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

Published date: January 27, 2011

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SKILLED NURSING EMPLOYEE SATISFACTION SURVEY REFERENCE

RHODE ISLAND

CHART NUMBER:

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NUMBER:

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RESIDENT SATISFACTION

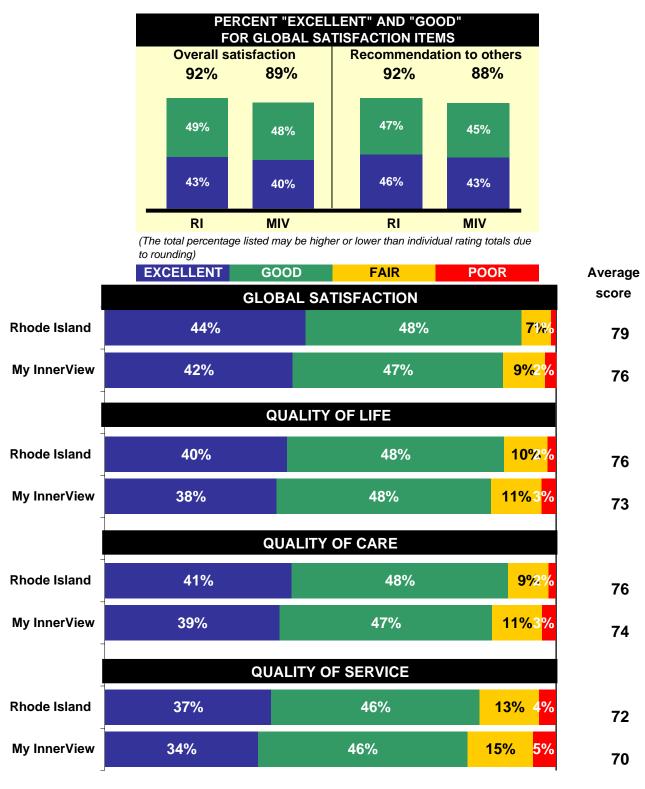
	2010	2009	2008
RESPONSE RATE	61%	54%	47%
FACILITIES SURVEYED	89	88	85
SURVEYS RECEIVED	1,903	1,624	1,215



RHODE ISLAND

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RESIDENT SATISFACTION GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2010



(May not total 100% due to rounding.)

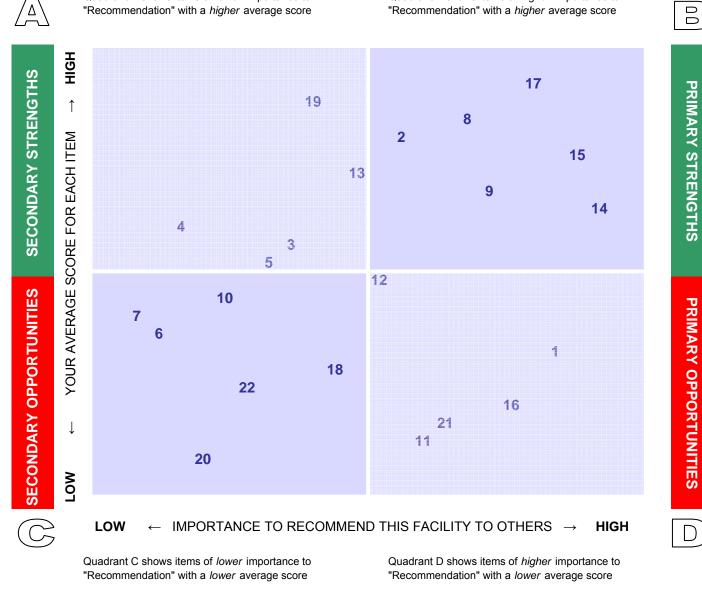
RESIDENT SATISFACTION ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2010

