Healthcare Quality Reporting Program

STEERING COMMITTEE

1/26/15, 3:05-4:05pm
Department of Health, Room 401 at HEALTH

1. **Welcome & meeting objectives (3:05pm)**

2. **Review previous action items (3:10pm)**
   - Charge the HAI Subcommittee with developing hand hygiene methods (Emily/Sam)
   - Share a link to the 2014 HIT Survey reports (Emily)
   - Share link to Immunization Program's Healthcare Worker Flu Vaccination report (Emily)

3. **Data discussion: Nursing Home Satisfaction Survey (3:15pm)**
   - Review executive summary (handout)
   - Next steps

4. **Program discussion: 2015 HIT Survey (3:30pm)**
   - Draft instrument (handout)
   - Review suggested changes

5. **Updates and open forum (3:55pm)**
   - Medicare hospital infection fines (handout)
   - Meeting dates
   - Update on Hand Hygiene project
   - Action items

Next meeting: March 23, 2015

Healthcare Quality Reporting Program

STEERING COMMITTEE DATA UPDATES

1/23/15

Data Updates (Reports, Oldest to Newest by Setting)	Update Frequency	Last Updated	Comments
Home Health			
• Clinical quality measures from Medicare	Quarterly	-	Now links to Home Health Compare
• Patient satisfaction	2 years	June 2011	Discontinued at agencies' request
• Employee influenza vaccination rates	Annually	Sept 2014	
Hospital			
• Clinical quality measures from Medicare	Quarterly	-	Now links to Hospital Compare
• Hand hygiene processes	Annually	March 2014	Process under review
• Surgical Care Infection Program (SCIP) Measures	Quarterly	-	Now links to Hospital Compare
• Central-Line Associated Bloodstream Infections (CLABSI)	Quarterly	-	Now links to Hospital Compare
• Pressure ulcer incidence	Quarterly	-	Now links to Hospital Compare
• Employee influenza vaccination rates	Annually	Sept 2014	
• MRSA CLABSI incidence	Quarterly	March 2014	
• *C. Difficile* incidence	Quarterly	-	Now links to Hospital Compare
• Hospital Summary Report	Quarterly	July 2014	
Nursing Home			
• Clinical quality measures from Medicare	Quarterly	-	Now links to Nursing Home Compare
• Resident and family satisfaction	Annually	Feb 2014	2014 results will be available soon!
• Employee influenza vaccination rates	Annually	Sept 2014	
• Nursing Home Summary Report	Monthly	December 2014	
Licensed Independent Practitioners (Physicians, APRNs, PAs)			
• HIT adoption	Annually	Mar 2013	2014 in progress

SATISFACTION SURVEY SUMMARY

Rhode Island

, RI USA

WHAT'S INSIDE

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

Skilled Nursing Facility

Results for:	Survey date	Surveys distributed	Surveys returned	Response rate
Resident	For Apr 2014 to Oct 2014	3,658	2,609	71%

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

See the members' site for:
- Satisfaction survey items and reference labels
- Glossary of items

Peer group: **National Database**

Peer group size: **2414**

PREPARED BY

MY INNERVIEW
BECAUSE KNOWING MORE MATTERS MOST™

800-601-3884
help@myinnerview.com

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Global satisfaction: Percent of "Excellent" responses

Rhode Island

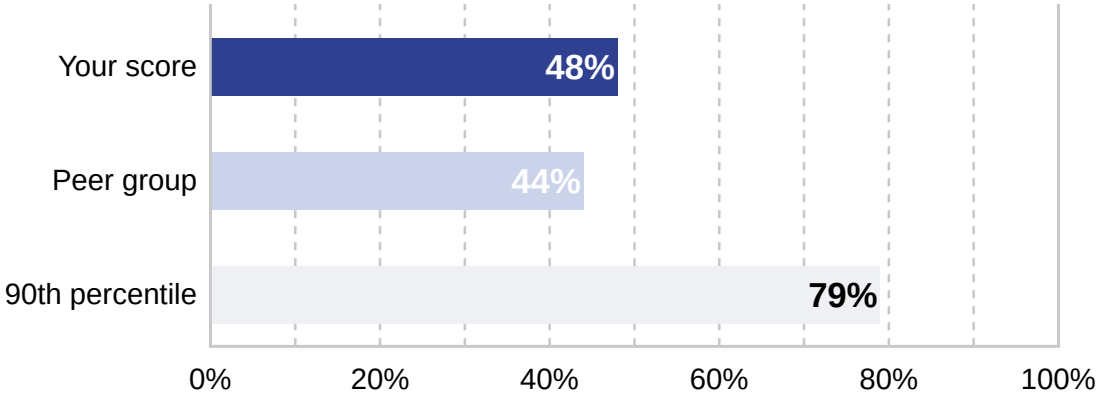
SUM-G-PE

Scores represent the percent of responses in the **EXCELLENT** category to these questions:
- What is your recommendation of this facility to others?
- How would you rate your overall satisfaction with this facility?

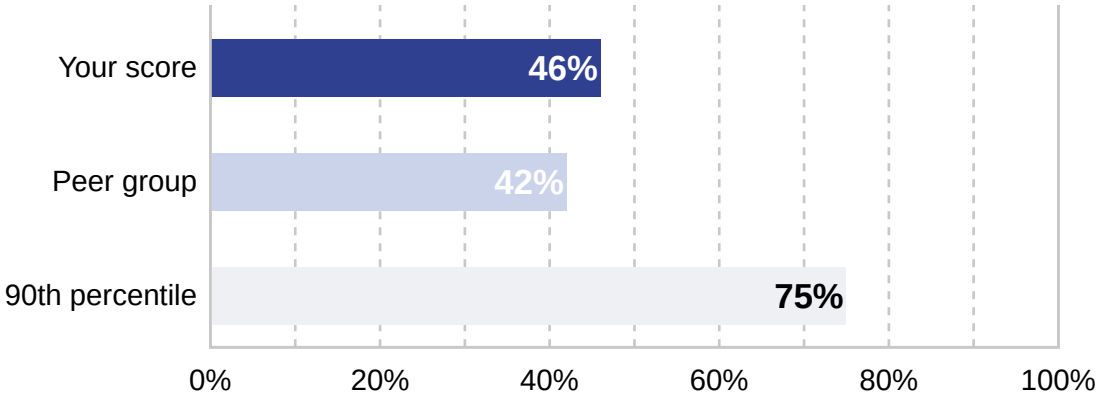
Peer group: **National Database**
90th percentile: Percent of **Excellent** responses in the peer group that fall in the 90th percentile.

Resident **For Apr 2014 to Oct 2014**

RECOMMENDATION TO OTHERS



OVERALL SATISFACTION



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Summary | **Global satisfaction: Percent of "Excellent" and "Good" responses**

Rhode Island

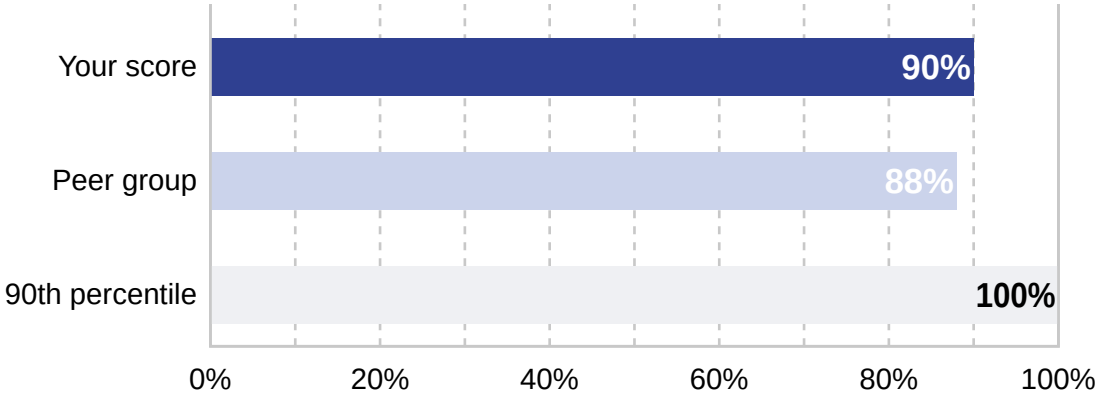
SUM-G-PE/G

Scores represent the percent of responses in the **EXCELLENT AND GOOD** category to these questions:
- What is your recommendation of this facility to others?
- How would you rate your overall satisfaction with this facility?

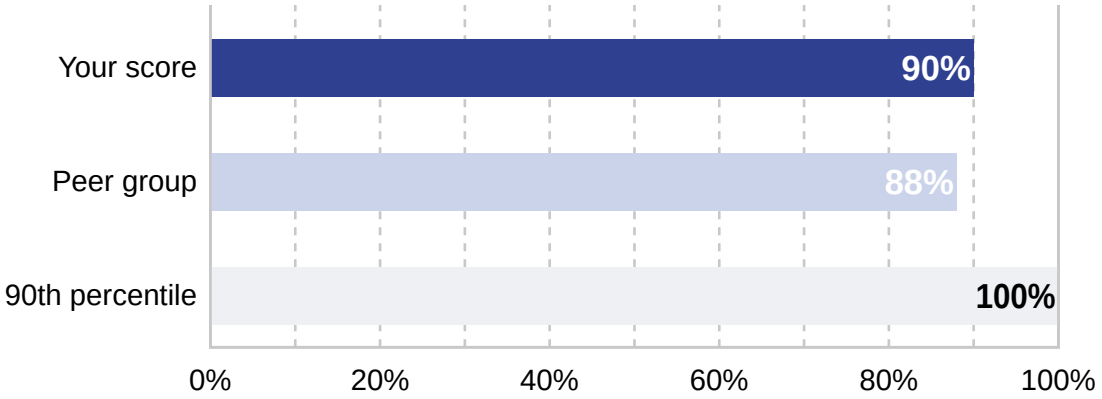
Peer group: **National Database**
90th percentile: Percent of **Excellent and Good** responses in the peer group that fall in the 90th percentile.

Resident **For Apr 2014 to Oct 2014**

RECOMMENDATION TO OTHERS



OVERALL SATISFACTION



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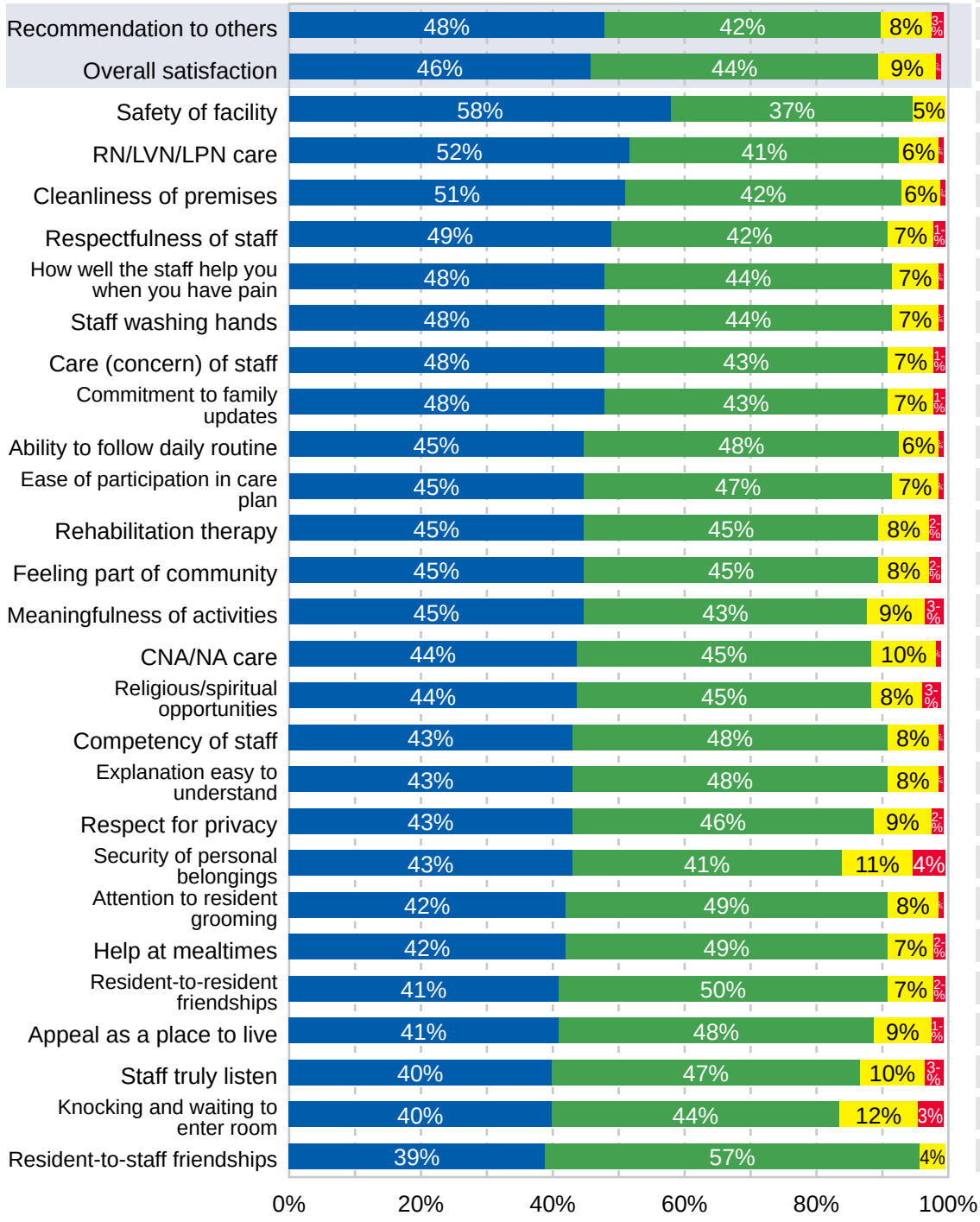
Results by item | **"Excellent," "Good", "Fair" and "Poor" ranked by percent "Excellent"**

Rhode Island

Item-E/G/F/P-PE

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

Resident | **For Apr 2014 to Oct 2014** | **EXCELLENT** | **GOOD** | **FAIR** | **POOR**



	EXCELLENT	GOOD	FAIR	POOR	Avg. Score	Peer Avg.
Recommendation to others	48%	42%	8%	3%	78	76
Overall satisfaction	46%	44%	9%	*	78	76
Safety of facility	58%	37%	5%		84	81
RN/LVN/LPN care	52%	41%	6%	*	82	78
Cleanliness of premises	51%	42%	6%	*	81	77
Respectfulness of staff	49%	42%	7%	1%	80	78
How well the staff help you when you have pain	48%	44%	7%	*	79	0
Staff washing hands	48%	44%	7%	*	80	0
Care (concern) of staff	48%	43%	7%	1%	79	77
Commitment to family updates	48%	43%	7%	1%	80	76
Ability to follow daily routine	45%	48%	6%	*	79	0
Ease of participation in care plan	45%	47%	7%	*	79	0
Rehabilitation therapy	45%	45%	8%	2%	77	76
Feeling part of community	45%	45%	8%	2%	78	0
Meaningfulness of activities	45%	43%	9%	3%	77	73
CNA/NA care	44%	45%	10%	*	77	74
Religious/spiritual opportunities	44%	45%	8%	3%	77	75
Competency of staff	43%	48%	8%	*	77	75
Explanation easy to understand	43%	48%	8%	*	78	0
Respect for privacy	43%	46%	9%	2%	77	75
Security of personal belongings	43%	41%	11%	4%	75	72
Attention to resident grooming	42%	49%	8%	*	77	73
Help at mealtimes	42%	49%	7%	2%	77	0
Resident-to-resident friendships	41%	50%	7%	2%	77	75
Appeal as a place to live	41%	48%	9%	1%	76	0
Staff truly listen	40%	47%	10%	3%	75	0
Knocking and waiting to enter room	40%	44%	12%	3%	74	0
Resident-to-staff friendships	39%	57%	4%		78	76

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Results by item

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

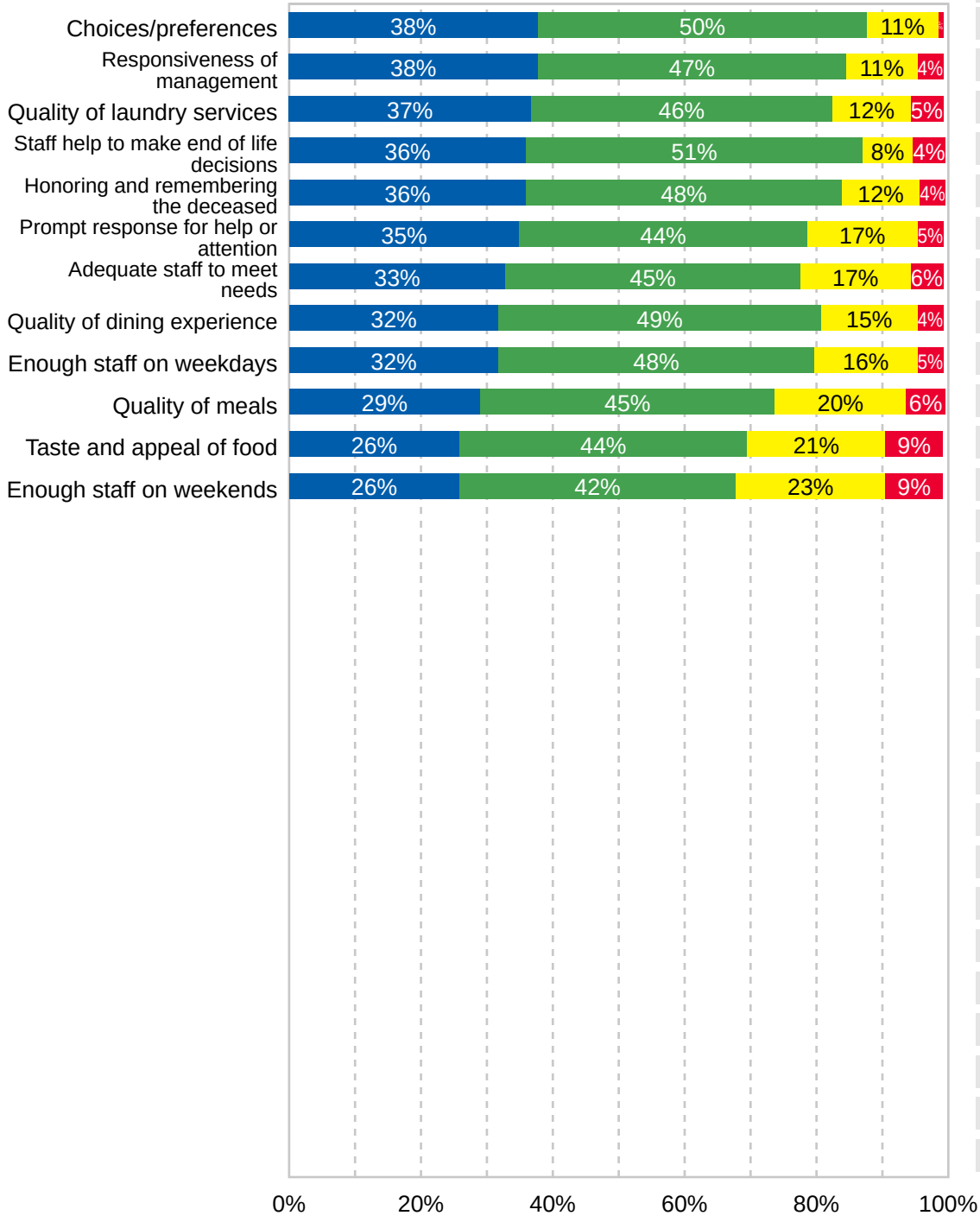
Rhode Island

Item-E/G/F/P-PE

Continued

Resident

EXCELLENT | GOOD | FAIR | POOR



	Avg. Score	Peer Avg.
Choices/preferences	75	73
Responsiveness of management	73	71
Quality of laundry services	72	70
Staff help to make end of life decisions	73	0
Honoring and remembering the deceased	72	0
Prompt response for help or attention	69	0
Adequate staff to meet needs	68	65
Quality of dining experience	70	67
Enough staff on weekdays	69	0
Quality of meals	66	63
Taste and appeal of food	62	0
Enough staff on weekends	61	0

