

# RHODE ISLAND

2010

## 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**

**EMPLOYEE SATISFACTION**

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### SKILLED NURSING RESIDENT SATISFACTION SURVEY REFERENCE

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### SKILLED NURSING FAMILY SATISFACTION SURVEY REFERENCE

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### SKILLED NURSING EMPLOYEE SATISFACTION SURVEY REFERENCE

## RHODE ISLAND

# RESIDENT SATISFACTION

	2010	2009	2008
RESPONSE RATE	61%	54%	47%
FACILITIES SURVEYED	89	88	85
SURVEYS RECEIVED	1,903	1,624	1,215

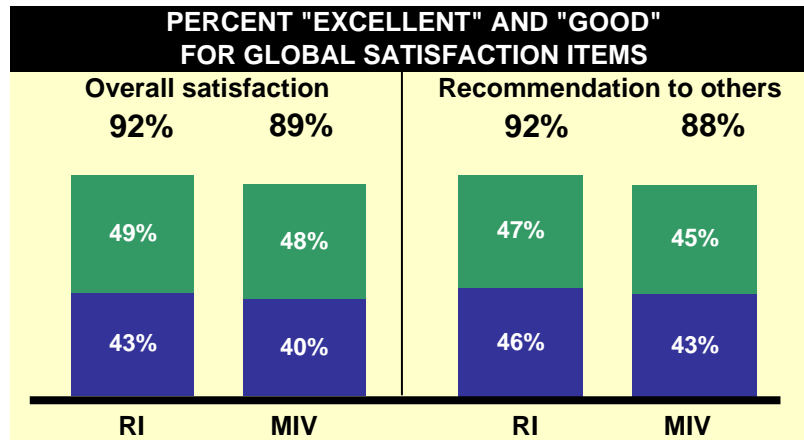


**RHODE ISLAND**

# RESIDENT SATISFACTION

1

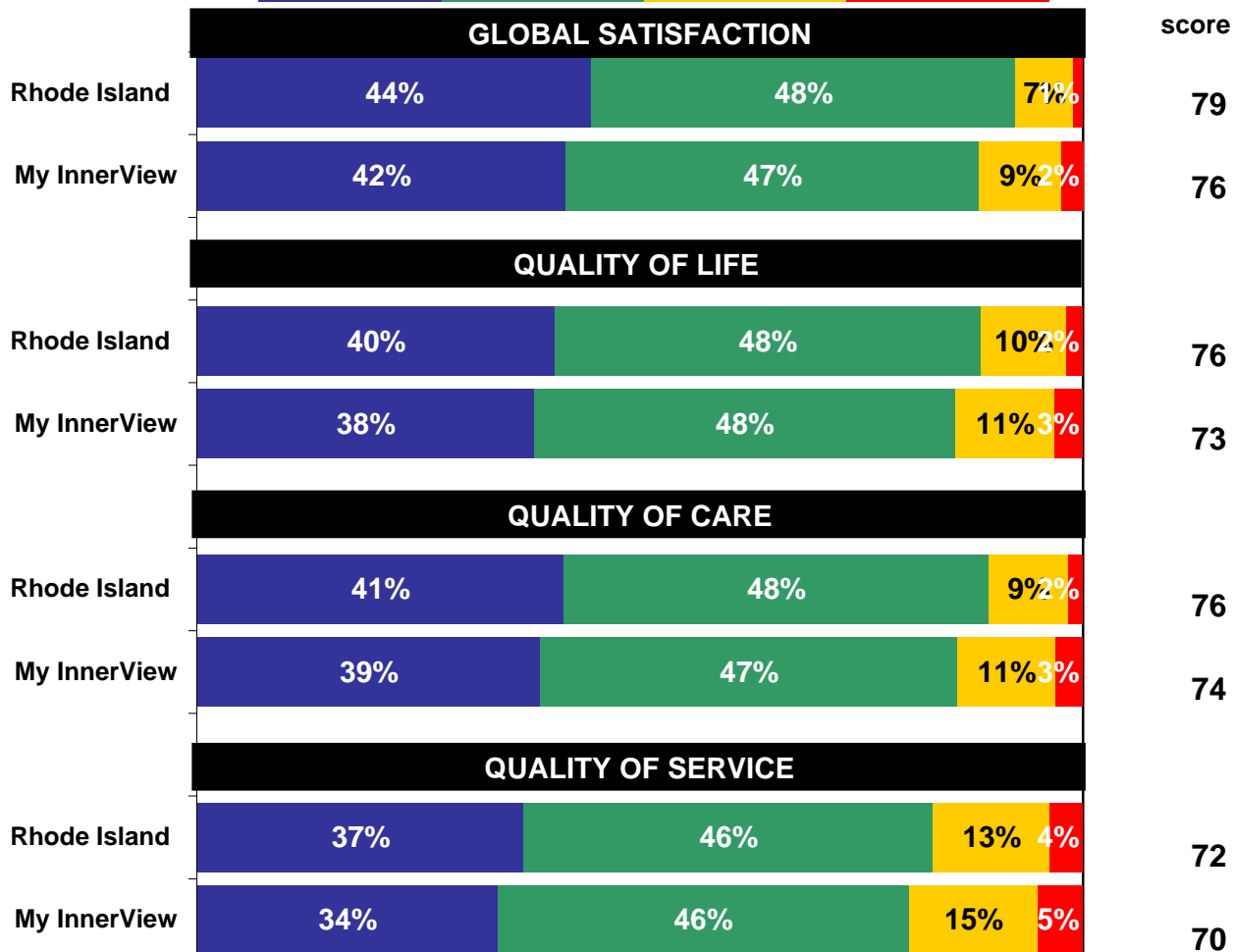
## GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2010



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



Average score



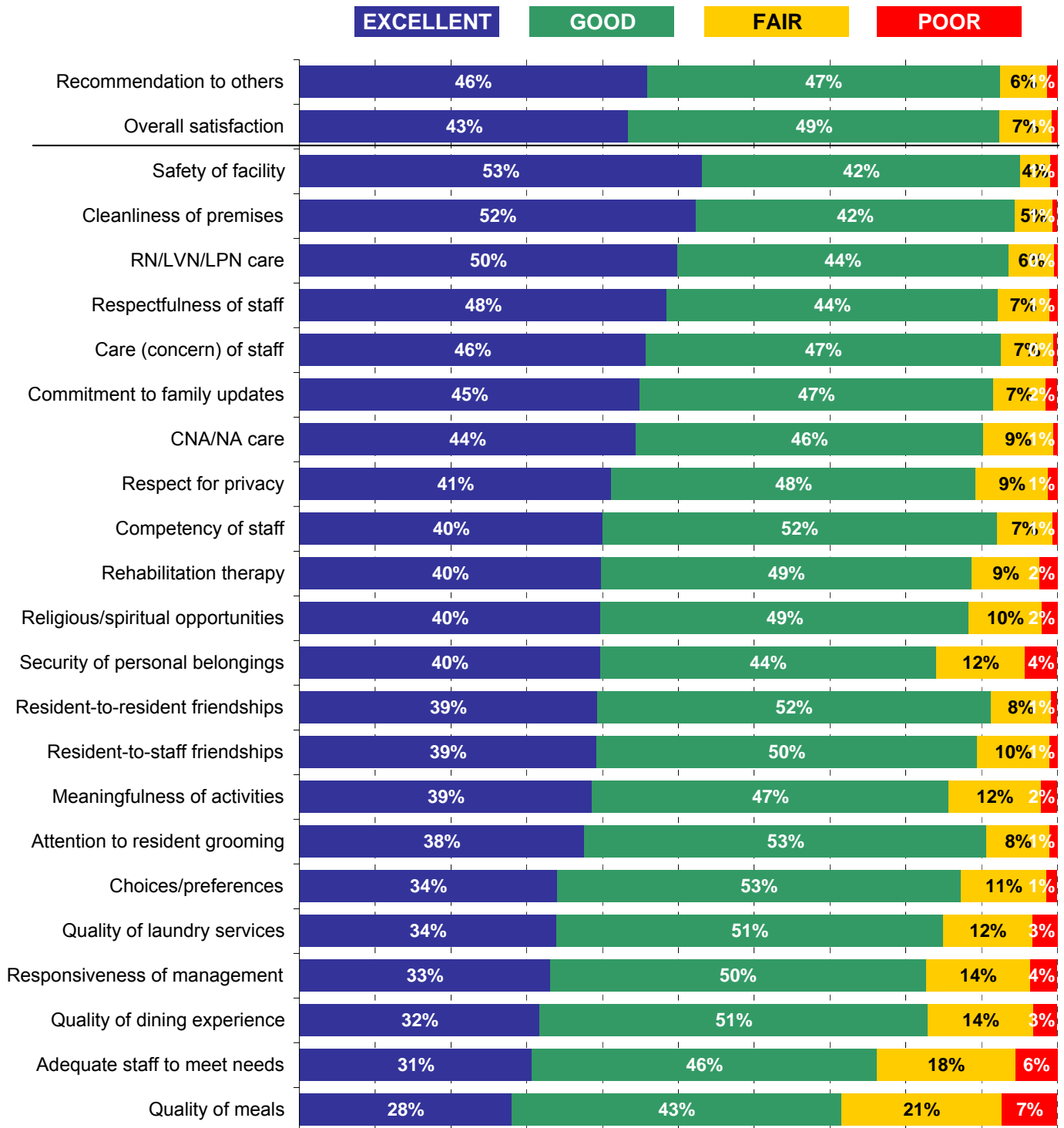
(May not total 100% due to rounding.)

### RHODE ISLAND

# RESIDENT SATISFACTION

## ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2010

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

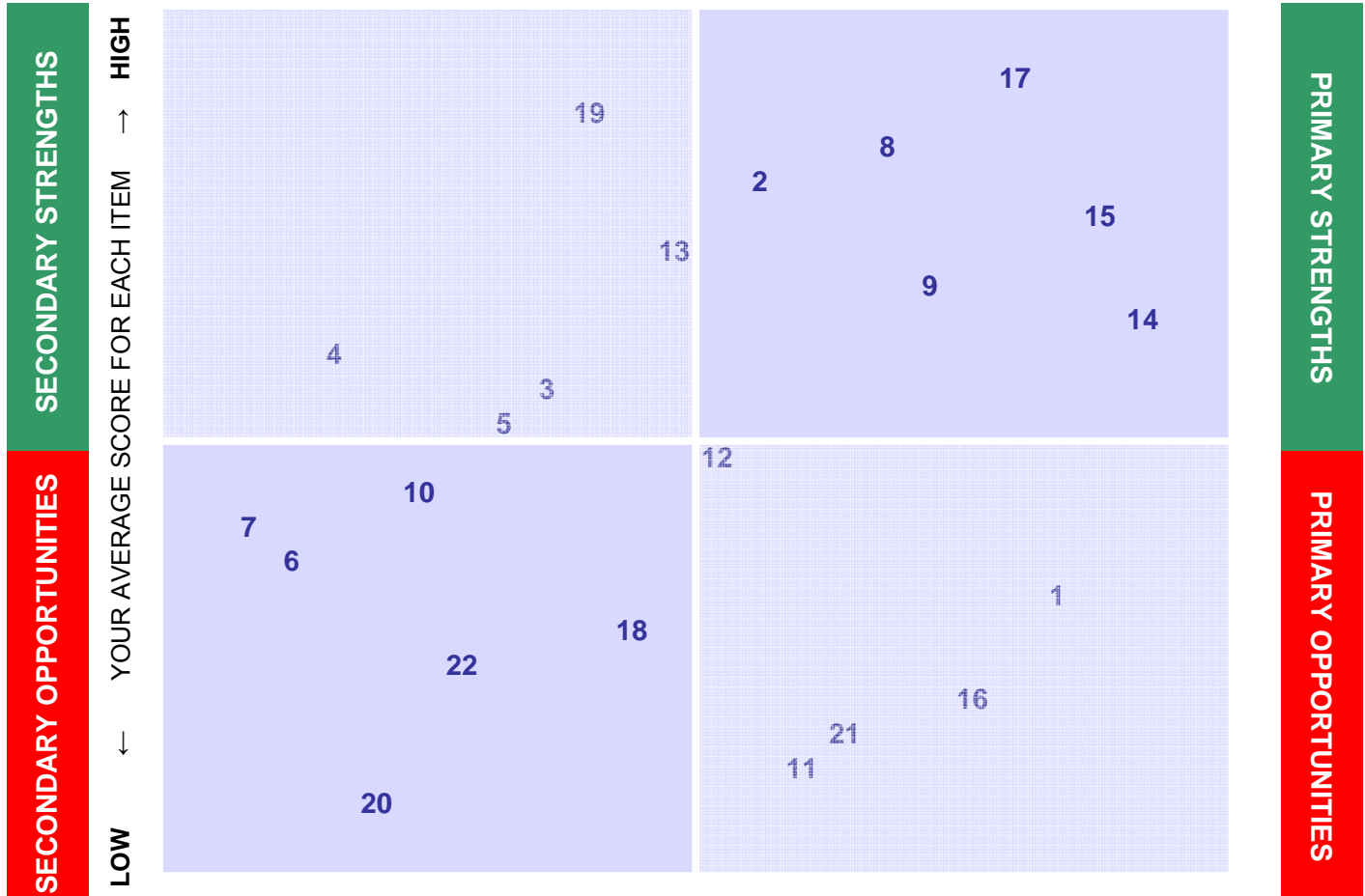
3

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

RHODE ISLAND

**SECONDARY STRENGTHS**

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

- 3 Respect for privacy
- 5 Resident-to-staff friendships
- 13 Commitment to family updates
- 4 Resident-to-resident friendships
- 19 Cleanliness of premises

**PRIMARY STRENGTHS**

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

- 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
- 10 Rehabilitation therapy
- 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™**

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.

