

RHODE ISLAND

2012

EXECUTIVE SUMMARY

Prepared by



This report provides information needed to initiate quality improvement efforts, track referral sources, improve staff recruitment and retention, and evaluate outcomes of previous initiatives.

Includes:

RESIDENT SATISFACTION

FAMILY SATISFACTION

Published date: February 1, 2013

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FAMILY SATISFACTION

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SKILLED NURSING FAMILY SATISFACTION SURVEY REFERENCE

RHODE ISLAND

RESIDENT SATISFACTION

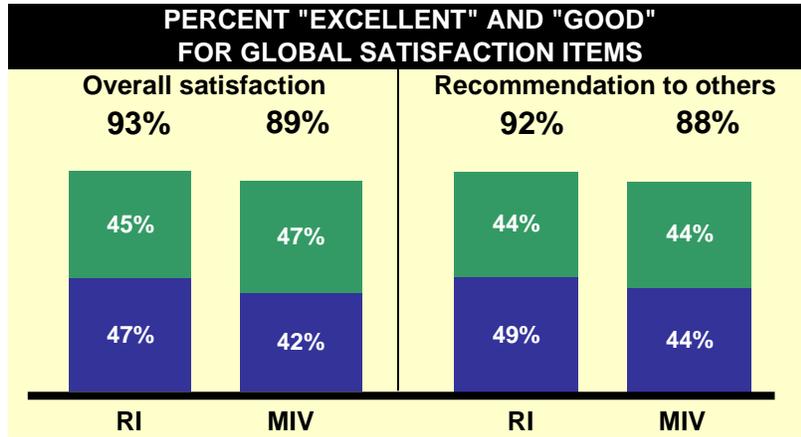
	2012	2011	2010
RESPONSE RATE	61%	65%	61%
FACILITIES SURVEYED	85	84	89
SURVEYS RECEIVED	2,220	2,040	1,909



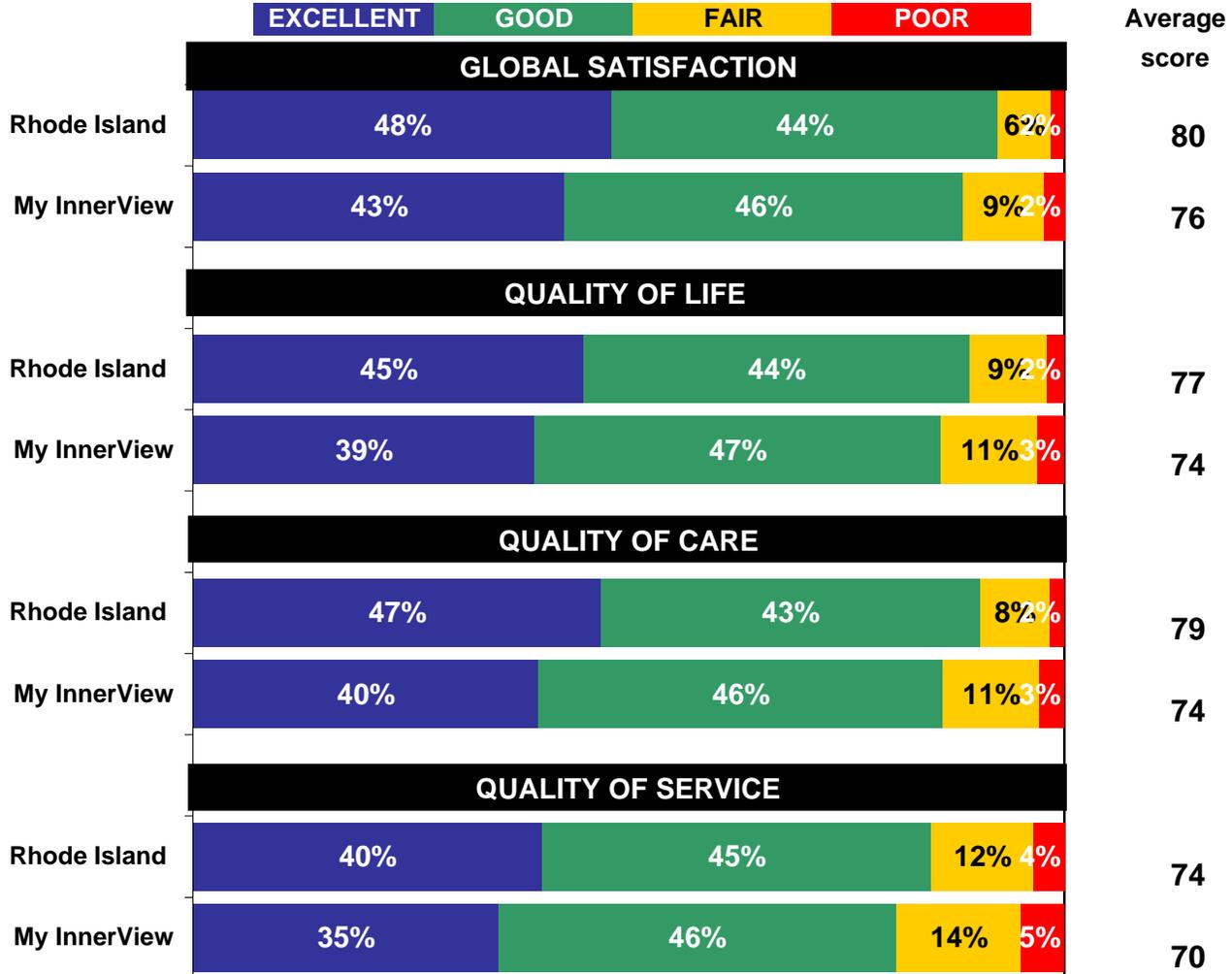
RHODE ISLAND

RESIDENT SATISFACTION

GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2012



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



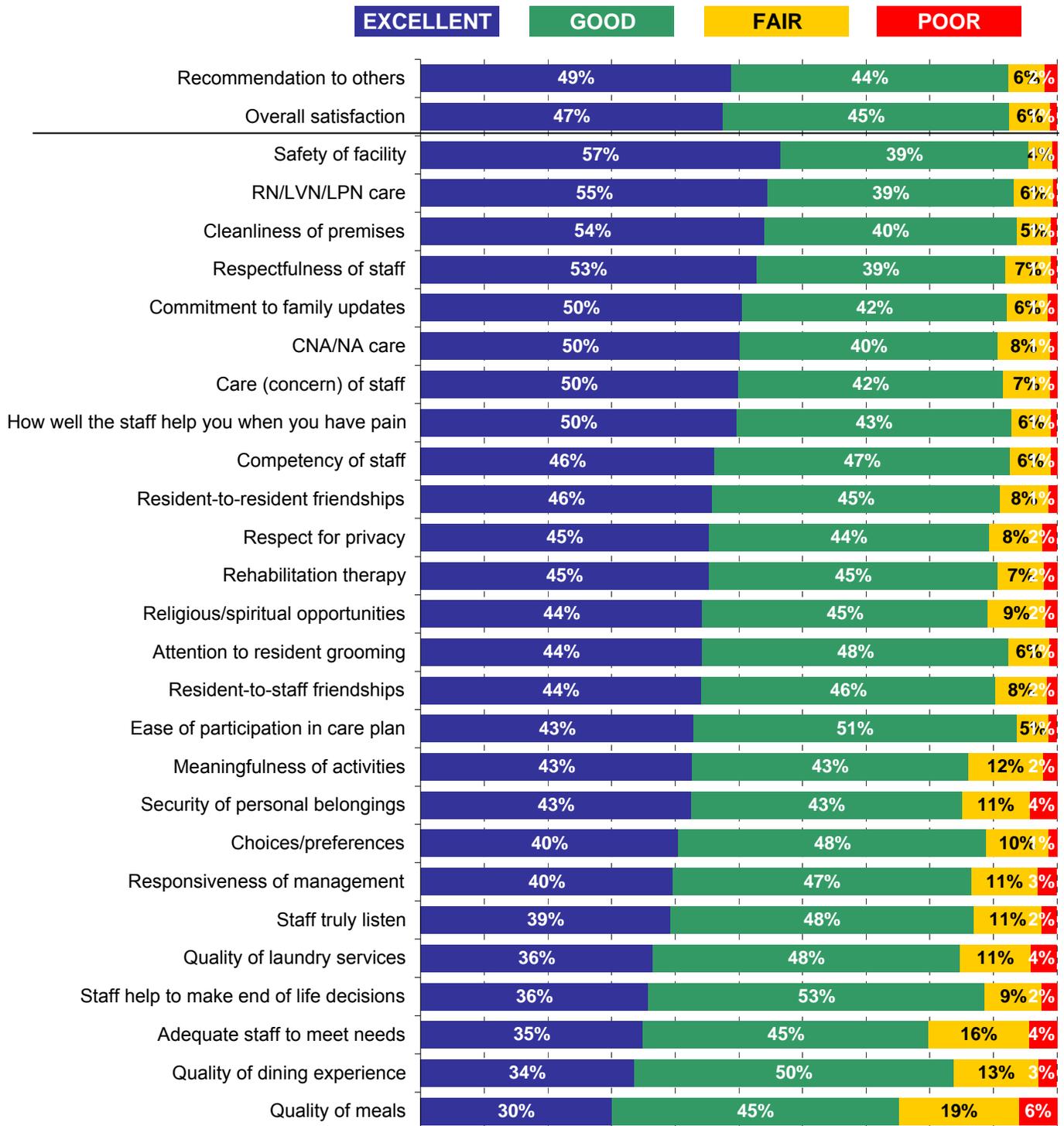
(May not total 100% due to rounding.)

