★ = Much Above Average, n/a = Facility not asked to submit this information, I = Insufficient data sent to obtain adequate rating, N/A = 10 or fewer people provided responses, Worse = Worse than state average, Same = Same as state average, Better = Better than state average, - = Information not provided

More information about the Medicare Nursing Home Compare Five-Star Rating System is available at <http://www.medicare.gov/nursinghomecompare/About/HowWeCalculate.html>  
 Reports with more information about quality and satisfaction are available at [www.health.ri.gov/nursinghomes/about/quality](http://www.health.ri.gov/nursinghomes/about/quality).

Contact Information:				Capacity and Certification:					Quality And Satisfaction:						
Facility, Alphabetical By County	City	Phone	Fax	Number of Beds	Number of Skilled Beds	Secure Dementia Unit	Medicare	Medicaid	Staffing	Health Inspections	Quality Measures	Overall Rating	Resident Satisfaction	Family Satisfaction	Healthcare Workers Who Received Influenza Vaccination
Apple Rehab Watch Hill	Westerly	596-2664	596-3666	60	17	N	Y	Y	★★★★	★★★★	★★★★	★★★★	Same	Same	96%
Roberts Health Centre	North Kingstown	294-3587	295-9357	66	9	N	Y	Y	★★★★	★★★★★	★★★	★★★★★	Better	Same	98%
Scalabrini Villa	North Kingstown	884-1802	84-47274	120	15	Y	Y	Y	★★	★★★★	★★★★★	★★★★★	Same	Same	89%
Scallop Shell Nursing & Rehabilitation Center	South Kingstown	789-3006	789-3562	72	-	N	Y	Y	★★★★	★★★	★★★★★	★★★★★	Same	Same	91%
Shady Acres	West Kingston	295-8520	294-1050	55	55	N	Y	Y	★★★★	★★	★★	★★★	N/A	Same	90%
South Bay	South Kingstown	789-4880	783-2880		-	Y	N	N	N/A	N/A	N/A	N/A	N/A	N/A	-
South County Nursing & Subacute Center	North Kingstown	294-4545	295-7650	120	57	N	Y	Y	★★★★	★★	★★★★★	★★★★	N/A	Same	-
South Kingstown & Nursing Rehabilitation Center	West Kingston	783-8568	792-8930	112	16	Y	Y	Y	★	★★★★★	★★★★	★★★★	Worse	Same	-
Westerly Health Center	Westerly	348-0020	596-9783	106	16	Y	Y	Y	★★	★★	★★★	★★	Same	Same	88%
Westerly Nursing Home	Westerly	596-4925	596-2967	66	-	Y	Y	Y	★★★★★	★★	★★★★★	★★★★	Better	Better	98%

★ = Much Below Average, ★★ = Below Average, ★★★ = Average, ★★★★ = Above Average, ★★★★★ = Much Above Average, n/a = Facility not asked to submit this information, I = Insufficient data sent to obtain adequate rating, N/A = 10 or fewer people provided responses, Worse = Worse than state average, Same = Same as state average, Better = Better than state average, - = Information not provided

More information about the Medicare Nursing Home Compare Five-Star Rating System is available at <http://www.medicare.gov/nursinghomecompare/About/HowWeCalculate.html>  
 Reports with more information about quality and satisfaction are available at [www.health.ri.gov/nursinghomes/about/quality](http://www.health.ri.gov/nursinghomes/about/quality).

# Healthcare Quality Reporting Program - Nursing Home Information<br>

Nursing Homes:

The Rhode Island Department of Health's (HEALTH) Healthcare Quality Reporting Program is requesting that all RI Nursing Homes take 10-15 minutes to complete a brief questionnaire about your agency, services and service areas.

Nursing Home Administrators are asked to work with their teams to consider the [questions](#) and submit a single response by **COB on Friday - December 13th**.

