



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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Department of Health

Three Capitol Hill
Providence, RI 02908-5097

TTY: 711
www.health.ri.gov

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Dear Rhode Island Nursing Home Consumer,

Thank you for your interest in the 2012 Rhode Island Nursing Home Satisfaction Survey. The information here will help you understand the satisfaction survey results. This packet includes:

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

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

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

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

- One diamond (◆) means that the score is worse than the Rhode Island average.
- Two diamonds (◆◆) means that the score is about the same as the Rhode Island average.
- Three diamonds (◆◆◆) means that the score is better than the Rhode Island average.

You can learn more about the diamonds on page 5.

To access the 2012 Nursing Home Satisfaction Report or get information about other licensed healthcare providers, please visit the quality reporting program's Web site (<http://www.health.ri.gov/healthcare/about/quality/>) or call the Department of Health (401-222-2231).

Sincerely,

A handwritten signature in cursive script that reads "Samara Viner-Brown".

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

Rhode Island Nursing Home Satisfaction

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

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

If you are interested in attending the Nursing Home Subcommittee meetings, please visit the Rhode Island Open Meetings Web site to access agendas and minutes (www.sec.state.ri.us/pubinfo/openmeetings) or contact Ann Messier (401-528-3265 or amessier@healthcentricadvisors.org) to be added to the email list.

How Rhode Island Reports Nursing Home Satisfaction

As part of the public reporting program, Rhode Island’s nursing homes collect information about patient, or “resident,” satisfaction on a regular basis. Rhode Island nursing homes first collected and released this information in 2006. The 2012 Nursing Home Satisfaction Report is the seventh round of public information about nursing home satisfaction. Nursing homes sign a contract with a survey company, and the survey company collects information from residents and family members.

What My InnerView Provides Nursing Homes

In 2007, the Nursing Home Subcommittee recommended that the public reporting program begin using a company named My InnerView to measure nursing home satisfaction in Rhode Island. My InnerView is a company that helps nursing homes:

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

My InnerView also has the largest database of nursing home satisfaction in the U.S., which is useful for helping nursing homes compare, or “benchmark,” their performance with other nursing homes’ performance. For more information about My InnerView’s services, please visit the company’s Web site on the Internet: www.myinnerview.com.

What My InnerView’s Survey Includes

My InnerView’s satisfaction survey was designed by survey experts, who tested it to make sure that it was easy for nursing home residents and their families to understand and that it provided accurate, reliable information. The survey includes more than 20 statements in four categories:

1. **Quality of Care:** This category reflects the resident's or family's **perception of the medical care that the nursing home provides**. Questions in this category include topics like the care (concern) of staff, competency of staff, and the quality of nursing care provided.
2. **Quality of Life:** This category reflects **the social, personal, and comfort factors that affect nursing home residents' daily life and help them feel at home**. Questions in this category include topics like the ability of the resident to make choices, the nursing home's respect for privacy, friendships with other residents and staff, and the respectfulness of nursing home staff.
3. **Quality of Services:** This category reflects the resident's or family's **perception of the other services a nursing home provides**, such as laundry and housekeeping. Questions in this category include topics like responsiveness of management and cleanliness of the building and grounds.
4. **Overall Satisfaction:** This category reflects the resident's or family's responses to questions that ask **how satisfied they are with the nursing home and whether or not they would recommend the nursing home to others**.
5. **Custom Questions:** Five additional questions were added to the survey that did not fall under any of the categories above. One question was added to the family survey regarding **how nurses and nursing assistants explain things in a way that are easy to understand**. Four questions were added to the resident survey, encompassing these topics: **how residents and family participate in decision making, how well the staff listen to the residents, how well the staff help when the resident has pain, and how well the staff help the resident make end of life decisions**.

For each statement, people are asked to score the nursing home from "poor" to "excellent." They can also provide written comments. For more information about the surveys, please visit the My InnerView Web site on the Internet: www.myinnerview.com.

How the Information is Collected

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

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

Data collection for the 2012 Nursing Home Satisfaction Survey took place in Fall 2012. The Department of Health required each Rhode Island nursing home to sign a contract with My InnerView and provide mailing lists for residents and family members. Each person on the mailing lists received a packet from My InnerView in the mail. This packet included a cover letter, the satisfaction survey, and a pre-addressed, postage-paid return envelope to send the

completed survey to My InnerView. Sending the results directly to My InnerView helps ensure that people share their true feelings.

After receiving the completed surveys, My InnerView looked at the results and provided confidential feedback reports to each individual nursing home. This occurred in December 2012. My InnerView also provided nursing homes with online education and training.

How to Understand the Report

In 2012, 81 nursing homes collected resident satisfaction information and 83 collected family satisfaction information. The results of these surveys are included in the 2012 Nursing Home Satisfaction Report. The report lists each of the nursing homes and their results. Results are presented as one (◆), two (◆◆), or three (◆◆◆) diamonds for each of the four survey categories described above—(1) quality of care, (2) quality of life, (3) quality of services, and (4) overall satisfaction—and also a fifth category, total score. Total score combines the first four areas of performance and is included in the column at far right. This category helps people compare one nursing home to another more easily.

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

If a nursing home failed to provide mailing lists for residents, families or both, there is no information to share. Information that is missing is indicated by 'not applicable' (n/a).

If a nursing home failed to distribute the minimum number of surveys, there is insufficient data to calculate a result. Insufficient information is indicated by a capital 'I'.

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

What the Diamonds Mean

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

1. One Diamond (◆) One diamond is the **lowest category**. It means that the nursing home's score for this area of performance is below the Rhode Island average.
2. Two Diamonds (◆◆) Two diamonds is the **middle category**. It means that the nursing home's score for this area of performance is about the same as the Rhode Island average.
3. Three Diamonds (◆◆◆) Three diamonds is the **highest category**. It means that the nursing home's score for this area of performance is above the Rhode Island average.

These categories are determined mathematically to ensure that the differences are meaningful. In detailed terms, this means that nursing homes with either one diamond (◆) or three diamonds (◆◆◆) have scores that are “statistically significantly different” from the Rhode Island average.

How the Diamonds are Calculated

The information in this section is for people who want statistical details about the diamond calculations:

The one- and three-diamond cut-points are the 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 2012 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

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