RHODE ISLAND

RESIDENT SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2012

2



Items are ranked from highest to lowest on the percent of responses rated "Excellent." The percentages reflect averages survey respondents. (May not total 100% due to rounding.) See chart 4 for comparison to prior years.

RHODE ISLAND

RESIDENT SATISFACTION

QUADRANT ANALYSIS: STRENGTHS AND OPPORTUNITIES

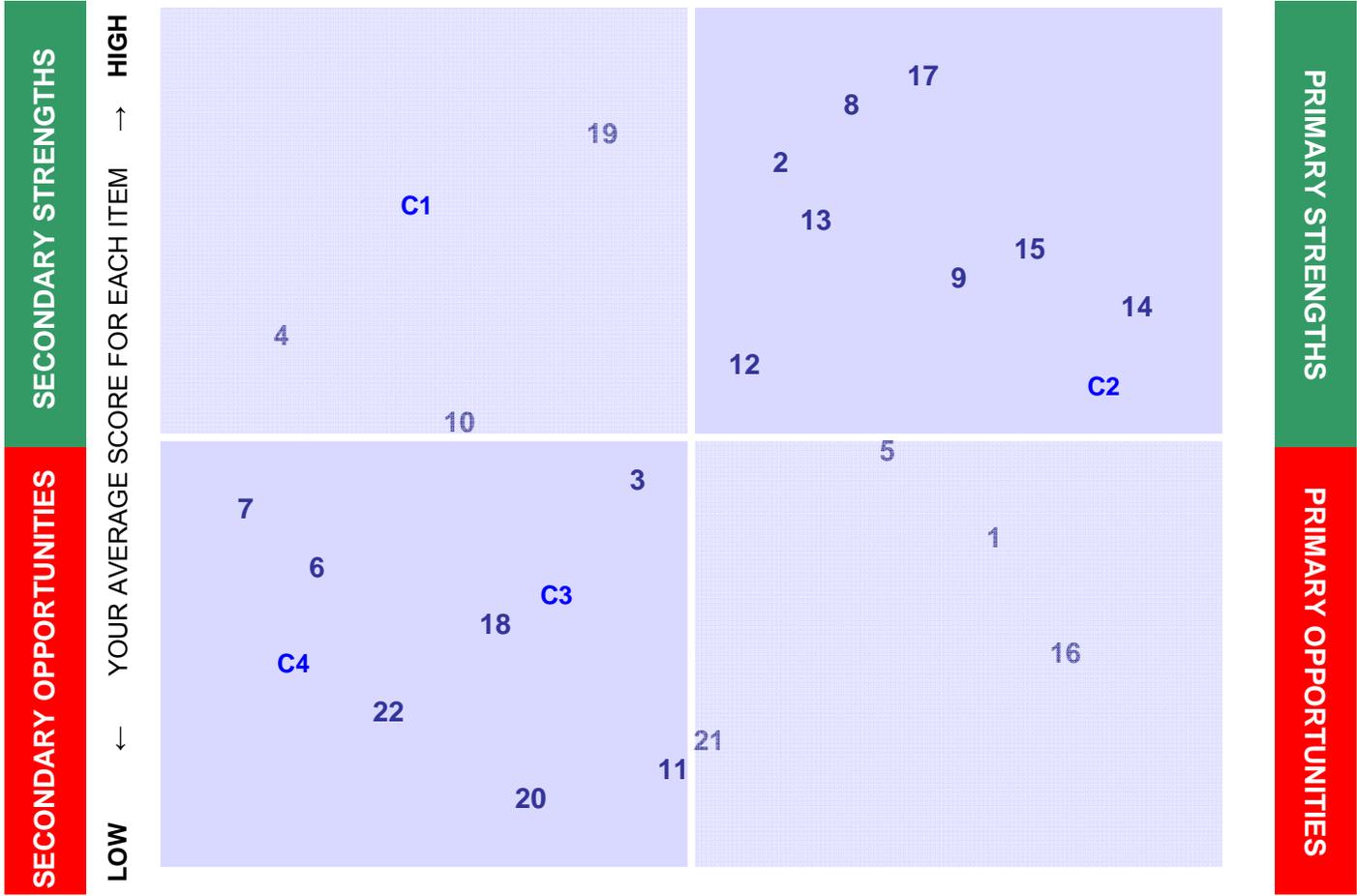
3

A

Quadrant A shows items of *lower* importance to "Recommendation" with a *higher* average score

Quadrant B shows items of *higher* importance to "Recommendation" with a *higher* average score

B



C

LOW ← IMPORTANCE TO RECOMMEND THIS FACILITY TO OTHERS → HIGH

Quadrant C shows items of *lower* importance to "Recommendation" with a *lower* average score

Quadrant D shows items of *higher* importance to "Recommendation" with a *lower* average score

D

The quadrant analysis plots the percentile rank of the average score on the satisfaction items against the percentile rank of the average "importance" score of each item and the question **What is your recommendation of this facility to others?** Items in the lower right quadrant are those that are most important to "Recommendation" but received the lowest scores.

See actual satisfaction items and report labels at end of section



SECONDARY STRENGTHS

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

- 10 Rehabilitation therapy
- 19 Cleanliness of premises
- 4 Resident-to-resident friendships
- C1 How well the staff help you when you have pain



PRIMARY STRENGTHS

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

- C2 Ease of participation in care plan
- 14 Competency of staff
- 15 Care (concern) of staff
- 9 CNA/NA care
- 12 Attention to resident grooming
- 13 Commitment to family updates
- 17 Safety of facility
- 2 Respectfulness of staff
- 8 RN/LVN/LPN care



SECONDARY OPPORTUNITIES

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

- 11 Adequate staff to meet needs
- 20 Quality of meals
- C3 Staff truly listen
- 18 Security of personal belongings
- 22 Quality of laundry services
- 3 Respect for privacy
- C4 Staff help to make end of life decisions
- 6 Meaningfulness of activities
- 7 Religious/spiritual opportunities



PRIMARY OPPORTUNITIES

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

These are areas that represent a good opportunity for improvement.

PRIORITY ACTION AGENDA TM

The top FIVE items in Quadrant D (*Primary Opportunities*) comprise your Priority Action Agenda and provide a focus for improving willingness to recommend your facility to others.