	EXCELLENT	GOOD	FAIR		POOR	
Recommendation to others	46%		47%	6	l	<mark>6%1%</mark>
Overall satisfaction	43%		49%		, ,	<mark>7%%</mark>
Safety of facility	53%			42%		<mark>41%</mark>
Cleanliness of premises	52%	1 1		42%	I	<mark>51%</mark>
RN/LVN/LPN care	50%		4	4%	l	60%
Respectfulness of staff	48%		44	%		<mark>7%1%</mark>
Care (concern) of staff	46%		47%	6		<mark>7%%</mark>
Commitment to family updates	45%		47%	,		<mark>7%2%</mark>
CNA/NA care	44%		46%			<mark>9%1%</mark>
Respect for privacy	41%		48%			<mark>9%1%</mark>
Competency of staff	40%		52%			<mark>7%%</mark>
Rehabilitation therapy	40%		49%			<mark>9% 2</mark> %
Religious/spiritual opportunities	40%		49%			10% 2 <mark>%</mark>
Security of personal belongings	40%		44%		12	<mark>% 4%</mark>
Resident-to-resident friendships	39%		52%			<mark>8%1%</mark>
Resident-to-staff friendships	39%		50%			10%1%
Meaningfulness of activities	39%		47%		1	<mark>2% 2</mark> %
Attention to resident grooming	38%		53%		 	<mark>8%1%</mark>
Choices/preferences	34%		53%			<mark>11% 1%</mark>
Quality of laundry services	34%		51%			<mark>2% 3</mark> %
Responsiveness of management	33%		50%		149	<mark>% 4%</mark>
Quality of dining experience	32%		51%		14	<mark>% 3%</mark>
Adequate staff to meet needs	31%	4	6%		18%	6%
Quality of meals	28%	43%			21%	7%

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.

RESIDENT SATISFACTION QUADRANT ANALYSIS: STRENGTHS AND OPPORTUNITIES

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



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

RESIDENT SATISFACTION QUADRANT ANALYSIS: STRENGTHS AND OPPORTUNITIES

 SECONDARY STRENGTHS Items with average scores above the midline but not as important to "Recommendation" Respect for privacy Resident-to-staff friendships Commitment to family updates Resident-to-resident friendships Cleanliness of premises 	15 9 17 8	PRIMARY STRENGTHS Items with average scores above the midline and more important to "Recommendation" Competency of staff Care (concern) of staff CNA/NA care Safety of facility RN/LVN/LPN care Respectfulness of staff
 SECONDARY OPPORTUNITIES Items with average scores below the midline but not as important to "Recommendation" 18 Security of personal belongings Quality of meals Quality of laundry services Rehabilitation therapy Meaningfulness of activities 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 ™	16	Responsiveness of management
The top FIVE items in Quadrant D (<i>Primary Opportunities</i>) comprision your Priority Action Agenda and provide a focus for improving	^{se} 1	Choices/preferences
willingness to recommend your facility to others.	11	Adequate staff to meet needs
If Quadrant D has less than five items, the Priority Action Agenda	21	Quality of dining experience
will list only those items in the quadrant.	12	Attention to resident grooming

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

	2008 EXCELLENT 2009 EXCELLENT 2010 EXCELLENT	GOOD FAIR	POOR POOR POOR
	2010 EXCELLENT	GOOD FAIR	POOR
]	49%	43%	6%2%
Recommendation to others	51%	41%	<mark>6%2%</mark>
	46%	47%	<mark>6%1</mark> 2
	47%	45%	7%1%
Overall satisfaction	48%	44%	<mark>6%1</mark> %
	43%	49%	<mark>7%1</mark> 2
	56%	40%	
Safety of facility	59%	379	
	53%	42%	<mark>4%</mark> 9
	E40/	400/	E0/40/
	51% 56%	42%	5%1% <mark>5%</mark> 1
Cleanliness of premises		38%	
	52%	42%	<mark>5%)</mark>
	50%	44%	5%1%
RN/LVN/LPN care	53%	44%	5%1%
	50%	44%	6%0
	5078		
	50%	43%	6%1%
Respectfulness of staff	53%	41%	<mark>5%1</mark> %
	48%	44%	7%1
	47%	45%	7%1%
Care (concern) of staff	51%	42%	<mark>6%</mark> 19
	46%	47%	<mark>7%0</mark> 9
	47%	43%	7% 2%
Commitment to family updates	51%	41%	<mark>6%2%</mark>
	45%	47%	<mark>7%2</mark> 9
	400/		100(00(
CNA/NA care	42%	46%	10% 2%
	48%	42%	9% 1%
	44%	46%	<mark>9% 1</mark>
	40%	49%	9% 3%
Respect for privacy	44%	45%	9% 2%
	41%	48%	9% 1 <mark>9</mark>
			!
-	42%	50%	8% 1
Competency of staff	46%	46%	<mark>7%1</mark> %
	40%	52%	<mark>7%1</mark>
1			
	38%	50%	10% 3%
Rehabilitation therapy	44%	46%	<mark>8% 2</mark> %
	40%	49%	<mark>9% 2%</mark>

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 CONFIDENTIAL Executive Summary was prepared by My InnerView.