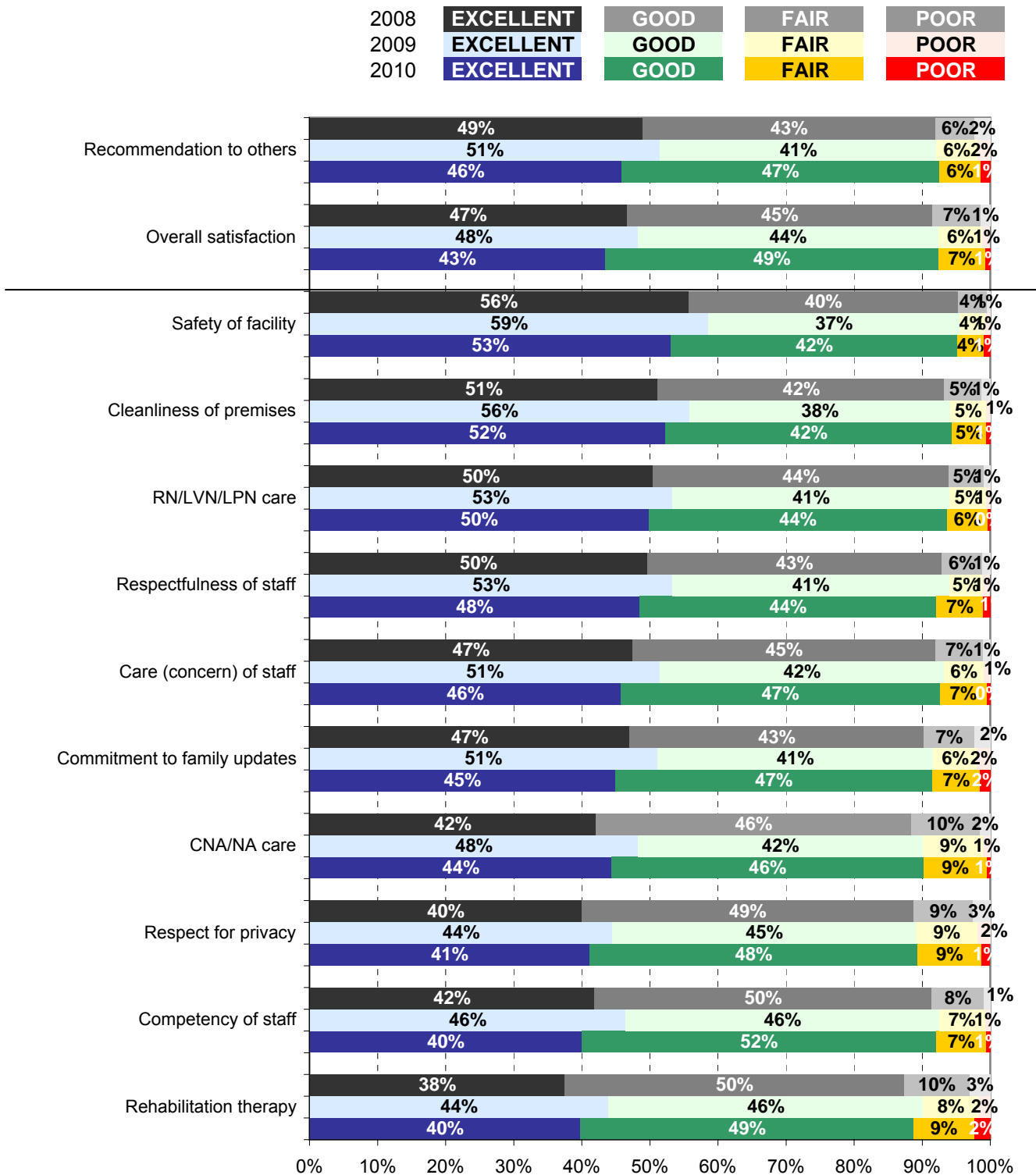
If Quadrant D has less than five items, the Priority Action Agenda will list only those items in the quadrant.

- 16 Responsiveness of management
- 1 Choices/preferences
- 11 Adequate staff to meet needs
- 21 Quality of dining experience
- 12 Attention to resident grooming

# RESIDENT SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2008, 2009 AND 2010

4



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.)

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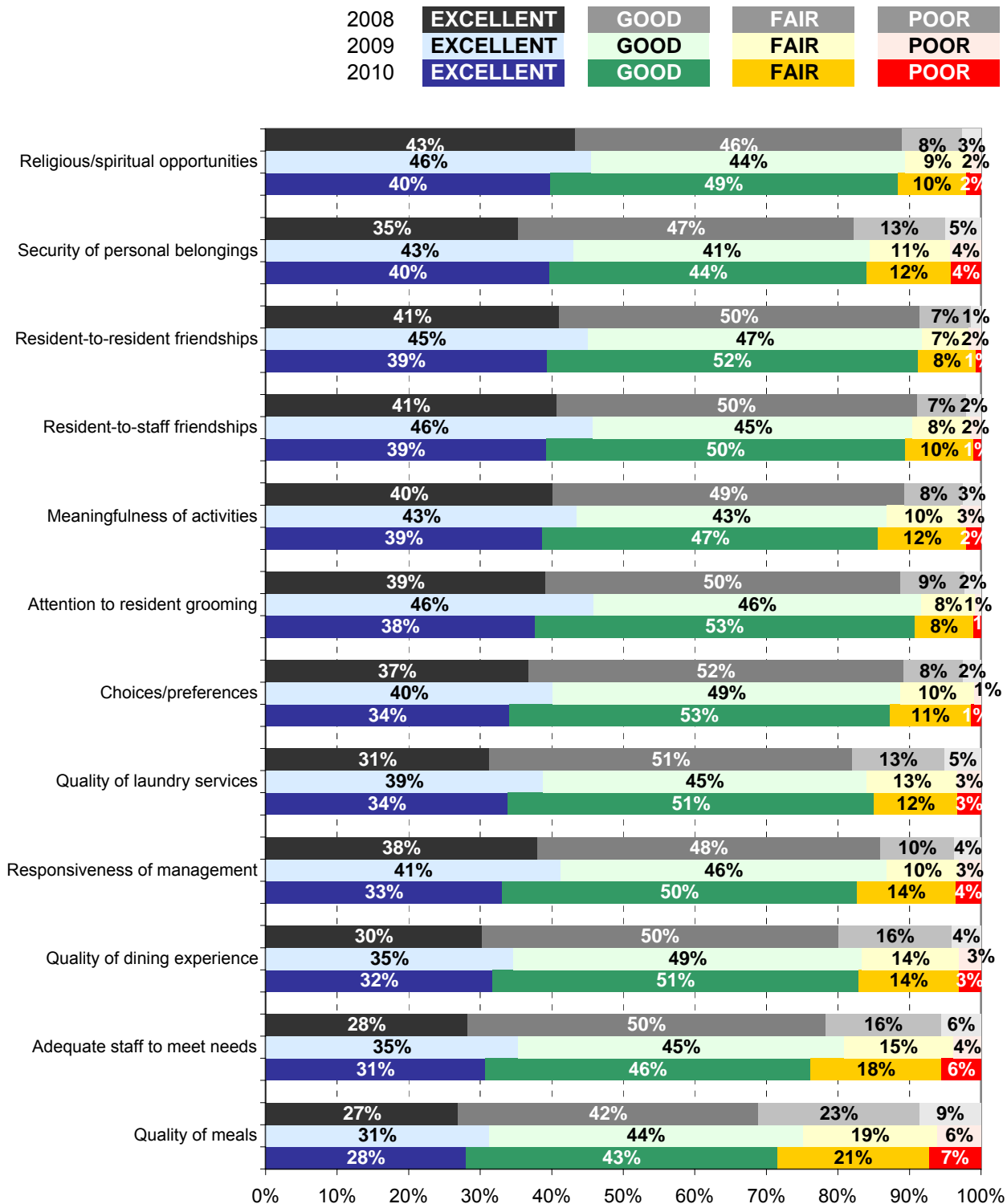


# RESIDENT SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2008, 2009 AND 2010

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

# RESIDENT SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES FOR 2010

5

		2009	2008	2010 MIV
	Recommendation to others	81	79	76
	Overall satisfaction	80	79	76
QUALITY OF LIFE	Safety of facility	84	83	80
	Respectfulness of staff	82	80	78
	Resident-to-resident friendships	78	77	75
	Respect for privacy	77	75	74
	Resident-to-staff friendships	78	77	75
	Religious/spiritual opportunities	78	77	74
	Meaningfulness of activities	76	76	72
	Choices/preferences	76	74	72
	Security of personal belongings	74	71	70
	Quality of dining experience	72	69	66
QUALITY OF CARE	RN/LVN/LPN care	82	81	78
	Care (concern) of staff	81	79	77
	Commitment to family updates	80	78	75
	CNA/NA care	79	76	74
	Competency of staff	79	77	75
	Attention to resident grooming	79	75	72
	Rehabilitation therapy	77	74	75
	Adequate staff to meet needs	71	67	65
QUALITY OF SERVICE	Cleanliness of premises	83	81	77
	Quality of laundry services	73	69	70
	Responsiveness of management	75	73	71
	Quality of meals	67	62	62

RHODE ISLAND

# RESIDENT SATISFACTION

## AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2010

6

		Rhode Island	Rural	Suburban	Urban
QUALITY OF LIFE	Recommendation to others	79	80	81	76
	Overall satisfaction	78	79	80	76
	Safety of facility	82	85	83	80
	Respectfulness of staff	80	81	80	78
	Resident-to-resident friendships	77	79	77	75
	Respect for privacy	76	75	78	75
	Resident-to-staff friendships	76	77	76	75
	Religious/spiritual opportunities	75	79	77	72
	Meaningfulness of activities	74	77	75	71
	Choices/preferences	73	73	74	72
	Security of personal belongings	73	73	76	69
	Quality of dining experience	71	70	74	66
QUALITY OF CARE	RN/LVN/LPN care	81	83	81	80
	Care (concern) of staff	79	80	80	78
	CNA/NA care	78	79	79	76
	Commitment to family updates	78	80	78	77
	Competency of staff	77	78	78	75
	Attention to resident grooming	76	76	76	75
	Rehabilitation therapy	75	75	78	73
	Adequate staff to meet needs	67	65	69	66
QUALITY OF SERVICE	Cleanliness of premises	82	84	83	80
	Quality of laundry services	72	73	74	69
	Responsiveness of management	71	71	73	68
	Quality of meals	64	63	69	59

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 2010

7

### RESIDENT

Gender of resident		Age of resident	
Female	71%	19 or under	0%
Male	29%	20 to 29	0%
		30 to 39	0%
		40 to 49	1%
		50 to 59	6%
		60 to 69	12%
		70 to 79	18%
		80 to 89	40%
		90 or older	24%

### FACILITY CHOICE

Homes visited		Reason for choosing	
None	45%	Convenient location	24%
Only this one	22%	Good reputation	29%
Two	23%	Doctor or hospital	22%
Three	6%	Relative or friend	15%
Four	3%	Insurance requirement	1%
Five or more	2%	Other reason	10%

Length of stay	
Less than 1 month	2%
1 to 3 months	6%
3 to 6 months	7%
6 months to 1 year	15%
1 to 3 years	37%
3 or more years	33%

### VISITOR

Person visiting most		How often visited	
Spouse	9%	Less than once a year	2%
Child	50%	Once a year	2%
Brother or sister	13%	Once every 3 months	5%
Grandchild	3%	Once a month or more	16%
Friend	10%	Once a week or more	49%
Another person	16%	Almost daily	27%

### Assistance with survey

By myself	26%
With facility staff	44%
With family or friend	18%
With another resident	1%
With another person	11%

