

**Rhode Island Department of Health  
2012 Nursing Home Satisfaction Report**

Area of Performance							
Nursing Home (Alphabetical by Name)	Bed Size	Survey	Quality of Care	Quality of Life	Quality of Services	Overall Satisfaction	Total
<b>ALPINE NURSING HOME INC.</b>	<b>60</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	I	I	I	I	I
<b>APPLE REHAB CLIPPER</b>	<b>60</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆◆	◆◆◆	◆◆◆	◆	◆◆◆
<b>APPLE REHAB WATCH HILL</b>	<b>60</b>	<b>Family</b>	I	I	I	I	I
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>AVALON NURSING HOME</b>	<b>31</b>	<b>Family</b>	N/A	N/A	N/A	N/A	N/A
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>BALLOU HOME FOR THE AGED</b>	<b>43</b>	<b>Family</b>	N/A	N/A	N/A	N/A	N/A
		<b>Resident</b>	N/A	N/A	N/A	N/A	N/A
<b>BANNISTER HOUSE, INC</b>	<b>95</b>	<b>Family</b>	I	I	I	I	I
		<b>Resident</b>	I	I	I	I	I
<b>BAYBERRY COMMONS</b>	<b>110</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆	◆	◆	◆◆	◆
<b>BERKSHIRE PLACE NURSING AND REHABILITATION CENTER</b>	<b>197</b>	<b>Family</b>	I	I	I	I	I
		<b>Resident</b>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
<b>BETHANY HOME OF RHODE ISLAND</b>	<b>33</b>	<b>Family</b>	N/A	N/A	N/A	N/A	N/A
		<b>Resident</b>	N/A	N/A	N/A	N/A	N/A
<b>BRENTWOOD NURSING HOME</b>	<b>96</b>	<b>Family</b>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		<b>Resident</b>	◆◆◆	◆◆◆	◆◆◆	◆	◆◆◆
<b>BRIARCLIFFE MANOR</b>	<b>122</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
<b>CEDAR CREST SUBACUTE &amp; REHABILITATION CENTRE</b>	<b>156</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	N/A	N/A	N/A	N/A	N/A
<b>CHARLESGATE NURSING CENTER</b>	<b>140</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>CHERRY HILL MANOR NURSING AND REHABILITATION CENTER</b>	<b>172</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆	◆◆◆	◆◆	◆◆◆	◆◆◆

◆◆◆ Statistically better than the Rhode Island average

◆◆ Statistically about the same as the Rhode Island average

◆ Statistically worse than the Rhode Island average

N/A Fewer than 10 responses, so no statistical comparison is possible

I Insufficient number of surveys sent to obtain adequate data

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<b>CHESTNUT TERRACE NURSING AND REHABILITATION CENTER</b>	<b>58</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆	◆◆	◆◆	◆◆	◆◆
<b>CORTLAND PLACE</b>	<b>80</b>	<b>Family</b>	◆	◆	◆	◆	◆
		<b>Resident</b>	N/A	N/A	N/A	N/A	N/A
<b>COVENTRY CENTER</b>	<b>210</b>	<b>Family</b>	◆	◆	◆	◆	◆
		<b>Resident</b>	◆	◆	◆	◆	◆
<b>CRA-MAR MEADOWS</b>	<b>41</b>	<b>Family</b>	N/A	N/A	N/A	N/A	N/A
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>CRESTWOOD NURSING AND CONVALESCENT HOME</b>	<b>76</b>	<b>Family</b>	◆◆	◆◆	◆◆◆	◆◆	◆◆◆
		<b>Resident</b>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
<b>EASTGATE NURSING &amp; RECOVERY CENTER</b>	<b>68</b>	<b>Family</b>	N/A	N/A	N/A	N/A	N/A
		<b>Resident</b>	◆◆	◆◆◆	◆◆◆	◆◆	◆◆◆
<b>ELMHURST EXTENDED CARE</b>	<b>194</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆◆	◆	◆◆	◆◆	◆◆
<b>ELMWOOD HEALTH CENTER</b>	<b>70</b>	<b>Family</b>	◆◆	◆	◆◆	◆	◆
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>EMERALD BAY RETIREMENT LIVING</b>	<b>30</b>	<b>Family</b>	N/A	N/A	N/A	N/A	N/A
		<b>Resident</b>	N/A	N/A	N/A	N/A	N/A
<b>EPOCH SENIOR HEALTHCARE ON BLACKSTONE BOULEVARD</b>	<b>55</b>	<b>Family</b>	N/A	N/A	N/A	N/A	N/A
		<b>Resident</b>	I	I	I	I	I
<b>EVERGREEN HOUSE HEALTH CENTER</b>	<b>160</b>	<b>Family</b>	◆◆	◆◆	◆	◆◆	◆◆
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>FOREST FARM HEALTH CARE CENTER, LLC</b>	<b>50</b>	<b>Family</b>	◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>THE FRIENDLY HOME, INC.</b>	<b>126</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	I	I	I	I	I
<b>GOLDEN CREST NURSING CENTRE</b>	<b>152</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆	◆	◆	◆	◆