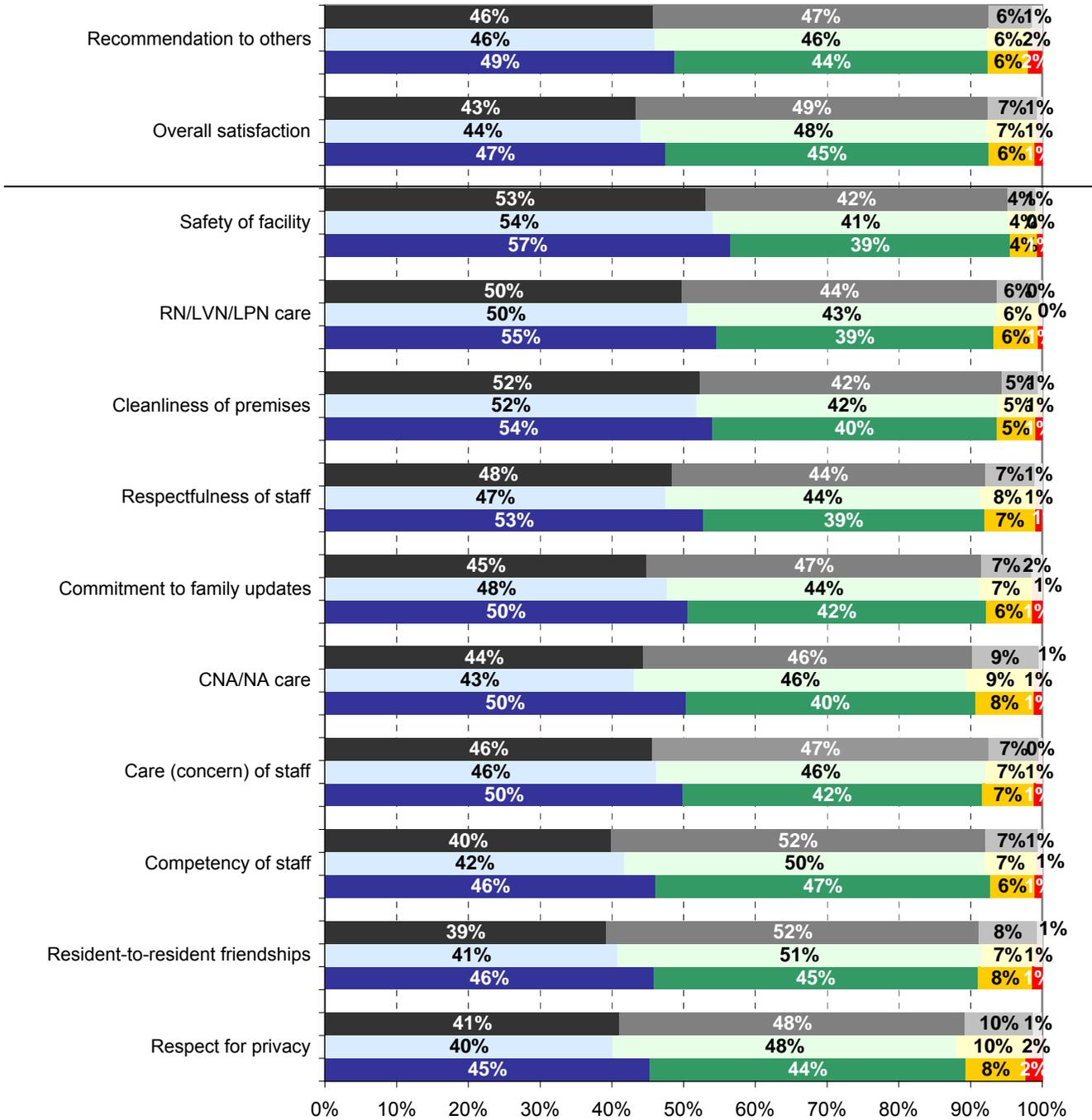
If Quadrant D has less than five items, the Priority Action Agenda will list only those items in the quadrant.

- 16 Responsiveness of management
- 1 Choices/preferences
- 21 Quality of dining experience
- 5 Resident-to-staff friendships

RESIDENT SATISFACTION

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

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

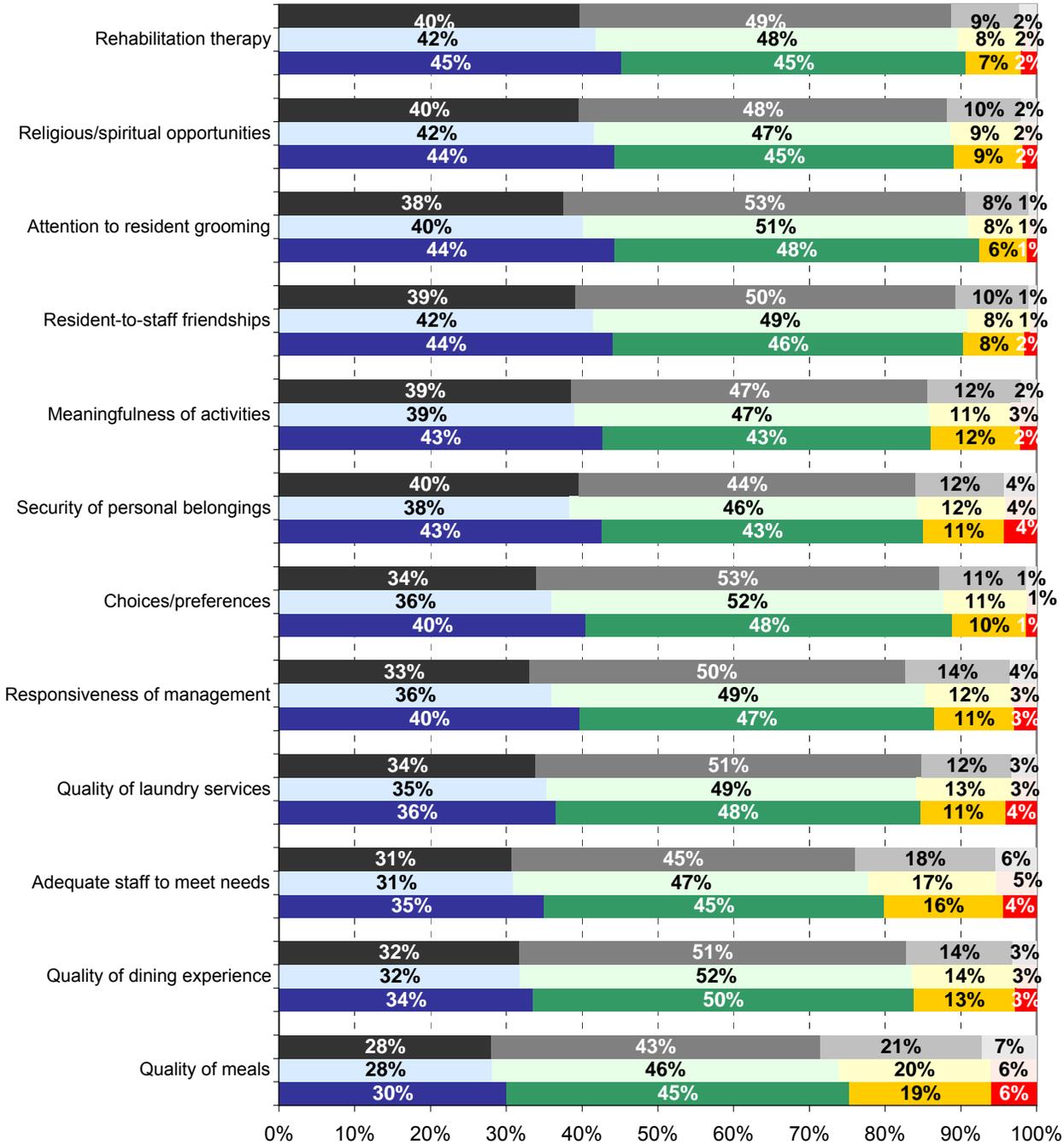


Items are ranked from highest to lowest on the percent of responses rated "Excellent" for the most recent year. (May not total 100% due to rounding.)

RESIDENT SATISFACTION

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

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



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

RESIDENT SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES FOR 2012

5

		2011	2010	2012 MIV
Recommendation to others		80	79	79
Overall satisfaction		80	78	78
QUALITY OF LIFE	Safety of facility	84	83	82
	Respectfulness of staff	81	79	80
	Resident-to-resident friendships	78	77	77
	Resident-to-staff friendships	78	77	76
	Respect for privacy	77	75	76
	Religious/spiritual opportunities	77	76	75
	Choices/preferences	76	74	73
	Meaningfulness of activities	75	74	74
	Security of personal belongings	74	73	73
	Quality of dining experience	71	71	70
QUALITY OF CARE	RN/LVN/LPN care	82	81	81
	Commitment to family updates	80	79	78
	Care (concern) of staff	80	79	79
	CNA/NA care	80	77	78
	Competency of staff	79	78	77
	Attention to resident grooming	78	77	76
	Rehabilitation therapy	78	77	75
	Adequate staff to meet needs	70	68	67
QUALITY OF SERVICE	Cleanliness of premises	82	82	82
	Responsiveness of management	74	73	71
	Quality of laundry services	72	72	72
	Quality of meals	66	65	64
CUSTOM QUESTIONS	How well the staff help you when you have pain	81		
	Ease of participation in care plan	78		
	Staff truly listen	75		
	Staff help to make end of life decisions	74		

RHODE ISLAND

RESIDENT SATISFACTION

AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2012

6

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

All scores represent average scores across survey respondents. Each item was measured on a four-point scale:

Poor = 0 Fair = 33.3 Good = 66.7 Excellent = 100

Items are listed by domain as they appear in the survey. The shading in the Rural, Suburban and Urban columns reflects a comparison to the state average: Green = higher than the state average; yellow = same as the state average; red = lower than the state average.