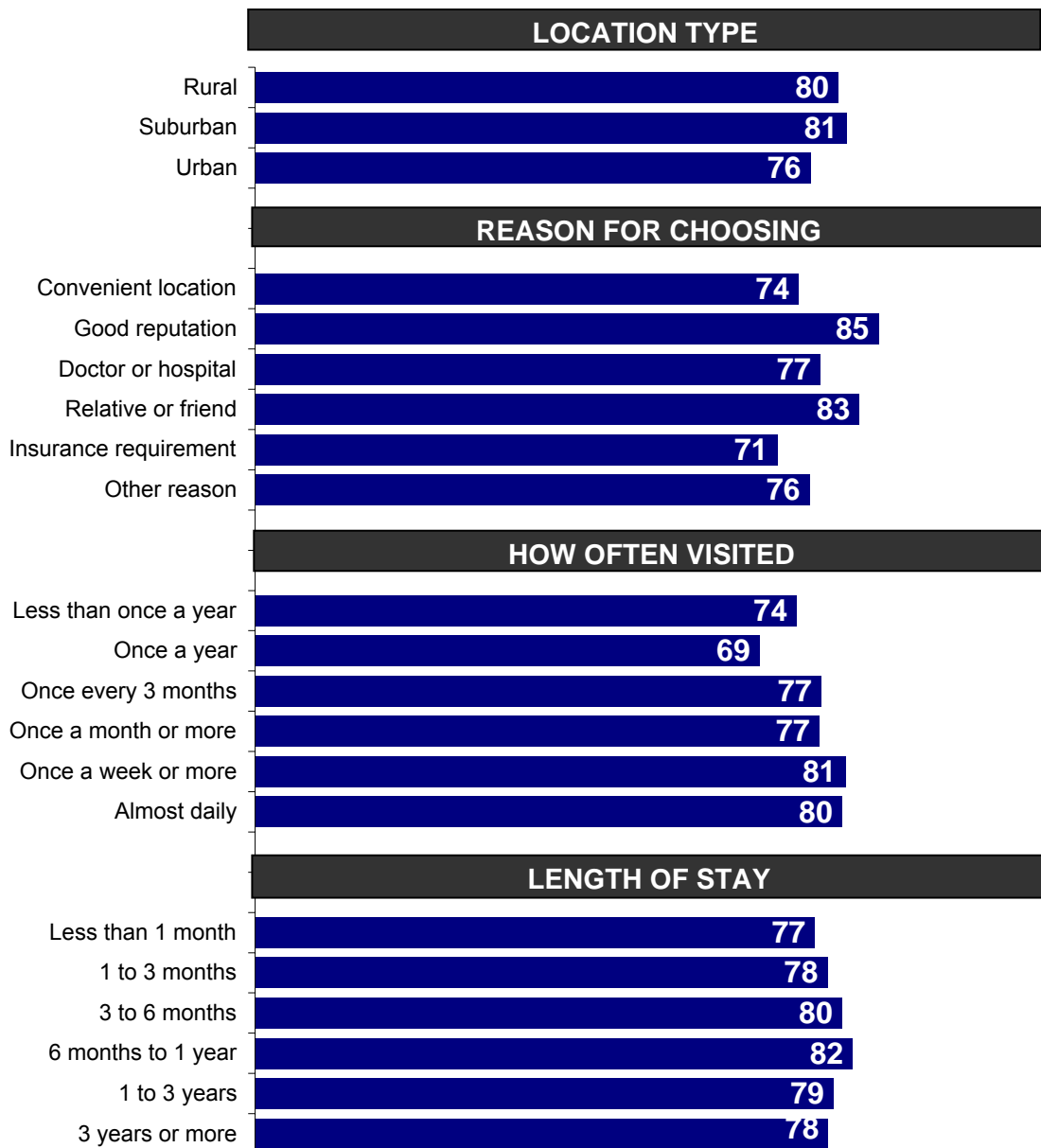
(May not total 100% due to rounding.)

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## RESIDENT SATISFACTION

AVERAGE SCORES FOR "RECOMMENDATION TO OTHERS" BY DEMOGRAPHICS FOR 2010

8



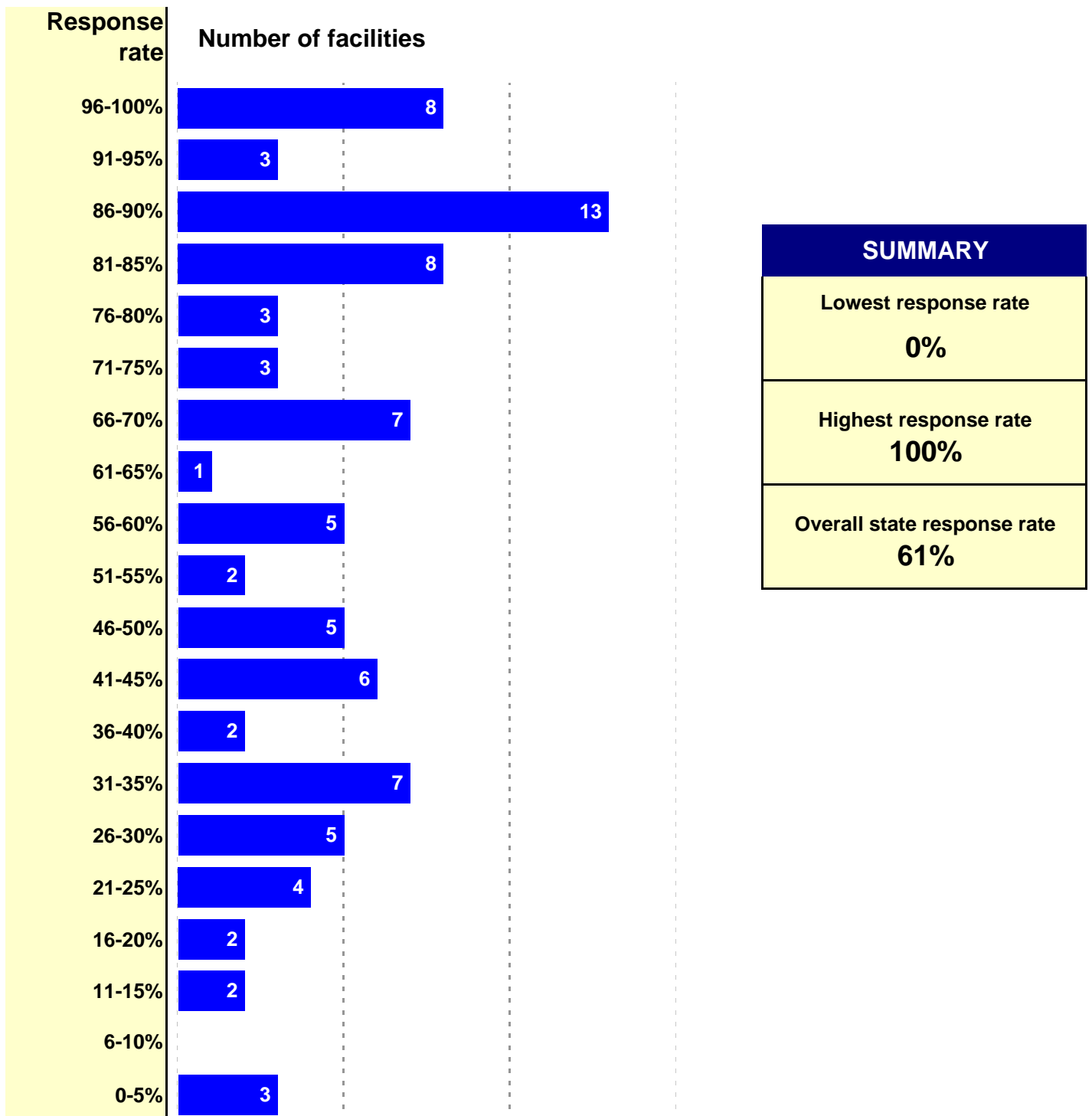
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# RESIDENT SATISFACTION

## DISTRIBUTION OF RESPONSE RATES FOR 2010

9

Results are for 89 participating facilities.



RHODE ISLAND

# RESIDENT SATISFACTION

## SKILLED NURSING RESIDENT SATISFACTION SURVEY REFERENCE

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

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# FAMILY SATISFACTION

	2010	2009	2008
RESPONSE RATE	40%	43%	37%
FACILITIES SURVEYED	90	91	90
SURVEYS RECEIVED	2,194	2,173	2,059



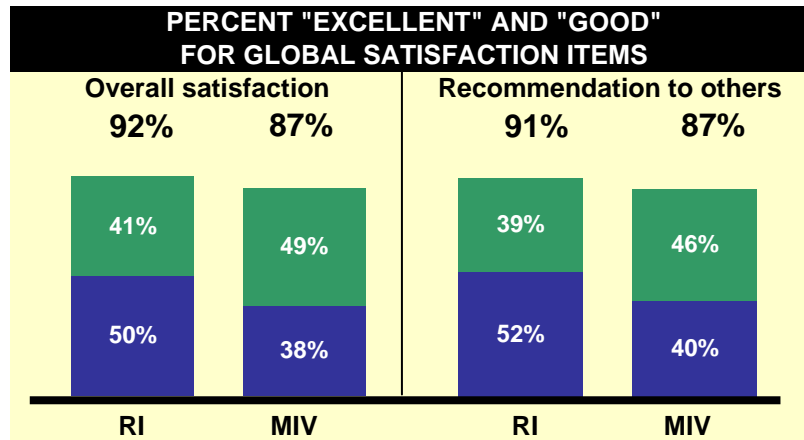
**RHODE ISLAND**



# FAMILY SATISFACTION

1

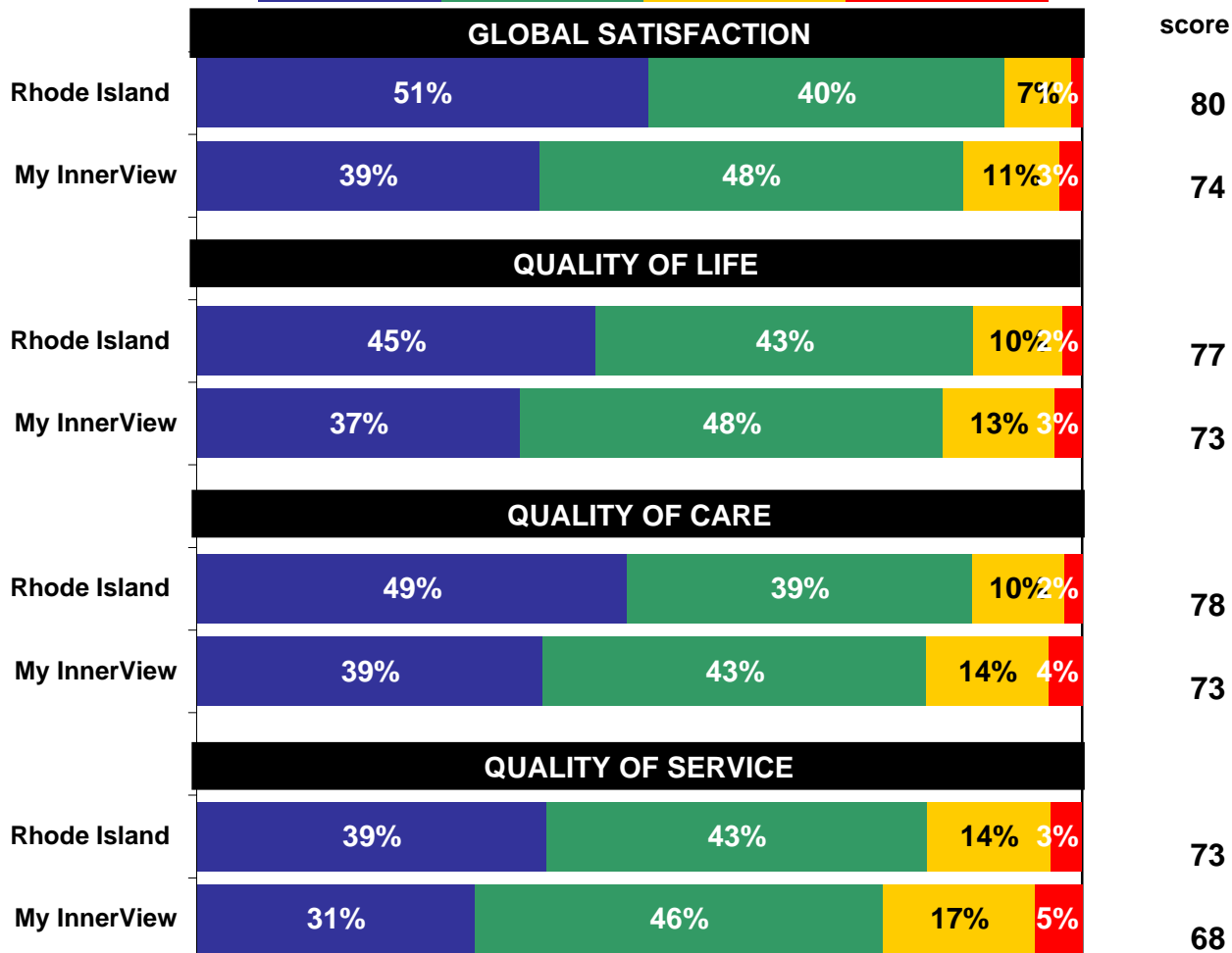
## GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2010