The information you provide will serve two needs:

1. **To create a new Nursing Home Summary Report** designed to inform consumers' decision making by helping them understand how your facility compares to your peers. This short report will summarize some of the existing information now available from HEALTH and Medicare and will be published on [HEALTH's website](#). Case managers will be able to provide copies to patients.
2. **To create a Nursing Home Resource Guide for referring hospitals**. Healthcentric Advisors' [Safe Transitions team](#) will compile your responses into a resource guide. This detailed guide will be shared with referring ED and Case Management departments so they have a better understanding of the services that each facility is able to offer and contact information for key personnel.

All nursing homes are required by regulations to submit data and information to HEALTH, as requested. In the event that you do not respond by December 13th, your facility will have missing information in the consumer and hospital reports and you may be subject to a state citation.

Thank you in advance for your timely response. Please don't hesitate to contact us with questions.

Sincerely,

[Samara Viner-Brown, MS](#)

Chief, Center for Health Data and Analysis

[Gail Patry, RN](#)

Chair, Nursing Home Subcommittee

# Healthcare Quality Reporting Program - Nursing Home Information<br>

## Please provide the following information about your organization.

Facility Name:	<input type="text"/>
Facility Address:	<input type="text"/>
City/Town:	<input type="text"/>
State:	<input type="text"/>
ZIP Code:	<input type="text"/>
RI County:	<input type="text"/>
Phone:	<input type="text"/>
Fax:	<input type="text"/>

## Please provide your license info:

RI License Number:	<input type="text"/>
Medicare Provider ID (if certified):	<input type="text"/>

## Please provide names and phone numbers for the following members of your management team.

Administrator Name:	<input type="text"/>
Administrator Phone:	<input type="text"/>
DON Name:	<input type="text"/>
DON Phone:	<input type="text"/>
Assistant DON Name:	<input type="text"/>
Assitant DON Phone:	<input type="text"/>

## Please provide the following information about the Admissions Director at your facility.

Admissions Director Name:	<input type="text"/>
Phone:	<input type="text"/>
Other (e.g., pager or alternate contact)	<input type="text"/>
Admission Availability (hours):	<input type="text"/>
Admission Availability (days of week):	<input type="text"/>

# Healthcare Quality Reporting Program - Nursing Home Information<br>

**Please provide names and phone numbers for the following medical staff.**

Medical Director Name:

Medical Director Phone:

Assistant Medical Director Name:

Assistant Medical Director Phone:

Nurse Practitioner Name:

Nurse Practitioner Phone:

**If you would like to list additional medical staff, please use this space to include their names, titles and phone numbers.**

# Healthcare Quality Reporting Program - Nursing Home Information<br>

## Please indicate which insurance plans your facility accepts. (Select all that apply.)

- |                                                  |                                       |                                                |
|--------------------------------------------------|---------------------------------------|------------------------------------------------|
| <input type="checkbox"/> Aetna                   | <input type="checkbox"/> Medicare     | <input type="checkbox"/> UnitedHealthcare      |
| <input type="checkbox"/> BCBSRI                  | <input type="checkbox"/> Neighborhood | <input type="checkbox"/> Veteran's Affairs     |
| <input type="checkbox"/> Cigna                   | <input type="checkbox"/> Private pay  | <input type="checkbox"/> Workers' compensation |
| <input type="checkbox"/> Long-term care          | <input type="checkbox"/> Rlte Care    |                                                |
| <input type="checkbox"/> Medicaid                | <input type="checkbox"/> Tufts        |                                                |
| <input type="checkbox"/> Other (please specify): |                                       |                                                |

## What is your bed capacity?

Total capacity:	<input type="text"/>
Short-stay beds (skilled only):	<input type="text"/>
Long-stay beds:	<input type="text"/>
Respite care:	<input type="text"/>
Assisted living:	<input type="text"/>
Independent living:	<input type="text"/>
Other (Please specify):	<input type="text"/>

# Healthcare Quality Reporting Program - Nursing Home Information<br>

**Does your direct-care staff have consistent assignment? (i.e., do they care for the same residents daily?)**

- No
- Yes, on some units
- Yes, on all units

**Please indicate how often you have primary care clinician services (at least one physician, NP, or PA in the facility).**

- <3 days per week
- 3-4 days per week
- 5+ days per week
- Other (please specify):