RHODE ISLAND

RESIDENT SATISFACTION

DEMOGRAPHICS AND BACKGROUND INFORMATION FOR 2012

7

RESIDENT

Gender of resident		Age of resident	
Female	72%	19 or under	0%
Male	28%	20 to 29	0%
		30 to 39	0%
		40 to 49	1%
		50 to 59	4%
		60 to 69	10%
		70 to 79	19%
		80 to 89	40%
		90 or older	25%

FACILITY CHOICE

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

VISITOR

Person visiting most		How often visited	
Spouse	8%	Less than once a year	1%
Child	52%	Once a year	3%
Brother or sister	13%	Once every 3 months	5%
Grandchild	3%	Once a month or more	16%
Friend	10%	Once a week or more	51%
Another person	15%	Almost daily	23%

Assistance with survey

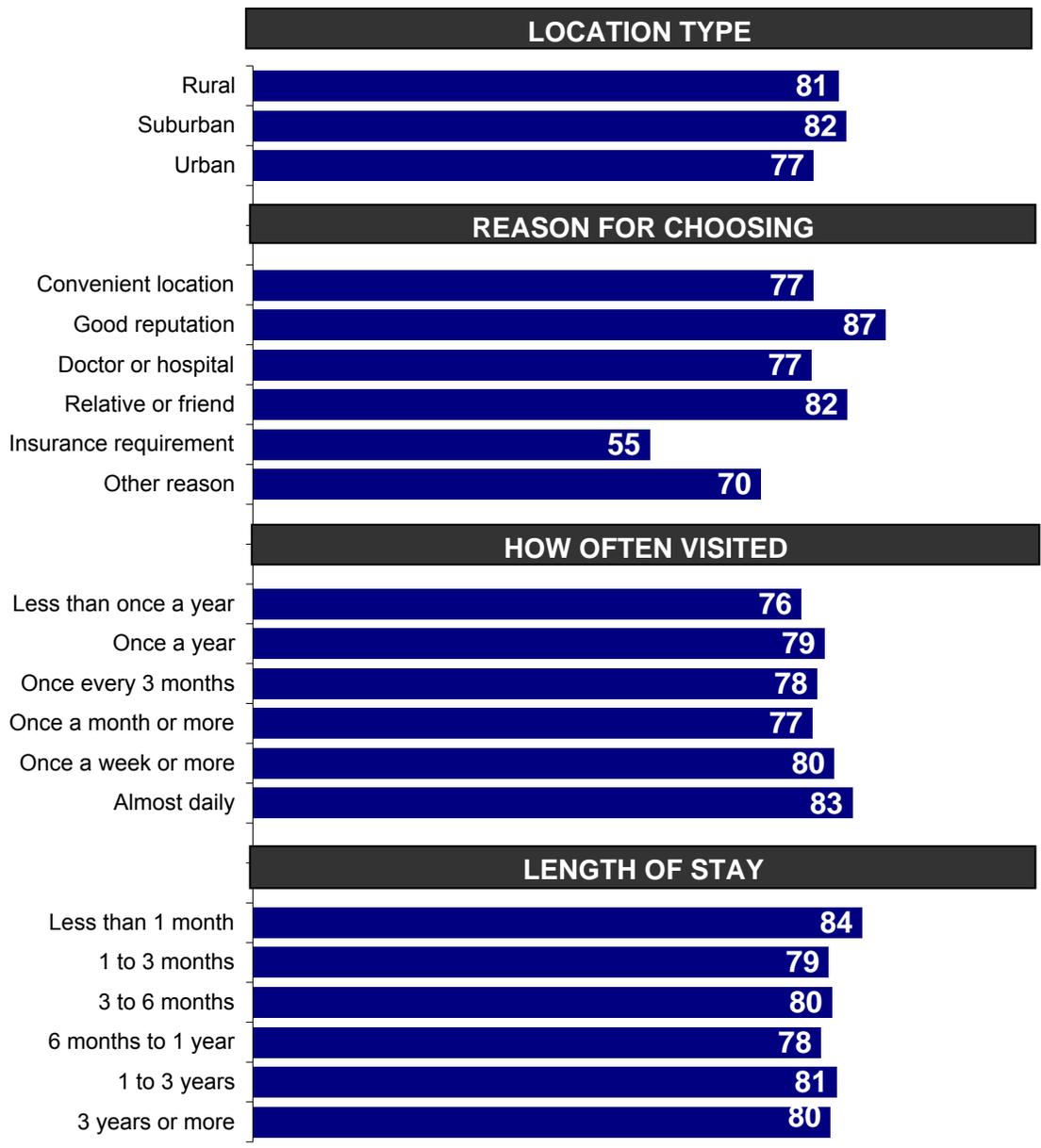
By myself	22%
With facility staff	50%
With family or friend	17%
With another resident	1%
With another person	10%

(May not total 100% due to rounding.)

RHODE ISLAND

RESIDENT SATISFACTION

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

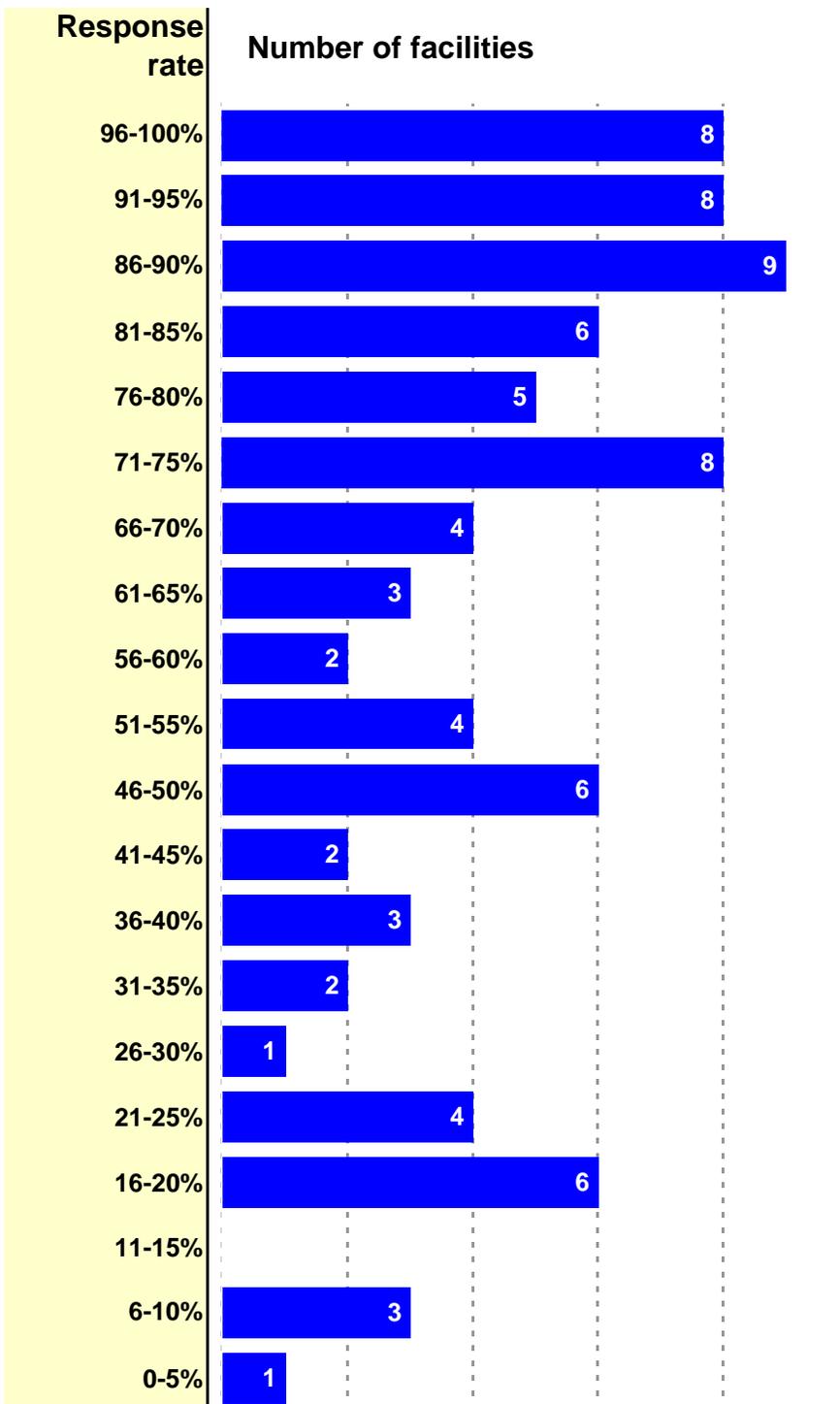


RESIDENT SATISFACTION

DISTRIBUTION OF RESPONSE RATES FOR 2012

9

Results are for 85 participating facilities.