◆◆◆ Statistically better than the Rhode Island average

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<b>GRACE BARKER NURSING CENTER, INC.</b>	<b>86</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆	◆	◆◆	◆◆	◆◆
<b>GRAND ISLANDER</b>	<b>146</b>	<b>Family</b>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		<b>Resident</b>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
<b>GRANDVIEW CENTER</b>	<b>72</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>GREENVILLE CENTER</b>	<b>131</b>	<b>Family</b>	◆	◆	◆	◆	◆
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>GREENWOOD CARE AND REHABILITATION CENTER</b>	<b>130</b>	<b>Family</b>	◆	◆	◆	◆	◆
		<b>Resident</b>	◆	◆	◆◆	◆◆	◆
<b>HALLWORTH HOUSE</b>	<b>57</b>	<b>Family</b>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		<b>Resident</b>	◆	◆	◆◆	◆	◆
<b>HARRIS HEALTH CARE NORTH</b>	<b>32</b>	<b>Family</b>	N/A	N/A	N/A	N/A	N/A
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>HARRIS HEALTH CENTER</b>	<b>31</b>	<b>Family</b>	N/A	N/A	N/A	N/A	N/A
		<b>Resident</b>	N/A	N/A	N/A	N/A	N/A
<b>HATTIE IDE CHAFFEE HOME</b>	<b>60</b>	<b>Family</b>	N/A	N/A	N/A	N/A	N/A
		<b>Resident</b>	I	I	I	I	I
<b>HEATHERWOOD NURSING &amp; REHABILITATION CENTER</b>	<b>112</b>	<b>Family</b>	I	I	I	I	I
		<b>Resident</b>	I	I	I	I	I
<b>HEBERT HEALTH CENTER AN AMERICAN SENIOR LIVING COMMUNITY</b>	<b>133</b>	<b>Family</b>	◆◆	◆	◆	◆◆	◆
		<b>Resident</b>	◆◆	◆◆	◆	◆	◆
<b>HERITAGE HILLS NURSING &amp; REHABILITATION CENTER</b>	<b>95</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆	◆◆	◆	◆◆	◆
<b>THE HOLIDAY RETIREMENT HOME, INC.</b>	<b>170</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆◆	◆◆
<b>HOPKINS MANOR, LTD.</b>	<b>200</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆◆	◆◆◆	◆◆◆	◆◆	◆◆◆