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

CONTINUED

		EXCELLE			FAIR		OR
					FAIR FAIR		OR OR
	2010						ÖN
	43%	%		4	6%	8%	% 3% <mark>% 2</mark> %
Religious/spiritual opportunities	46° 40%	%		49°	44%		%2% <mark>%2</mark> %
	40%	I		497	/0	i i i	/0 4
	35%			47%		13%	5%
Security of personal belongings	43%	6		41%	6	11%	4%
	40%	1		44%	1 1	12%	<mark>4%</mark>
-	41%			5	0%	1	7%1%
Resident-to-resident friendships	459		_		47%	7	<mark>7%2%</mark>
	39%	÷		52	2%		<mark>3% 1</mark> 2
	41%	1		5(0%	7	% 2%
Resident-to-staff friendships	41%		_		45%		<mark>% 2%</mark>
· · · · · · · · · · · · · · · · · · ·	39%			50 °			<mark>)% 1</mark> 2
		1		I T		1	
	40%			49			6 3%
Meaningfulness of activities	43 % 39%	/o		43 47%		10% 12%	
	5578						<u> </u>
	39%			50%			6 2%
Attention to resident grooming	46	%			46%		8%1%
	38%			539	1 1	1	8% [
-	37%			52%			6 2%
Choices/preferences	40%			49		10	
	34%			53%			<mark>% 1</mark> 9
	0 404		1 1	E 40/	1 1	400	
Quality of laundry services	31% 39%			51% 45%		13% 13%	5% 3%
	34%			51%		12%	
-			1 1		I I	1	
	38%			48%	-	10%	
Responsiveness of management	41% 33%			46% 50%	%	10% 14%	
	3376	!		30 /8		14/0	<mark>4%</mark>
-	30%		5	0%		16%	4%
Quality of dining experience	35%			49%		14%	<mark>3%</mark>
	32%		1 1	51%		14%	3%
-	28%		509	%	1 1	16%	6%
Adequate staff to meet needs	35%	_		45%	_	15%	4%
	31%		46'			18%	6%
		1	100(1		1	
Quality of meals	27% 31%		42% 449	0/	23	% 19%	9%
	28%		44	/0	2	19% 1%	6% 7%
	1 1		1 1	1	1		
0%	10% 20%	30%	40% 50%	60%	70% 80	% 90%	100%

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

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	RI	ESIDENT SATISFACTION	E
	ITEMS RANKED WI	THIN DOMAIN BY AVERAGE SCORES FOR 2010	5
			2010
	Recommendation to	2009 2008 70 81 79	МIV 76
	others	79 81 79	70
	Overall satisfaction	78 80 79	76
	- Safety of facility	82 83 83	80
	- Respectfulness of staff	<mark>80</mark> 82 80	78
	- Resident-to-resident friendships	77 78 77	75
ц	Respect for privacy	76 77 75	74
QUALITY OF LIFE	- Resident-to-staff friendships	76 78 77	75
UALITY LIFE	- Religious/spiritual opportunities	75 78 77	74
Ø	- Meaningfulness of activities	74 76 76	72
	- Choices/preferences	73 76 74	72
	- Security of personal belongings	73 74 71	70
	- Quality of dining experience	71 72 69	66
	-		
	- RN/LVN/LPN care	81 82 81	78
	- Care (concern) of staff	79 81 79	77
	- Commitment to family updates	78 80 78	75
ΓΥ ΟF ≷E	CNA/NA care	78 79 76	74
QUALIT [,] CAR	Competency of staff	77 79 77	75
QU	- Attention to resident grooming	76 79 75	72
	- Rehabilitation therapy	75 77 74	75
	- Adequate staff to meet needs	67 71 67	65
	-		
	- Cleanliness of premises	82 83 81	77
Y OF CE	- Quality of laundry services	72 73 69	70
QUALITY O SERVICE	- Responsiveness of management	71 75 73	71
QUJ	Quality of meals	64 67 62	62
			02