SUMMARY
Lowest response rate 0%
Highest response rate 100%
Overall state response rate 61%

RHODE ISLAND

RESIDENT SATISFACTION

SKILLED NURSING RESIDENT SATISFACTION SURVEY REFERENCE

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

FAMILY SATISFACTION

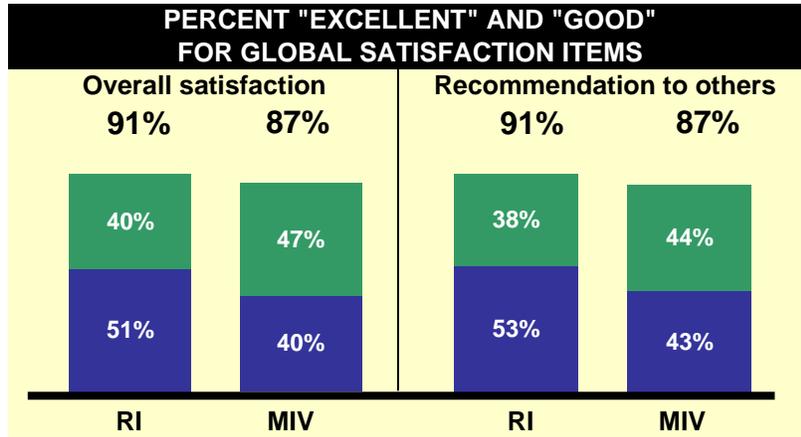
	2012	2011	2010
RESPONSE RATE	36%	39%	40%
FACILITIES SURVEYED	86	85	90
SURVEYS RECEIVED	1,899	1,948	2,194



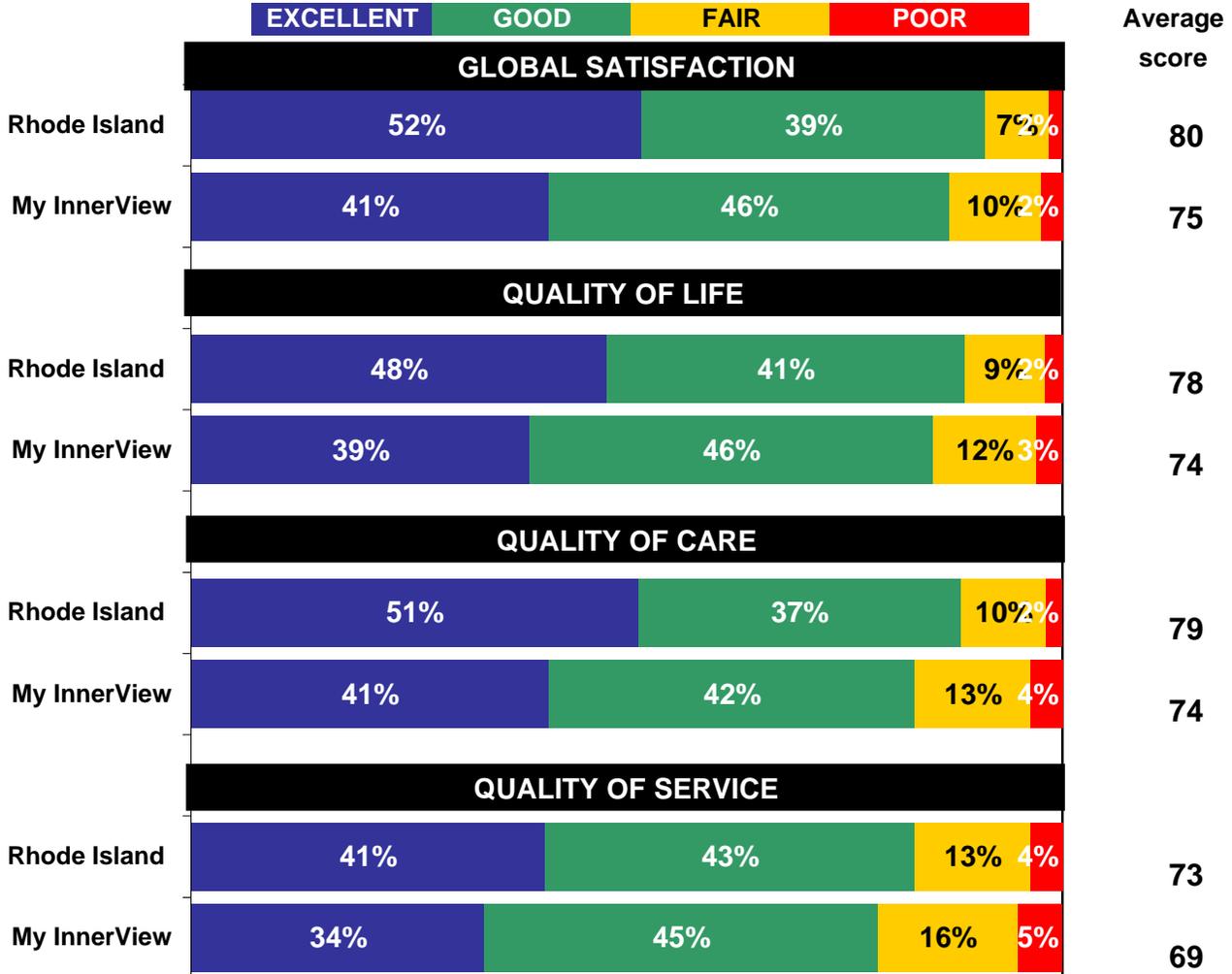
RHODE ISLAND

FAMILY SATISFACTION

GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2012



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



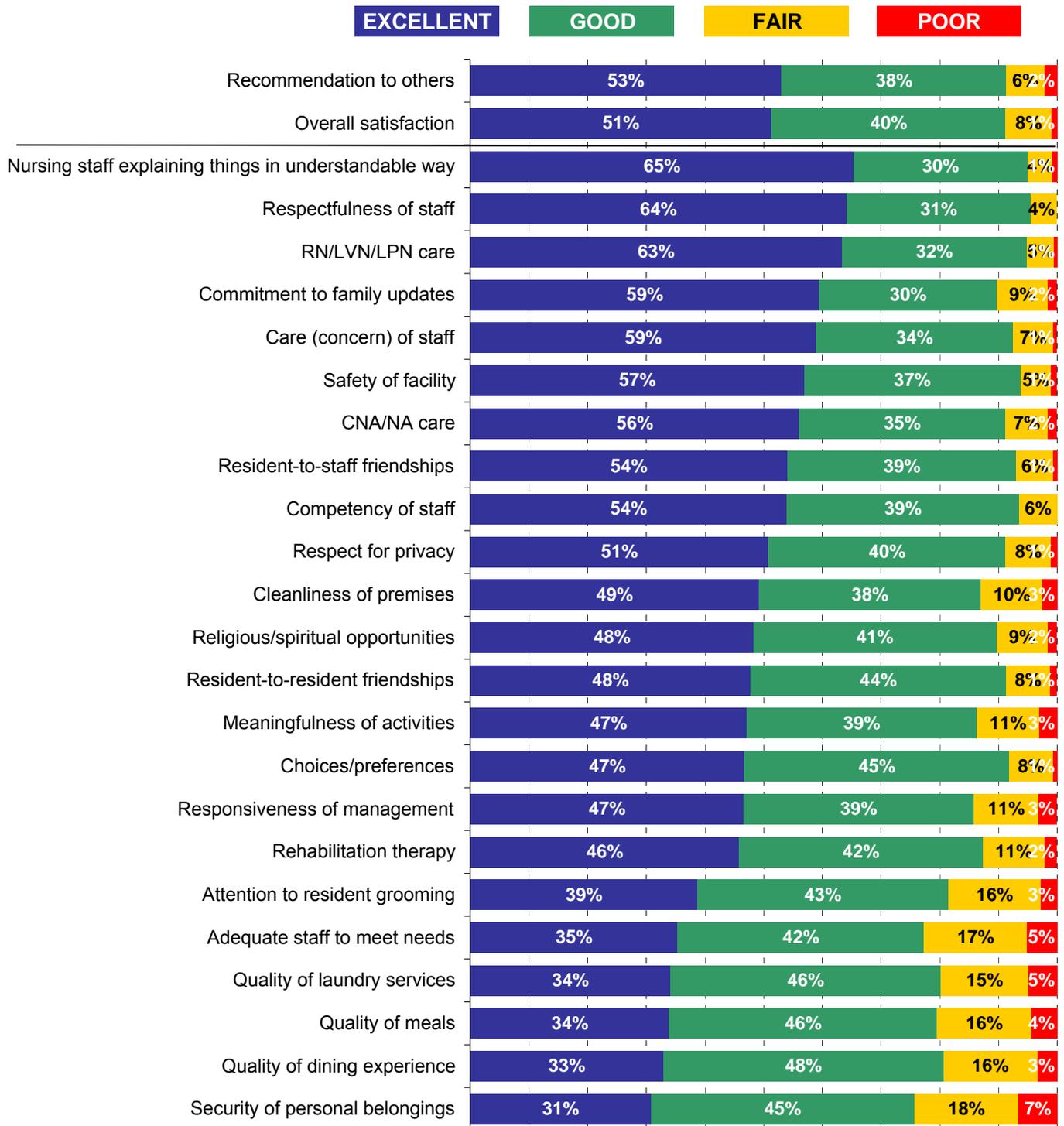
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RHODE ISLAND

FAMILY SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2012

2



Items are ranked from highest to lowest on the percent of responses rated "Excellent." The percentages reflect averages across survey respondents. (May not total 100% due to rounding.) See chart 4 for comparison to prior years.