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<b>JEANNE JUGAN RESIDENCE</b>	<b>44</b>	<b>Family</b>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		<b>Resident</b>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
<b>THE JOHN CLARKE RETIREMENT CENTER</b>	<b>60</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
<b>KENT REGENCY</b>	<b>153</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
<b>KINDRED TRANSITIONAL CARE AND REHABILITATION - OAK HILL</b>	<b>139</b>	<b>Family</b>	I	I	I	I	I
		<b>Resident</b>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
<b>LINN HEALTH CARE CENTER</b>	<b>84</b>	<b>Family</b>	I	I	I	I	I
		<b>Resident</b>	N/A	N/A	N/A	N/A	N/A
<b>MANSION NURSING AND REHABILITATION CENTER</b>	<b>62</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>MORGAN HEALTH CENTER</b>	<b>120</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆	◆	◆	◆	◆
<b>MOUNT ST. RITA HEALTH CENTRE</b>	<b>98</b>	<b>Family</b>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		<b>Resident</b>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
<b>NANCYANN NURSING FACILITY</b>	<b>20</b>	<b>Family</b>	N/A	N/A	N/A	N/A	N/A
		<b>Resident</b>	N/A	N/A	N/A	N/A	N/A
<b>NORTH BAY RETIREMENT LIVING</b>	<b>44</b>	<b>Family</b>	◆◆	◆	◆	◆	◆
		<b>Resident</b>	I	I	I	I	I
<b>OAKLAND GROVE HEALTH CARE CENTER</b>	<b>172</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>ORCHARD VIEW MANOR NURSING AND REHAB</b>	<b>166</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
<b>OVERLOOK NURSING &amp; REHABILITATION CENTER</b>	<b>100</b>	<b>Family</b>	◆◆	◆◆	◆◆◆	◆◆◆	◆◆
		<b>Resident</b>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
<b>PARK VIEW NURSING HOME</b>	<b>66</b>	<b>Family</b>	I	I	I	I	I
		<b>Resident</b>	I	I	I	I	I

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<b>PAWTUCKET CENTER</b>	<b>154</b>	<b>Family</b>	◆	◆	◆	◆	◆
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>PINE GROVE HEALTH CENTER</b>	<b>69</b>	<b>Family</b>	◆◆	◆◆	◆	◆	◆
		<b>Resident</b>	◆	◆	◆	◆	◆
<b>RHODE ISLAND VETERANS HOME</b>	<b>260</b>	<b>Family</b>	◆◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>RIVERVIEW HEALTHCARE COMMUNITY</b>	<b>190</b>	<b>Family</b>	◆◆	◆◆	◆	◆◆	◆◆
		<b>Resident</b>	◆	◆	◆◆	◆◆	◆◆
<b>ROBERTS HEALTH CENTRE INC.</b>	<b>66</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	N/A	N/A	N/A	N/A	N/A
<b>SAINT ANTOINE RESIDENCE</b>	<b>260</b>	<b>Family</b>	◆◆	◆◆◆	◆◆	◆◆◆	◆◆◆
		<b>Resident</b>	◆◆	◆	◆	◆◆	◆◆
<b>SAINT ELIZABETH HOME</b>	<b>120</b>	<b>Family</b>	◆◆◆	◆◆	◆◆	◆◆◆	◆◆◆
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>SAINT ELIZABETH MANOR</b>	<b>133</b>	<b>Family</b>	◆◆◆	◆◆◆	◆◆◆	◆◆	◆◆◆
		<b>Resident</b>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
<b>SAKONNET BAY MANOR</b>	<b>30</b>	<b>Family</b>	N/A	N/A	N/A	N/A	N/A
		<b>Resident</b>	N/A	N/A	N/A	N/A	N/A
<b>SCALABRINI VILLA</b>	<b>120</b>	<b>Family</b>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		<b>Resident</b>	I	I	I	I	I
<b>SCALLOP SHELL NURSING &amp; REHABILITATION CENTER</b>	<b>72</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	N/A	N/A	N/A	N/A	N/A
<b>SCANDINAVIAN HOME</b>	<b>74</b>	<b>Family</b>	◆◆	◆◆	◆◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>SHADY ACRES, INC.</b>	<b>55</b>	<b>Family</b>	N/A	N/A	N/A	N/A	N/A
		<b>Resident</b>	N/A	N/A	N/A	N/A	N/A