RESIDENT SATISFACTION AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2010

		Rhode Island	Rural	Suburban	Urban
	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
OF	Respect for privacy	76	75	78	75
ITY (FE	Resident-to-staff friendships	76	77	76	75
QUALITY LIFE	Religious/spiritual opportunities	75	79	77	72
0	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
	RN/LVN/LPN care	81	83	81	80
	Care (concern) of staff	79	80	80	78
OF	CNA/NA care	78	79	79	76
JTY (ARE	Commitment to family updates	78	80	78	77
QUALITY CARE	Competency of staff	77	78	78	75
0	Attention to resident grooming	76	76	76	75
	Rehabilitation therapy	75	75	78	73
	Adequate staff to meet needs	67	65	69	66
OF E	Cleanliness of premises	82	84	83	80
	Quality of laundry services	72	73	74	69
QUALITY SERVIC	Responsiveness of management	71	71	73	68
-8-	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

Good = 66.7 Excellent = 100 Fair = 33.3

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.

RESIDENT SATISFACTION DEMOGRAPHICS AND BACKGROUND INFORMATION FOR 2010

RESIDENT					
Gender of reside	nt		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%	

	FACIL	ITY (CHOICE		
Homes visited			Reason for choosin	g	
None	45%		Convenient location	24%	
Only this one	22%		Good reputation	29%	
Two	23%		Doctor or hospital	22%	66
Three	6%		Relative or friend	15%	
Four	3%		Insurance requirement	1%	
Five or more	2%		Other reason	10%	1

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%	71%
3 or more years	33%	/ 1 /0

	N	/ISI ⁻
Person visiting mo	ost	
Spouse	9%	
Child	50%	
Brother or sister	13%	
Grandchild	3%	
Friend	10%	
Another person	16%	

ТС	DR		
	How often visited		
	Less than once a year	2%	
	Once a year	2%	
	Once every 3 months	5%	
	Once a month or more	16%	
	Once a week or more	49%	76%
	Almost daily	27%	1070

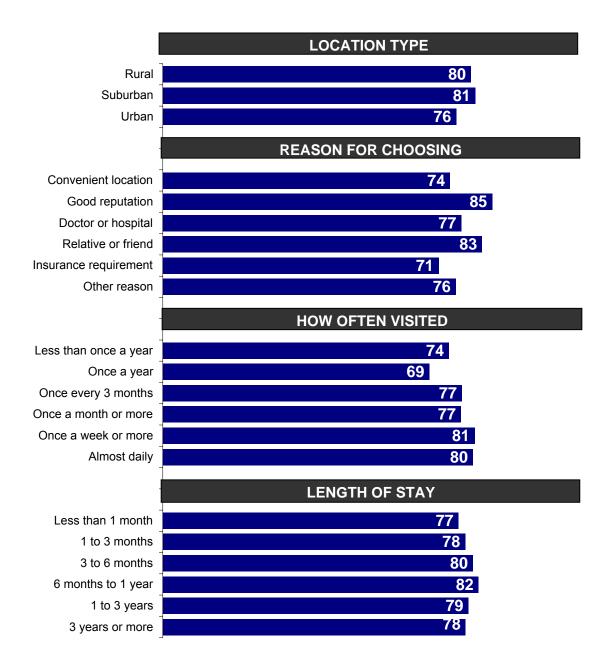
Assistance with sur	vey
By myself	26%
With facility staff	44%
With family or friend	18%
With another resident	1%
With another person	11%

(May not total 100% due to rounding.)

