Healthcare Quality Reporting Program

Nursing Home Satisfaction Report Methods

Prepared for:

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

Prepared by:

Healthcentric Advisors
235 Promenade Street
Suite 500, Box 18
Providence, RI 02908

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Dear Rhode Island Nursing Home Consumer,

Thank you for your interest in the 2018 Rhode Island Nursing Home Satisfaction Survey. The information here will help you understand the satisfaction survey results. This packet includes:

- How Rhode Island reports nursing home satisfaction
- How the information is collected
- How to understand the report
- What the diamonds mean
- How the diamonds are calculated
- Other sources of information

In 1998, Rhode Island passed a law that requires the state to publicly share information about the quality of care in all licensed healthcare facilities. Currently, information about patient satisfaction and care outcomes is available for hospitals, home health agencies, and nursing homes. By making information publicly available, the law aims to:

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

The Nursing Home Satisfaction Report presents each nursing home's scores using diamonds:

- One diamond (♦) means that the score is <u>worse than</u> the Rhode Island average.
- Two diamonds (♦ ♦) means that the score is <u>about the same as</u> the Rhode Island average.
- Three diamonds (♦ ♦ ♦) means that the score is <u>better than</u> the Rhode Island average.

You can learn more about the diamonds on page 5.

To access the 2018 Nursing Home Satisfaction Report or get information about other licensed healthcare providers, please visit the quality reporting program's Web site (http://www.health.ri.gov/healthcare/about/quality/) or call the Department of Health (401-222-2231).

Sincerely,

Samara Viner-Brown, MS
Chief, Center for Health Data and Analysis

Rhode Island Nursing Home Satisfaction

In 1998, Rhode Island passed a law that requires the state to publicly share information about the quality of care in all licensed healthcare facilities. This law includes releasing information about patient satisfaction and care outcomes. Since the program started, the state has reported information for home health agencies, hospitals, nursing homes, and physicians. This information helps consumers compare healthcare providers (like nursing homes) and choose among them.

The Rhode Island quality reporting program is run by the Department of Health and a committee that helps the program decide what information to release about nursing homes. The committee meetings are open to the public. Participants include local stakeholders—such as representatives of local nursing homes, government agencies, health insurers, and others interested in Rhode Island's nursing homes. Together, these people help to shape the state's nursing home public reporting efforts.

If you are interested in attending the Nursing Home Subcommittee meetings, please visit the Rhode Island Open Meetings Web site to access agendas and minutes (www.sec.state.ri.us/pubinfo/openmeetings) or contact Alyson Schena (401-528-3247 or aschena@healthcentricadvisors.org) to be added to the email list.

How Rhode Island Reports Nursing Home Satisfaction

As part of the public reporting program, Rhode Island's nursing homes collect information about patient, or "resident," satisfaction on a regular basis. Rhode Island nursing homes first collected and released this information in 2006. The 2018 Nursing Home Satisfaction Report is the thirteenth round of public information about nursing home satisfaction. Nursing homes sign a contract with a survey company, and the survey company collects information from residents and family members.

What ServiceTrac Provides Nursing Homes

In 2018, the Nursing Home Subcommittee recommended that the public reporting program begin using a company named ServiceTrac to measure nursing home satisfaction in Rhode Island. ServiceTrac is a company that helps nursing homes:

- Measure and improve their performance on resident and family satisfaction
- View, or "trend," their performance over time

ServiceTrac has a larget 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 ServiceTrac's services, please visit the company's website on the Internet: https://servicetrac.com/.

What ServiceTrac's Survey Includes

ServiceTrac'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 six categories.