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



Average score



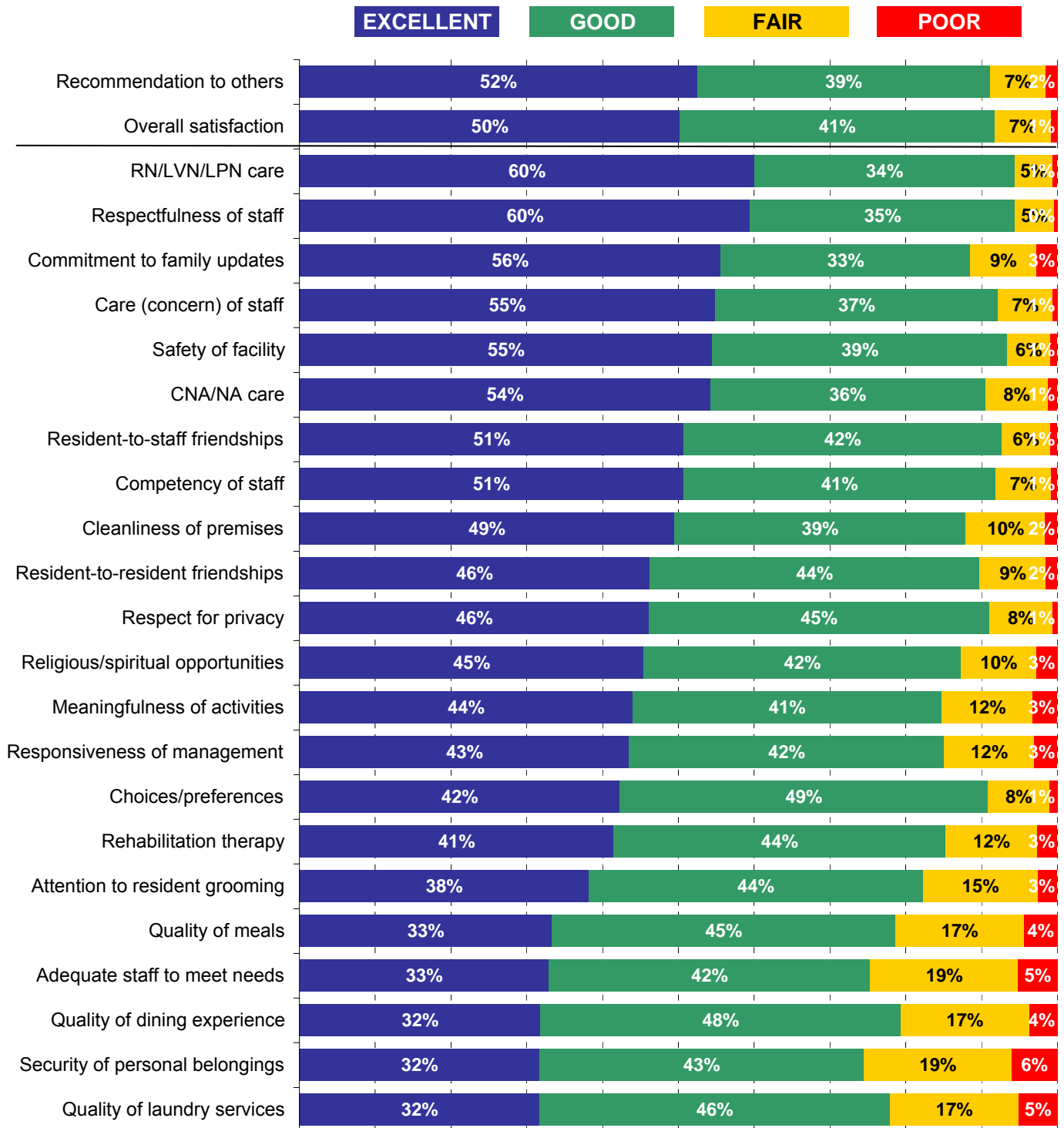
(May not total 100% due to rounding.)

### RHODE ISLAND

# FAMILY SATISFACTION

## ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2010

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.

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# FAMILY SATISFACTION

## QUADRANT ANALYSIS: STRENGTHS AND OPPORTUNITIES

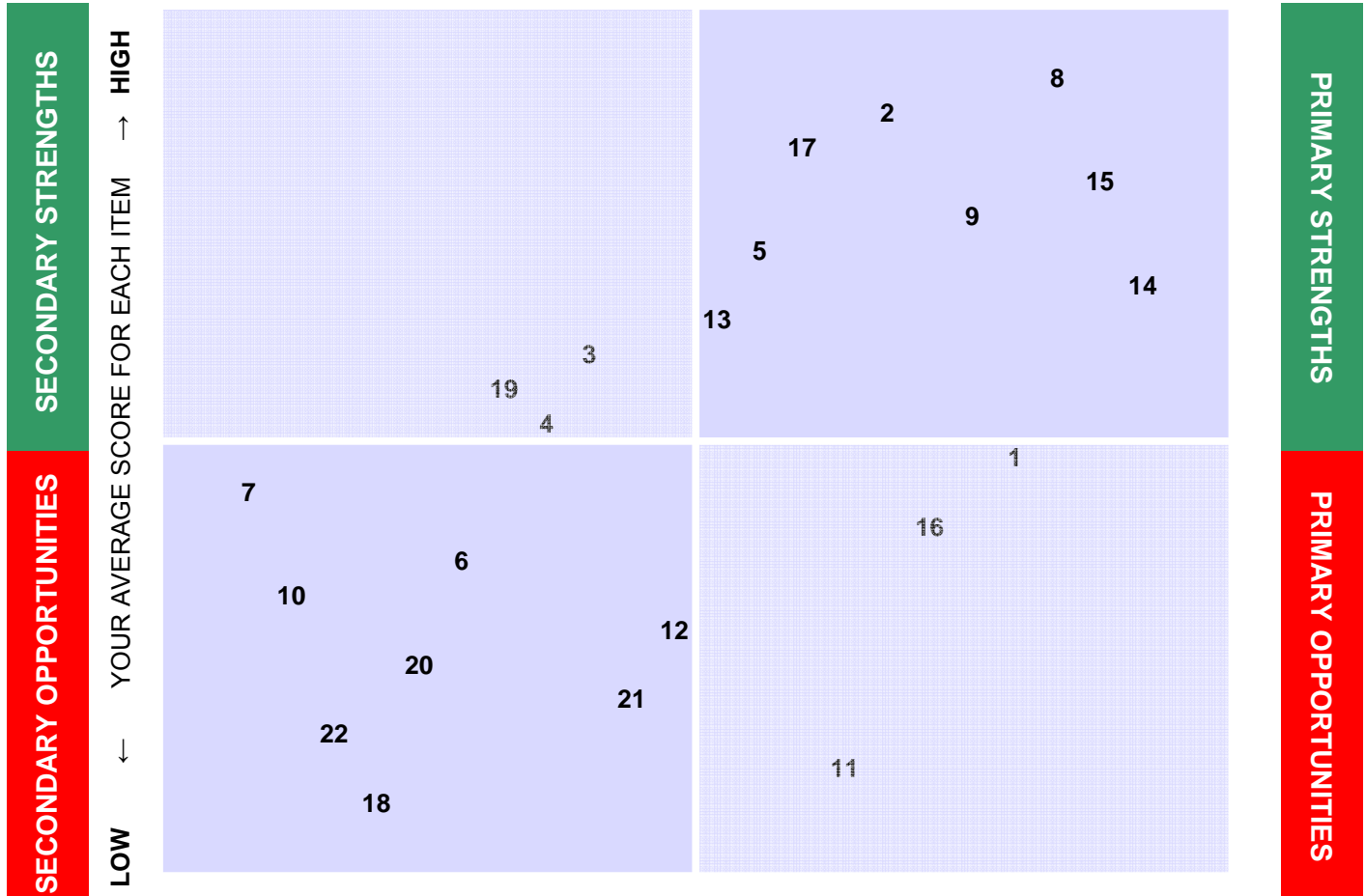
3

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

RHODE ISLAND

A

**SECONDARY STRENGTHS**

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

- 4 Resident-to-resident friendships
- 3 Respect for privacy
- 19 Cleanliness of premises

B

**PRIMARY STRENGTHS**

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

- 14 Competency of staff
- 15 Care (concern) of staff
- 9 CNA/NA care
- 8 RN/LVN/LPN care
- 13 Commitment to family updates
- 5 Resident-to-staff friendships
- 2 Respectfulness of staff
- 17 Safety of facility

C

**SECONDARY OPPORTUNITIES**

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

- 21 Quality of dining experience
- 12 Attention to resident grooming
- 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

D

**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.

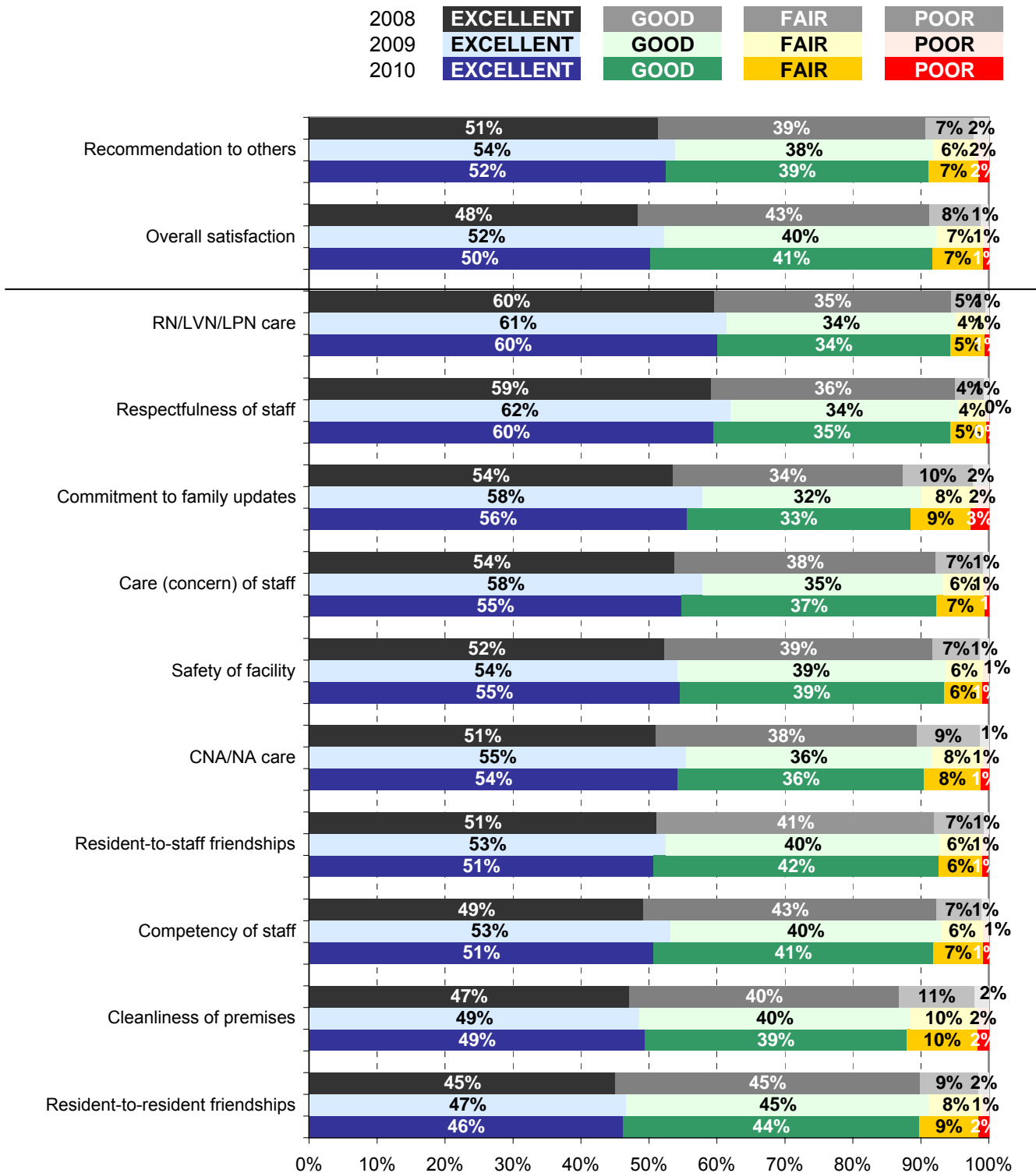
If Quadrant D has less than five items, the Priority Action Agenda will list only those items in the quadrant.