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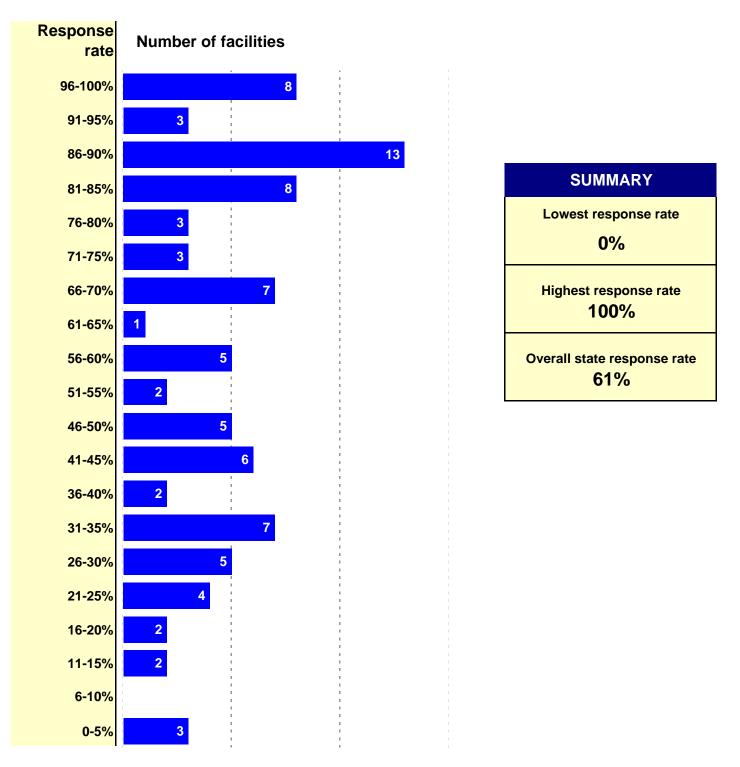
RESIDENT SATISFACTION

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



RESIDENT SATISFACTION DISTRIBUTION OF RESPONSE RATES FOR 2010

Results are for 89 participating facilities.



RESIDENT SATISFACTION SKILLED NURSING RESIDENT SATISFACTION SURVEY REFERENCE

ITEM NUMBER/LABEL	ORIGINAL SURVEY STATEMENT
GLOBAL SATISFACTION DOM	AIN
23 Overall satisfaction24 Recommendation to others	How would you rate your overall satisfaction with this facility? What is your recommendation of this facility to others?
QUALITY OF LIFE DOMAIN	Rate this facility on
 Choices/preferences Respectfulness of staff Respect for privacy Resident-to-resident friendships Resident-to-staff friendships Meaningfulness of activities Religious/spiritual opportunities Safety of facility Security of personal belongings Quality of dining experience 	Meeting your choices and preferences The respect shown to you by staff Meeting your need for privacy Offering you opportunities for friendships with other residents Offering you opportunities for friendships with staff Offering you meaningful activities Meeting your religious and spiritual needs How safe it is for you The security of your personal belongings How enjoyable your dining experience is
QUALITY OF CARE DOMAIN	Rate this facility on
 8 RN/LVN/LPN care 9 CNA/NA care 10 Rehabilitation therapy 11 Adequate staff to meet needs 12 Attention to resident grooming 13 Commitment to family updates 14 Competency of staff 15 Care (concern) of staff 	The quality of care provided by the nurses (RNs/LVNs/LPNs) The quality of care provided by the nursing assistants (CNAs/NAs) The quality of rehabilitation therapy (occupational, physical, speech) Providing an adequate number of nursing staff to meet care needs Meeting your grooming needs Keeping you and your family informed about you The competency of staff The staff's care and concern for you
QUALITY OF SERVICE DOMAIN	Rate this facility on
 16 Responsiveness of management 19 Cleanliness of premises 20 Quality of meals 22 Quality of laundry services 	Management's responsiveness to your suggestions and concerns The cleanliness of your room and surroundings The quality of the meals The quality of laundry services
DEMOGRAPHICS AND BACKG	
 25 Length of stay 26 Person visiting most 27 How often visited 28 Homes visited 29 Reason for choosing 	How long have you lived at this facility? Who visits you most often? How often does this person visit the you? How many nursing homes did you (or your family) visit before choosing this facility? What is the most important reason you (or your family)
30 Gender of resident31 Age of resident32 Assistance with survey	chose this facility? What is your gender? What is your age? How is this survey being completed?