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Results by item | "Excellent," "Good," "Fair" and "Poor" within domains

Rhode Island

Item-E/G/F/P-D

Percent of responses **EXCELLENT**, **GOOD**, **FAIR** or **POOR** on each item on the survey. Items are grouped by domain. (*May not total 100% due to rounding*)

Resident	For Apr 2014 to Oct 2014	EXCELLENT	GOOD	FAIR	POOR
GLOBAL SATISFACTION DOMAIN					
Overall satisfaction		46%	44%	9%	1%
Recommendation to others		48%	42%	8%	3%
QUALITY OF LIFE DOMAIN					
Choices/preferences		38%	50%	11%	1%
Safety of facility		58%	37%	5%	1%
Security of personal belongings		43%	41%	11%	4%
Respectfulness of staff		49%	42%	7%	1%
Quality of dining experience		32%	49%	15%	4%
Respect for privacy		43%	46%	9%	2%
Resident-to-resident friendships		41%	50%	7%	2%
Resident-to-staff friendships		39%	57%	4%	0%
Meaningfulness of activities		45%	43%	9%	3%
Religious/spiritual opportunities		44%	45%	8%	3%
QUALITY OF CARE DOMAIN					
Rehabilitation therapy		45%	45%	8%	2%
Adequate staff to meet needs		33%	45%	17%	6%
Attention to resident grooming		42%	49%	8%	1%
Commitment to family updates		48%	43%	7%	1%
Competency of staff		43%	48%	8%	2%
Care (concern) of staff		48%	43%	7%	1%
RN/LVN/LPN care		52%	41%	6%	1%
CNA/NA care		44%	45%	10%	1%
QUALITY OF SERVICE DOMAIN					
Responsiveness of management		38%	47%	11%	4%
Cleanliness of premises		51%	42%	6%	1%
Quality of meals		29%	45%	20%	6%
Quality of laundry services		37%	46%	12%	5%

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Item-E/G/F/P-D

Continued

Resident	For Apr 2014 to Oct 2014	EXCELLENT	GOOD	FAIR	POOR
CUSTOM QUESTION DOMAIN					
How well the staff help you when you have pain		48%	44%	7%	1%
Enough staff on weekends		26%	42%	23%	9%
Ability to follow daily routine		45%	48%	6%	1%
Feeling part of community		45%	45%	8%	2%
Honoring and remembering the deceased		36%	48%	12%	4%
Appeal as a place to live		41%	48%	9%	1%
Taste and appeal of food		26%	44%	21%	9%
Help at mealtimes		42%	49%	7%	2%
Ease of participation in care plan		45%	47%	7%	1%
Staff truly listen		40%	47%	10%	3%
Staff help to make end of life decisions		36%	51%	8%	4%
Knocking and waiting to enter room		40%	44%	12%	3%
Prompt response for help or attention		35%	44%	17%	5%
Explanation easy to understand		43%	48%	8%	1%
Staff washing hands		48%	44%	7%	1%
Enough staff on weekdays		32%	48%	16%	5%

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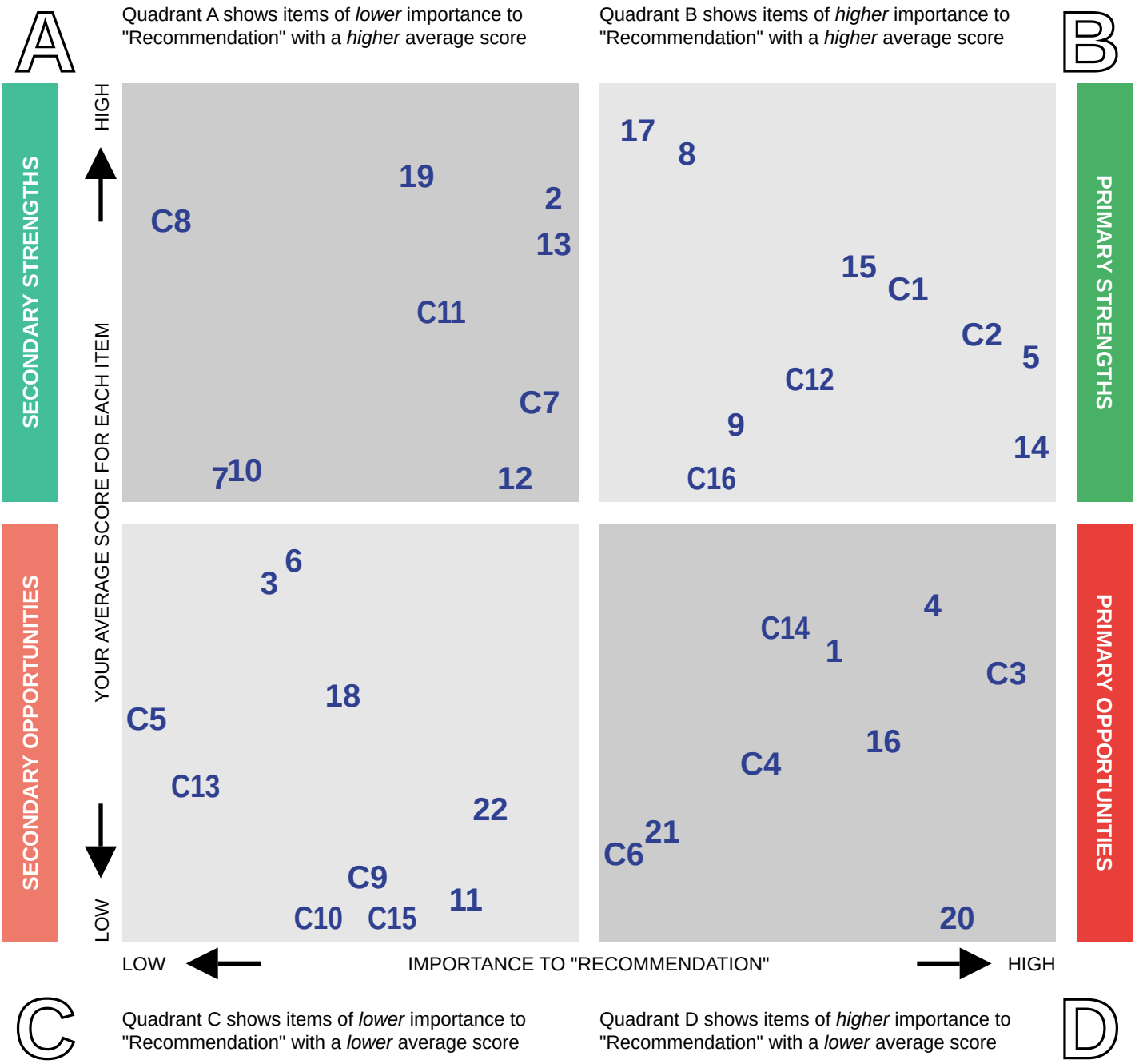
Item-QA/PAA

The percentile rank of the average score on the satisfaction items is plotted against the percentile rank of the average "importance" score on each item and the question:
- What is your recommendation of this facility to others?

Quadrant analysis: Plots scores within the four quadrants (see descriptions below) to identify strengths and opportunities. Items in the lower-right quadrant (D) are those most important to "Recommendation to others" but received the lowest scores.

Priority Action Agenda: Lists top five items in Quadrant D to provide a focus for improving willingness to recommend.

Resident **For Apr 2014 to Oct 2014**



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Item-QA/PAA

Resident **For Apr 2014 to Oct 2014**

A SECONDARY STRENGTHS

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

- Q12 Attention to resident grooming
- C7 Explanation easy to understand
- Q13 Commitment to family updates
- Q7 Religious/spiritual opportunities
- C11 Ability to follow daily routine
- Q2 Respectfulness of staff
- Q10 Rehabilitation therapy
- Q19 Cleanliness of premises
- C8 Staff washing hands

B PRIMARY STRENGTHS

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

- Q14 Competency of staff
- Q5 Resident-to-staff friendships
- C2 Ease of participation in care plan
- C16 Help at mealtimes
- C1 How well the staff help you when you have pain
- C12 Feeling part of community
- Q9 CNA/NA care
- Q15 Care (concern) of staff
- Q8 RN/LVN/LPN care
- Q17 Safety of facility

C SECONDARY OPPORTUNITIES

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

- Q11 Adequate staff to meet needs
- C15 Taste and appeal of food
- Q22 Quality of laundry services
- C10 Enough staff on weekends
- C9 Enough staff on weekdays
- Q18 Security of personal belongings
- C13 Honoring and remembering the deceased
- C5 Knocking and waiting to enter room
- Q6 Meaningfulness of activities
- Q3 Respect for privacy

D 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.

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

- Q20 **Quality of meals**
- C3 **Staff truly listen**
- Q16 **Responsiveness of management**
- C4 **Staff help to make end of life decisions**
- Q4 **Resident-to-resident friendships**

- Q21 Quality of dining experience
- C6 Prompt response for help or attention
- Q1 Choices/preferences
- C14 Appeal as a place to live

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Item-Demo

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

Resident **For Apr 2014 to Oct 2014**

Length of stay

Less than 1 month	1%
1 to 3 months	4%
3 to 6 months	7%
6 months to 1 year	15%
1 to 3 years	38%
3 or more years	34%

Person visiting most

Spouse	8%
Child	54%
Brother or sister	13%
Grandchild	3%
Friend	8%
Another person	14%

How often visited

Less than once a year	1%
Once a year	2%
Once every 3 months	7%
Once a month or more	17%
Once a week or more	49%
Almost daily	23%

Homes visited

None	38%
Only this one	29%
Two	20%
Three	8%
Four	2%
Five or more	2%

Reason for choosing

Convenient location	21%
Good reputation	29%
Doctor or hospital	22%
Relative or friend	16%
Insurance requirement	1%
Other reason	10%

Gender of resident

Female	70%
Male	30%

Age of resident

19 or under	0%
20 to 29	0%
30 to 39	0%
40 to 49	1%
50 to 59	6%
60 to 69	11%
70 to 79	17%
80 to 89	37%
90 or older	27%

Assistance with survey

By myself	19%
With facility staff	57%
With family or friend	14%
With another resident	1%
With another person	9%

Overall recommendation to friends and family

Poor	2%
Average	9%
Good	21%
Very Good	32%
Excellent	36%

Overall staff rating

Poor	1%
Average	8%
Good	25%
Very Good	31%
Excellent	35%

Overall care received

Poor	1%
Average	7%
Good	25%
Very Good	31%
Excellent	36%

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"Recommendation" by demographics: Average scores

Rhode Island

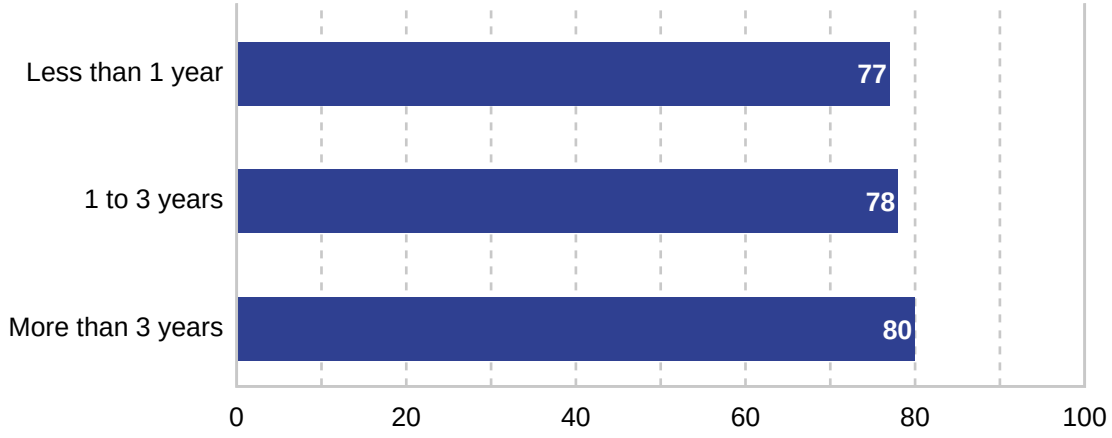
Item-Rec/Demo-Avg

Listed by demographic breakouts, average scores are listed for the question:
- What is your recommendation of this facility to others?

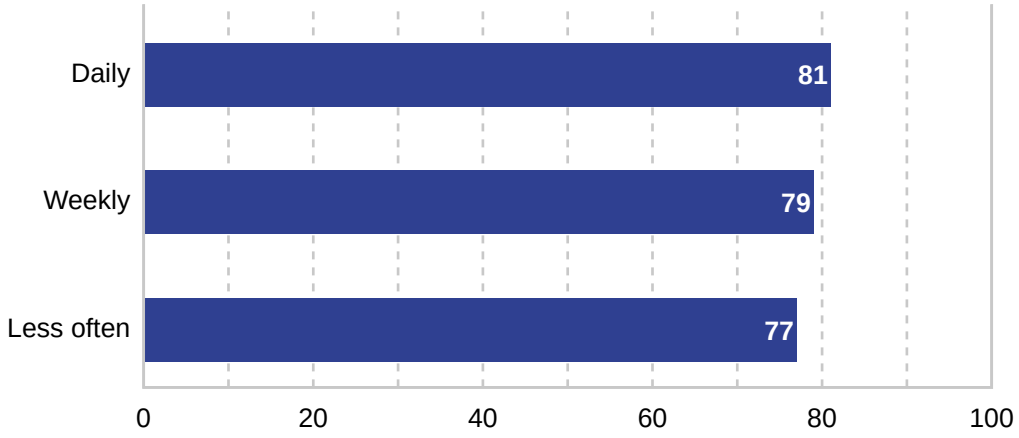
An average score is calculated by assigning the following values: Excellent = 100; Good = 66.7; Fair = 33.3; Poor = 0.

Resident **For Apr 2014 to Oct 2014**

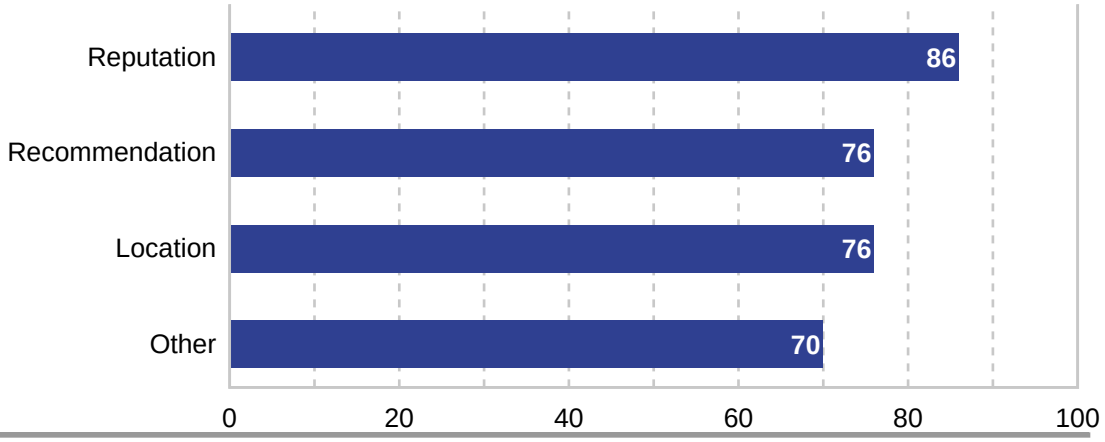
Length of stay



How often visited



Reason for choosing



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Comparison to peer group | **Ranked by difference: Percent "Excellent"**

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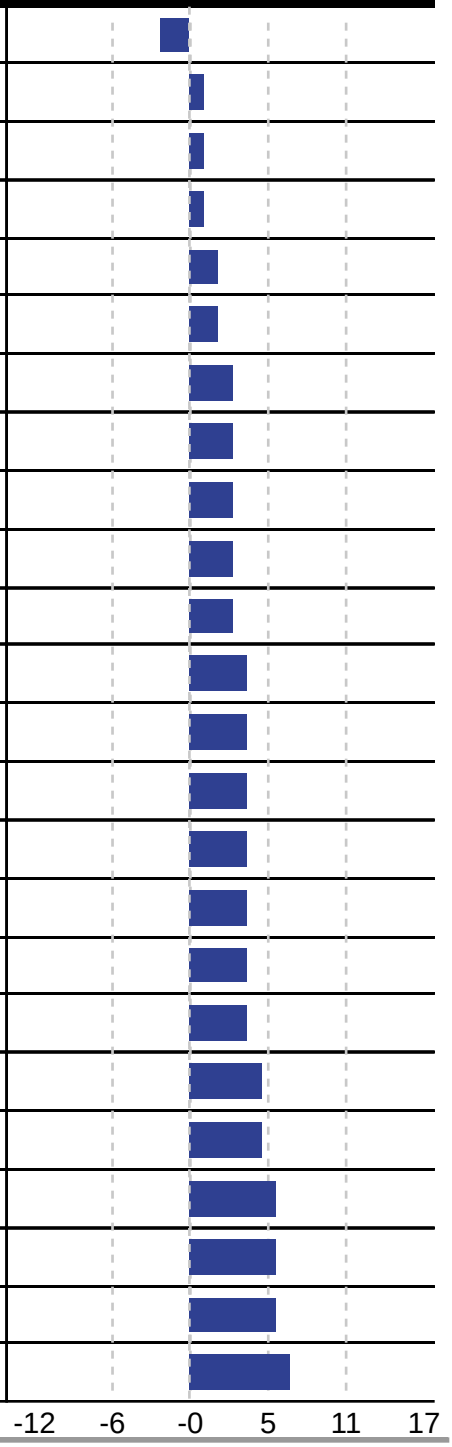
Cp-Diff-E

Your percent **EXCELLENT** score is compared to the peer group's percent **EXCELLENT** score for each item. Items are ranked by the *Difference* value.

Peer group: **National Database**
Negative values: Compared to the peer group, you do worse on these items (*Difference* in score less than **0**).
Positive values: You do better than the peer group on items with positive values (*Difference* greater than **0**).
Difference of **0**: This means you perform the same as the peer group.

Resident	For Apr 2014 to Oct 2014	Percent "Excellent" scores	Peer group	Difference
Resident-to-staff friendships		39%	41%	-2
Rehabilitation therapy		45%	44%	1
Quality of meals		29%	28%	1
Resident-to-resident friendships		41%	40%	1
Respect for privacy		43%	41%	2
Quality of dining experience		32%	30%	2
Choices/preferences		38%	35%	3
Responsiveness of management		38%	35%	3
Religious/spiritual opportunities		44%	41%	3
Respectfulness of staff		49%	46%	3
Quality of laundry services		37%	34%	3
Care (concern) of staff		48%	44%	4
Competency of staff		43%	39%	4
CNA/NA care		44%	40%	4
Overall satisfaction		46%	42%	4
Recommendation to others		48%	44%	4
Adequate staff to meet needs		33%	29%	4
Commitment to family updates		48%	44%	4
Attention to resident grooming		42%	37%	5
Security of personal belongings		43%	38%	5
RN/LVN/LPN care		52%	46%	6
Cleanliness of premises		51%	45%	6
Meaningfulness of activities		45%	39%	6
Safety of facility		58%	51%	7



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Comparison to peer group

Ranked by difference: Percent "Excellent" and "Good"

Rhode Island

Cp-Diff-E/G

Your percent **EXCELLENT AND GOOD** score is compared to the peer group's percent **EXCELLENT AND GOOD** score for each item. Items are ranked by the *Difference* value.