**Is there a clinician available during off hours? (Please select all that apply)**

- No
- Yes, there is a clinician on-call in the evenings
- Yes, there is a clinician on-call overnight

**Please indicate which therapies your facility has available. (Select all that apply.)**

- Occupational
- Outpatient Occupational
- Physical
- Outpatient Physical
- Respiratory
- Outpatient Speech
- Speech
- Other (please specify):

**Please indicate how often you have physical therapy services.**

- <3 days per week
- 3-4 days per week
- 5+ days per week
- Not applicable, we do not offer this service

Other (please specify)

## Healthcare Quality Reporting Program - Nursing Home Information<br>

**Please indicate how often you have occupational therapy services available.**

- <3 days per week
- 3-4 days per week
- 5+ days per week
- Not applicable, we do not offer this service

Other (please specify)

# Healthcare Quality Reporting Program - Nursing Home Information<br>

## Please indicate which diagnostic testing your facility provides. (Select all that apply.)

- |                                                    |                                                  |                                         |
|----------------------------------------------------|--------------------------------------------------|-----------------------------------------|
| <input type="checkbox"/> Bladder Ultrasound        | <input type="checkbox"/> INR                     | <input type="checkbox"/> Troponin       |
| <input type="checkbox"/> Brain Natriuretic Peptide | <input type="checkbox"/> Stat lab tests (<8 hrs) | <input type="checkbox"/> Venous Doppler |
| <input type="checkbox"/> Cardiac Echo              | <input type="checkbox"/> Stat x-rays (<8 hrs)    | <input type="checkbox"/> Ultrasound     |
| <input type="checkbox"/> EKG                       | <input type="checkbox"/> Swallow Studies         |                                         |
| <input type="checkbox"/> Other (please specify):   |                                                  |                                         |

## Please indicate which consultants your facility has available. (Select all that apply.)

- |                                                  |                                          |                                      |
|--------------------------------------------------|------------------------------------------|--------------------------------------|
| <input type="checkbox"/> Cardiology              | <input type="checkbox"/> Optometry       | <input type="checkbox"/> Pulmonology |
| <input type="checkbox"/> Dentistry               | <input type="checkbox"/> Palliative Care | <input type="checkbox"/> Urology     |
| <input type="checkbox"/> Dietary /Nutritional    | <input type="checkbox"/> Podiatry        | <input type="checkbox"/> Wound Care  |
| <input type="checkbox"/> Hospice                 | <input type="checkbox"/> Physiatry       |                                      |
| <input type="checkbox"/> Neurology               | <input type="checkbox"/> Psychiatry      |                                      |
| <input type="checkbox"/> Other (please specify): |                                          |                                      |

## Please indicate which social and psychological services your facility has available. (Select all that apply.)

- |                                                                                                      |
|------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Licensed Social Worker                                                      |
| <input type="checkbox"/> Psychological Evaluation and Counseling by a Licensed Clinical Psychologist |
| <input type="checkbox"/> Other (please specify):                                                     |

## Does your facility have a dementia care unit?

- No, we do not have a dementia care unit
- Yes, we have a secure dementia care unit
- Yes, we have a non-secure dementia care unit

## Please indicate which of the following end-of-life services your facility has. (Select all that apply.)

- Hospice care (in house)
- Hospice care (consulting)
- Palliative care (in house)
- Palliative care (consulting)
- Other (please specify):

## Please indicate which nursing services your facility has available. (Select all that apply.)

- |                                                                   |                                                                      |
|-------------------------------------------------------------------|----------------------------------------------------------------------|
| <input type="checkbox"/> Glucose monitoring at least every shift  | <input type="checkbox"/> Nebulizer treatments                        |
| <input type="checkbox"/> Daily weights                            | <input type="checkbox"/> Neurological checks                         |
| <input type="checkbox"/> Frequent vital signs (e.g., every 2 hrs) | <input type="checkbox"/> O2 saturation                               |
| <input type="checkbox"/> Incentive spirometry                     | <input type="checkbox"/> Strict intake and output (I & O) monitoring |
| <input type="checkbox"/> Other (please specify):                  |                                                                      |