- 11 Adequate staff to meet needs
- 1 Choices/preferences
- 16 Responsiveness of management

# FAMILY SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2008, 2009 AND 2010

4



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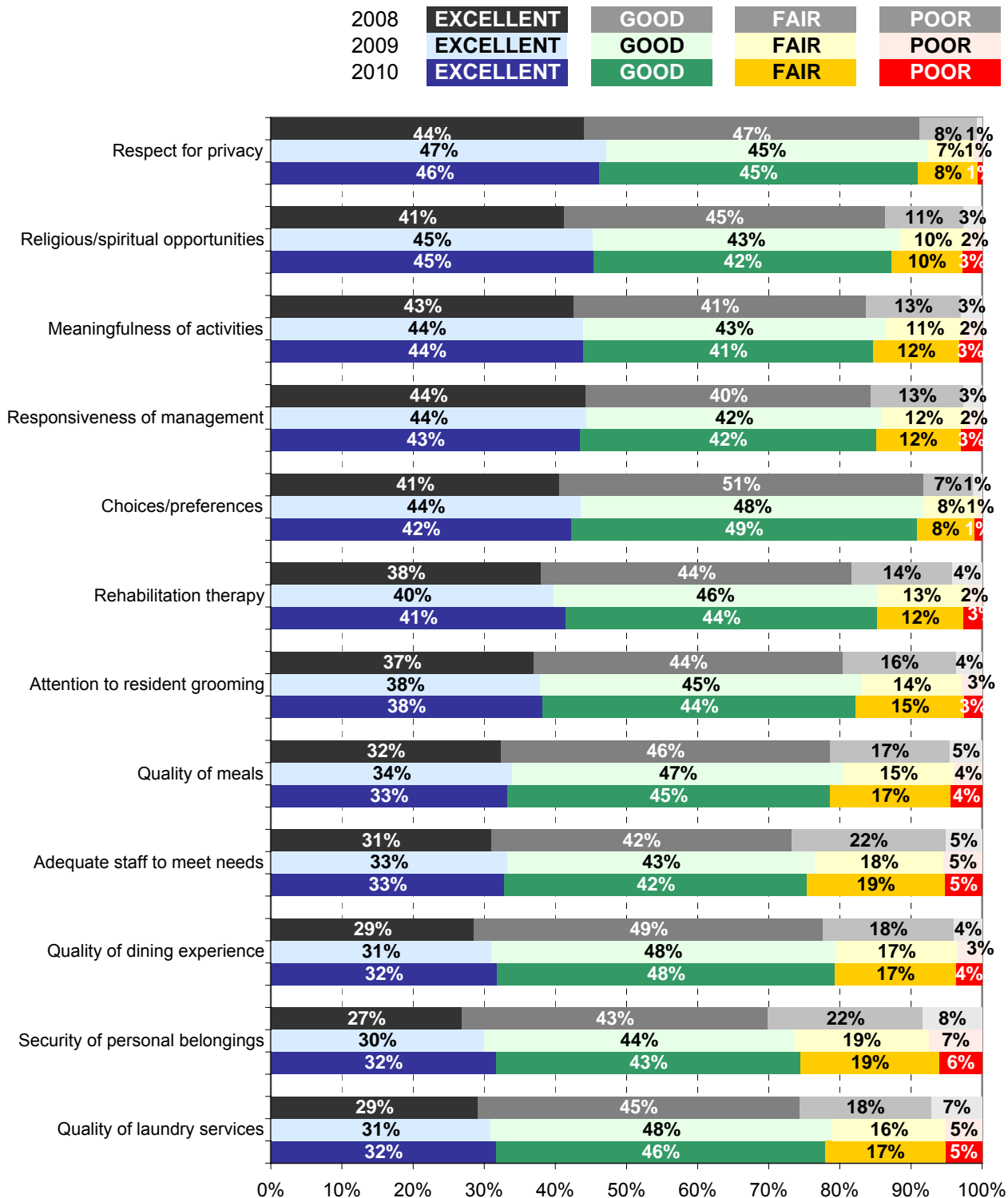
RHODE ISLAND

# FAMILY SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2008, 2009 AND 2010

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

# FAMILY SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES FOR 2010

5

		2009	2008	2010 MIV
	Recommendation to others	81	80	75
	Overall satisfaction	80	80	74
QUALITY OF LIFE	Respectfulness of staff	84	86	80
	Safety of facility	82	82	77
	Resident-to-staff friendships	81	81	77
	Respect for privacy	79	79	75
	Resident-to-resident friendships	78	79	75
	Choices/preferences	77	78	73
	Religious/spiritual opportunities	77	77	73
	Meaningfulness of activities	75	76	72
	Quality of dining experience	69	69	64
	Security of personal belongings	67	65	62
QUALITY OF CARE	RN/LVN/LPN care	85	85	79
	Care (concern) of staff	82	83	77
	CNA/NA care	81	82	74
	Competency of staff	81	82	76
	Commitment to family updates	80	82	78
	Rehabilitation therapy	75	74	72
	Attention to resident grooming	73	73	64
	Adequate staff to meet needs	68	68	61
QUALITY OF SERVICE	Cleanliness of premises	79	78	72
	Responsiveness of management	75	76	71
	Quality of meals	69	70	65
	Quality of laundry services	68	68	64

RHODE ISLAND

# FAMILY SATISFACTION

## AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2010

6

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

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 2010

7

### RESIDENT

Gender of resident		Age of resident	
Female	77%	19 or under	0%
Male	23%	20 to 29	0%
		30 to 39	0%
		40 to 49	1%
		50 to 59	2%
		60 to 69	3%
		70 to 79	10%
		80 to 89	45%
		90 or older	40%

### FACILITY CHOICE

Homes visited		Reason for choosing	
None	31%	Convenient location	27%
Only this one	13%	Good reputation	38%
Two	25%	Doctor or hospital	12%
Three	18%	Relative or friend	11%
Four	7%	Insurance requirement	1%
Five or more	5%	Other reason	11%

62%

Length of stay	
Less than 1 month	1%
1 to 3 months	4%
3 to 6 months	6%
6 months to 1 year	15%
1 to 3 years	36%
3 or more years	38%

74%

### SURVEY RESPONDENT

Relationship to resident	
Spouse	11%
Child	63%
Brother or sister	7%
Grandchild	1%
Friend	2%
Other relationship	15%

### VISITOR

Person visiting most	
Spouse	13%
Child	61%
Brother or sister	9%
Grandchild	1%
Friend	4%
Another person	11%

How often visited	
Less than once a year	0%
Once a year	0%
Once every 3 months	2%
Once a month or more	11%
Once a week or more	50%
Almost daily	37%

86%

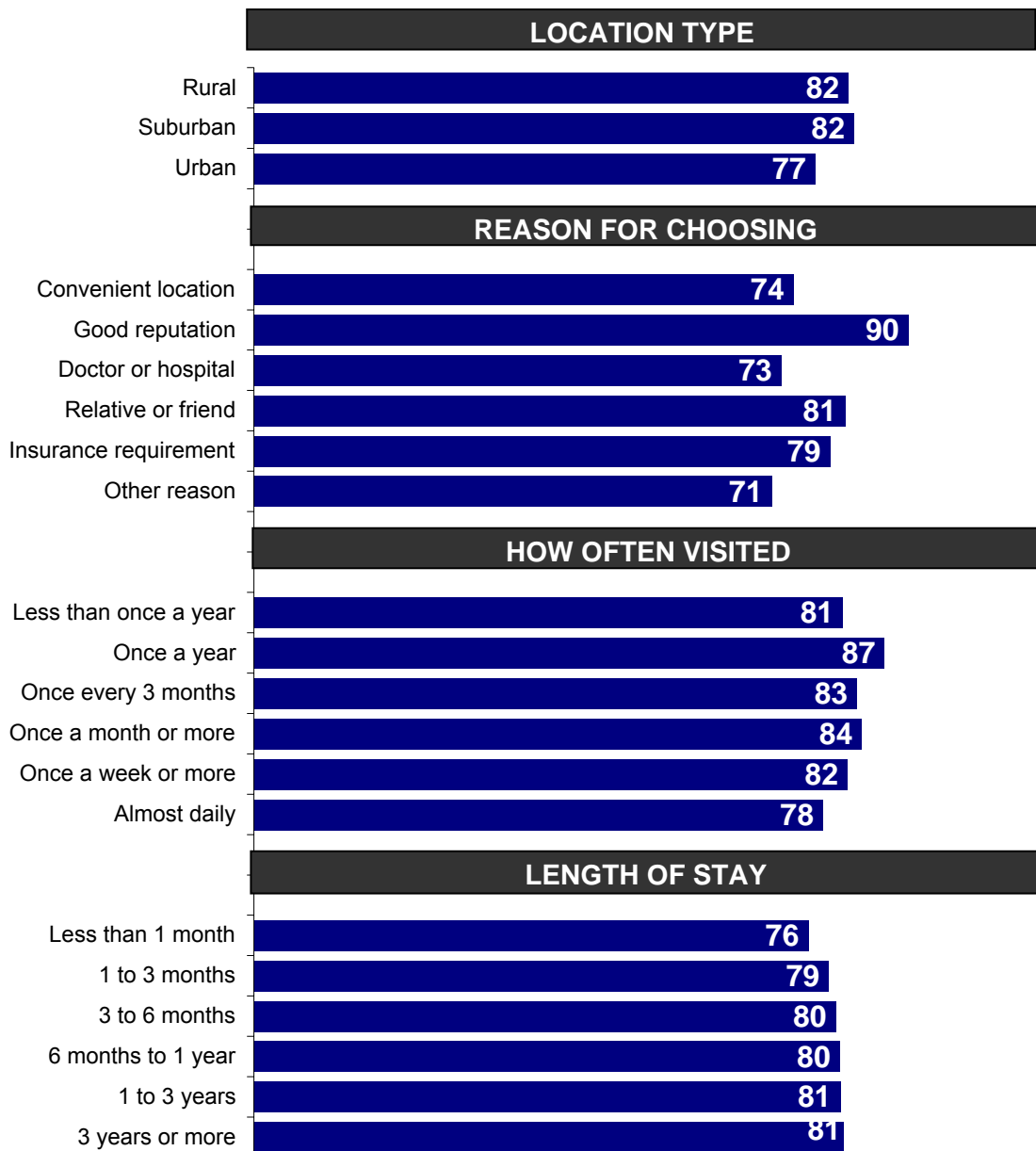
(May not total 100% due to rounding.)

RHODE ISLAND

## FAMILY SATISFACTION

AVERAGE SCORES FOR "RECOMMENDATION TO OTHERS" BY DEMOGRAPHICS FOR 2010

8



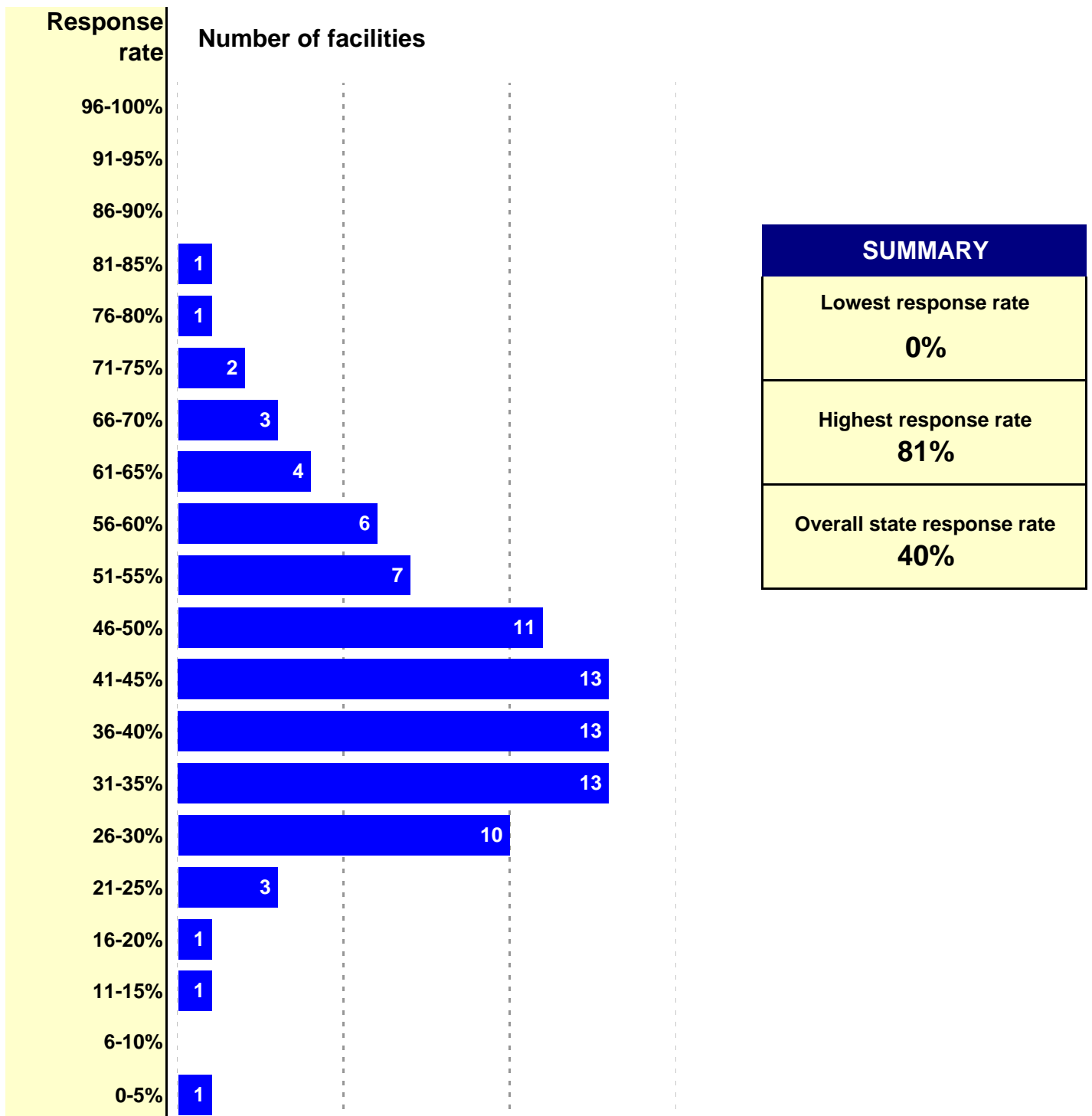
RHODE ISLAND

# FAMILY SATISFACTION

## DISTRIBUTION OF RESPONSE RATES FOR 2010

9

Results are for 90 participating facilities.