Peer group: **National Database**
Negative values: Compared to the peer group, you do worse on these items (*Difference* in score less than **0**).
Positive values: You do better than the peer group on items with positive values (*Difference* greater than **0**).
Difference of **0**: This means you perform the same as the peer group.

Resident	For Apr 2014 to Oct 2014	Percent "Excellent and Good" scores	Peer group	Difference
Quality of laundry services		83%	82%	1
RN/LVN/LPN care		93%	91%	2
Recommendation to others		90%	88%	2
Security of personal belongings		85%	83%	2
Religious/spiritual opportunities		89%	87%	2
Safety of facility		95%	93%	2
Rehabilitation therapy		89%	87%	2
Overall satisfaction		90%	88%	2
Respect for privacy		89%	87%	2
Responsiveness of management		85%	82%	3
Resident-to-resident friendships		91%	88%	3
Respectfulness of staff		92%	89%	3
Care (concern) of staff		92%	89%	3
Competency of staff		91%	88%	3
CNA/NA care		89%	86%	3
Choices/preferences		88%	85%	3
Quality of meals		74%	70%	4
Commitment to family updates		92%	88%	4
Quality of dining experience		81%	77%	4
Meaningfulness of activities		88%	84%	4
Attention to resident grooming		91%	86%	5
Cleanliness of premises		94%	89%	5
Adequate staff to meet needs		78%	73%	5
Resident-to-staff friendships		96%	88%	8

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Comparison to peer group | **Ranked by difference: Average scores**

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CP-Diff-Avg

Your average score is compared to the peer group's average score for each item. An average score is calculated by assigning the following values: Excellent = 100; Good = 66.7; Fair = 33.3; Poor = 0. Items are ranked by the *Difference* value.

Peer group: **National Database**
Negative values: Compared to the peer group, you do worse on these items (*Difference* in score less than **0**).
Positive values: You do better than the peer group on items with positive values (*Difference* greater than **0**).
Difference of **0**: This means you perform the same as the peer group.

Resident	For Apr 2014 to Oct 2014	Average score	Peer group	Difference
Rehabilitation therapy		77	76	1
Respectfulness of staff		80	78	2
Responsiveness of management		73	71	2
Care (concern) of staff		79	77	2
Choices/preferences		75	73	2
Quality of laundry services		72	70	2
Recommendation to others		78	76	2
Religious/spiritual opportunities		77	75	2
Respect for privacy		77	75	2
Resident-to-resident friendships		77	75	2
Resident-to-staff friendships		78	76	2
Overall satisfaction		78	76	2
Competency of staff		77	75	2
Quality of dining experience		70	67	3
Safety of facility		84	81	3
Security of personal belongings		75	72	3
Quality of meals		66	63	3
CNA/NA care		77	74	3
Adequate staff to meet needs		68	65	3
Attention to resident grooming		77	73	4
Meaningfulness of activities		77	73	4
RN/LVN/LPN care		82	78	4
Commitment to family updates		80	76	4
Cleanliness of premises		81	77	4

0 3 6 8 11 14

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Comparison to peer group | **Percentile ranking: Percent "Excellent"**

Rhode Island

Cp-PerRank-PE

Your percentile rank is based on your percent **EXCELLENT** score for each item.

Peer group: **National Database**
90th percentile: Percent of **EXCELLENT** responses in peer group that fall in the 90th percentile.

Resident For Apr 2014 to Oct 2014

	Your percent "Excellent"	Your percentile rank	90th percentile	Quartiles: Lowest score		Median		Highest score
Meaningfulness of activities	**45%**	**68**	67	0	23	35	50	100
Quality of dining experience	**32%**	**67**	56	0	12	24	38	100
Attention to resident grooming	**42%**	**66**	67	0	20	33	50	100
Adequate staff to meet needs	**33%**	**66**	56	0	13	25	38	100
Cleanliness of premises	**51%**	**66**	78	0	30	43	60	100
RN/LVN/LPN care	**52%**	**65**	78	0	33	44	60	100
Security of personal belongings	**43%**	**65**	71	0	21	34	50	100
Choices/preferences	**38%**	**64**	65	0	19	30	45	100
Responsiveness of management	**38%**	**63**	67	0	18	31	47	100
Quality of meals	**29%**	**63**	53	0	12	22	36	100
Quality of laundry services	**37%**	**63**	67	0	17	30	47	100
Safety of facility	**58%**	**62**	83	0	34	50	67	100
Competency of staff	**43%**	**62**	71	0	21	35	50	100
Overall satisfaction	**46%**	**62**	75	0	24	38	54	100
CNA/NA care	**44%**	**62**	71	0	25	38	53	100
Commitment to family updates	**48%**	**61**	76	0	27	41	58	100
Care (concern) of staff	**48%**	**61**	77	0	27	41	58	100
Religious/spiritual opportunities	**44%**	**60**	73	0	25	38	53	100
Recommendation to others	**48%**	**60**	79	0	25	40	60	100
Resident-to-resident friendships	**41%**	**58**	71	0	25	37	50	100
Respect for privacy	**43%**	**56**	75	0	25	39	55	100
Rehabilitation therapy	**45%**	**54**	75	0	29	43	57	100
Respectfulness of staff	**49%**	**54**	78	0	32	46	61	100
Resident-to-staff friendships	**39%**	**53**	72	0	25	38	52	100

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Comparison to peer group | **Percentile ranking: Percent "Excellent" and "Good"**

Rhode Island

Cp-PerRank-PE/G

Your percentile rank is based on your percent **EXCELLENT AND GOOD** score for each item.

Peer group: **National Database**
90th percentile: Percent of **EXCELLENT AND GOOD** responses in peer group that fall in the 90th percentile.

Resident For Apr 2014 to Oct 2014

	Your percent "Exc/Good"	Your percentile rank	90th percentile	Quartiles: Lowest score		Median		Highest score
Resident-to-staff friendships	**96%**	**66**	100	0	81	90	100	100
Quality of dining experience	**81%**	**60**	100	0	63	77	89	100
Quality of meals	**74%**	**59**	100	0	55	69	83	100
Attention to resident grooming	**91%**	**59**	100	0	76	88	97	100
Adequate staff to meet needs	**78%**	**58**	100	0	58	73	87	100
Meaningfulness of activities	**88%**	**55**	100	0	75	86	96	100
Commitment to family updates	**92%**	**55**	100	0	80	90	100	100
Choices/preferences	**88%**	**54**	100	0	76	87	97	100
Responsiveness of management	**85%**	**54**	100	0	71	83	95	100
CNA/NA care	**89%**	**54**	100	0	78	88	98	100
Cleanliness of premises	**94%**	**53**	100	0	83	93	100	100
Security of personal belongings	**85%**	**51**	100	0	72	84	95	100
Resident-to-resident friendships	**91%**	**51**	100	0	82	90	100	100
Care (concern) of staff	**92%**	**51**	100	0	82	91	100	100
Religious/spiritual opportunities	**89%**	**50**	100	0	79	89	100	100
Competency of staff	**91%**	**50**	100	0	80	91	100	100
Respect for privacy	**89%**	**50**	100	0	80	89	100	100
Rehabilitation therapy	**89%**	**48**	100	0	80	90	100	100
RN/LVN/LPN care	**93%**	**48**	100	0	86	94	100	100
Respectfulness of staff	**92%**	**47**	100	0	83	92	100	100
Recommendation to others	**90%**	**46**	100	0	80	91	100	100
Quality of laundry services	**83%**	**45**	100	0	71	85	96	100
Safety of facility	**95%**	**45**	100	0	89	96	100	100
Overall satisfaction	**90%**	**45**	100	0	80	91	100	100

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Comparison to peer group | **Percentile ranking: Average scores**

Rhode Island

Cp-PerRank-Avg

Your percentile rank within the peer group is based on your average score for each item. An average score is calculated by assigning the following values: Excellent = 100; Good = 66.7; Fair = 33.3; Poor = 0.

Peer group: **National Database**
90th percentile: Average scores for facilities in peer group that fall in the 90th percentile.

Resident For Apr 2014 to Oct 2014

	Your average "score"	Your percentile rank	90th percentile	Quartiles: Lowest score		Median		Highest score
Attention to resident grooming	**77**	**67**	88	0	66	72	80	100
Adequate staff to meet needs	**68**	**67**	83	0	54	64	72	100
Meaningfulness of activities	**77**	**66**	88	0	67	72	80	100
Quality of dining experience	**70**	**66**	83	0	57	67	73	100
Choices/preferences	**75**	**65**	87	0	66	71	79	100
Resident-to-staff friendships	**78**	**64**	90	0	68	75	82	100
Cleanliness of premises	**81**	**63**	92	0	70	78	85	100
Commitment to family updates	**80**	**63**	92	0	67	76	83	100
RN/LVN/LPN care	**82**	**62**	92	0	72	78	85	100
Safety of facility	**84**	**62**	94	0	74	81	88	100
Competency of staff	**77**	**61**	90	0	67	74	82	100
CNA/NA care	**77**	**61**	89	0	67	74	81	100
Responsiveness of management	**73**	**61**	88	0	62	69	78	100
Security of personal belongings	**75**	**60**	89	0	63	71	80	100
Care (concern) of staff	**79**	**60**	92	0	69	77	83	100
Quality of meals	**66**	**60**	81	0	52	62	70	100
Overall satisfaction	**78**	**60**	91	0	67	75	83	100
Religious/spiritual opportunities	**77**	**59**	89	0	67	74	82	100
Resident-to-resident friendships	**77**	**58**	89	0	68	75	81	100
Recommendation to others	**78**	**58**	92	0	67	76	83	100
Respect for privacy	**77**	**57**	90	0	67	75	83	100
Quality of laundry services	**72**	**56**	87	0	62	70	78	100
Respectfulness of staff	**80**	**55**	92	0	71	78	85	100
Rehabilitation therapy	**77**	**53**	91	0	67	76	83	100

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Comparison to last survey

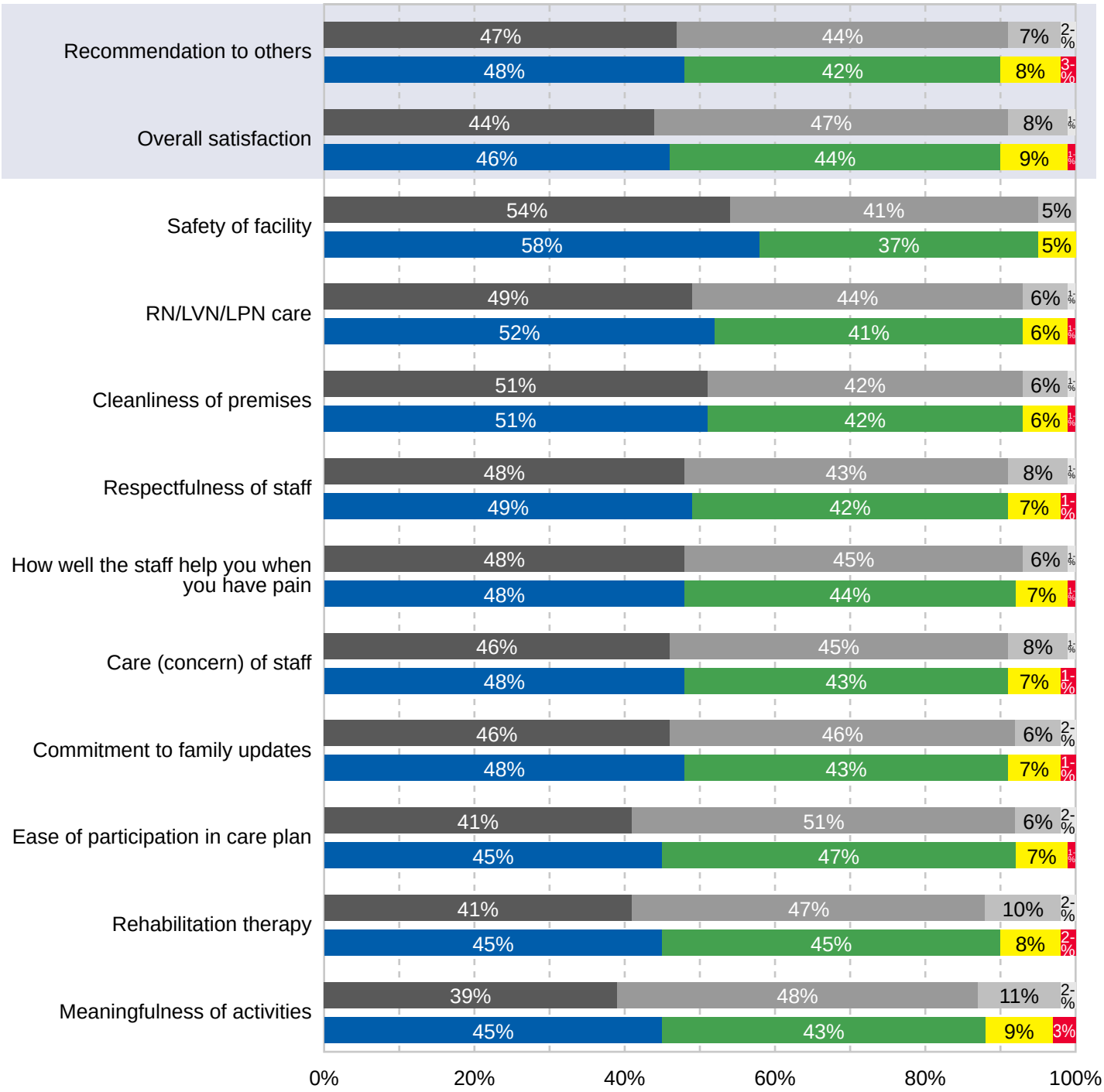
Percent "Excellent," "Good," "Fair" and "Poor" by item

Rhode Island

CpLast-E/G/F/P

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

Resident	For Jan 2013 to Dec 2013	EXCELLENT	GOOD	FAIR	POOR
	For Apr 2014 to Oct 2014	EXCELLENT	GOOD	FAIR	POOR



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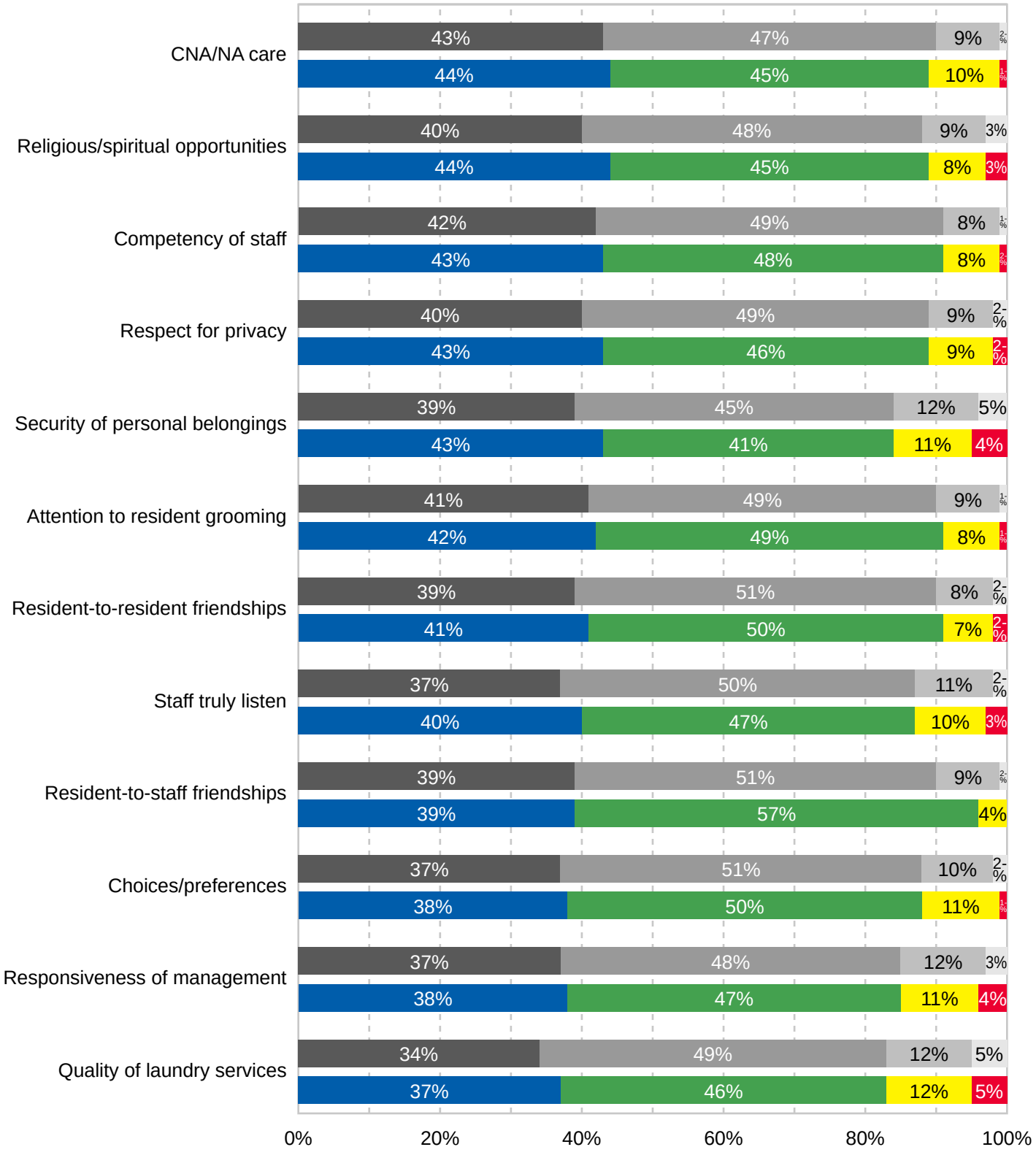
Comparison to last survey

Percent "Excellent," "Good," "Fair" and "Poor" by item... (continued)