## Does your facility have the capacity to take a patient who is currently on a ventilator?

- Yes
- No

## Please indicate which interventions your facility has available. (Select all that apply.)

- |                                                                 |                                                             |                                                      |
|-----------------------------------------------------------------|-------------------------------------------------------------|------------------------------------------------------|
| <input type="checkbox"/> Advanced CPR (ACLS capability)         | <input type="checkbox"/> IV meds - Other (e.g., furosemide) | <input type="checkbox"/> Respiratory: CPAP           |
| <input type="checkbox"/> Analgesic pumps                        | <input type="checkbox"/> Nutrition: G-tube                  | <input type="checkbox"/> Respiratory: Nebulizers     |
| <input type="checkbox"/> Automatic defibrillator                | <input type="checkbox"/> Nutrition: J-tube                  | <input type="checkbox"/> Respiratory: Puerex         |
| <input type="checkbox"/> Central Line                           | <input type="checkbox"/> Nutrition: NG-tube                 | <input type="checkbox"/> Specialize in dementia care |
| <input type="checkbox"/> Dialysis                               | <input type="checkbox"/> Nutrition: PD                      | <input type="checkbox"/> Surgical drain management   |
| <input type="checkbox"/> Dialysis: Peritoneal                   | <input type="checkbox"/> Nutrition: TPN                     | <input type="checkbox"/> Tracheostomy management     |
| <input type="checkbox"/> Isolation (for MRSA, VRE, etc.)        | <input type="checkbox"/> Ostomy care                        | <input type="checkbox"/> Wounds: Complex dressings   |
| <input type="checkbox"/> IV antibiotics                         | <input type="checkbox"/> PICC insertion                     | <input type="checkbox"/> Wounds: VACS-KCL            |
| <input type="checkbox"/> IV Clysis                              | <input type="checkbox"/> PICC management                    |                                                      |
| <input type="checkbox"/> IV fluids (initiation and maintenance) | <input type="checkbox"/> Respiratory: Bi-pap                |                                                      |
| <input type="checkbox"/> Other (please specify):                |                                                             |                                                      |

## Please indicate which pharmacy services your facility has available. (Select all that apply.)

- Emergency kit with common medications for acute conditions
- New medications filled within 8 hours
- Other (please specify):

**Please share your social media outlet links: (optional)**

Website:

Facebook:

Twitter:

LinkedIn:

## Healthcare Quality Reporting Program - Nursing Home Information<br>

**Please share any additional thoughts regarding your facilities' capabilities or the use of this information by patients/families or referring hospitals (ED/Case Management).**

Thank you for completing these questions. If you would like confirmation of your participation in this survey for your records, please print this screen. Unfortunately, this survey tool does not permit us to send you individual confirmation of survey completion.

With additional questions, please contact:

[Samara Viner-Brown, MS](#)

Chief, Center for Health Data and Analysis

[Gail Patry, RN](#)

Chair, Nursing Home Subcommittee



Healthcare Quality Reporting Program

**Nursing Home Satisfaction Report Methods**

*Prepared for:*

Rhode Island Department of Health  
Three Capitol Hill  
Providence, RI 02908

*Prepared by:*

Healthcentric Advisors  
235 Promenade Street  
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Providence, RI 02908

January 2014



Department of Health

Three Capitol Hill  
Providence, RI 02908-5097

TTY: 711  
[www.health.ri.gov](http://www.health.ri.gov)

January 2014

Dear Rhode Island Nursing Home Consumer,

Thank you for your interest in the 2013 Rhode Island Nursing Home Satisfaction Survey. The information here 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 state to publicly share information about the quality of care in all licensed healthcare facilities. Currently, information about patient satisfaction and care outcomes is available for hospitals, home health agencies, and nursing homes. By making information publicly available, the law aims to:

- ✓ Promote quality in the state's healthcare system
- ✓ Help people choose among healthcare providers, such as nursing homes

The Nursing Home Satisfaction Report presents 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 about the same as the Rhode Island average.
- Three diamonds (◆◆◆) means that the score is better than the Rhode Island average.

