



2008 Rhode Island Nursing Home Satisfaction Survey

Supplemental Information

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Dear Rhode Island Nursing Home Consumer,

Thank you for your interest in the 2008 Rhode Island Nursing Home Satisfaction Survey. The information in this packet will help you understand the satisfaction survey results. This packet includes:

- How Rhode Island reports nursing home satisfaction (p. 1)
- What My InnerView provides nursing homes (p. 1)
- What My InnerView's survey includes (p. 1)
- How the information is collected (p. 2)
- How to understand the report (p. 2)
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In 1998, Rhode Island passed a law that requires the public release of information about the quality of care in all licensed healthcare facilities. Currently, information about patient satisfaction and health processes and 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 the 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 similar to the Rhode Island average.
- Three diamonds (◆◆◆) means that the score is better than the Rhode Island average.

The diamonds are explained in more detail on page 3.

To access the 2008 Nursing Home Satisfaction Report or get information about other licensed healthcare providers, please visit the public reporting program's Web site (www.health.ri.gov/chic/performance) 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 public release of information about the quality of care in all licensed healthcare facilities. This law includes releasing information about patient satisfaction and health processes and outcomes. Over the past 10 years, the state has reported information for home health agencies, hospitals, and nursing homes. This information helps members of the public compare different healthcare providers, like nursing homes, and choose among them.

The Rhode Island public reporting program, which is run by the Department of Health, has a Nursing Home Subcommittee that helps the program's Steering Committee decide what information to release about nursing homes. The Nursing Home Subcommittee 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), or contact Dawn Fontaine (401-528-3265 or dfontaine@riqio.sdps.org) to be added to project email lists.

How Rhode Island Reports Nursing Home Satisfaction

As part of the public reporting program, Rhode Island's nursing homes have begun to collect information about patient, or "resident," satisfaction on a regular basis. Rhode Island nursing homes first collected and released this information in 2006. The 2008 Nursing Home Satisfaction Report is the third 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. In 2007, Rhode Island nursing homes began using a different survey. Because this survey is different from the 2006 survey, we cannot compare scores from 2007 and 2008 with the scores from 2006. The company that helped collect this information in 2007 and 2008 is My InnerView, and is described below.

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; and
- 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.

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.**

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 Web site on the Internet: www.myinnerview.com.

How the Information is Collected

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 their family members receive surveys.

Data collection for the 2008 Nursing Home Satisfaction Survey took place in Fall 2008. 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 November 2008. My InnerView also provided nursing homes with online education and training.

How to Understand the Report

In 2008, 85 nursing homes collected resident satisfaction information and 90 collected family satisfaction information; altogether 90 different nursing homes surveyed residents or families. The results of these surveys are included in the 2008 Nursing Home Satisfaction Report, which looks like this:

Nursing Home Satisfaction		Area of Performance				
Nursing Home Name		Quality of Care	Quality of Life	Quality of Services	Overall Satisfaction	TOTAL SCORE
JOHN DOE NURSING HOME	<i>Family</i>	◆◆◆	◆◆	◆◆	◆◆◆	◆◆
	<i>Resident</i>	◆	◆◆	◆◆	--	◆◆

The report lists each of the 90 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 two dashes (--).

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 similar to 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 25th and 75th percentile of all Rhode Island scores. To have one diamond (◆) the score must fall below the 25th 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 75th 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 2008 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
- Clinical information available through the Department of Health's public reporting program: www.health.ri.gov/chic/performance
- Inspection reports available through the Department of Health: 401-222-2566

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

Which Nursing Homes Participated in 2008

The following 90 nursing homes participated in the 2008 Nursing Home Satisfaction Survey:

1. Alpine Nursing Home
2. Avalon Nursing Home
3. Ballou Home for The Aged
4. Bannister House, Inc.
5. Bayberry Commons
6. Berkshire Place
7. Bethany Home of Rhode Island
8. Brentwood Nursing Home
9. Briarcliffe Manor
10. Cedar Crest Nursing Centre
11. Charlesgate Nursing Center
12. Cherry Hill Manor
13. Clipper Home
14. Courtland Place Health Center
15. CRA-MAR Meadows
16. Crestwood Nursing Home
17. Eastgate Nursing & Recovery Center
18. Elmhurst Extended Care Facility
19. Elmwood Health Center
20. Emerald Bay Manor
21. Epoch Senior Health Care
22. Evergreen House Health Center
23. Forest Farm Health Care Center
24. Friendly Home
25. Golden Crest Nursing Centre
26. Grace Barker Nursing Center
27. Grand Islander Center
28. Grandview Center
29. Hallworth House
30. Harborside Healthcare Pawtuxet
31. Harborside Greenwood Nursing Center
32. Harris Health Center
33. Harris Health Care Center-North
34. Hattie Ide Chaffee Home
35. Haven Health Center of Coventry
36. Haven Health Center of Greenville
37. Haven Health Center of Pawtucket
38. Haven Health Center of Warren
39. Heatherwood Nursing & Subacute Center
40. Hebert Nursing Home
41. Heritage Hills Nursing Centre
42. Holiday Retirement Home
43. Hopkins Manor
44. Jeanne Jugan Residence
45. John Clarke Retirement Center
46. Kent Regency Genesis Eldercare
47. Kindred Heights Nursing Center
48. Linn Health Care Center
49. Mansion Nursing Home
50. Morgan Health Center
51. Mount St. Francis Health Center
52. Mount St. Rita Health Centre
53. Nancy Ann Nursing Home
54. North Bay Manor
55. Oak Hill Nursing and Rehab Center
56. Oakland Grove Health Care Center
57. Orchard View Manor
58. Overlook Nursing & Rehab Center
59. Park View Nursing Home
60. Pine Grove Health Center
61. Rhode Island Veterans Home
62. Riverview Healthcare Community
63. Roberts Health Centre
64. St. Antoine Residence
65. St. Clare Home for The Aged
66. St. Elizabeth Manor, East Bay
67. St. Elizabeth Home, East Greenwich
68. Sakonnet Bay Manor
69. Scalabrini Villa
70. Scallop Shell Nursing & Rehab
71. Scandinavian Home
72. Shady Acres
73. Silver Creek Manor
74. South Bay Manor
75. South County Nursing & Subacute Center
76. South Kingstown Nursing & Rehab
77. Steere House Nursing & Rehab
78. Sunny View Nursing Home
79. Tockwotton Home
80. Village at Waterman Lake
81. Village House
82. Watch Hill Care & Rehab
83. Waterview Villa
84. West Shore Health Center
85. West View Health Care Center
86. Westerly Health Center
87. Westerly Nursing Home, Inc.
88. Woodland Convalescent Center
89. Woodpecker Hill
90. Woonsocket Health Centre

How Rhode Island Performed Compared to National Nursing Homes in 2008

The figures below present global satisfaction results for residents (Figure 1) and families (Figure 2) in Rhode Island and My InnerView’s national database. To summarize:

- **Overall Satisfaction:** In Rhode Island, 91% of residents and 91% of family members rated their satisfaction with their nursing home as either “Good” or “Excellent.” In comparison, 87% of residents and 85% of families in the national database rated their satisfaction as either “Good” or “Excellent.”
- **Recommendation to Others:** In Rhode Island, 92% of residents and 91% of family members would recommend the facility to others as either “Good” or “Excellent.” In comparison, 87% of residents and 85% of families in the national database would recommend the facility to others as either “Good” or “Excellent.”