Quality of Environment:	This category reflects the resident's or family's **perception of nursing home environment.** Questions in this category include topics like the security of the resident's personal belongings, overall safety and security, cleanliness of the buildings and common areas, and the overall community environment.
Quality of Services:	This category reflects the resident's or family's **perception of the services a nursing home provides,** such as food and dining services and activities. Questions in this category include topics like communication between the resident and the staff, whether activities are interesting and stimulating, and the friendliness of food and dining service employees.
Quality of Experience:	This category reflects **the community factors that affect nursing home residents' overall experience.** Questions in this category include topics like community management, community amenities, and the overall relationship between the resident and the staff.
Recommend Facility:	This category reflects the resident's or family's responses to **whether or not they would recommend the nursing home to friends and family.**
Overall Staff Rating:	This category reflects the resident's or family's responses to **how they would rate the nursing home staff**.
Overall Care Rating:	This category reflects the resident's or family's responses to **how they would rate the overall care received**.

For each statement, people are asked to score the nursing home based on their experience. They can also provide written comments. For more information about the surveys, please visit the ServiceTrac website https://servicetrac.com/.

How the Information is Collected

Nursing homes are required to survey 100% of their cognitively-intact, long-stay (100+ days) residents and 100% of families of long-stay residents, regardless of the residents' cognitive status.

ServiceTrac asks nursing homes to provide contact information for all long-stay residents who can answer questions, either independently or with someone's help. If residents cannot answer questions—for example, because their thinking is impaired—then only their family members receive surveys.

Data collection for the 2018 Nursing Home Satisfaction Survey took place in Fall 2018. The Department of Health required each Rhode Island nursing home to sign a contract with

ServiceTrac and provide mailing lists for residents and resident representatives. Each resident representative on the mailing lists received a packet from ServiceTrac in the mail. Resident packets were individually addressed, but sent in bulk to the facilitis. This packet included a cover letter, the satisfaction survey, and a pre-addressed, postage-paid return envelope to send the completed survey to ServiceTrac. The packet also contained a web link to an electronic version of the survey. Participants had the choice of taking the survey on paper or online. Sending the results directly to ServiceTrac helps ensure that people share their true feelings.

After receiving the completed surveys, ServiceTrac looked at the results and provided confidential feedback reports to each individual nursing home. This occurred in December 2018. ServiceTrac also provided nursing homes with online education and training.

How to Understand the Report

In 2018, 81 nursing homes collected resident satisfaction information and 85 collected family satisfaction information. The results of these surveys are included in the 2018 Nursing Home Satisfaction Report. The report lists each of the nursing homes and their results. Results are presented as one (♦), two (♦), or three (♦♦♦) diamonds for each of the six survey categories described above—(1) quality of environment, (2) quality of services, (3) quality of experience, (4) recommend facility, (5) overall staff rating, and (6) overall care rating.

If 10 or fewer people provided responses for an area of performance, the information is withheld because it may not accurately reflect residents' and families' satisfaction. Information that is withheld is indicated by (N/A).

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

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

What the Diamonds Mean

The diamonds help you understand how the average of the nursing home's responses compares to the performance of other nursing homes in Rhode Island:

One Diamond (♦)   One diamond is the **lowest category**. It means that the nursing home's score for this area of performance is <u>below</u> the Rhode Island average.

Two Diamonds (♦♦)   Two diamonds are the **middle category**. It means that the nursing home's score for this area of performance is <u>about the same as</u> the Rhode Island average.

Three Diamonds (♦♦♦)   Three diamonds are the **highest category**. It means that the nursing home's score for this area of performance is <u>above</u> 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:

To have one diamond (♦) the score must fall below the state average 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 state average 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 2018 Nursing Home Satisfaction Report is one of several sources of information that you can use when choosing a nursing home. Consider these other sources of information, too:

- In-person visits to the nursing homes
- Recommendations from family and friends
- Information about care outcomes available through the Department of Health's quality reporting program: http://www.health.ri.gov/healthcare/about/quality/
- Inspection reports available through the Department of Health: 401-222-2566
- Medicare's Nursing Home Compare website http://www.medicare.gov/nursinghomecompare/search.html

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