You can learn more about the diamonds on page 5.

To access the 2013 Nursing Home Satisfaction Report or get information about other licensed healthcare providers, please visit the quality reporting program's Web site (<http://www.health.ri.gov/healthcare/about/quality/>) 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 state to publicly share information about the quality of care in all licensed healthcare facilities. This law includes releasing information about patient satisfaction and care outcomes. Since the program started, the state has reported information for home health agencies, hospitals, nursing homes, and physicians. This information helps consumers compare healthcare providers (like nursing homes) and choose among them.

The Rhode Island quality reporting program is run by the Department of Health and a committee that helps the program decide what information to release about nursing homes. The committee 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](http://www.sec.state.ri.us/pubinfo/openmeetings)) or contact Ann Messier (401-528-3265 or [amessier@healthcentricadvisors.org](mailto:amessier@healthcentricadvisors.org)) to be added to the email list.

## How Rhode Island Reports Nursing Home Satisfaction

As part of the public reporting program, Rhode Island’s nursing homes collect information about patient, or “resident,” satisfaction on a regular basis. Rhode Island nursing homes first collected and released this information in 2006. The 2013 Nursing Home Satisfaction Report is the eighth 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
- 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](http://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**.
5. **Custom Questions:** Five additional questions were added to the survey that did not fall under any of the categories above. One question was added to the family survey regarding **how nurses and nursing assistants explain things in a way that are easy to understand**. Four questions were added to the resident survey, encompassing these topics: **how residents and family participate in decision making, how well the staff listen to the residents, how well the staff help when the resident has pain, and how well the staff help the resident make end of life decisions**.

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 website on the Internet: [www.myinnerview.com](http://www.myinnerview.com).

### How the Information is Collected

Nursing homes are required to survey 100% of their cognitively-intact residents and 100% of families, regardless of the residents' cognitive status.

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 only their family members receive surveys.

Data collection for the 2013 Nursing Home Satisfaction Survey took place in Fall 2013. The Department of 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 December 2013. My InnerView also provided nursing homes with online education and training.

### How to Understand the Report

In 2013, 89 nursing homes collected resident satisfaction information and 86 collected family satisfaction information. The results of these surveys are included in the 2013 Nursing Home Satisfaction Report. 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 (N/A).

If a nursing home failed to provide mailing lists for residents, families or both, or if a nursing home failed to distribute the minimum number of surveys, there is insufficient data to calculate a result. Insufficient information is indicated by a capital 'I'.

Failure to distribute the minimum number of surveys is determined by audit. Each year, the Rhode Island Department of Health's Facilities Regulations audits the resident and family satisfaction survey process to ensure that nursing homes survey both residents and families, as required, and that the number of surveys distributed is at least 50% of the facilities' estimated bed size, occupancy and (for resident surveys) cognitive status.

### 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 about the same as 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 25<sup>th</sup> and 75<sup>th</sup> percentile of all Rhode Island scores. To have one diamond (◆) the score must fall below the 25<sup>th</sup> 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 75<sup>th</sup> 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 2013 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
- Information about care outcomes available through the Department of Health’s quality reporting program: <http://www.health.ri.gov/healthcare/about/quality/>
- Inspection reports available through the Department of Health: 401-222-2566
- Medicare’s Nursing Home Compare website  
<http://www.medicare.gov/nursinghomecompare/search.html>

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



## Healthcare Quality Reporting Program

### NURSING HOME SUMMARY REPORT

#### Methods

The Nursing Home Summary Report is [published on the Department of Health website](#) as part of the Healthcare Quality Reporting Program. The Summary Report summarizes information from the [Department of Health](#) and [Medicare](#), among other places. This report is updated to reflect the most recently available data for each column. Reports with more information are available at those websites.

This Methods Report provides additional details about the measures in the Summary Report, including where they come from and why they are important.

#### Definitions

*Dementia* Dementia is a term used to describe a number of cognitive conditions, including Alzheimer's Disease, which impair memory, language, motor activity, and object recognition. Dementia is generally seen in older adults.