RHODE ISLAND

FAMILY SATISFACTION

QUADRANT ANALYSIS: STRENGTHS AND OPPORTUNITIES

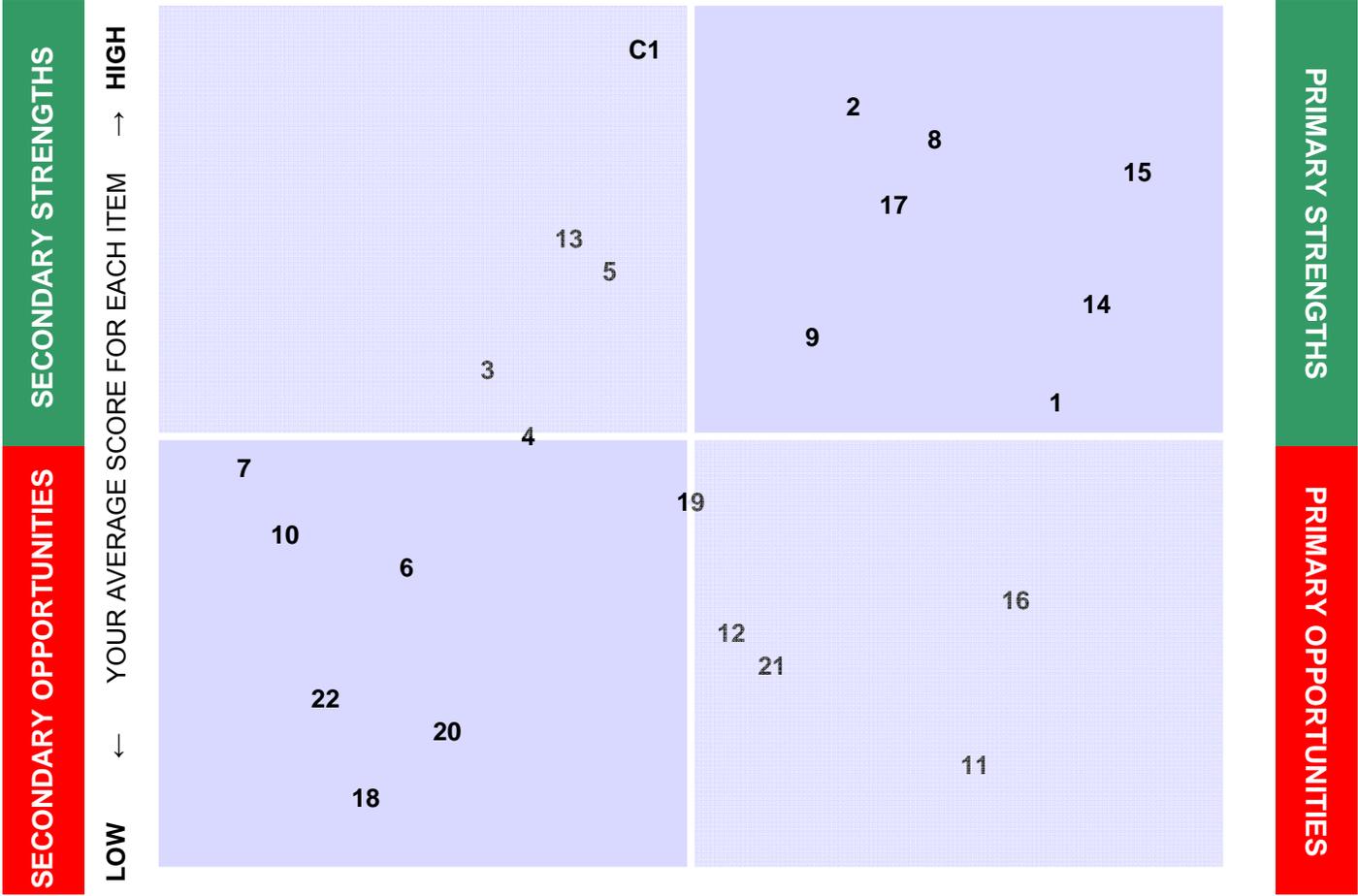
3

A

Quadrant A shows items of *lower* importance to "Recommendation" with a *higher* average score

Quadrant B shows items of *higher* importance to "Recommendation" with a *higher* average score

B



C

LOW ← IMPORTANCE TO RECOMMEND THIS FACILITY TO OTHERS → HIGH

Quadrant C shows items of *lower* importance to "Recommendation" with a *lower* average score

Quadrant D shows items of *higher* importance to "Recommendation" with a *lower* average score

D

The quadrant analysis plots the percentile rank of the average score on the satisfaction items against the percentile rank of the average "importance" score of each item and the question **What is your recommendation of this facility to others?** Items in the lower right quadrant are those that are most important to "Recommendation" but received the lowest scores.

See actual satisfaction items and report labels at end of section



SECONDARY STRENGTHS

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

- 4 Resident-to-resident friendships
- 5 Resident-to-staff friendships
- 3 Respect for privacy
- 13 Commitment to family updates
- C1 Nursing staff explaining things in understandable way



PRIMARY STRENGTHS

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

- 1 Choices/preferences
- 14 Competency of staff
- 15 Care (concern) of staff
- 9 CNA/NA care
- 17 Safety of facility
- 8 RN/LVN/LPN care
- 2 Respectfulness of staff



SECONDARY OPPORTUNITIES

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

- 18 Security of personal belongings
- 20 Quality of meals
- 22 Quality of laundry services
- 6 Meaningfulness of activities
- 10 Rehabilitation therapy
- 7 Religious/spiritual opportunities



PRIMARY OPPORTUNITIES

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

These are areas that represent a good opportunity for improvement.

PRIORITY ACTION AGENDA™

The top FIVE items in Quadrant D (*Primary Opportunities*) comprise your Priority Action Agenda and provide a focus for improving willingness to recommend your facility to others.

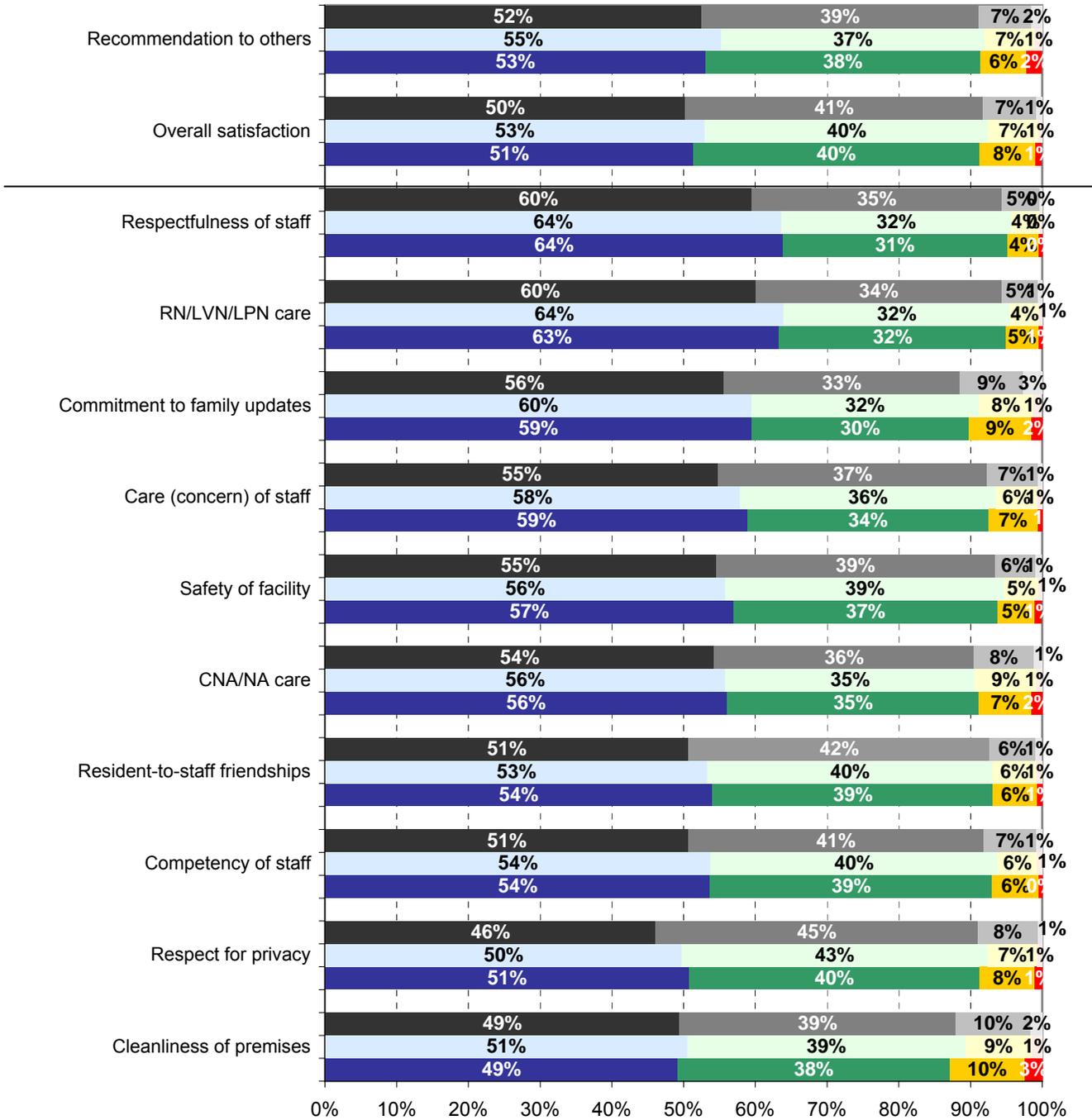
If Quadrant D has less than five items, the Priority Action Agenda will list only those items in the quadrant.