RHODE ISLAND

## FAMILY SATISFACTION

### SKILLED NURSING FAMILY SATISFACTION SURVEY REFERENCE

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

# EMPLOYEE SATISFACTION

	2010	2009	2008
RESPONSE RATE	50%	40%	62%
FACILITIES SURVEYED	27	38	9
SURVEYS RECEIVED	1,577	1,789	625

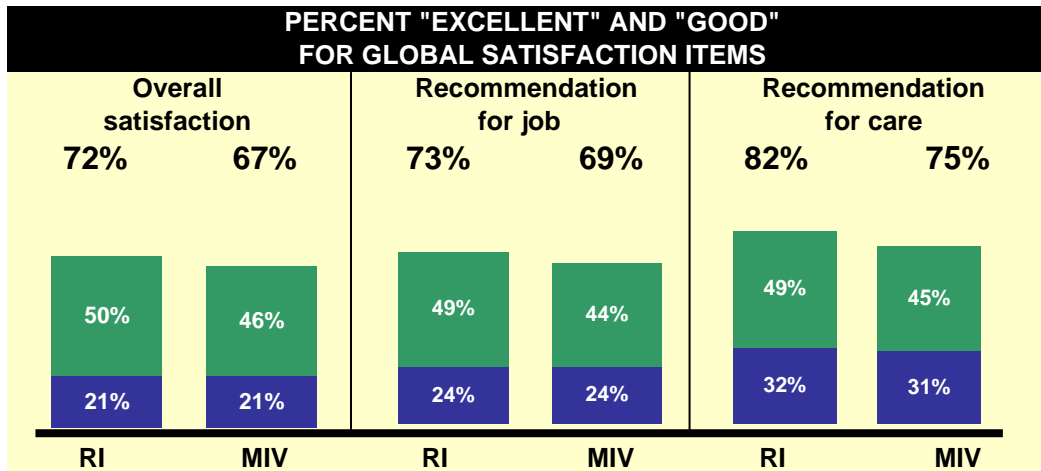


**RHODE ISLAND**

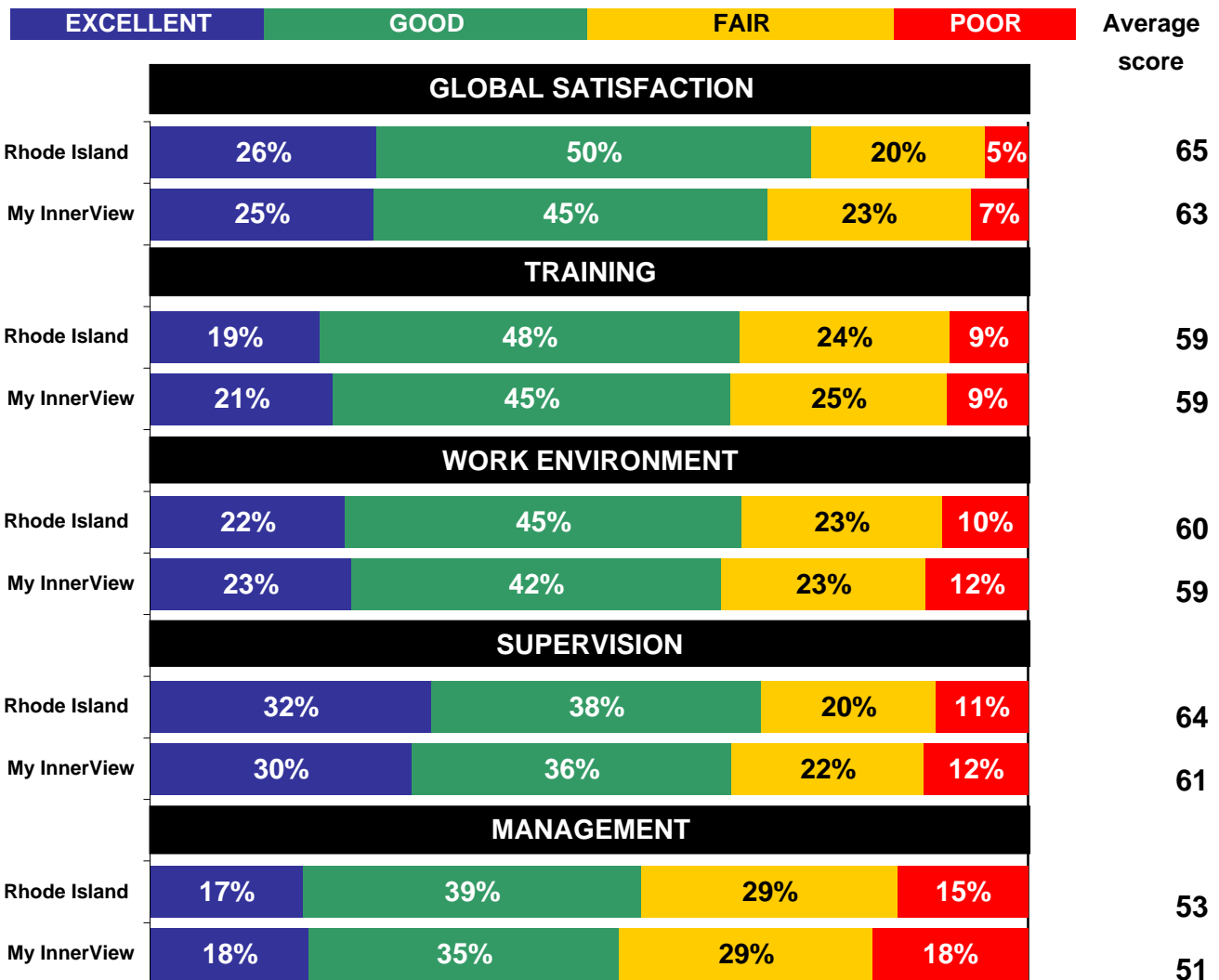
# EMPLOYEE SATISFACTION

## GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2010

1



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



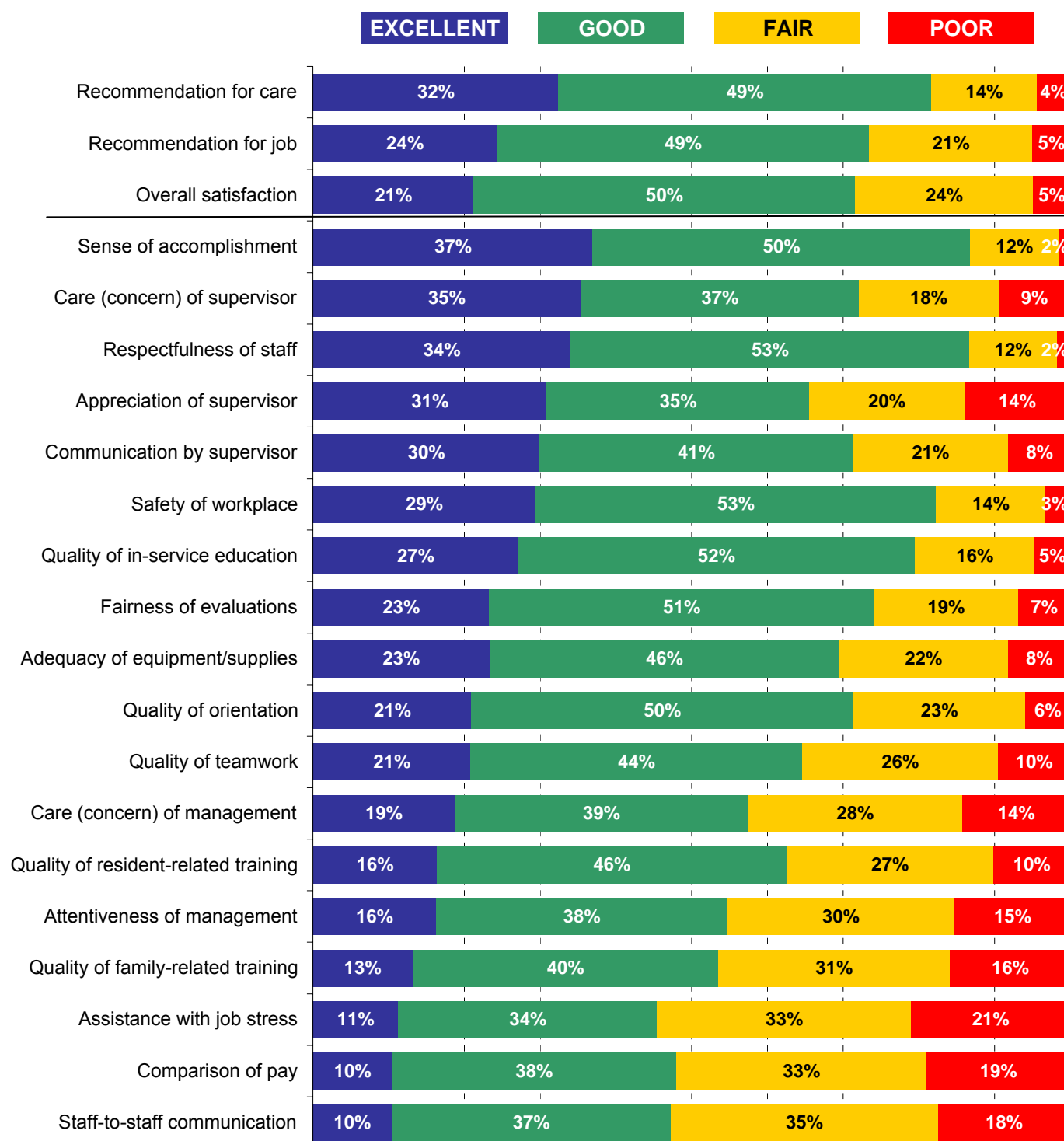
(May not total 100% due to rounding.)