#### Summary Report Measures

##### Facility Measures

*Number of Beds* Reflects the number of beds a facility has available for residents. A nursing home can only admit as many residents as they have beds, so knowing the size of the facility can be useful when making a decision. This measure is submitted to the Department of Health's Healthcare Quality Reporting Program by the facility.

*Number of Skilled Beds* Reflects the number of beds a facility has that are designated for patients who need "skilled" daily nursing and rehabilitative care. These are beds that are only for Medicare patients receiving short-term (less than 100 days) of care. Knowing the number of skilled beds is important for patients seeking to understand a facility's capacity for skilled care and also because these beds are not available for residents seeking long-term care or without Medicare coverage.

This measure is submitted to the Department of Health's Healthcare Quality Reporting Program by the facility.

*Secure Dementia Unit* Notes whether a facility has a secure dementia unit. This is an area in the facility that is designed to meet the specialized needs of patients with dementia. Dementia is a chronic or persistent disorder of the mental processes caused by brain disease or injury and marked by memory disorders, personality changes and impaired reasoning. If you, or your family, member have dementia, you may want to seek

facilities who offer this type of care.

This measure is submitted to the Department of Health’s Healthcare Quality Reporting Program by the facility.

## Certification

### *Medicare*

This category indicates if a facility is certified by Medicare. Medicare will only pay for services in facilities that are Medicare certified, so knowing if a facility accepts Medicare can be helpful when making a decision.

This measure is submitted to the Department of Health’s Healthcare Quality Reporting Program by the facility.

### *Medicaid*

This category indicates if a facility is certified by Medicaid. Medicaid will only pay for services as facilities that are Medicaid certified, so knowing if a facility accepts Medicaid can be helpful when making a decision.

This measure is from Medicare’s Nursing Home Compare.

## Quality and Satisfaction

### *Staffing*

A rating of 1 to 5 stars based on the nursing home’s staffing hours for Registered Nurses (RNs), Licensed Practical Nurses (LPNs), Licensed Vocational Nurses (LVNs), and Certified Nursing Assistants (CNAs). More stars are better.

This measure is based on the amount of time these types of care givers spend with residents. This information is only available for Medicare-certified facilities.

The information is submitted by the nursing home and reported on Medicare’s Nursing Home Compare website.

### *Health Inspections*

A rating of 1 to 5 stars based on the nursing home’s health inspection results. More stars are better. This reflects the results of formal inspections, as well as inspections made in response to formal complaints. It is important to know whether a facility is meeting the standards set for facilities across the state.

Facility ratings are based on the number, scope and severity of deficiencies identified during the three most recent annual inspection surveys, as well as substantiated findings from the most recent 36 months of complaint investigations. This information is only available for Medicare-certified facilities and is taken from Medicare’s Nursing Home Compare website.

### *Quality Measures*

A rating of 1 to 5 stars, based on how well the facility performs on certain nationally reported quality measures. Performance is measured based on information from the Minimum Data Set, a clinical assessment that nursing homes complete for every resident at regular intervals. More stars are better.

This measure uses nine of the eighteen quality measures on Nursing Home Compare, including 7 long-stay measures and 2 short-stay measures. This information is only available for Medicare-certified facilities, and is taken from Medicare’s Nursing Home Compare website.

<i>Overall Rating</i>	This is an aggregate rating derived from the Health Inspections rating, adjusted by the Staffing and Quality Measure ratings. This information is only available for Medicare-certified facilities, and is reported on Medicare’s Nursing Home Compare website.
<i>Resident Satisfaction</i>	<p>This category reflects the resident’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.</p> <p>This measure is collected by the survey vendor, My InnerView, and comes from the Department of Health’s Healthcare Quality Reporting Program. The My InnerView resident and satisfaction survey is survey is administered annually. All long-term care facilities in Rhode Island are required to survey their residents.</p>
<i>Family Satisfaction</i>	<p>This category reflects the 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.</p> <p>This measure is collected by the survey vendor, My InnerView, and comes from the Department of Health’s Healthcare Quality Reporting Program. The My InnerView resident and satisfaction survey is survey is administered annually. All long-term care facilities in Rhode Island are required to survey their residents’ families.</p>
<i>Healthcare Workers Who Received Influenza Vaccination</i>	<p>This measure looks at the percentage of healthcare workers that receive an influenza (flu) vaccination during the influenza season (October-March). Research shows that vaccinating healthcare workers against the flu helps residents to avoid getting the flu.</p> <p>This measure comes from data submitted by healthcare providers to the Department of Health’s Immunization Program and is published by the Department of Health’s Healthcare Quality Reporting Program. This information is updated annually.</p>