Figure 1. Rhode Island and My InnerView (MIV) 2008 Resident Satisfaction Results

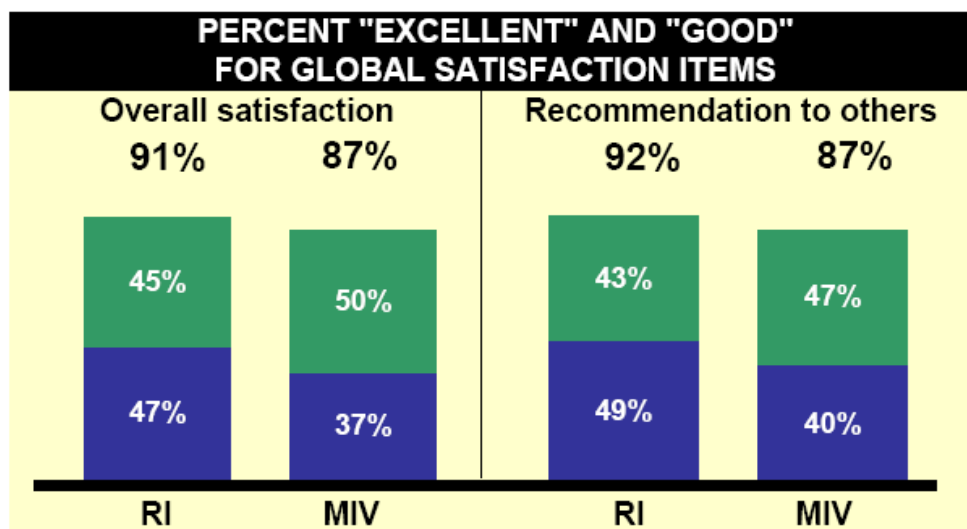
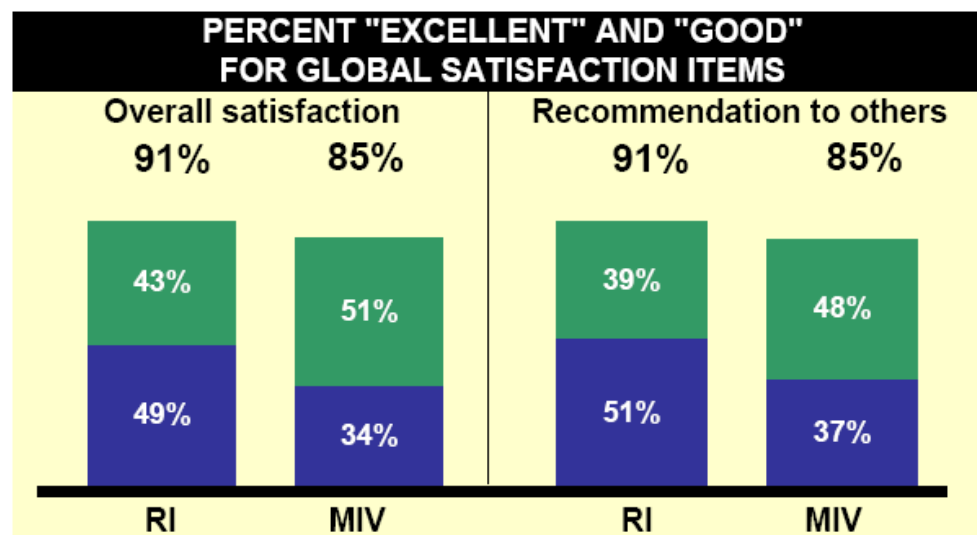


Figure 2. Rhode Island and My InnerView (MIV) 2008 Family Satisfaction Results



How Rhode Island Performed in 2007 Compared to 2008

Because Rhode Island now has two years of satisfaction information from the same survey, we can compare scores for the two years. The two years had similar results. To summarize:

- Overall Satisfaction: In 2007, 92% of residents and 90% of family members rated their satisfaction with their nursing home as either “Good” or “Excellent.” In 2008, 91% of residents and 91% of family members rated their satisfaction with their nursing home as either “Good” or “Excellent.”
- Recommendation to Others: In Rhode Island, 93% of residents and 91% of family members would recommend the facility to others as either “Good” or “Excellent.” In 2008, 92% of residents and 91% of family members would recommend the facility to others as either “Good” or “Excellent.”