### RHODE ISLAND

# EMPLOYEE SATISFACTION

## ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2010

2



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

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# EMPLOYEE SATISFACTION

## QUADRANT ANALYSIS: STRENGTHS AND OPPORTUNITIES

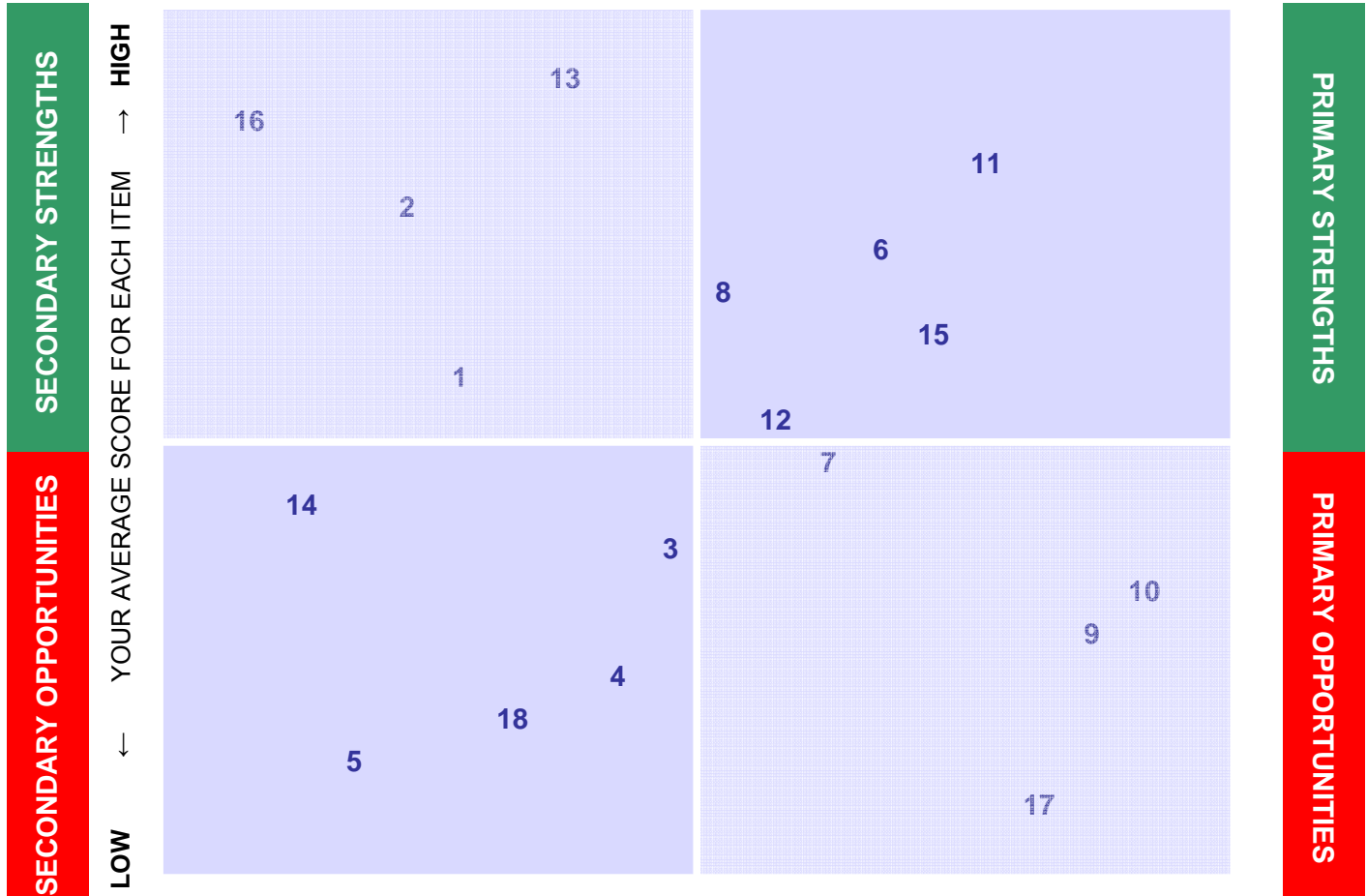
3

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 FOR JOB → HIGH

D

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

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 as a place to work?** 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

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A

### SECONDARY STRENGTHS

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

- 1 Quality of orientation
- 2 Quality of in-service education
- 13 Sense of accomplishment
- 16 Respectfulness of staff

B

### PRIMARY STRENGTHS

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

- 15 Fairness of evaluations
- 12 Adequacy of equipment/supplies
- 6 Care (concern) of supervisor
- 11 Safety of workplace
- 8 Communication by supervisor

C

### SECONDARY OPPORTUNITIES

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

- 4 Quality of family-related training
- 18 Staff-to-staff communication
- 3 Quality of resident-related training
- 5 Comparison of pay
- 14 Quality of teamwork

D

### 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 <sup>TM</sup>

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

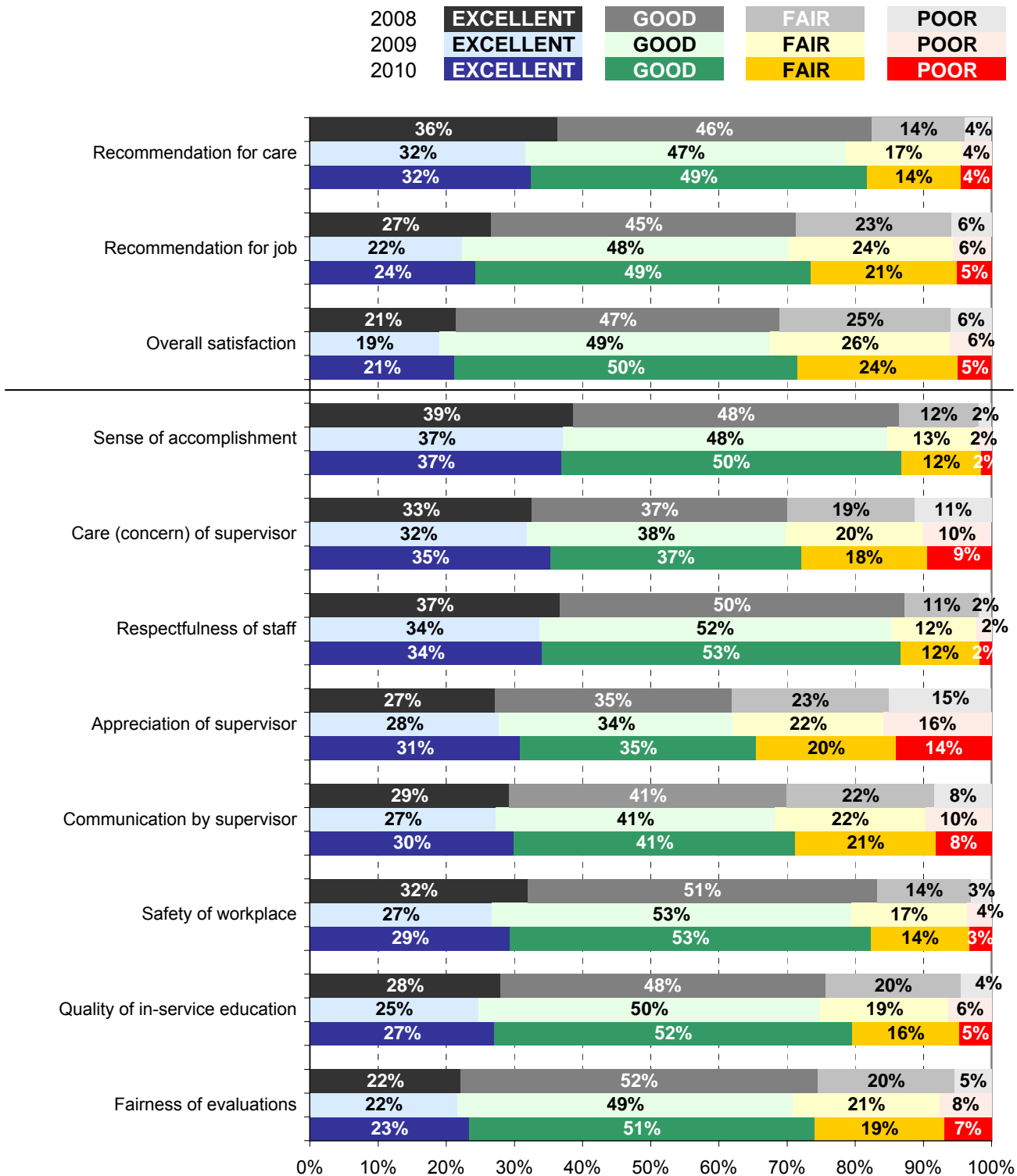
If Quadrant D has less than five items, the Priority Action Agenda will list only those items in the quadrant.

- 17 Assistance with job stress
- 9 Attentiveness of management
- 10 Care (concern) of management
- 7 Appreciation of supervisor

# EMPLOYEE SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2008, 2009 AND 2010

4



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.)

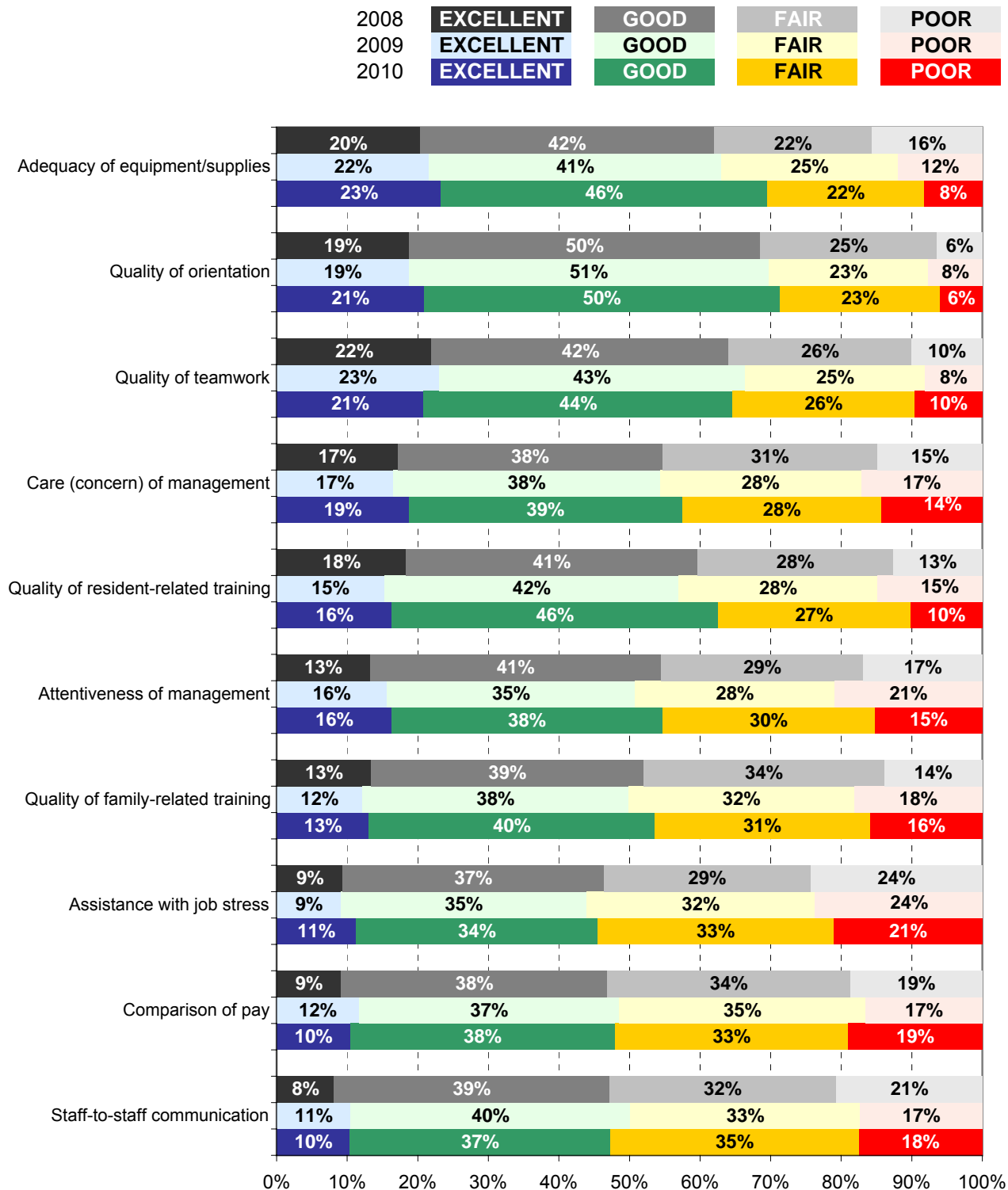
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# EMPLOYEE SATISFACTION

ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2008, 2009 AND 2010

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.)