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

FAMILY SATISFACTION

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

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



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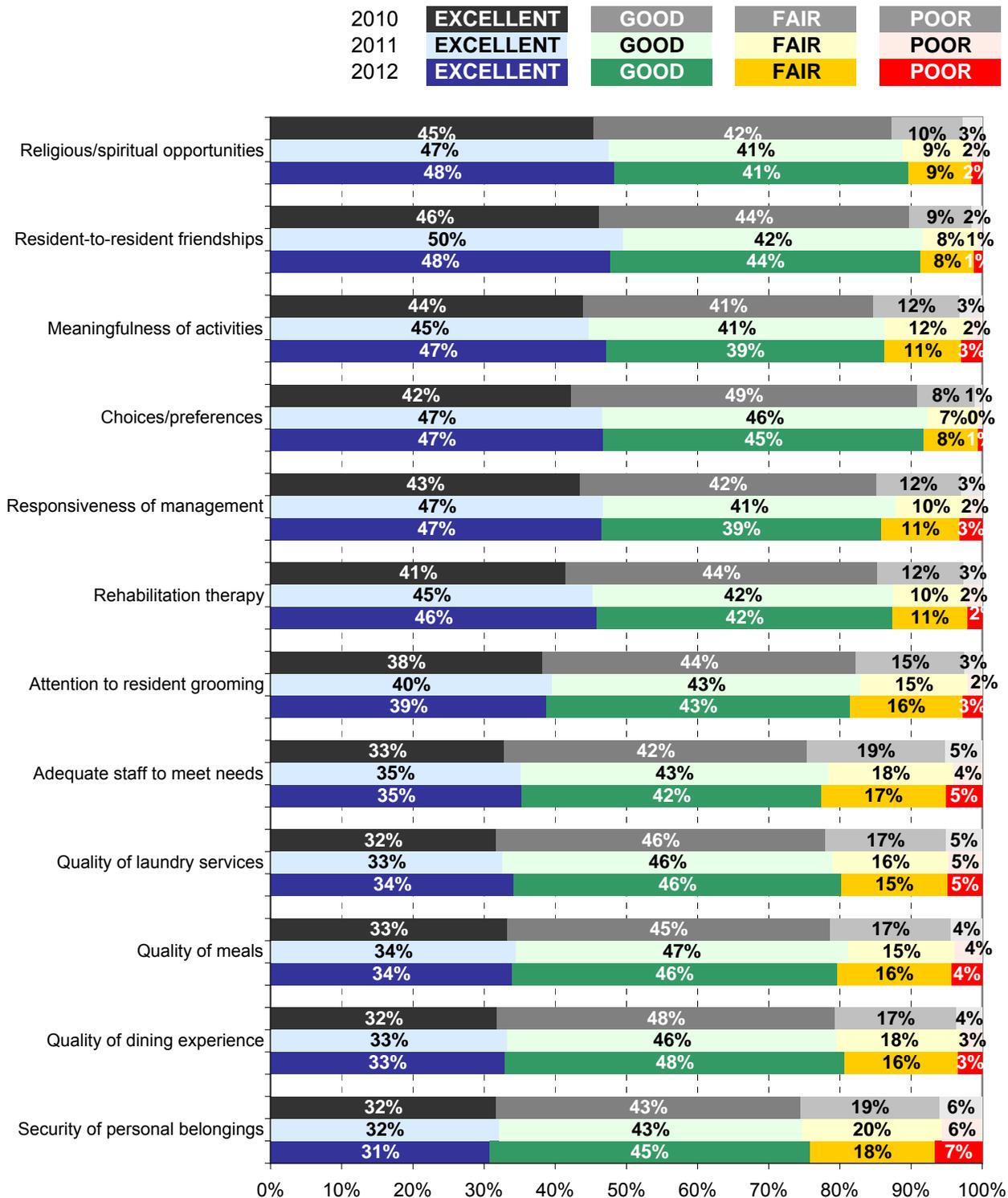
RHODE ISLAND

FAMILY SATISFACTION

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

4

CONTINUED



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

RHODE ISLAND

This Executive Summary was prepared by My InnerView.

FAMILY SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES FOR 2012

5

		2011	2010	2012 MIV	
Recommendation to others		81	82	81	76
Overall satisfaction		81	82	80	75
QUALITY OF LIFE	Respectfulness of staff	86	86	84	81
	Safety of facility	83	83	82	78
	Resident-to-staff friendships	82	82	81	78
	Respect for privacy	80	80	79	76
	Choices/preferences	79	80	77	74
	Resident-to-resident friendships	79	80	78	76
	Religious/spiritual opportunities	79	78	77	75
	Meaningfulness of activities	77	76	75	72
	Quality of dining experience	70	70	69	65
	Security of personal belongings	67	67	67	64
QUALITY OF CARE	RN/LVN/LPN care	86	86	85	80
	Care (concern) of staff	84	84	82	77
	Commitment to family updates	83	83	80	79
	Competency of staff	82	82	81	76
	CNA/NA care	82	82	81	75
	Rehabilitation therapy	77	77	75	74
	Attention to resident grooming	72	73	73	66
	Adequate staff to meet needs	69	70	68	62
QUALITY OF SERVICE	Cleanliness of premises	78	79	79	73
	Responsiveness of management	76	77	75	72
	Quality of laundry services	70	69	68	65
	Quality of meals	70	71	69	66
Nursing staff explaining things in understandable way		87			

RHODE ISLAND

FAMILY SATISFACTION

AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2012

6

	Rhode Island	Rural	Suburban	Urban	
QUALITY OF LIFE	Overall satisfaction	81	82	81	78
	Recommendation to others	81	83	81	78
	Respectfulness of staff	86	87	88	83
	Safety of facility	83	84	85	80
	Resident-to-staff friendships	82	83	83	80
	Respect for privacy	80	82	81	78
	Choices/preferences	79	80	80	78
	Resident-to-resident friendships	79	81	80	77
	Religious/spiritual opportunities	79	81	79	76
	Meaningfulness of activities	77	78	78	74
	Quality of dining experience	70	71	71	67
	Security of personal belongings	67	66	69	64
	QUALITY OF CARE	RN/LVN/LPN care	86	87	87
Care (concern) of staff		84	85	84	82
Commitment to family updates		83	85	83	80
CNA/NA care		82	82	83	80
Competency of staff		82	84	83	80
Rehabilitation therapy		77	80	78	74
Attention to resident grooming		72	74	73	71
Adequate staff to meet needs		69	70	70	67
QUALITY OF SERVICE	Cleanliness of premises	78	79	78	77
	Responsiveness of management	76	78	76	75
	Quality of meals	70	73	71	65
	Quality of laundry services	70	71	72	65

All scores represent average scores across survey respondents. Each item was measured on a four-point scale:

Poor = 0 Fair = 33.3 Good = 66.7 Excellent = 100

Items are listed by domain as they appear in the survey. The shading in the Rural, Suburban and Urban columns reflects a comparison to the state average: Green = higher than the state average; yellow = same as the state average; red = lower than the state average.