Rhode Island

CpLast-E/G/F/P

Resident



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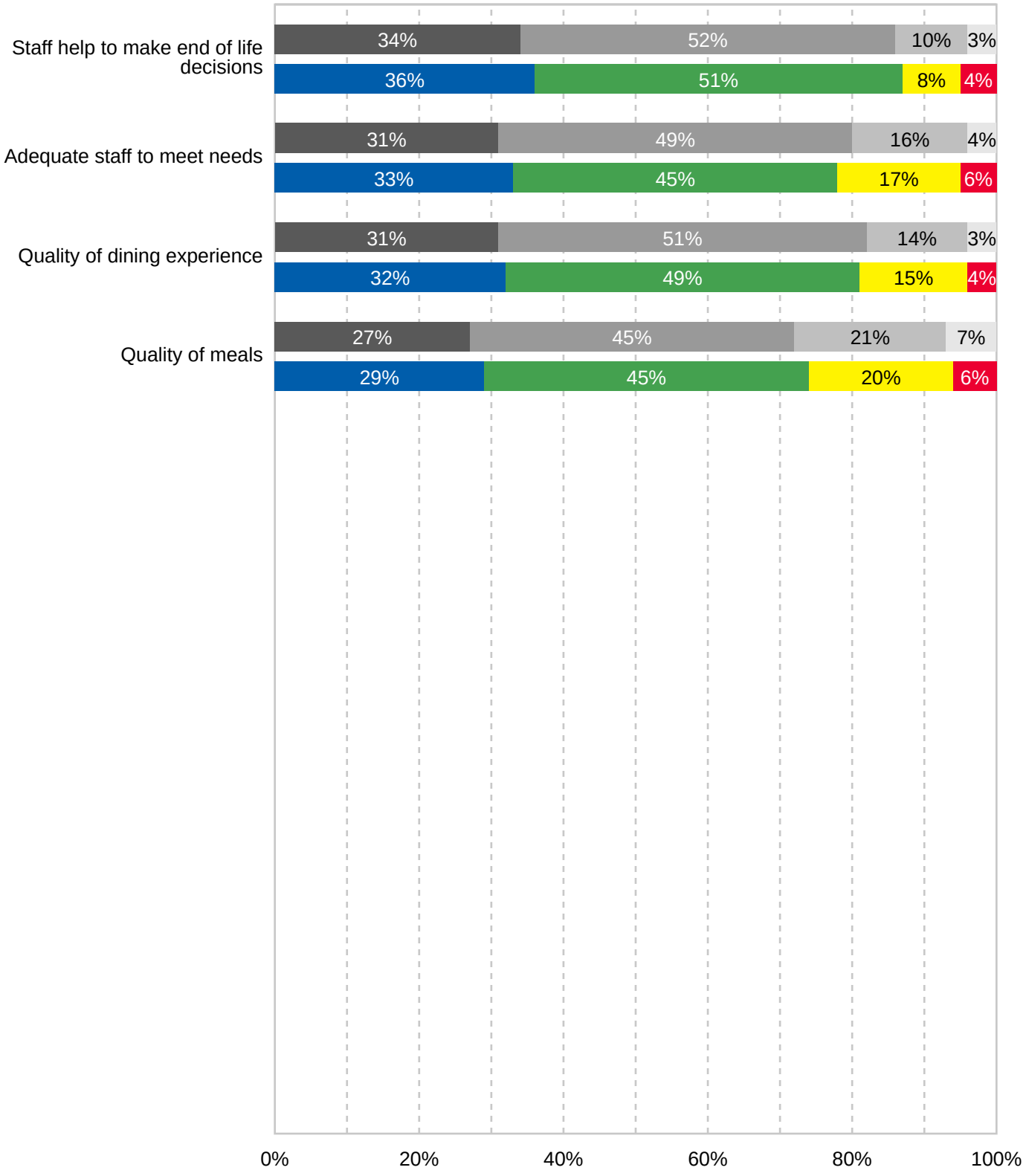
Comparison to last survey

Percent "Excellent," "Good," "Fair" and "Poor" by item... (continued)

Rhode Island

CpLast-E/G/F/P

Resident



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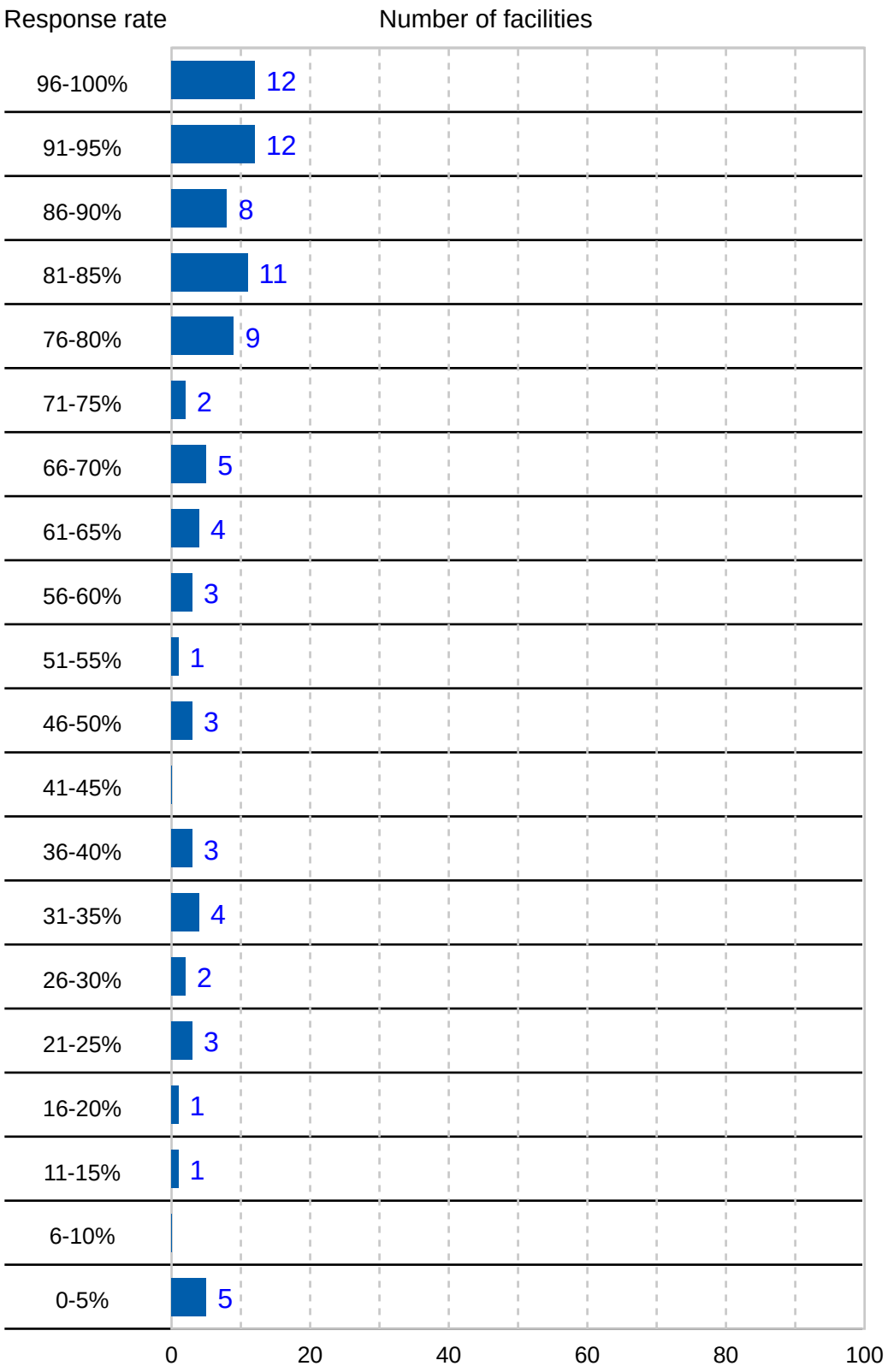
Rhode Island

Roll-Resp

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

Resident **For Apr 2014 to Oct 2014**



Summary
Lowest response rate **0%**
Highest response rate **100%**
Average response rate **71%**
My InnerView average response rate **53%**

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SATISFACTION SURVEY SUMMARY

Rhode Island

, RI USA

WHAT'S INSIDE

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

Skilled Nursing Facility

Results for:	Survey date	Surveys distributed	Surveys returned	Response rate
Family	For Apr 2014 to Oct 2014	5,616	2,030	36%

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

See the members' site for:
- Satisfaction survey items and reference labels
- Glossary of items

Peer group: **National Database**

Peer group size: **2668**

PREPARED BY

MY INNERVIEW
BECAUSE KNOWING MORE MATTERS MOST™

800-601-3884
help@myinnerview.com

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Global satisfaction: Percent of "Excellent" responses

Rhode Island

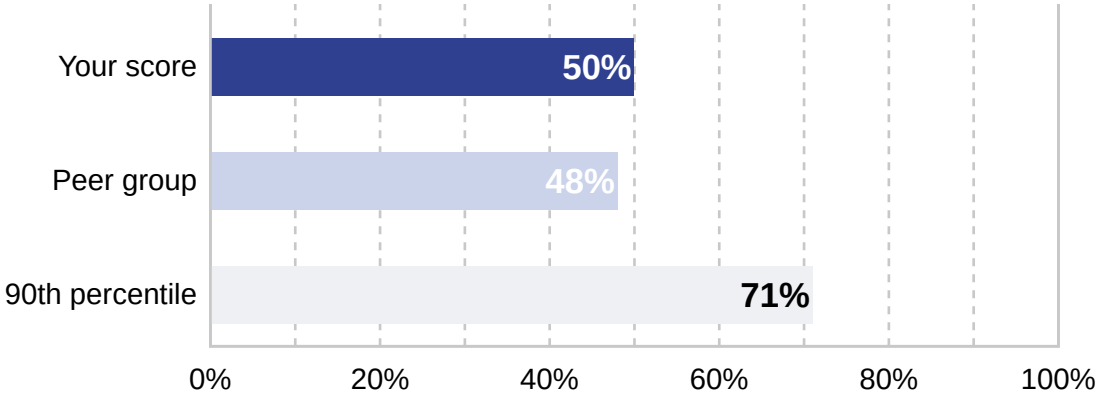
SUM-G-PE

Scores represent the percent of responses in the **EXCELLENT** category to these questions:
- What is your recommendation of this facility to others?
- How would you rate your overall satisfaction with this facility?

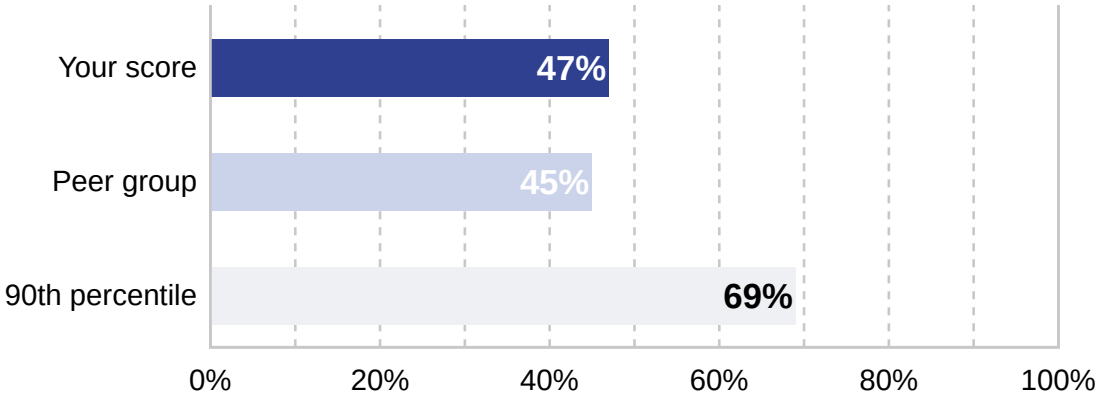
Peer group: **National Database**
90th percentile: Percent of **Excellent** responses in the peer group that fall in the 90th percentile.

Family **For Apr 2014 to Oct 2014**

RECOMMENDATION TO OTHERS



OVERALL SATISFACTION



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Global satisfaction: Percent of "Excellent" and "Good" responses

Rhode Island

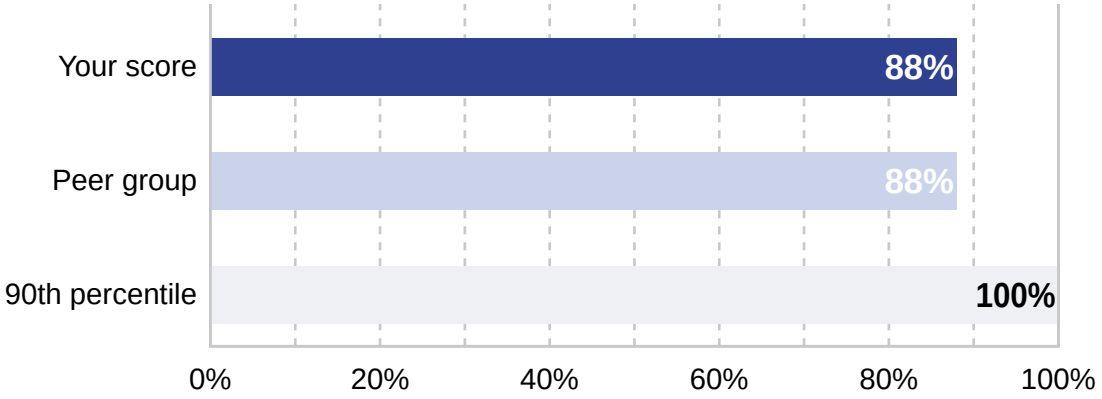
SUM-G-PE/G

Scores represent the percent of responses in the **EXCELLENT AND GOOD** category to these questions:
- What is your recommendation of this facility to others?
- How would you rate your overall satisfaction with this facility?

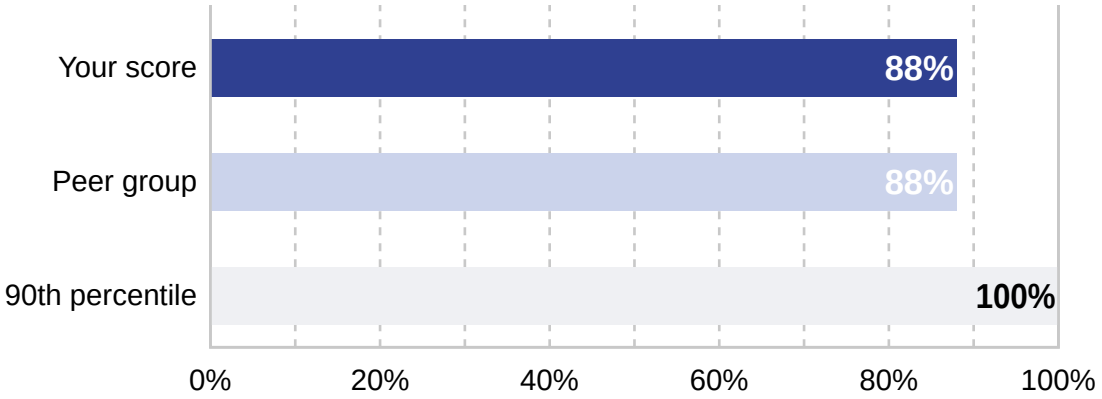
Peer group: **National Database**
90th percentile: Percent of **Excellent and Good** responses in the peer group that fall in the 90th percentile.

Family **For Apr 2014 to Oct 2014**

RECOMMENDATION TO OTHERS



OVERALL SATISFACTION



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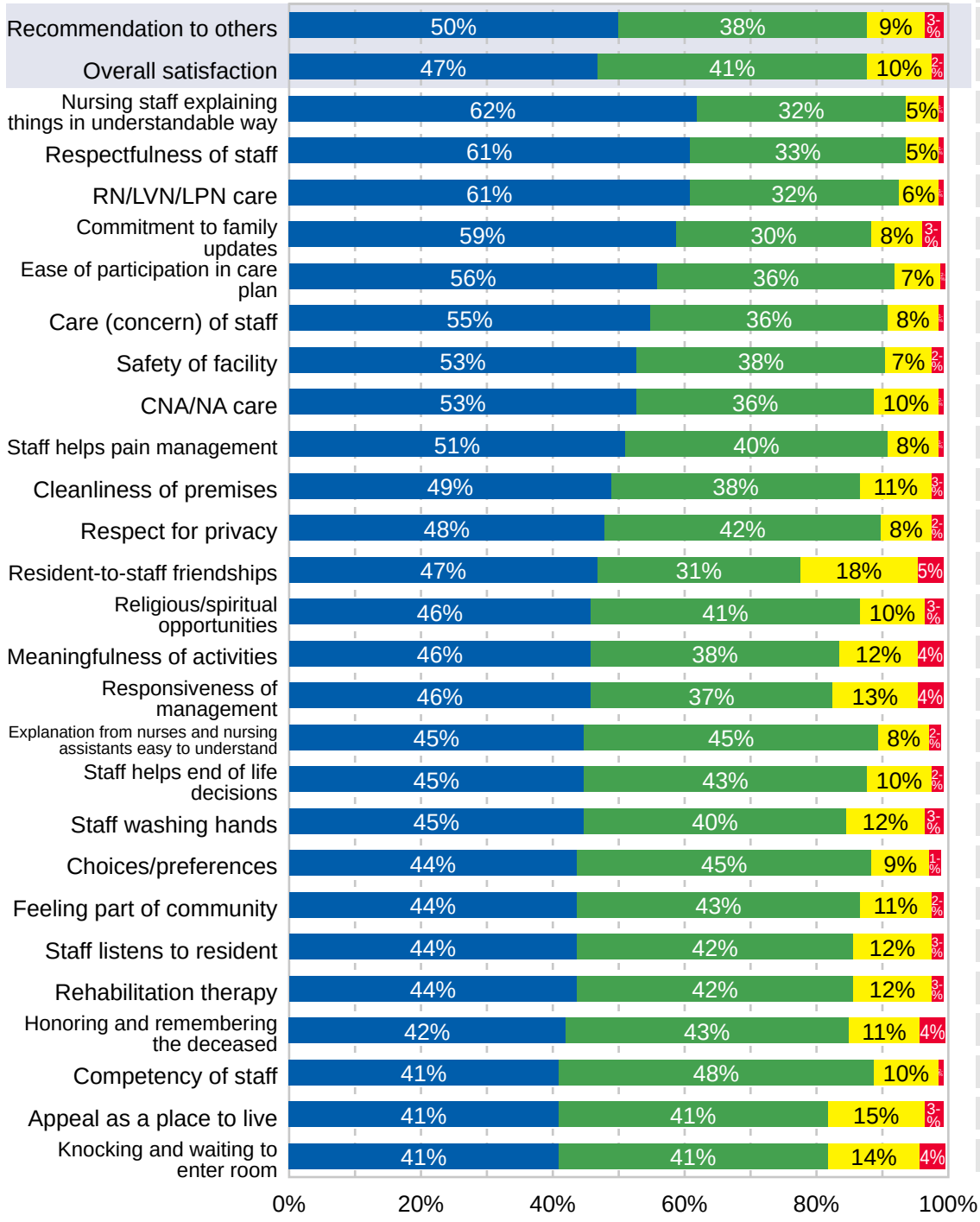
Results by item | **"Excellent," "Good", "Fair" and "Poor" ranked by percent "Excellent"**

Rhode Island

Item-E/G/F/P-PE

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

Family | **For Apr 2014 to Oct 2014** | **EXCELLENT** | **GOOD** | **FAIR** | **POOR**



	EXCELLENT	GOOD	FAIR	POOR	Avg. Score	Peer Avg.
Recommendation to others	50%	38%	9%	3%	78	78
Overall satisfaction	47%	41%	10%	2%	78	77
Nursing staff explaining things in understandable way	62%	32%	5%		85	0
Respectfulness of staff	61%	33%	5%		85	82
RN/LVN/LPN care	61%	32%	6%		84	81
Commitment to family updates	59%	30%	8%	3%	82	79
Ease of participation in care plan	56%	36%	7%		82	0
Care (concern) of staff	55%	36%	8%		82	79
Safety of facility	53%	38%	7%	2%	81	80
CNA/NA care	53%	36%	10%		80	77
Staff helps pain management	51%	40%	8%		80	0
Cleanliness of premises	49%	38%	11%	3%	78	75
Respect for privacy	48%	42%	8%	2%	79	78
Resident-to-staff friendships	47%	31%	18%	5%	73	79
Religious/spiritual opportunities	46%	41%	10%	3%	77	76
Meaningfulness of activities	46%	38%	12%	4%	76	74
Responsiveness of management	46%	37%	13%	4%	75	74
Explanation from nurses and nursing assistants easy to understand	45%	45%	8%	2%	78	0
Staff helps end of life decisions	45%	43%	10%	2%	77	0
Staff washing hands	45%	40%	12%	3%	76	0
Choices/preferences	44%	45%	9%	1%	78	76
Feeling part of community	44%	43%	11%	2%	76	0
Staff listens to resident	44%	42%	12%	3%	76	0
Rehabilitation therapy	44%	42%	12%	3%	75	77
Honoring and remembering the deceased	42%	43%	11%	4%	74	0
Competency of staff	41%	48%	10%		76	78
Appeal as a place to live	41%	41%	15%	3%	73	0
Knocking and waiting to enter room	41%	41%	14%	4%	73	0