### **Important Information about the Nursing Home Compare Star Rating System**

It is important for consumers to know that the Overall Rating from Nursing Home Compare **only** measures a facility’s performance against other facilities in the **same state**. It is not based on a uniform national standard, like the “star” ratings you might see used for hotels, restaurants, movies, or the like.

In fact, under the Medicare formula for assigning these star ratings, each state **must** rank twenty percent of facilities as one star and ten percent as five stars. The remaining seventy percent of facilities are divided equally among two, three, or four stars. Once the initial rating is assigned, the facility can move up or down by a single star on the basis of quality measures and staffing. All states therefore have roughly the same number of one and five star facilities, regardless of the quality of their nursing homes.

With this background information, the star ratings can be useful in choosing a nursing home.

### **Missing data**

Not all data are available for all facilities. This could be due to the data collection process or because the facility did not submit data for a particular report. It could also be because the facility had an insufficient number of responses for a particular category.

### *Capacity and Certification*

This information was submitted by the facilities to the Rhode Island Department of Health. Not all facilities provided information for all categories. Fields with missing data are denoted with a dash (-).

### *Nursing Home Compare Measures*

These categories are available for Medicare certified facilities only. There are facilities in Rhode Island that are licensed by the state to provide care, but are not certified to accept payment from Medicare; these data are not reported for these facilities. For facilities who are not certified by Medicare, these fields are denoted n/a.

Some facilities did not submit enough data for Nursing Home Compare to create a star rating for some categories. These fields are denoted with an ‘I’.

### *Resident Satisfaction/Family Satisfaction*

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 (N/A).

If a nursing home failed to provide mailing lists for residents, families or both, or if a nursing home failed to distribute the minimum number of surveys, there is insufficient data to calculate a result. Insufficient information is indicated by a capital ‘I’.

### *Healthcare Workers Who Received Influenza Vaccination*

Facilities must provide this information annually to the state Immunization Program. The Public Reporting Program uses this data to determine the percentage of facility healthcare workers who received the seasonal flu vaccine. Data is not available for facilities that did not submit the required data. Fields with missing data are denoted with a dash (-).

## **Data Collection Period**

This report is updated to reflect the most current information for each column. Due to varying data collection methods (see individual measures above for more information) the data in this report were not all collected during the same time period. Current data collection periods are as follows;

<b>Measure</b>	<b>Data Collection Period for Current Report</b>
Facility Measures	2013 Department of Health Survey
Medicare Certification	2013 Department of Health Survey
Medicaid Certification	2013 Department of Health Survey
Overall Rating	Third Quarter 2013
Staffing	Third Quarter 2013
Quality Measures	1/1/2013 – 9/30/2013

Health Inspections	Three most recent health inspections, file downloaded from Nursing Home Compare 1/21/14
Satisfaction Measures	2013 Rhode Island Nursing Home Satisfaction Survey
Healthcare Worker Vaccination	2012 – 2013 flu season

### **Additional Information**

Additional information is available about the data categories in this report. For more information, please visit the following links:

Nursing Home Compare:

<http://www.medicare.gov/nursinghomecompare/search.html>

<http://www.medicare.gov/nursinghomecompare/About/HowWeCalculate.html>

Resident Satisfaction/Family Satisfaction

<http://www.health.ri.gov/data/nursinghomequality/Satisfaction.pdf>

Healthcare Workers Who Received Influenza Vaccination

<http://www.health.ri.gov/publications/qualityreports/nursinghomes/FluVaccination.pdf>