RHODE ISLAND

FAMILY SATISFACTION

DEMOGRAPHICS AND BACKGROUND INFORMATION FOR 2012

7

RESIDENT

Gender of resident		Age of resident	
Female	75%	19 or under	0%
Male	25%	20 to 29	0%
		30 to 39	0%
		40 to 49	0%
		50 to 59	2%
		60 to 69	4%
		70 to 79	11%
		80 to 89	41%
		90 or older	41%

FACILITY CHOICE

Homes visited		Reason for choosing		Length of stay	
None	32%	Convenient location	27%	Less than 1 month	1%
Only this one	13%	Good reputation	39%	1 to 3 months	5%
Two	25%	Doctor or hospital	10%	3 to 6 months	5%
Three	18%	Relative or friend	9%	6 months to 1 year	14%
Four	8%	Insurance requirement	1%	1 to 3 years	38%
Five or more	5%	Other reason	13%	3 or more years	36%

59%

75%

SURVEY RESPONDENT

Relationship to resident	
Spouse	12%
Child	62%
Brother or sister	8%
Grandchild	1%
Friend	2%
Other relationship	15%

VISITOR

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

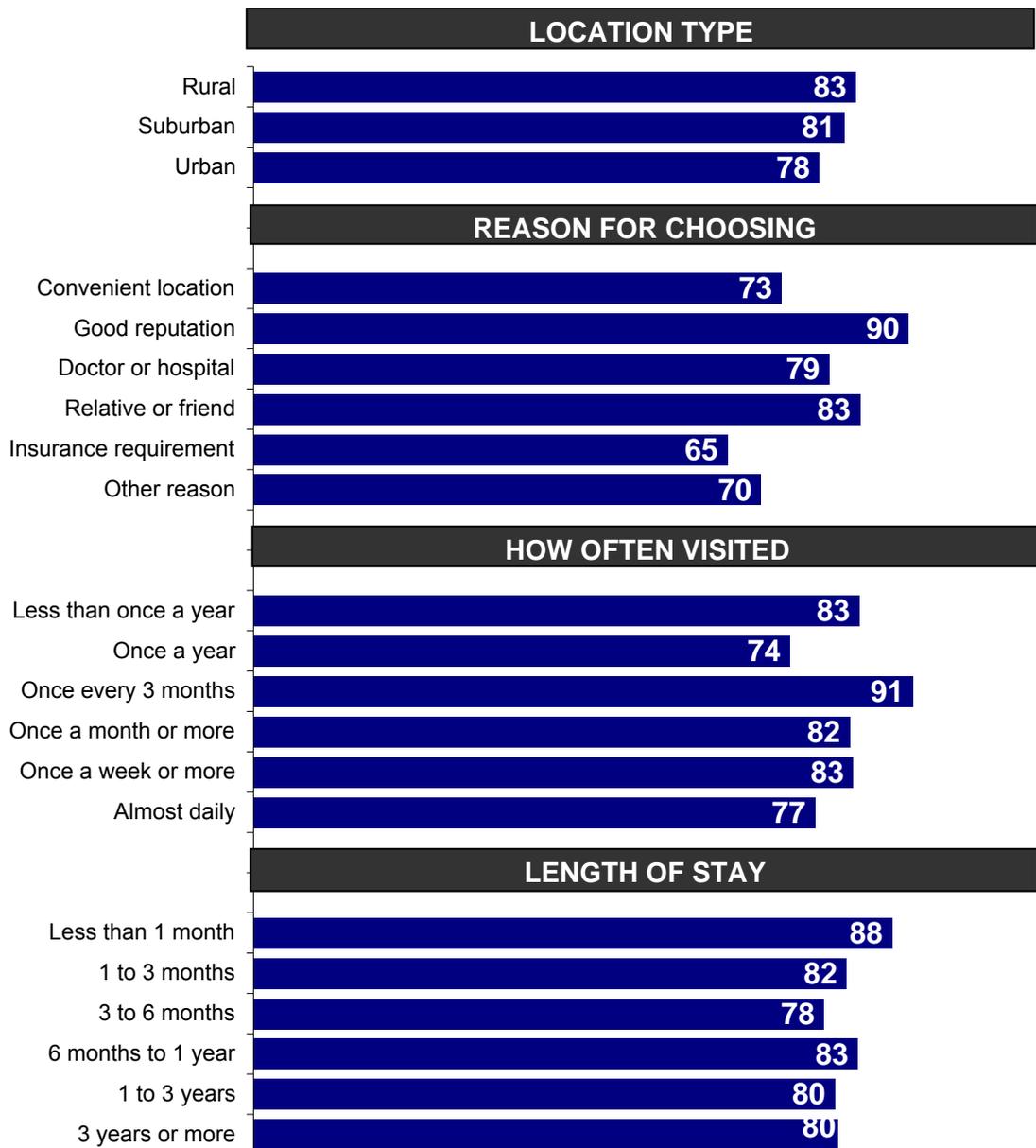
86%

(May not total 100% due to rounding.)

FAMILY SATISFACTION

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

8



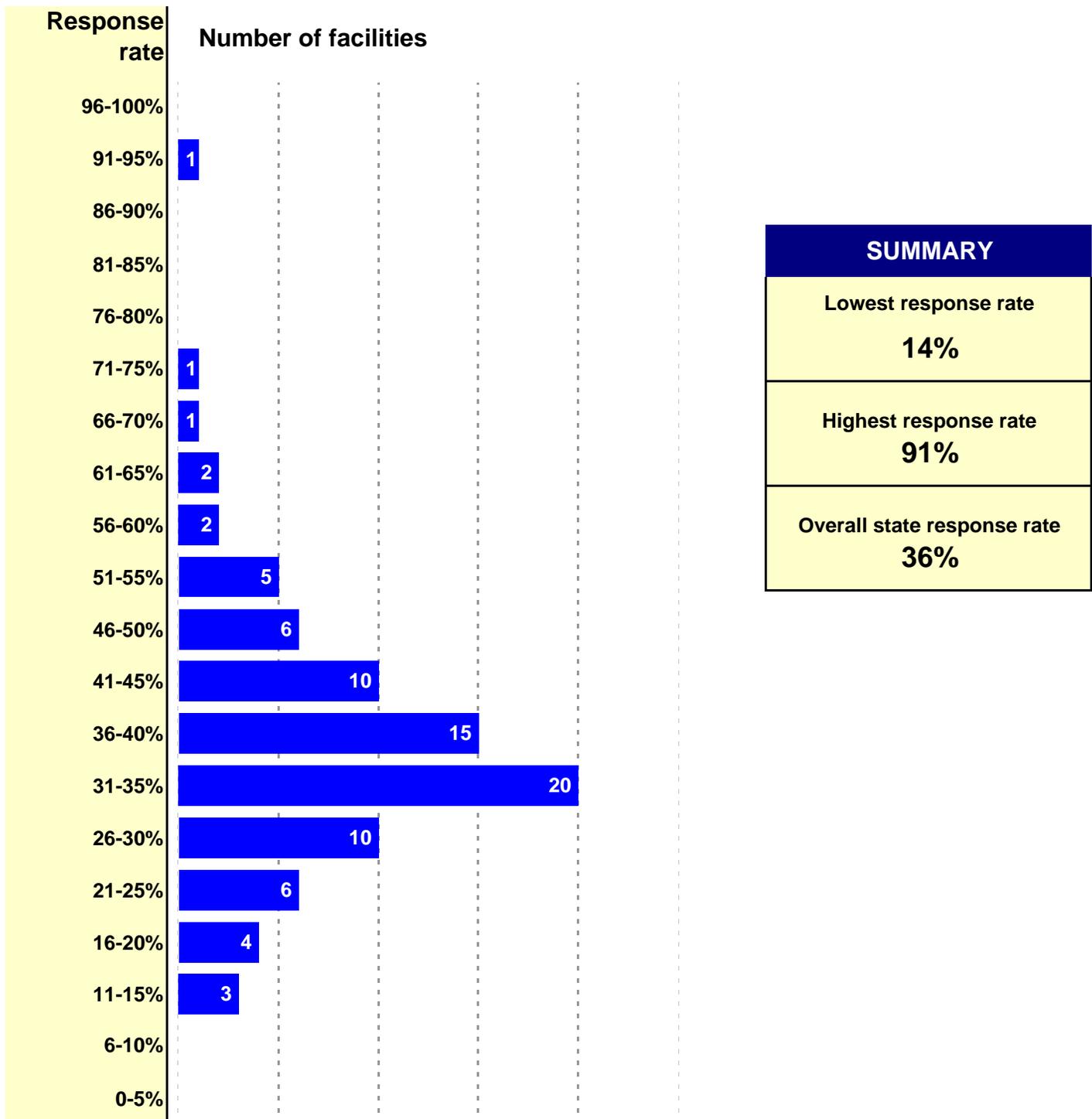
RHODE ISLAND

FAMILY SATISFACTION

DISTRIBUTION OF RESPONSE RATES FOR 2012

9

Results are for 86 participating facilities.



RHODE ISLAND

FAMILY SATISFACTION

SKILLED NURSING FAMILY SATISFACTION SURVEY REFERENCE

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