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Results by item

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

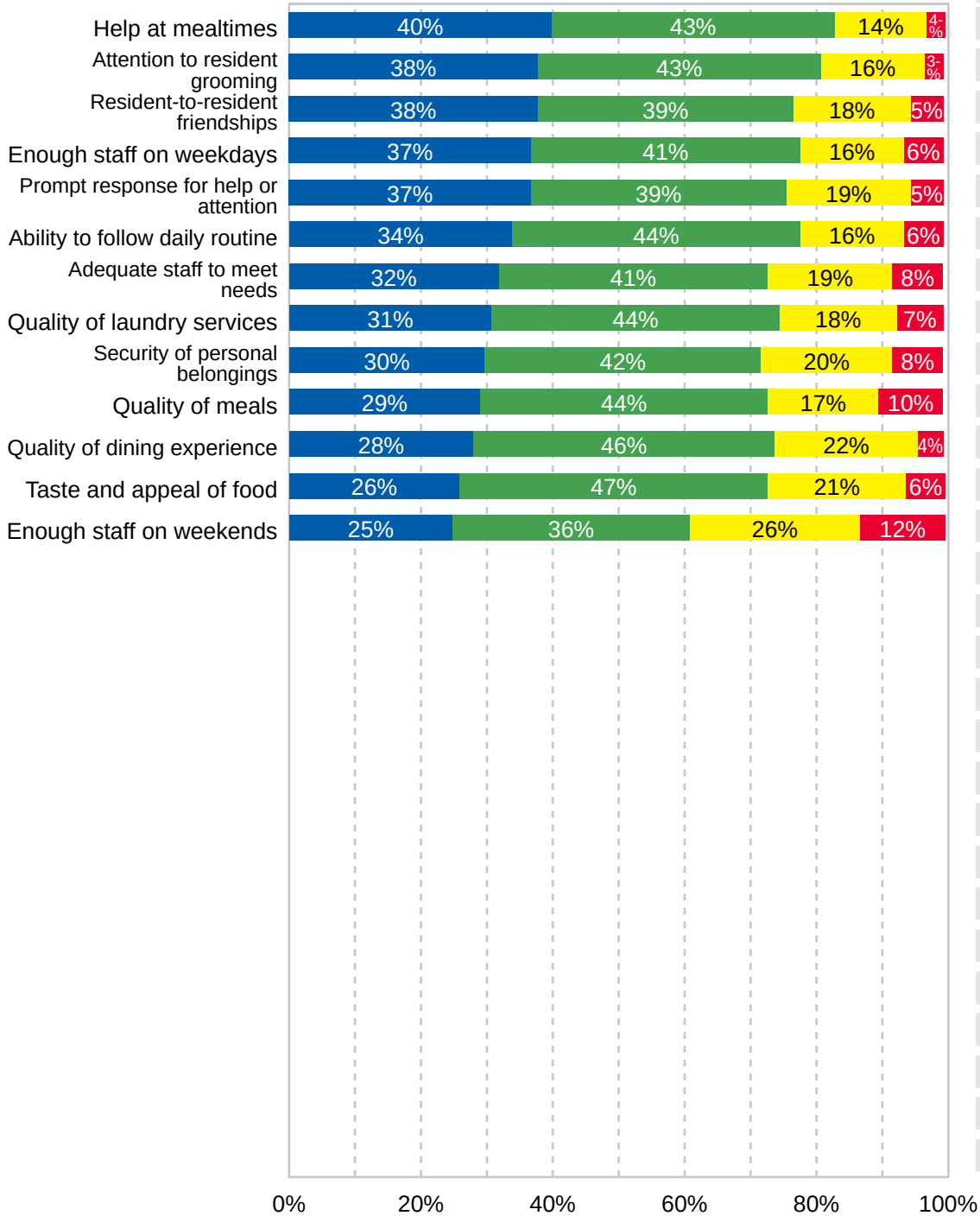
Rhode Island

Item-E/G/F/P-PE

Continued

Family

EXCELLENT | GOOD | FAIR | POOR



	Avg. Score	Peer Avg.
Help at mealtimes	73	0
Attention to resident grooming	72	68
Resident-to-resident friendships	70	77
Enough staff on weekdays	70	0
Prompt response for help or attention	69	0
Ability to follow daily routine	69	0
Adequate staff to meet needs	65	64
Quality of laundry services	66	68
Security of personal belongings	65	68
Quality of meals	64	69
Quality of dining experience	66	68
Taste and appeal of food	64	0
Enough staff on weekends	58	0

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Results by item | "Excellent," "Good," "Fair" and "Poor" within domains

Rhode Island

Item-E/G/F/P-D

Percent of responses **EXCELLENT**, **GOOD**, **FAIR** or **POOR** on each item on the survey. Items are grouped by domain. (*May not total 100% due to rounding*)

Family	For Apr 2014 to Oct 2014	EXCELLENT	GOOD	FAIR	POOR
GLOBAL SATISFACTION DOMAIN					
Overall satisfaction		47%	41%	10%	2%
Recommendation to others		50%	38%	9%	3%
QUALITY OF LIFE DOMAIN					
Choices/preferences		44%	45%	9%	1%
Safety of facility		53%	38%	7%	2%
Security of personal belongings		30%	42%	20%	8%
Respectfulness of staff		61%	33%	5%	1%
Quality of dining experience		28%	46%	22%	4%
Respect for privacy		48%	42%	8%	2%
Resident-to-resident friendships		38%	39%	18%	5%
Resident-to-staff friendships		47%	31%	18%	5%
Meaningfulness of activities		46%	38%	12%	4%
Religious/spiritual opportunities		46%	41%	10%	3%
QUALITY OF CARE DOMAIN					
Rehabilitation therapy		44%	42%	12%	3%
Adequate staff to meet needs		32%	41%	19%	8%
Attention to resident grooming		38%	43%	16%	3%
Commitment to family updates		59%	30%	8%	3%
Competency of staff		41%	48%	10%	2%
Care (concern) of staff		55%	36%	8%	1%
RN/LVN/LPN care		61%	32%	6%	1%
CNA/NA care		53%	36%	10%	2%
QUALITY OF SERVICE DOMAIN					
Responsiveness of management		46%	37%	13%	4%
Cleanliness of premises		49%	38%	11%	3%
Quality of meals		29%	44%	17%	10%
Quality of laundry services		31%	44%	18%	7%

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Rhode Island

Item-E/G/F/P-D

Continued

Family	For Apr 2014 to Oct 2014	EXCELLENT	GOOD	FAIR	POOR
CUSTOM QUESTION DOMAIN					
Explanation from nurses and nursing assistants easy to understand		45%	45%	8%	2%
Honoring and remembering the deceased		42%	43%	11%	4%
Appeal as a place to live		41%	41%	15%	3%
Taste and appeal of food		26%	47%	21%	6%
Help at mealtimes		40%	43%	14%	4%
Ease of participation in care plan		56%	36%	7%	2%
Staff listens to resident		44%	42%	12%	3%
Staff helps pain management		51%	40%	8%	1%
Staff helps end of life decisions		45%	43%	10%	2%
Nursing staff explaining things in understandable way		62%	32%	5%	1%
Knocking and waiting to enter room		41%	41%	14%	4%
Prompt response for help or attention		37%	39%	19%	5%
Staff washing hands		45%	40%	12%	3%
Enough staff on weekdays		37%	41%	16%	6%
Enough staff on weekends		25%	36%	26%	12%
Ability to follow daily routine		34%	44%	16%	6%
Feeling part of community		44%	43%	11%	2%

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Rhode Island

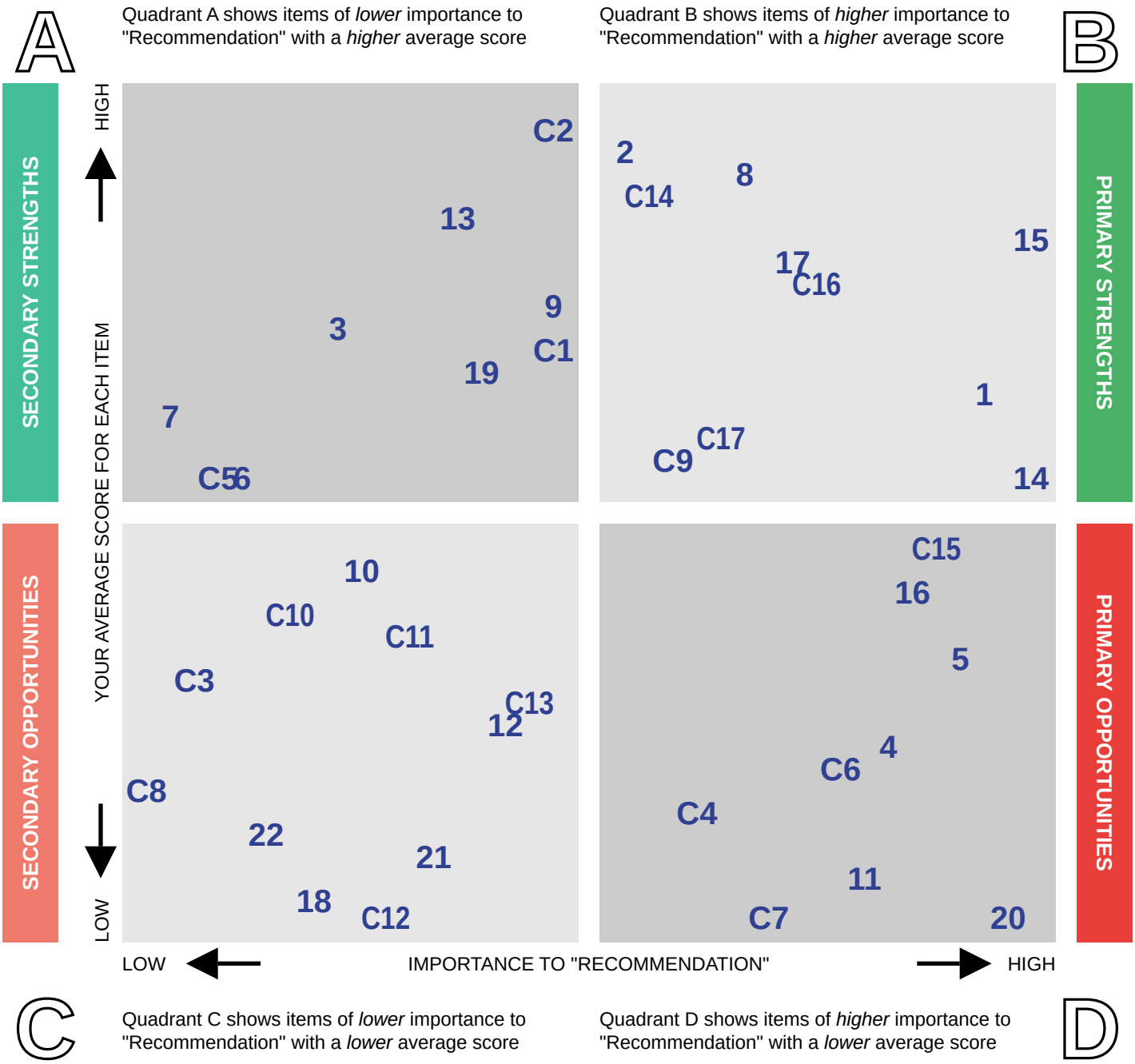
Item-QA/PAA

The percentile rank of the average score on the satisfaction items is plotted against the percentile rank of the average "importance" score on each item and the question:
- What is your recommendation of this facility to others?

Quadrant analysis: Plots scores within the four quadrants (see descriptions below) to identify strengths and opportunities. Items in the lower-right quadrant (D) are those most important to "Recommendation to others" but received the lowest scores.

Priority Action Agenda: Lists top five items in Quadrant D to provide a focus for improving willingness to recommend.

Family **For Apr 2014 to Oct 2014**



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Rhode Island

Item-QA/PAA

Family **For Apr 2014 to Oct 2014**

A SECONDARY STRENGTHS

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

- C1 Explanation from nurses and nursing assistants easy to understand
- Q9 CNA/NA care
- Q19 Cleanliness of premises
- Q6 Meaningfulness of activities
- C5 Staff washing hands
- C2 Nursing staff explaining things in understandable way
- Q13 Commitment to family updates
- Q3 Respect for privacy
- Q7 Religious/spiritual opportunities

B PRIMARY STRENGTHS

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

- Q14 Competency of staff
- Q1 Choices/preferences
- Q15 Care (concern) of staff
- C17 Staff helps end of life decisions
- C9 Feeling part of community
- C16 Staff helps pain management
- Q17 Safety of facility
- Q8 RN/LVN/LPN care
- C14 Ease of participation in care plan
- Q2 Respectfulness of staff

C SECONDARY OPPORTUNITIES

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

- C12 Taste and appeal of food
- Q21 Quality of dining experience
- Q18 Security of personal belongings
- Q12 Attention to resident grooming
- C13 Help at mealtimes
- Q22 Quality of laundry services
- C11 Appeal as a place to live
- C8 Ability to follow daily routine
- Q10 Rehabilitation therapy
- C10 Honoring and remembering the deceased
- C3 Knocking and waiting to enter room

D 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.

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

- Q20 **Quality of meals**
- Q11 **Adequate staff to meet needs**
- C7 **Enough staff on weekends**
- Q4 **Resident-to-resident friendships**
- Q5 **Resident-to-staff friendships**

- C6 Enough staff on weekdays
- C4 Prompt response for help or attention
- Q16 Responsiveness of management
- C15 Staff listens to resident

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Rhode Island

Item-Demo

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

Family For Apr 2014 to Oct 2014

Length of stay

Less than 1 month	0%
1 to 3 months	3%
3 to 6 months	7%
6 months to 1 year	15%
1 to 3 years	39%
3 or more years	36%

Person visiting most

Spouse	13%
Child	61%
Brother or sister	10%
Grandchild	2%
Friend	4%
Another person	10%

How often visited

Less than once a year	0%
Once a year	1%
Once every 3 months	3%
Once a month or more	11%
Once a week or more	49%
Almost daily	36%

Homes visited

None	29%
Only this one	15%
Two	25%
Three	17%
Four	8%
Five or more	6%

Reason for choosing

Convenient location	26%
Good reputation	37%
Doctor or hospital	12%
Relative or friend	9%
Insurance requirement	2%
Other reason	14%

Gender of resident

Female	75%
Male	25%

Age of resident

19 or under	0%
20 to 29	0%
30 to 39	0%
40 to 49	0%
50 to 59	2%
60 to 69	5%
70 to 79	11%
80 to 89	39%
90 or older	43%

Relationship to resident

Spouse	11%
Child	61%
Brother or sister	8%
Grandchild	1%
Friend	2%
Other relationship	15%

Overall recommendation to friends and family

Poor	3%
Average	10%
Good	15%
Very Good	30%
Excellent	42%

Overall staff rating

Poor	1%
Average	9%
Good	16%
Very Good	32%
Excellent	42%

Overall care received

Poor	1%
Average	9%
Good	17%
Very Good	31%
Excellent	41%

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"Recommendation" by demographics: Average scores

Rhode Island

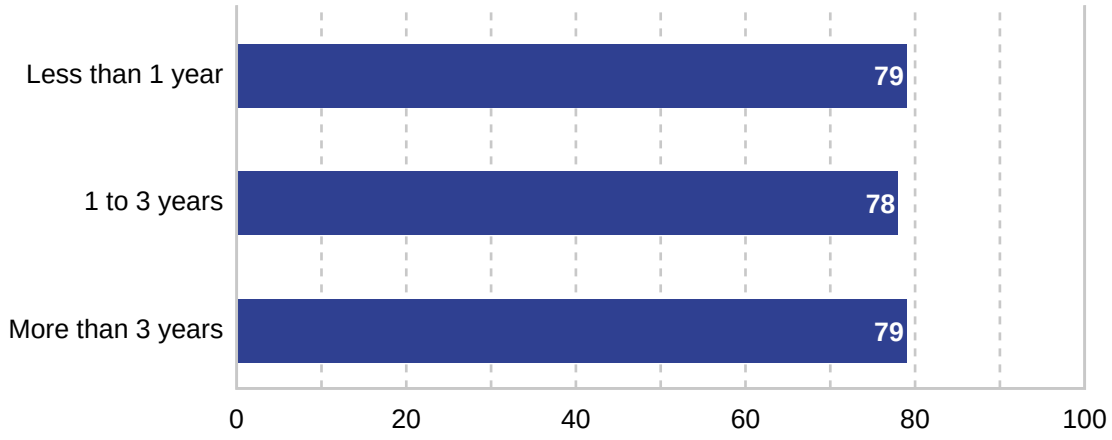
Item-Rec/Demo-Avg

Listed by demographic breakouts, average scores are listed for the question:
- What is your recommendation of this facility to others?

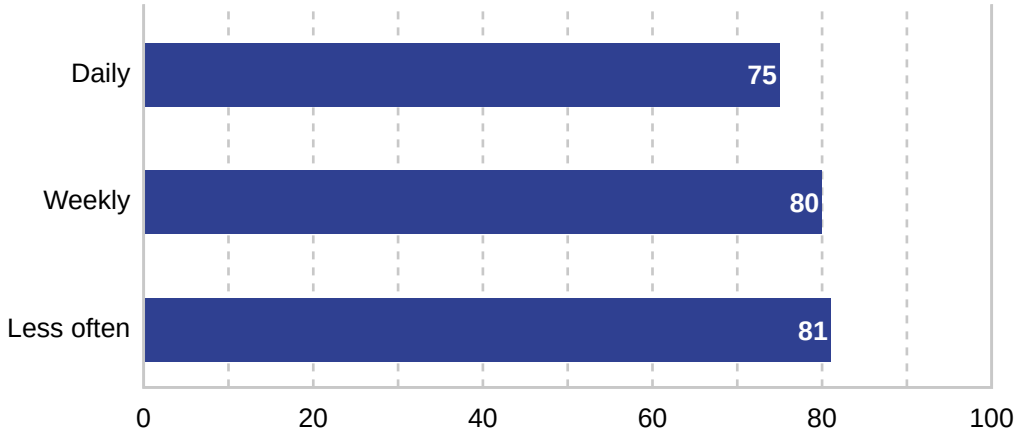
An average score is calculated by assigning the following values: Excellent = 100; Good = 66.7; Fair = 33.3; Poor = 0.