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<b>SILVER CREEK MANOR</b>	<b>128</b>	<b>Family</b>	◆◆◆	◆◆	◆◆◆	◆◆	◆◆◆
		<b>Resident</b>	N/A	N/A	N/A	N/A	N/A
<b>SOUTH BAY RETIREMENT LIVING</b>	<b>57</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	I	I	I	I	I
<b>SOUTH COUNTY NURSING AND REHABILITATION CENTER (4025)</b>	<b>120</b>	<b>Family</b>	I	I	I	I	I
		<b>Resident</b>	◆	◆	◆◆	◆◆	◆◆
<b>SOUTH KINGSTOWN NURSING AND REHABILITATION CENTER</b>	<b>112</b>	<b>Family</b>	N/A	N/A	N/A	N/A	N/A
		<b>Resident</b>	◆	◆	◆◆	◆	◆
<b>ST. CLARE HOME</b>	<b>47</b>	<b>Family</b>	◆◆◆	◆◆◆	◆◆	◆◆◆	◆◆◆
		<b>Resident</b>	◆◆◆	◆◆◆	◆◆◆	◆◆	◆◆◆
<b>STEERE HOUSE NURSING AND REHABILITATION CENTER</b>	<b>120</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆	◆	◆	◆	◆
<b>SUMMIT COMMONS</b>	<b>130</b>	<b>Family</b>	I	I	I	I	I
		<b>Resident</b>	N/A	N/A	N/A	N/A	N/A
<b>SUNNY VIEW NURSING HOME</b>	<b>57</b>	<b>Family</b>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		<b>Resident</b>	I	I	I	I	I
<b>TOCKWOTTON HOME</b>	<b>42</b>	<b>Family</b>	◆◆◆	◆◆◆	◆◆	◆◆◆	◆◆◆
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>TRINITY HEALTH &amp; REHABILITATION CENTER</b>	<b>158</b>	<b>Family</b>	◆	◆	◆	◆	◆
		<b>Resident</b>	◆◆	◆	◆◆	◆◆	◆◆
<b>THE VILLAGE AT WATERMAN LAKE</b>	<b>22</b>	<b>Family</b>	N/A	N/A	N/A	N/A	N/A
		<b>Resident</b>	I	I	I	I	I
<b>VILLAGE HOUSE NURSING &amp; REHABILITATION CENTER</b>	<b>95</b>	<b>Family</b>	◆◆◆	◆◆◆	◆◆	◆◆◆	◆◆◆
		<b>Resident</b>	◆	◆	◆	◆	◆
<b>WARREN CENTER</b>	<b>63</b>	<b>Family</b>	N/A	N/A	N/A	N/A	N/A
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>WATERVIEW VILLA</b>	<b>132</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆	◆	◆	◆◆	◆

◆◆◆ Statistically better than the Rhode Island average

◆◆ Statistically about the same as the Rhode Island average

◆ Statistically worse than the Rhode Island average

N/A Fewer than 10 responses, so no statistical comparison is possible

I Insufficient number of surveys sent to obtain adequate data

**Rhode Island Department of Health  
2012 Nursing Home Satisfaction Report**

Area of Performance							
Nursing Home (Alphabetical by Name)	Bed Size	Survey	Quality of Care	Quality of Life	Quality of Services	Overall Satisfaction	Total
<b>WEST SHORE HEALTH CENTER</b>	<b>145</b>	<b>Family</b>	◆◆	◆◆	◆	◆	◆
		<b>Resident</b>	◆◆◆	◆◆◆	◆◆◆	◆◆	◆◆◆
<b>WEST VIEW HEALTH CARE CENTER</b>	<b>120</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆◆	◆◆◆	◆◆	◆◆◆	◆◆◆
<b>WESTERLY HEALTH CENTER</b>	<b>106</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆	◆◆◆	◆◆	◆◆	◆◆
<b>WESTERLY NURSING HOME</b>	<b>66</b>	<b>Family</b>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
		<b>Resident</b>	I	I	I	I	I
<b>WOODLAND CONVALESCENT CENTER, INC</b>	<b>#N/A</b>	<b>Family</b>	I	I	I	I	I
		<b>Resident</b>	I	I	I	I	I
<b>WOODPECKER HILL HEALTH CENTER</b>	<b>#N/A</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	◆◆	◆◆	◆◆	◆◆	◆◆
<b>WOONSOCKET HEALTH CENTRE</b>	<b>#N/A</b>	<b>Family</b>	◆◆	◆◆	◆◆	◆◆	◆◆
		<b>Resident</b>	I	I	I	I	I

◆◆◆ Statistically better than the Rhode Island average

◆◆ Statistically about the same as the Rhode Island average

◆ Statistically worse than the Rhode Island average

N/A Fewer than 10 responses, so no statistical comparison is possible

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