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FAMILY SATISFACTION

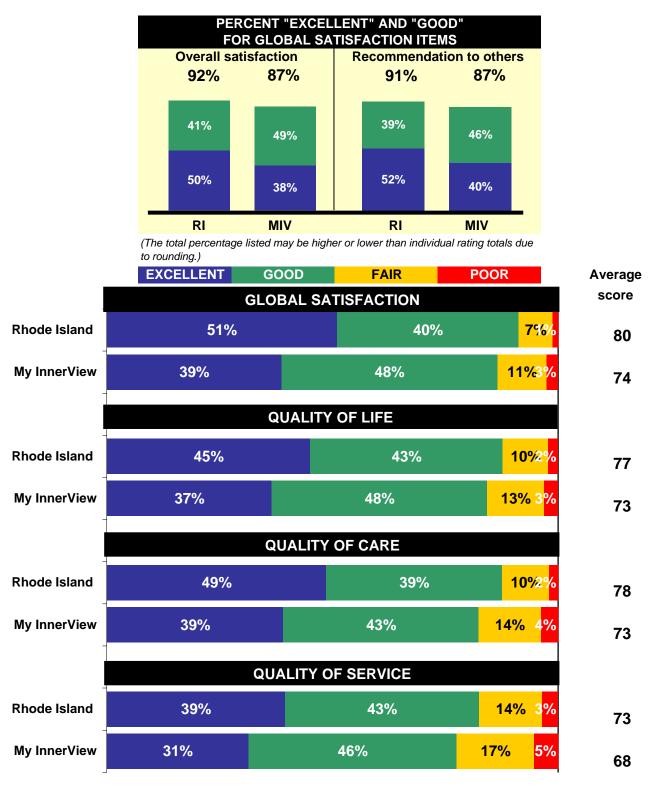
	2010	2009	2008
RESPONSE RATE	40%	43%	37%
FACILITIES SURVEYED	90	91	90
SURVEYS RECEIVED	2,194	2,173	2,059



RHODE ISLAND

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FAMILY SATISFACTION GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2010



(May not total 100% due to rounding.)

FAMILY SATISFACTION ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2010

	EXCELLENT GOOD	FAIR	POOR
Recommendation to others	52%	39%	<mark>7%2%</mark>
Overall satisfaction	50%	41%	<mark>7%!%</mark>
RN/LVN/LPN care	60%	34%	<mark>51)%</mark>
Respectfulness of staff	60%	35%	<mark>50%</mark>
Commitment to family updates	56%	33%	<mark>9% 3</mark> %
Care (concern) of staff	55%	37%	<mark>7%%</mark>
Safety of facility	55%	39%	<mark>6%%</mark>
CNA/NA care	54%	36%	<mark>8%1%</mark>
Resident-to-staff friendships	51%	42%	<mark>6%%</mark>
Competency of staff	51%	41%	<mark>7%1%</mark>
Cleanliness of premises	49%	39%	10% 2 <mark>%</mark>
Resident-to-resident friendships	46%	44%	<mark>9%2%</mark>
Respect for privacy	46%	45%	<mark>8%1%</mark>
Religious/spiritual opportunities	45%	42%	10% 3 <mark>%</mark>
Meaningfulness of activities	44%	41%	12% 3%
Responsiveness of management	43%	42%	<mark>12% 3%</mark>
Choices/preferences	42%	49%	<mark>8%1%</mark>
Rehabilitation therapy	41%	44%	<mark>12% 3</mark> %
Attention to resident grooming	38%	44%	15% 3 <mark>%</mark>
Quality of meals	33%	45%	17% <mark>4%</mark>
Adequate staff to meet needs	33%	42%	<mark>19% 5%</mark>
Quality of dining experience	32%	48%	17% <mark>4%</mark>
Security of personal belongings	32%	43%	19% 6%
Quality of laundry services	32%	46%	<mark>17% 5%</mark>

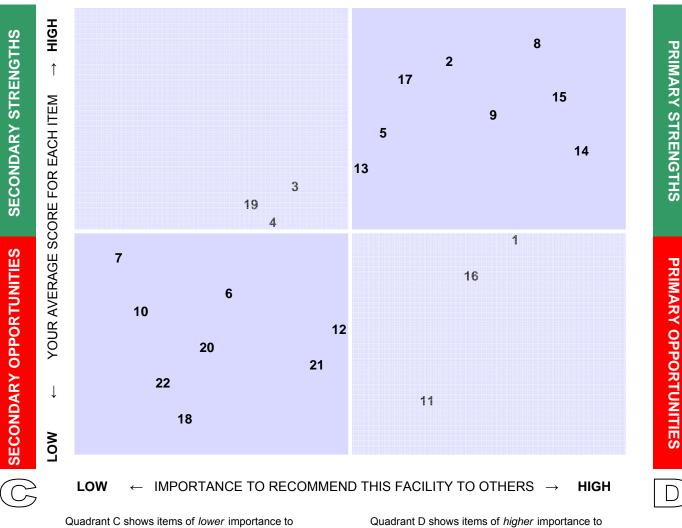
Items are ranked from highest to lowest on the percent of responses rated "Excellent." The percentages reflect averages across survey respondents. (May not total 100% due to rounding.) See chart 4 for comparison to prior years.