Family **For Apr 2014 to Oct 2014**

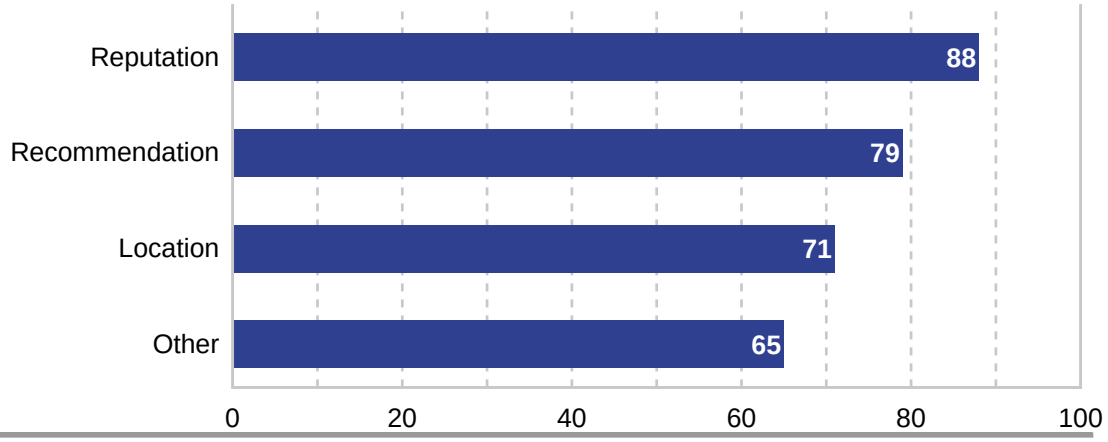
Length of stay



How often visited



Reason for choosing



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Comparison to peer group | **Ranked by difference: Percent "Excellent"**

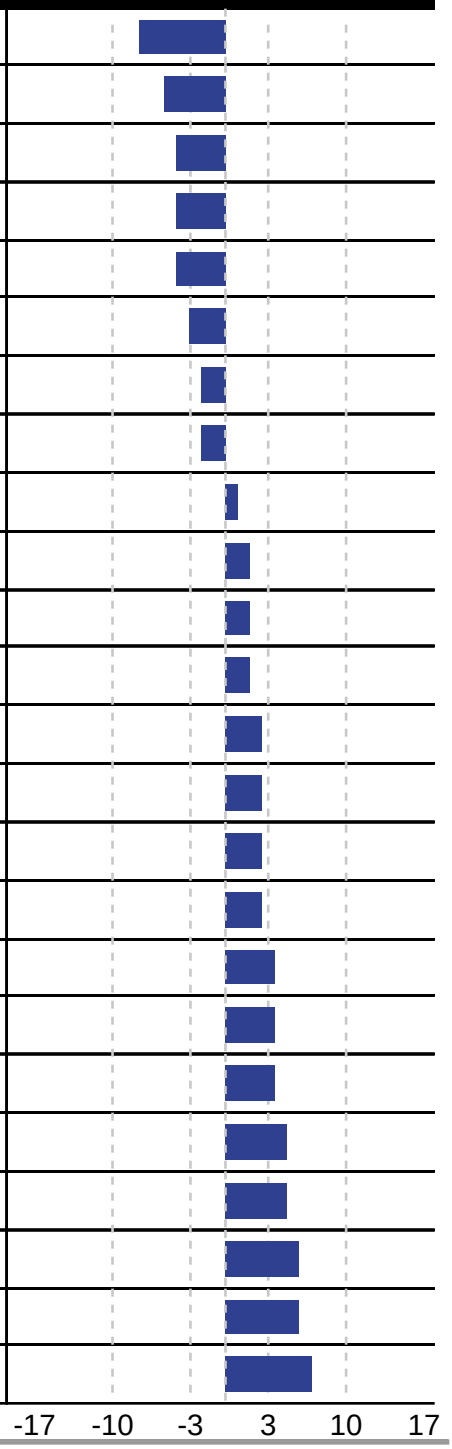
Rhode Island

Cp-Diff-E

Your percent **EXCELLENT** score is compared to the peer group's percent **EXCELLENT** score for each item. Items are ranked by the *Difference* value.

Peer group: **National Database**
Negative values: Compared to the peer group, you do worse on these items (*Difference* in score less than **0**).
Positive values: You do better than the peer group on items with positive values (*Difference* greater than **0**).
Difference of **0**: This means you perform the same as the peer group.

Family	For Apr 2014 to Oct 2014	Percent "Excellent" scores	Peer group	Difference
Resident-to-resident friendships		38%	45%	-7
Competency of staff		41%	46%	-5
Rehabilitation therapy		44%	48%	-4
Quality of meals		29%	33%	-4
Security of personal belongings		30%	34%	-4
Quality of dining experience		28%	31%	-3
Quality of laundry services		31%	33%	-2
Resident-to-staff friendships		47%	49%	-2
Adequate staff to meet needs		32%	31%	1
Recommendation to others		50%	48%	2
Overall satisfaction		47%	45%	2
Respect for privacy		48%	46%	2
Responsiveness of management		46%	43%	3
Choices/preferences		44%	41%	3
Religious/spiritual opportunities		46%	43%	3
Safety of facility		53%	50%	3
Attention to resident grooming		38%	34%	4
Meaningfulness of activities		46%	42%	4
Care (concern) of staff		55%	51%	4
Cleanliness of premises		49%	44%	5
Respectfulness of staff		61%	56%	5
CNA/NA care		53%	47%	6
Commitment to family updates		59%	53%	6
RN/LVN/LPN care		61%	54%	7



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Comparison to peer group

Ranked by difference: Percent "Excellent" and "Good"

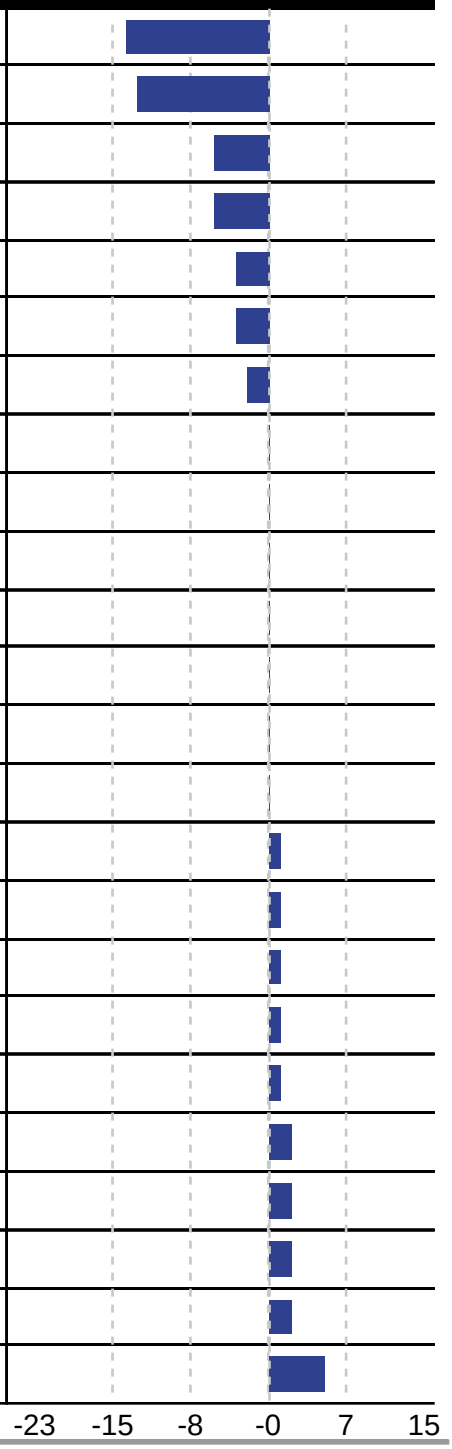
Rhode Island

Cp-Diff-E/G

Your percent **EXCELLENT AND GOOD** score is compared to the peer group's percent **EXCELLENT AND GOOD** score for each item. Items are ranked by the *Difference* value.

Peer group: **National Database**
Negative values: Compared to the peer group, you do worse on these items (*Difference* in score less than **0**).
Positive values: You do better than the peer group on items with positive values (*Difference* greater than **0**).
Difference of **0**: This means you perform the same as the peer group.

Family	For Apr 2014 to Oct 2014	Percent "Excellent and Good" scores	Peer group	Difference
Resident-to-staff friendships		77%	90%	-13
Resident-to-resident friendships		77%	89%	-12
Quality of meals		73%	78%	-5
Security of personal belongings		72%	77%	-5
Quality of dining experience		74%	77%	-3
Quality of laundry services		75%	78%	-3
Rehabilitation therapy		85%	87%	-2
Safety of facility		91%	91%	0
Competency of staff		89%	89%	0
Recommendation to others		88%	88%	0
Overall satisfaction		88%	88%	0
Respect for privacy		90%	90%	0
Responsiveness of management		83%	83%	0
Meaningfulness of activities		84%	84%	0
Choices/preferences		90%	89%	1
Religious/spiritual opportunities		88%	87%	1
Adequate staff to meet needs		72%	71%	1
Respectfulness of staff		94%	93%	1
RN/LVN/LPN care		93%	92%	1
Cleanliness of premises		87%	85%	2
Commitment to family updates		89%	87%	2
Care (concern) of staff		91%	89%	2
CNA/NA care		88%	86%	2
Attention to resident grooming		81%	76%	5



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Comparison to peer group | **Ranked by difference: Average scores**

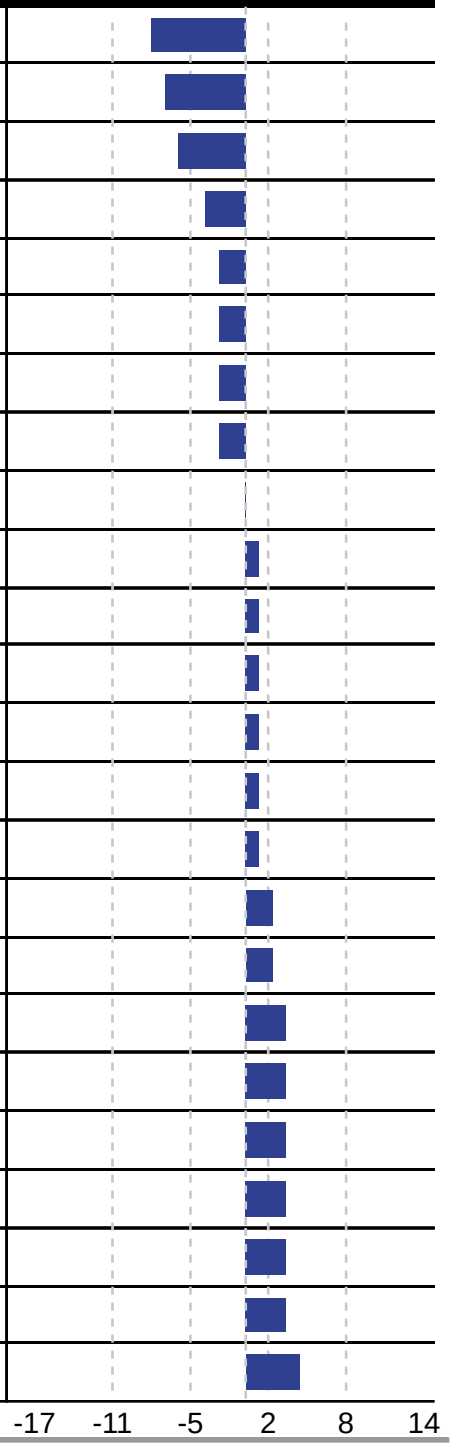
Rhode Island

CP-Diff-Avg

Your average score is compared to the peer group's average score for each item. An average score is calculated by assigning the following values: Excellent = 100; Good = 66.7; Fair = 33.3; Poor = 0. Items are ranked by the *Difference* value.

Peer group: **National Database**
Negative values: Compared to the peer group, you do worse on these items (*Difference* in score less than **0**).
Positive values: You do better than the peer group on items with positive values (*Difference* greater than **0**).
Difference of **0**: This means you perform the same as the peer group.

Family	For Apr 2014 to Oct 2014	Average score	Peer group	Difference
Resident-to-resident friendships		70	77	-7
Resident-to-staff friendships		73	79	-6
Quality of meals		64	69	-5
Security of personal belongings		65	68	-3
Rehabilitation therapy		75	77	-2
Competency of staff		76	78	-2
Quality of dining experience		66	68	-2
Quality of laundry services		66	68	-2
Recommendation to others		78	78	0
Overall satisfaction		78	77	1
Respect for privacy		79	78	1
Safety of facility		81	80	1
Adequate staff to meet needs		65	64	1
Religious/spiritual opportunities		77	76	1
Responsiveness of management		75	74	1
Choices/preferences		78	76	2
Meaningfulness of activities		76	74	2
Respectfulness of staff		85	82	3
RN/LVN/LPN care		84	81	3
CNA/NA care		80	77	3
Commitment to family updates		82	79	3
Cleanliness of premises		78	75	3
Care (concern) of staff		82	79	3
Attention to resident grooming		72	68	4



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Comparison to peer group | **Percentile ranking: Percent "Excellent"**

Rhode Island

Cp-PerRank-PE

Your percentile rank is based on your percent **EXCELLENT** score for each item.

Peer group: **National Database**
90th percentile: Percent of **EXCELLENT** responses in peer group that fall in the 90th percentile.

Family For Apr 2014 to Oct 2014

	Your percent "Excellent"	Your percentile rank	90th percentile	Quartiles: Lowest score		Median		Highest score
Attention to resident grooming	**38%**	**70**	52	0	19	30	41	100
RN/LVN/LPN care	**61%**	**69**	75	0	39	51	64	100
CNA/NA care	**53%**	**68**	69	0	33	44	57	100
Respectfulness of staff	**61%**	**66**	76	0	41	54	67	100
Choices/preferences	**44%**	**65**	63	0	26	38	50	100
Cleanliness of premises	**49%**	**64**	67	0	29	40	55	100
Meaningfulness of activities	**46%**	**64**	64	0	29	40	51	100
Commitment to family updates	**59%**	**64**	76	0	40	52	65	100
Recommendation to others	**50%**	**63**	71	0	31	44	59	100
Responsiveness of management	**46%**	**63**	65	0	28	40	52	100
Care (concern) of staff	**55%**	**63**	73	0	35	49	62	100
Religious/spiritual opportunities	**46%**	**62**	67	0	29	40	53	100
Safety of facility	**53%**	**62**	73	0	36	48	61	100
Adequate staff to meet needs	**32%**	**62**	50	0	17	27	39	100
Overall satisfaction	**47%**	**61**	69	0	29	41	55	100
Respect for privacy	**48%**	**60**	68	0	33	43	56	100
Quality of laundry services	**31%**	**56**	55	0	18	29	41	100
Quality of dining experience	**28%**	**53**	50	0	17	27	38	100
Rehabilitation therapy	**44%**	**52**	67	0	31	43	56	100
Security of personal belongings	**30%**	**50**	56	0	20	30	43	100
Resident-to-staff friendships	**47%**	**49**	71	0	35	47	60	100
Quality of meals	**29%**	**47**	53	0	20	30	42	100
Competency of staff	**41%**	**46**	67	0	31	44	56	100
Resident-to-resident friendships	**38%**	**38**	67	0	31	43	55	100

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Comparison to peer group | **Percentile ranking: Percent "Excellent" and "Good"**

Rhode Island

Cp-PerRank-PE/G

Your percentile rank is based on your percent **EXCELLENT AND GOOD** score for each item.

Peer group: **National Database**
90th percentile: Percent of **EXCELLENT AND GOOD** responses in peer group that fall in the 90th percentile.

Family For Apr 2014 to Oct 2014

	Your percent "Exc/Good"	Your percentile rank	90th percentile	Quartiles: Lowest score		Median		Highest score
Attention to resident grooming	**81%**	**63**	94	0	64	76	86	100
CNA/NA care	**88%**	**55**	100	0	78	87	94	100
Adequate staff to meet needs	**72%**	**55**	91	0	58	70	81	100
Care (concern) of staff	**91%**	**54**	100	0	83	90	97	100
Cleanliness of premises	**87%**	**52**	100	0	75	86	94	100
Respectfulness of staff	**94%**	**51**	100	0	88	94	100	100
RN/LVN/LPN care	**93%**	**50**	100	0	87	93	100	100
Commitment to family updates	**89%**	**50**	100	0	80	89	96	100
Choices/preferences	**90%**	**49**	100	0	82	90	97	100
Responsiveness of management	**83%**	**47**	100	0	73	83	92	100
Meaningfulness of activities	**84%**	**47**	100	0	76	85	93	100
Religious/spiritual opportunities	**88%**	**46**	100	0	80	89	96	100
Recommendation to others	**88%**	**45**	100	0	80	89	97	100
Overall satisfaction	**88%**	**45**	100	0	81	90	97	100
Rehabilitation therapy	**85%**	**44**	100	0	78	87	94	100
Safety of facility	**91%**	**44**	100	0	86	92	100	100
Respect for privacy	**90%**	**44**	100	0	85	92	100	100
Competency of staff	**89%**	**42**	100	0	83	91	98	100
Quality of dining experience	**74%**	**40**	97	0	67	78	88	100
Quality of laundry services	**75%**	**40**	100	0	67	79	89	100
Security of personal belongings	**72%**	**39**	100	0	64	76	88	100
Quality of meals	**73%**	**36**	100	0	67	79	88	100
Resident-to-resident friendships	**77%**	**13**	100	0	83	90	97	100
Resident-to-staff friendships	**77%**	**11**	100	0	84	92	100	100

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Comparison to peer group | **Percentile ranking: Average scores**

Rhode Island

Cp-PerRank-Avg

Your percentile rank within the peer group is based on your average score for each item. An average score is calculated by assigning the following values: Excellent = 100; Good = 66.7; Fair = 33.3; Poor = 0.

Peer group: **National Database**
90th percentile: Average scores for facilities in peer group that fall in the 90th percentile.