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# EMPLOYEE SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES FOR 2010

5

		2009	2008	2010 MIV
	Recommendation for care	69	72	67
	Recommendation for job	62	64	62
	Overall satisfaction	60	61	60
TRAINING	Quality of in-service education	64	66	67
	Quality of orientation	60	60	62
	Quality of resident-related training	52	55	56
	Quality of family-related training	48	50	52
WORK ENVIRONMENT	Sense of accomplishment	73	74	75
	Respectfulness of staff	72	74	71
	Safety of workplace	67	71	68
	Fairness of evaluations	62	64	60
	Adequacy of equipment/supplies	58	56	58
	Quality of teamwork	60	59	58
	Staff-to-staff communication	48	45	49
	Comparison of pay	48	46	45
	Assistance with job stress	43	44	45
SUPERVISION	Care (concern) of supervisor	64	64	64
	Communication by supervisor	62	64	62
	Appreciation of supervisor	58	58	58
MANEGE- MENT	Care (concern) of management	51	52	53
	Attentiveness of management	48	50	50
RHODE ISLAND				

# EMPLOYEE SATISFACTION

## AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2010

6

		Rhode Island	Rural	Suburban	Urban
TRAINING	Recommendation for care	70	69	70	71
	Recommendation for job	64	64	65	64
	Overall satisfaction	63	63	63	61
	Quality of in-service education	67	67	67	67
	Quality of orientation	62	63	62	60
	Quality of resident-related training	56	55	58	55
	Quality of family-related training	50	50	52	48
	Sense of accomplishment	74	74	75	73
	Respectfulness of staff	73	72	74	72
	Safety of workplace	69	69	70	70
WORK ENVIRONMENT	Fairness of evaluations	63	63	66	60
	Adequacy of equipment/supplies	62	61	62	61
	Quality of teamwork	59	58	58	62
	Staff-to-staff communication	47	44	47	50
	Comparison of pay	46	49	45	43
	Assistance with job stress	45	45	47	44
	Care (concern) of supervisor	66	65	68	64
SUPER-VISION	Communication by supervisor	64	63	65	66
	Appreciation of supervisor	61	60	62	61
MANAGE-MENT	Care (concern) of management	54	54	55	52
	Attentiveness of management	52	51	53	52

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

# EMPLOYEE SATISFACTION

## DEMOGRAPHICS AND BACKGROUND INFORMATION FOR 2010

7

### EMPLOYEE

Age of employee		Gender of employee		English as first language	
19 and under	2%	Female	86%	Yes	92%
20 to 29	17%	Male	14%	No	8%
30 to 39	21%				
40 to 49	27%				
50 to 59	23%				
60 or older	10%				

### POSITION

Job category		Shift typically worked		Hours worked in typical week	
CNA	39%	Days	67%	Less than 10 hours	2%
Nurse	18%	Evenings	20%	10 to 20 hours	5%
Nursing Administration	2%	Nights	7%	20 to 30 hours	12%
Food Service	9%	Rotating	6%	30 to 40 hours	61%
Social Services	2%			More than 40 hours	21%
Hskg./Lndry./Maint.	12%				
Activities	3%				
Therapy/Rehabilitation	2%				
Business Office	4%				
Administration	4%				
Other Position	5%				

### WORK HISTORY

Length of employment		Homes worked in 3 years	
Less than 1 month	2%	Just this one	73%
1 to 3 months	5%	2 to 3	24%
3 months to 1 year	10%	4 or more	2%
1 to 2 years	11%		
2 to 5 years	29%		
5 to 10 years	24%		
More than 10 years	20%		

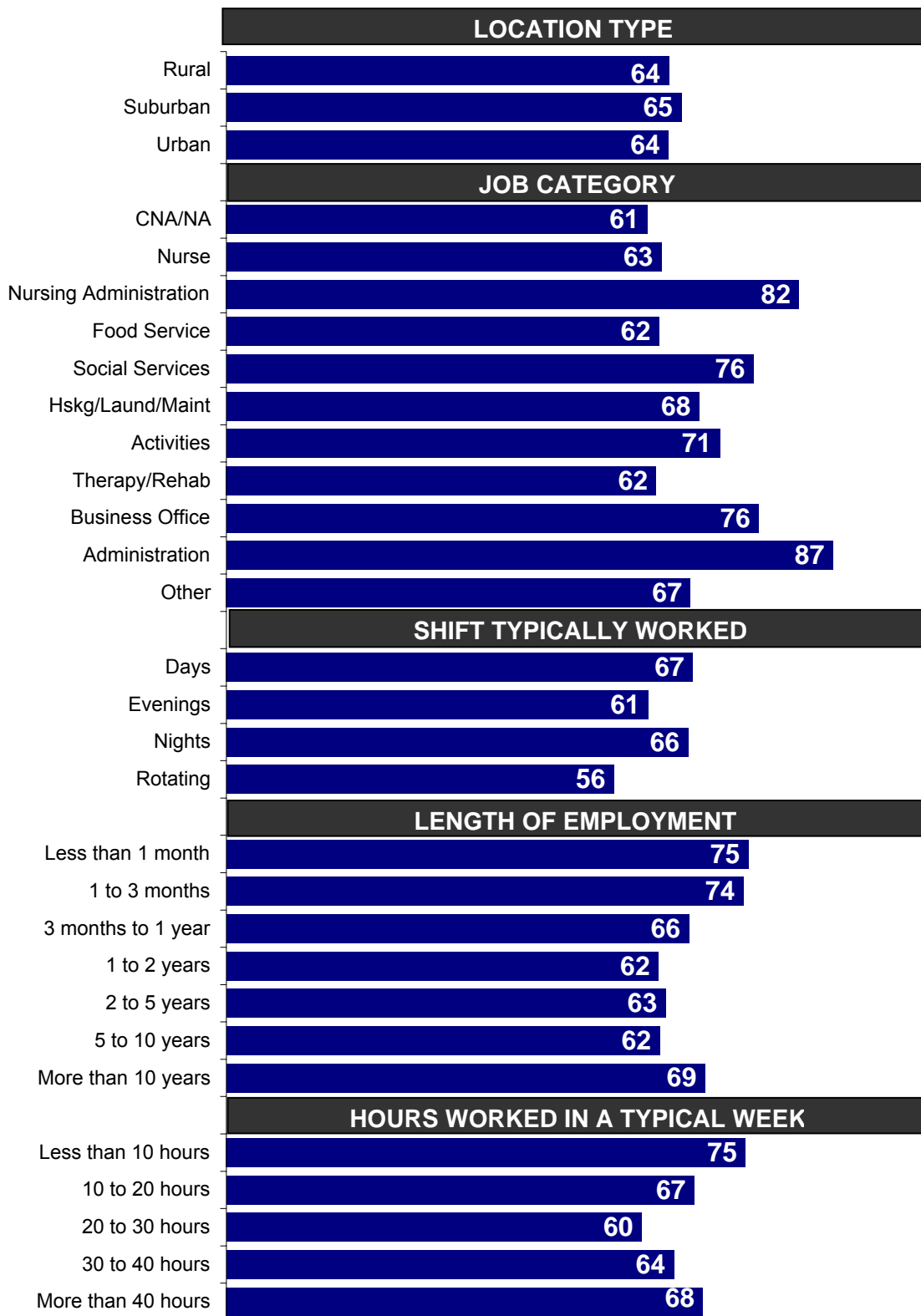
(May not total 100% due to rounding.)

RHODE ISLAND

# EMPLOYEE SATISFACTION

AVERAGE SCORES FOR "RECOMMENDATION FOR JOB" BY DEMOGRAPHICS FOR 2010

8



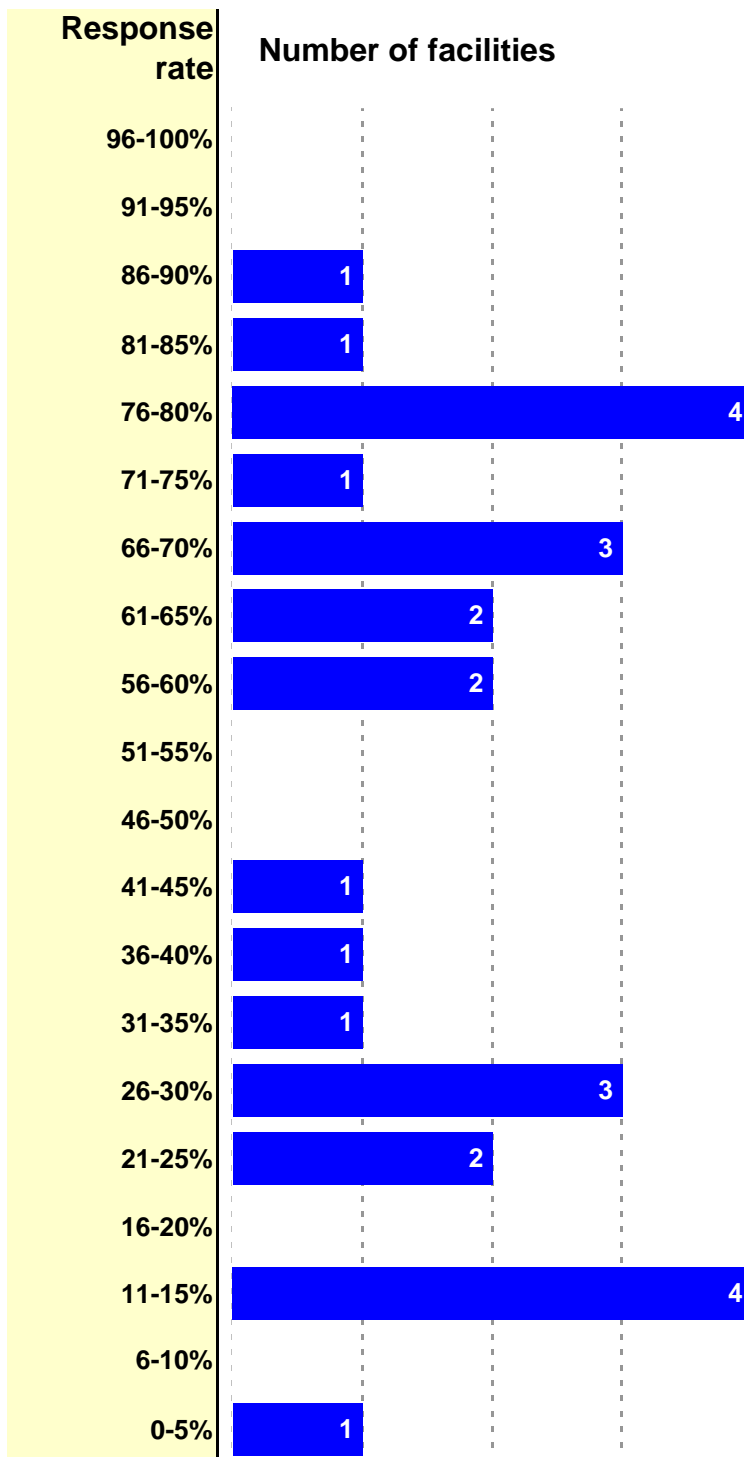
RHODE ISLAND

# EMPLOYEE SATISFACTION

## DISTRIBUTION OF RESPONSE RATES FOR 2010

9

Results are for 27 participating facilities.



SUMMARY
Lowest response rate <b>0%</b>
Highest response rate <b>90%</b>
Overall state response rate <b>50%</b>

RHODE ISLAND



# EMPLOYEE SATISFACTION

## SKILLED NURSING EMPLOYEE SATISFACTION SURVEY REFERENCE

### ITEM NUMBER/LABEL

### ORIGINAL SURVEY STATEMENT

#### GLOBAL SATISFACTION DOMAIN

<b>19</b>	Overall satisfaction	How would you rate your overall satisfaction with this facility?
<b>20</b>	Recommendation for job	What is your recommendation of this facility as a place to work?
<b>21</b>	Recommendation for care	What is your recommendation of this facility as a place to receive care?

#### WORK ENVIRONMENT DOMAIN Rate this facility on ...

<b>5</b>	Comparison of pay	The pay as compared to other facilities
<b>11</b>	Safety of workplace	The safety of the workplace
<b>12</b>	Adequacy of equipment/supplies	The adequacy of equipment and supplies to do your job
<b>13</b>	Sense of accomplishment	How your work allows you to make a difference in people's lives
<b>14</b>	Quality of teamwork	How your co-workers work together as a team
<b>15</b>	Fairness of evaluations	The fairness of your performance evaluations
<b>16</b>	Respectfulness of staff	The respect shown to the resident by staff
<b>17</b>	Assistance with job stress	Helping you to deal with job stress and burnout
<b>18</b>	Staff-to-staff communication	Staff communication between shifts

#### TRAINING DOMAIN Rate this facility on ...

<b>1</b>	Quality of orientation	The quality of new staff orientation
<b>2</b>	Quality of in-service education	The quality of in-service education
<b>3</b>	Quality of resident-related training	The quality of training you receive to deal with difficult residents
<b>4</b>	Quality of family-related training	The quality of training you receive to deal with difficult family members

#### SUPERVISION DOMAIN Rate this facility on ...

<b>6</b>	Care (concern) of supervisor	How your direct supervisor cares about you as a person
<b>7</b>	Appreciation of supervisor	How your direct supervisor regularly shows you appreciation for a job well done
<b>8</b>	Communication by supervisor	How your direct supervisor regularly gives you important work-related information

#### MANAGEMENT DOMAIN Rate this facility on ...

<b>9</b>	Attentiveness of management	How well facility management listens to employees
<b>10</b>	Care (concern) of management	How facility management cares about employees

#### DEMOGRAPHICS AND BACKGROUND INFORMATION

<b>22</b>	Age of employee	What is your age?
<b>23</b>	Gender of employee	What is your gender?
<b>24</b>	Job category	What is your job category?
<b>25</b>	Shift typically worked	Which shift do you normally work?
<b>26</b>	Length of employment	How long have you worked at this facility?
<b>27</b>	Homes worked in 3 years	How many nursing homes have you worked at during the last three years?
<b>28</b>	English as first language	Do you speak English as your first language?
<b>29</b>	Hours worked in typical week	How many hours during a typical week do you normally work at this facility?