Family For Apr 2014 to Oct 2014

	Your average "score"	Your percentile rank	90th percentile	Quartiles: Lowest score		Median		Highest score
Attention to resident grooming	**72**	**67**	80	0	59	67	74	100
RN/LVN/LPN care	**84**	**67**	91	0	75	81	86	100
CNA/NA care	**80**	**64**	88	0	69	76	82	100
Respectfulness of staff	**85**	**63**	92	33	76	82	87	100
Care (concern) of staff	**82**	**61**	90	0	72	79	85	100
Commitment to family updates	**82**	**61**	91	0	72	79	86	100
Cleanliness of premises	**78**	**60**	88	20	67	75	82	100
Choices/preferences	**78**	**60**	86	0	69	75	81	100
Overall satisfaction	**78**	**58**	89	0	69	76	83	100
Safety of facility	**81**	**57**	90	33	74	79	85	100
Meaningfulness of activities	**76**	**57**	85	0	67	74	80	100
Responsiveness of management	**75**	**56**	86	0	67	73	80	100
Adequate staff to meet needs	**65**	**56**	78	0	55	63	71	100
Religious/spiritual opportunities	**77**	**56**	87	0	68	76	81	100
Recommendation to others	**78**	**55**	90	0	69	77	84	100
Respect for privacy	**79**	**55**	89	0	72	78	83	100
Rehabilitation therapy	**75**	**50**	88	0	68	75	82	100
Competency of staff	**76**	**45**	88	17	71	78	83	100
Quality of dining experience	**66**	**44**	80	8	60	67	73	100
Quality of laundry services	**66**	**42**	82	0	59	67	75	100
Security of personal belongings	**65**	**41**	83	0	59	67	75	100
Quality of meals	**64**	**36**	81	0	60	67	75	100
Resident-to-staff friendships	**73**	**26**	89	33	73	79	84	100
Resident-to-resident friendships	**70**	**21**	87	33	71	77	83	100

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Comparison to last survey

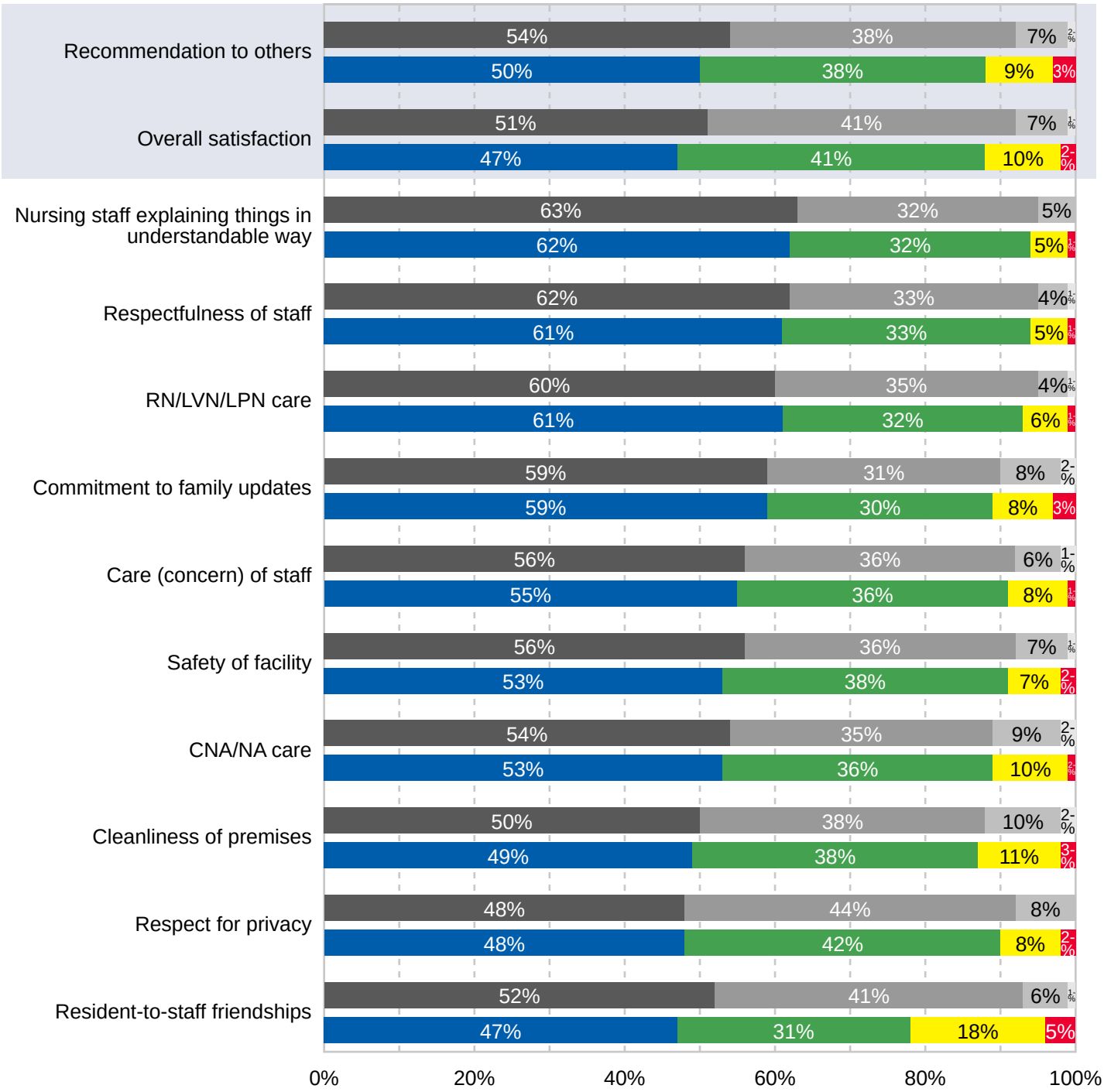
Percent "Excellent," "Good," "Fair" and "Poor" by item

Rhode Island

CpLast-E/G/F/P

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

Family	For Jan 2013 to Dec 2013	EXCELLENT	GOOD	FAIR	POOR
	For Apr 2014 to Oct 2014	EXCELLENT	GOOD	FAIR	POOR



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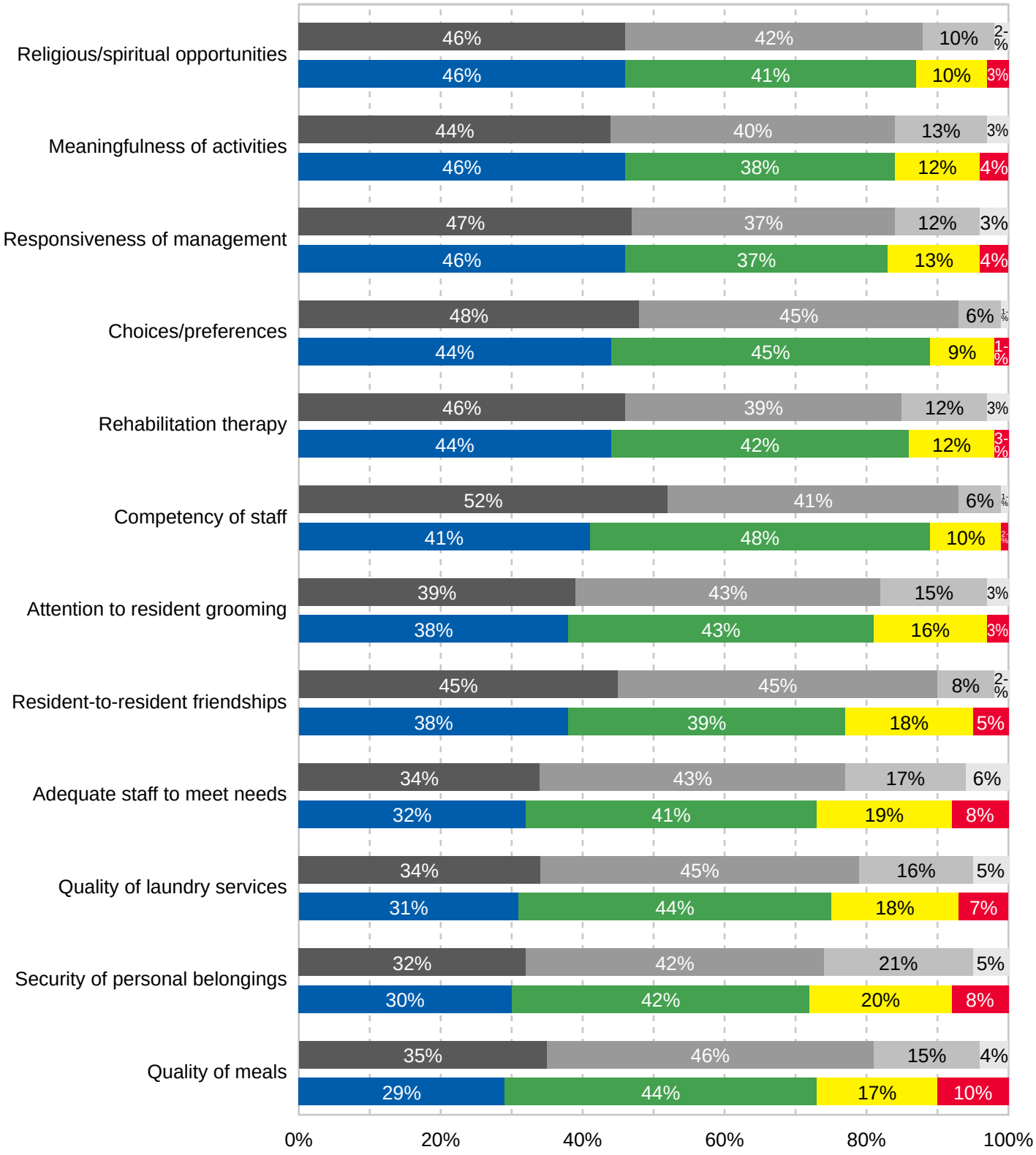
Comparison to last survey

Percent "Excellent," "Good," "Fair" and "Poor" by item... (continued)

Rhode Island

CpLast-E/G/F/P

Family



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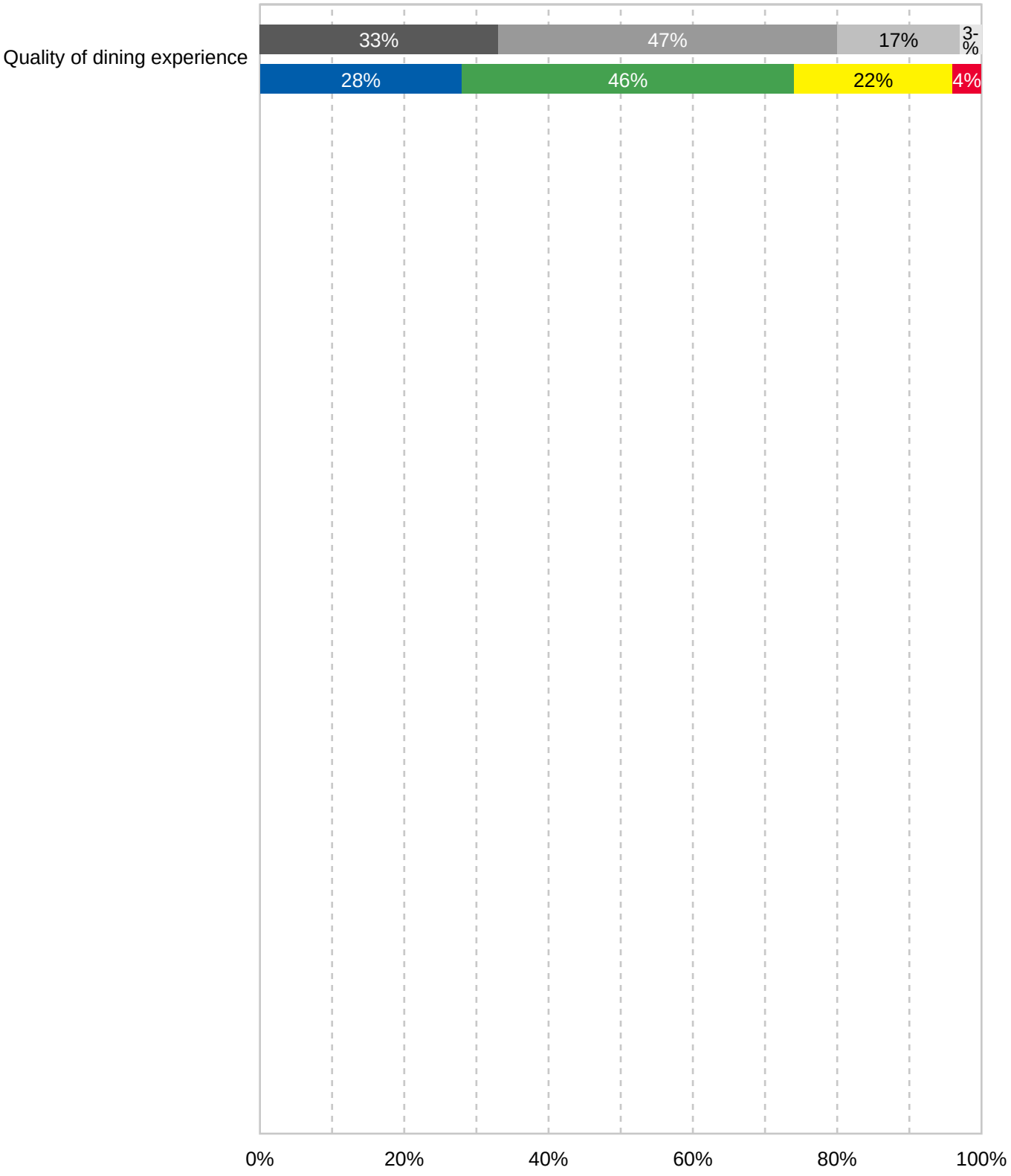
Percent "Excellent," "Good," "Fair" and "Poor" by item... (continued)

Rhode Island

CpLast-E/G/F/P

Family



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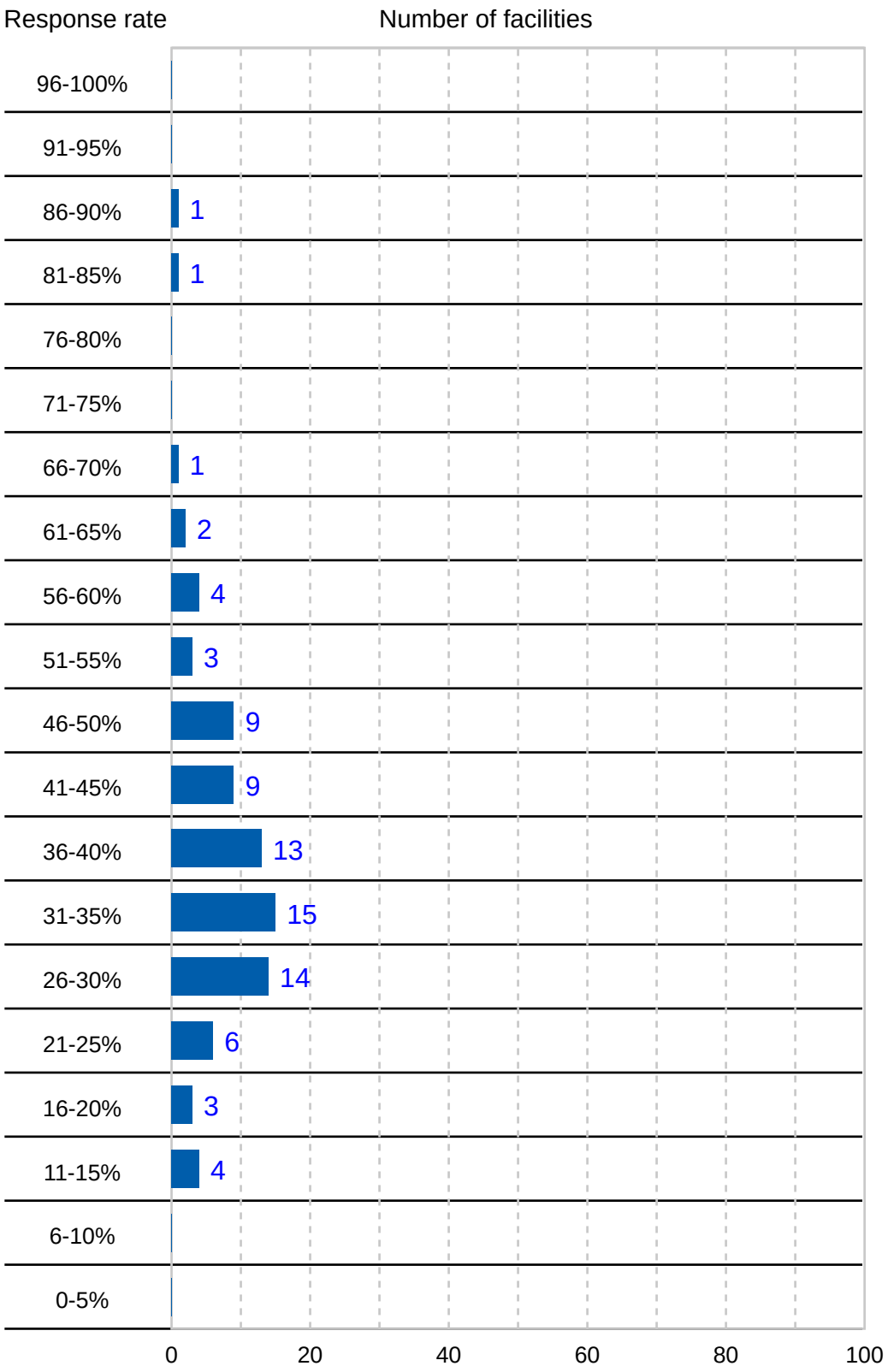
Rhode Island

Roll-Resp

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

Family **For Apr 2014 to Oct 2014**



Summary
Lowest response rate **13%**
Highest response rate **87%**
Average response rate **36%**
My InnerView average response rate **31%**

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Last updated 1//15

Healthcare Quality Reporting Program

2015 PHYSICIAN HIT SURVEY

Office or Outpatient Version

INSTRUCTIONS: *Note that you will needthe following information complete the survey:*

- *Your license number*
- *Your Individual National Provider Identifier (NPI)*
- *The name of the EHR system you are using*
- *If your practice is participating in any value-based payment programs (e.g., PQRS, Value-Based Payment Modifier Program), information on how your practice is collecting and reporting this data*

SECTION A: Physician and Practice Information

1. **What is your name?** _____
   Last name *First name* *Middle Initial* *Degree(s)*
2. **What is your email address?** (*note this will be for communication related to the HIT survey and the Rhode Island Department of Health only; it will not be shared publicly)*
   _____
3. **What is your Rhode Island medical license number?**
   a. **Rhode Island medical license number**: ___ ___ ___ ___ ___
   b. **License type:** ☐ MD ☐ DO ☐ Neither ➔ *If not a physician, stop the survey*
4. **Do you currently provide direct patient care services?**

☐ No ➔ *If not providing direct patient care, stop the survey*
☐ Yes, and my primary specialty is (circle one*):*

Allergy & Immunology	Hospitalist	Occupational Med.	Radiology
Anesthesiology	Infectious Disease	Ophthalmology	Rheumatology
Cardiology	Intensivist	Otolaryngology	Surgery (general and other)
Colorectal Surgery	Internal Medicine (general)	Orthopedic Surgery	Thoracic Surgery
Dermatology	Medicine/ Pediatrics	Pathology	Urology
Emergency Med.	Nephrology	Pediatrics	Vascular Surgery
Endocrinology	Neurology	Physical Med/Rehab.	Other (*please specify*):
Family Medicine	Neurosurgery	Plastic Surgery	
Gastroenterology	Nuclear Medicine	Psychiatry	
Geriatrics	OB-GYN	Pulmonary/Critical Care	
Hematology/ Oncology		Radiation Oncology	

DRAFT

5. **Do you provide primary care?** *[Primary care is the provision of integrated, accessible health care services by clinicians who are accountable for addressing a large majority of personal health care needs, developing a sustained partnership with patients, and practicing in the context of family and community. (Institute of Medicine.)]*

   ☐ No
   ☐ Yes

6. **Altogether, approximately how large is your MAIN practice site? Please consider physicians, nurse practitioners, and physician assistants. If you work in a hospital, consider the clinicians in your group or with whom you work with directly; not the overall size of the hospital. If your practice site is part of a larger group, consider the clinicians at the physical location that you consider your main practice site.**

   ☐ < 5 clinicians
   ☐ 5-9 clinicians
   ☐ >9 clinicians

7. **What is the name of your main practice site?**

8. **Does your practice site belong to one of the following larger practice groups?**

   ☐ Anchor Medical Associates
   ☐ Coastal Medical
   ☐ Federally Qualified Health Center (FQHC)
   ☐ Rhode Island Primary Care Physician Corporation (RIPCPC)
   ☐ University Medicine
   ☐ None (unaffiliated)
   ☐ Other (please specify): _____

9. **Does your main practice have a website?**

   ☐ No
   ☐ Yes (please provide URL):_____

DRAFT

SECTION B: Electronic Health Records (EHR) Status*

10. **Whether or not you use an EHR, please indicate the extent to which you consider each of the following to be a barrier to EHR use.**

	Not a barrier	Minor barrier	Major barrier
Access to hardware/software support	☐	☐	☐
Competing priorities	☐	☐	☐
Impact of computer on doctor-patient interaction	☐	☐	☐
Lack of hands-on coaching	☐	☐	☐
Lack of interoperability (i.e., ability of different systems to communicate)	☐	☐	☐
Need for multiple log-ins for different information systems	☐	☐	☐
Ongoing financial costs	☐	☐	☐
Slow speed of EHR	☐	☐	☐
Start-up financial costs	☐	☐	☐
Technical limitations of systems	☐	☐	☐
Training and productivity impact	☐	☐	☐
Vendor specific concerns	☐	☐	☐
Other (please specify):			

11. **Does your main practice site have an EHR?** *By 'EHR' we mean an integrated electronic clinical information system that tracks patient health data, and may include such functions as visit notes, prescriptions, lab orders, etc. (This is also known as an electronic medical record or EMR.)*

☐ Yes ➔ *Skip to Q25*
☐ No ➔ a. **Aside from your main practice site, do ANY of your practice sites have an EHR?** *If more than one has an EHR, please choose the site in which you provide the most direct patient care.*

☐ No
☐ Yes, a hospital practice ➔ *Stop and complete the hospital-based version*†
☐ Yes, an office practice ➔ *Skip to Q25*
☐ N/A – no other practices

DRAFT

SECTION C: Plans to Implement EHR

12. **Has your main practice site reverted from and EHR back to paper charts?**

☐ No
☐ Yes
☐ Don't know

13. **Does your main practice plan to implement an EHR?**

☐ No
☐ Yes, within 1 year *Skip to Q15*
☐ Yes, after 1 year *Skip to Q15*
☐ Don't know

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* EHR questions adapted with permission from:
- Simon et al. Physicians and electronic health records: A statewide survey. *Arch Intern Med* 2007; 167: 507-512.
- Simon et al. Correlates of electronic health record adoption in office practices: A statewide survey. *J Am Med Inform Assoc* 2007; 14: 110-117.

† The two versions of the survey ask for the same information, but include slight modifications to better reflect inpatient and outpatient clinical practice. If you have an EHR and practice in another setting (e.g., a nursing home), please choose the survey version (office or hospital) that best reflects your day-to-day clinical practice.

14. **What would it take for you to implement an EHR?** (*Check all that apply.*)

- ☐ Access to hardware/software support
- ☐ EHR functionality that supports efficient workflow
- ☐ Financial support
- ☐ Free software
- ☐ Government mandate of a specific EHR that has proven, sustainable functionality
- ☐ Hands-on coaching
- ☐ Payment for population-based disease management
- ☐ State Medical Licensure requirement
- ☐ Web-based EHR with software that updates automatically
- ☐ N/A – I am not a decision maker for my practice
- ☐ Other (*please specify*): _____

The Physician Quality Reporting System (PQRS) is a CMS program to incentivize physicians to report on specific quality metrics.

15. **Are you currently reporting for PQRS?**

- ☐ Yes, and plan to continue in 2015
- ☐ Yes, but plan to discontinue in 2015 ➔ *Skip to Q18*
- ☐ No, but plan to start in 2015
- ☐ No, and have no plans to start ➔ *Skip to Q21*
- ☐ Don't know

16. **How are you planning to report for PQRS in 2015?**

- ☐ Individual
- ☐ Group Practice
- ☐ Don't know

17. **By what method are you planning to report for PQRS in 2015?**

- ☐ Claims (Individual measures)
- ☐ Qualified Registry (Individual measures or group measures)
- ☐ Directly with EHR product that is Certified Electronic Health Record Technology (CEHRT)
- ☐ EHR data submission vendor that is CEHRT (Individual Measures)
- ☐ Qualified Clinical Data Registry (Measures selected by QCDR)
- ☐ Group Practice Reporting Option (GPRO) web interface
- ☐ Don't know

18. **In 2014, did you report on EITHER NQF18 or PQRS 236 (the percentage of patients 18 to 85 years of age with hypertension and whose blood pressure was adequately controlled)?**

- ☐ No
- ☐ Yes
- ☐ Don't know

19. **In 2014, did you report on EITHER NQF 59 or PQRS 1 (the percentage of patients 18-75 years of age with diabetes who had A1C > 9%)?"**

- ☐ No
- ☐ Yes
- ☐ Don't know

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20. **Please describe any barriers you have encountered when reporting for PQRS.**

21. **Are you participating in the Value-Based Payment Modifier Program?**

- ☐ No
- ☐ Yes
- ☐ Don't know

22. **Have you accessed or received your Quality and Resouce Use Report (QRUR)?**

- ☐ No
- ☐ Yes
- ☐ Don't know

23. **Has your practice stopped accepting patients from a particular payor because of penalties related to value-based payment programs (e.g., Meaningful Use or PQRS)? (Select all that apply.)**

- ☐ No
- ☐ Yes, if yes which program (s) _____
- ☐ Don't know

24. **Would you like to receive more information about quality improvement through value-based payment programs (e.g., PQRS, Value-Based Payment Modifier Program)?** ***If you are interested in being contacted you must re-enter your email address below. Email addresses provided elsewhere in the survey will not be provided to outside organizations.***

- ☐ No, I am not interested in being contacted about quality improvement through value-based payment programs.
- ☐ Yes, I would like to be contacted about quality improvement through value-based payment programs. My email address is: _____

➔ *Skip to Q50*

SECTION D: EHR Use

➔ *The following questions are for physicians using EHRs, in your main practice or another practice. If you don't have an EHR in either your main practice or another practice, skip to Q12.*

25. **Please provide the following information about the EHR you use.** *If your main practice has an EHR, answer these questions based on your main practice. If your main practice does* not *have an EHR, answer them based on the practice with an EHR in which you spend the most time providing direct patient care.*

a. **How long have you been using your current EHR?**

- ☐ Less than 1 year
- ☐ 1-3 years
- ☐ 4-7 years
- ☐ 8 or more years

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b. **What EHR vendor do you use?**

- ☐ Allscripts
- ☐ Amazing Charts
- ☐ Athenaheath
- ☐ Cerner - PowerChart
- ☐ CPRS/Vista (VA Hospital)
- ☐ eClinicalWorks
- ☐ e-MD
- ☐ Epic Systems
- ☐ GE Centricity
- ☐ Greenway
- ☐ Ingenix - Caretracker
- ☐ LifeLinks
- ☐ McKesson Provider Technology
- ☐ Misys
- ☐ Next Gen
- ☐ Polaris - EpiChart
- ☐ Practice Fusion
- ☐ Practice Partner
- ☐ SOAPware
- ☐ SuccessEHS
- ☐ Vitera Intergy
- ☐ Don't know
- ☐ Other (please specify): _____

c. **How likely is it that you would recommend your current EHR vendor to a friend or collegue?**

- ☐ Very unlikely
- ☐ Unlikely
- ☐ Likely
- ☐ Very likely

26. **Does your practice intend to switch EHR vendors?**

- ☐ No
- ☐ Yes – within the next year
- ☐ Yes – do not know when
- ☐ Don't know

27. **If your practice has switched EHR vendors in the past 3 years, or is planning to switch EHR vendors, please explain the reason for the switch.**

➔ *For the following questions, please indicate the percent of patients with whom you use these EHR functions when the functions are applicable.*

28. **Please indicate the percent of patients with whom you use the following EHR functions:**

Clinical Documentation	Don't Have	0%	1-50%	>50%	Don't Know
• Writing visit notes	☐	☐	☐	☐	☐
• Documenting lists of each patient's medications	☐	☐	☐	☐	☐
• Documenting problem lists	☐	☐	☐	☐	☐
• Demographics	☐	☐	☐	☐	☐
Decision Support	Don't Have	0%	1-50%	>50%	Don't Know
• Drug allergy or interaction warnings at the point of prescribing	☐	☐	☐	☐	☐
• Prompts at the point of care, regarding recommended care specific to the patient	☐	☐	☐	☐	☐
Interoperability	Don't Have	0%	1-50%	>50%	Don't Know
• Generating referrals using an EHR	☐	☐	☐	☐	☐

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• Clinical messaging (secure emailing with providers outside your office via your EHR)	☐	☐	☐	☐	☐
• Generating patient clinical summaries for referrals or transfers	☐	☐	☐	☐	☐
Order Support	Don't Have	0%	1-50%	>50%	Don't Know
• Laboratory order entry	☐	☐	☐	☐	☐
• Radiology order entry	☐	☐	☐	☐	☐
Patient Interaction Tools	Don't Have	0%	1-50%	>50%	Don't Know
• After visit summaries for patients	☐	☐	☐	☐	☐
• Patient access to medication list	☐	☐	☐	☐	☐
• Patient access to problem list	☐	☐	☐	☐	☐
• Patient access to test results	☐	☐	☐	☐	☐
• Patient access to visit notes	☐	☐	☐	☐	☐
• Patient initiated prescription refill requests	☐	☐	☐	☐	☐
• Patient managed personal health record	☐	☐	☐	☐	☐
• Patient portal	☐	☐	☐	☐	☐
• Patient submitted clinical data (e.g., blood pressure or blood sugar tracking)	☐	☐	☐	☐	☐
• Patient-specific educational resources	☐	☐	☐	☐	☐
• Scheduling patient appointments	☐	☐	☐	☐	☐
• Secure messaging with patients using an EHR	☐	☐	☐	☐	☐
Results Management	Don't Have	0%	1-50%	>50%	Don't Know
• Laboratory test results directly from lab via electronic interface	☐	☐	☐	☐	☐
• Radiology test results directly from facility via electronic interface	☐	☐	☐	☐	☐

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29. **In considering the tasks for which you currently use your EHR, please indicate the extent to which you agree or disagree with the following statements. Using an EHR:**

	Strongly Disagree	Disagree	Agree	Strongly Agree
Improves my clinical workflow	☐	☐	☐	☐
Improves the care my patients receive	☐	☐	☐	☐
Improves communication among the physicians and staff in my practice	☐	☐	☐	☐
Improves billing processes	☐	☐	☐	☐
Improves my ability to do quality improvement work	☐	☐	☐	☐
Improves my job satisfaction	☐	☐	☐	☐
Improves patient safety	☐	☐	☐	☐

Please use this space to provide any examples. _____

30. **Do you access your EHR from other locations (e.g., from home or another worksite)?**

- ☐ No – I do not have remote access to my EHR ➔ *Skip to Q33*
- ☐ No – I have remote access to my EHR, but I do not need to use it ➔ *Skip to Q33*
- ☐ Yes

31. **Under what circumstances do you MOST OFTEN use your EHR from other locations?**

- ☐ If I am not able to complete my work during regular office hours
- ☐ If I have the opportunity to work from home or another location (i.e., to improve my work/life balance)
- ☐ Other (please specify): _____

32. **Why do you use your EHR from other locations?** (*Check all that apply.*)

- ☐ To covering my own patients
- ☐ To covering other physicians' patients
- ☐ To catch up on documentation
- ☐ To review labs, imaging, notes or reports
- ☐ To return patient telephone calls
- ☐ To prepare for the upcoming work day
- ☐ Other (*please specify*):

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SECTION E: Population Health Management

33. **Is your practice using HIT (e.g., an EHR, CurrentCare, a health registry) to track, outreach to and care for specific patient populations within the practice (sometimes called population health management)?**

- ☐ No
- ☐ Yes
- ☐ Don't know

34. **Does your practice use an EHR for the following population health management functions?**

	No	Yes	Don't Know
Send letters or other patient reminders regarding indicated or overdue care	☐	☐	☐
Report clinical quality measures (e.g., % of diabetics with a hemoglobin A1c test)	☐	☐	☐
Identify patients out of compliance with clinical guidelines (e.g., women over age 50 without a recent mammogram)	☐	☐	☐
Identify patients with a condition, characteristic, or risk factor	☐	☐	☐

35. **What would it take for your practice to use, or increase your use of, an EHR for population health management?** (*Check all that apply.*)

- ☐ Additional staff members
- ☐ Analytic support
- ☐ Financial support
- ☐ Hardware/software support
- ☐ Hands-on coaching
- ☐ Reporting functionality
- ☐ N/A – I am not a decision maker for my practice
- ☐ Other (*please specify*):

36. **Have you or has someone on your behalf attested to Meaningful Use?**

- ☐ No ➔ *Skip to Q40*
- ☐ Yes, and I/we have attested to (*select the highest level to which you have attested*):
  - ☐ Medicaid Adoption, Implementation, Upgrade (AIU)
  - ☐ Medicaid Stage 1
  - ☐ Medicaid Stage 2
  - ☐ Medicare Stage 1
  - ☐ Medicare Stage 2
- ☐ Don't know ➔ *Skip to 40*

37. **Are you planning to continue to attest to Meaningful Use in 2015?**

- ☐ No
- ☐ Yes
- ☐ Don't know

38. **Who completes your Meaningful Use attestation?**

- ☐ I complete my attestation
- ☐ An outside consultant completes my attestation
- ☐ Another provider in my practice completes my attestation
- ☐ My practice's office manager or other administrative person completes my attestation
- ☐ The EHR vendor for my practice completes my attestation
- ☐ Don't know

39. **Please provide any comments about your experience generating or using Clinical Quality Measures (CQMs) for Meaningful Use reporting.**

The Physician Quality Reporting System (PQRS) is a CMS program to incentivize physicians to report on specific quality metrics.

40. **Are you currently reporting or do you plan to report for PQRS?**

- ☐ No, but plan to start in 2015
- ☐ No, and have no plans to start ➔ *Skip to Q46*
- ☐ Yes, and plan to continue in 2015
- ☐ Yes, but plan to discontinue in 2015 ➔ *Skip to Q43*
- ☐ Don't know

41. **How are you planning to report for PQRS in 2015?**

- ☐ Individual
- ☐ Group Practice

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- ☐ Don't know

42. **By what method are you planning to report for PQRS in 2015?**

- ☐ Claims (Individual measures)
- ☐ Qualified Registry (Individual measures or group measures)
- ☐ Directly with EHR product that is Certified Electronic Health Record Technology (CEHRT)
- ☐ EHR data submission vendor that is CEHRT (Individual Measures)
- ☐ Qualified Clinical Data Registry (Measures selected by QCDR)
- ☐ Group Practice Reporting Option (GPRO) web interface
- ☐ Don't know

43. **In 2014, did you report on EITHER NQF18 or PQRS 236 (the percentage of patients 18 to 85 years of age with hypertension and whose blood pressure was adequately controlled)?**

- ☐ No
- ☐ Yes
- ☐ Don't know

44. **In 2014, did you report on EITHER NQF 59 or PQRS 1 (the percentage of patients 18-75 years of age with diabetes who had A1C > 9%)?"**

- ☐ No
- ☐ Yes
- ☐ Don't know

45. **Please describe any barriers you have encountered when reporting for PQRS.**

46. **Are you participating in the Value-Based Payment Modifier Program?**

- ☐ No
- ☐ Yes
- ☐ Don't know

47. **Have you accessed or received your Quality and Resouce Use Report (QRUR)?**

- ☐ No
- ☐ Yes
- ☐ Don't know

48. **Has your practice stopped accepting patients from a particular payor because of penalties related to value-based payment programs (e.g., Meaningful Use or PQRS)? (Select all that apply.)**

- ☐ No
- ☐ Yes, if yes which program (s) _____
- ☐ Don't know

49. **Would you like to receive more information about quality improvement through value-based payment programs (e.g., PQRS, Value-Based Payment Modifier Program)? (If you are interested in being contacted you must re-enter your email address below. Email addresses provided elsewhere in the survey will not be provided to outside organizations.)**

- ☐ No, I am not interested in being contacted about quality improvement through value-based payment programs.
- ☐ Yes, I would like to be contacted about quality improvement through value-based payment programs. My email address is: _____

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SECTION F: Electronic Prescribing (e-Prescribing) Use

50. **What percent of the time do you transmit prescriptions electronically to the pharmacy? *(Exclude faxing.)***

- ☐ N/A – I do not prescribe medications
- ☐ 0%
- ☐ 1-50%
- ☐ >50%

51. **Is your EHR e-Prescribing Controlled Substances (EPCS) enabled?**

- ☐ No
- ☐ Yes
- ☐ Don't know

SECTION G: Other Health Information Technology

52. **For what percentage of patients do you consult the Rhode Island Department of Health's Prescription Monitoring Program (PMP) before prescribing opioids or benzodiazepines? (*Consider only opioid and benzodiazepine prescriptions when answering this question.)***

- ☐ N/A – I do not prescribe opioids or benzodiazepines ➔ *Skip to Q54*
- ☐ 0%
- ☐ 1-50%
- ☐ >50%

53. **What are some of the barriers to using the Rhode Island Department of Health's Prescription Monitoring Program (PMP)?**

54. **CurrentCare is Rhode Island's Health Information Exchange (HIE); are you familiar with the following CurrentCare services?**

	No	Yes
CurrentCare Viewer	☐	☐
CurrentCare Inquiry (receiving a patient summary from CurrentCare directly in your EHR)	☐	☐
Hospital Alerts	☐	☐
EHR Integration (sending clinical summaries from your EHR to CurrentCare)	☐	☐

55. **For what percentage of patients do you view or receive data from CurrentCare?**

- ☐ 0% - I am not yet signed up to view or receive data from CurrentCare
- ☐ 0% - I am able to view or receive data from CurrentCare, but I am not using it
- ☐ 1-50%
- ☐ >50%

56. **What information would you like to be added to CurrentCare? (Check all that apply.)**

- ☐ EKG tracings
- ☐ Hospital discharge summaries
- ☐ Immunizations
- ☐ Radiology images
- ☐ Other (please specify) _____

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57. **Would you would like to learn more about CurrentCare?** ***If you are interested in being contacted you must re-enter your email address below. Email addresses provided elsewhere in the survey will not be provided to outside organizations.***

    ☐ No, I am not interested in being contacted about CurrentCare.
    ☐ Yes, I would like to be contacted about CurrentCare. My email address is: _____

58. **Do you or does your practice have a Direct address (i.e., a specific electronic address for secure messaging using a Health Information Service Provider)?**

    ☐ No
    ☐ Yes, and my Direct address is: _____

59. **Do you communicate with your patients using any of the following means? (Select all that apply.)**

    ☐ Email
    ☐ Text messaging
    ☐ Video calling

60. **Please provide any feedback about CurrentCare.**

61. **Please provide any feedback about e-prescribing.**[‡]

62. **Please provide any feedback about EHRs.**

63. **Please provide any additional comments.**

Thank you for taking the time to complete this survey.

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[‡] e-Prescribing of controlled substances (i.e., Schedule II-V medications) is now allowed by the Drug Enforcement Administration (DEA). Although needed regulations and infrastructure are now in place in most states, including Rhode Island, many physicians and pharmacies are still working to get the approved technology. We know this is frustrating for many of you, and we are working to support this process in Rhode Island.

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10 states hit hardest by Medicare hospital infection fines

Written by Shannon Barnet (Twitter | Google+) | December 31, 2014

In fiscal year 2015, 721 hospitals will have their Medicare payments reduced as part of the Hospital-Acquired Conditions Reduction Program because they are among the 25 percent of hospitals with the highest rates of HACs.

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Hospitals in nearly every state* faced fines, but some states had a higher percentage of hospitals penalized than others. The 10 states listed below had the highest percentage of hospitals fined by Medicare for high HAC rates.

1. Utah — 44.4 percent of hospitals faced fines (16 hospitals)

2. Connecticut — 41.2 percent (14 hospitals)

3. Rhode Island — 33.3 percent (4 hospitals)

4. Nevada — 32.1 percent (9 hospitals)

5. New Jersey — 30.7 percent (23 hospitals)

6. Colorado — 28.3 percent (15 hospitals)

7. New Mexico — 27.5 percent (11 hospitals)

8. Maine — 27.3 percent (6 hospitals)

9. Washington — 26.6 percent (17 hospitals)

10. Georgia — 25.2 percent (29 hospitals)

* No hospitals in Vermont or Hawaii were penalized. Hospitals in Maryland were exempt from the fines due to the state's special payment arrangement with the federal government.

Editor's note: Percentages were calculated using the number of hospitals fined by Medicare and the number of hospitals in each state, according to the American Hospital Directory.

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