FAMILY SATISFACTION QUADRANT ANALYSIS: STRENGTHS AND OPPORTUNITIES

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

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



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

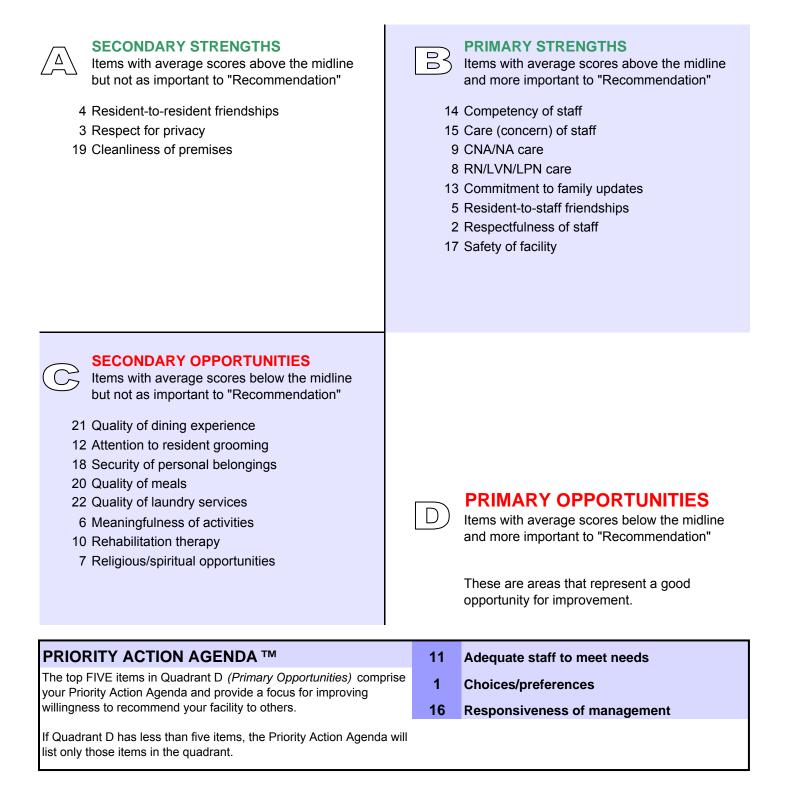
The quadrant analysis plots the percentile rank of the average score on the satisfaction items against the percentile rank of the average "importance" score of each item and the question **What is your recommendation of this facility to others?** Items in the lower right quadrant are those that are most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

See actual satisfaction items and report labels at end of section

RHODE ISLAND

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FAMILY SATISFACTION QUADRANT ANALYSIS: STRENGTHS AND OPPORTUNITIES



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

	2008 2009	EXCELLE EXCELLE	NT	GOOD GOOD)	FAIR FAIR	POOR POOR
	2010	EXCELLE	NT	GOOD)	FAIR	POOR
		51%				39%	7% 2%
Recommendation to others		54%				38%	<mark>6%2%</mark>
_		52%				39%	<mark>7% 2</mark> %
		48%	1			43%	8%1%
Overall satisfaction		52%		_		40%	7%1%
		50%				41%	<mark>7%1</mark> 2
	l		I I	1	1		
		60%		÷		35%	5%19
RN/LVN/LPN care		61%				34%	<mark>4%</mark> %
	I	60%	1	I		34%	<mark>5%</mark>
	I	59%	I	I	1	36%	4%%
Respectfulness of staff		62%				30%	4 % 7 <mark>4%</mark> 0
		60%				35%	5%
	1		i I	1	1		
		54%				34%	10% 2%
Commitment to family updates		58%				32%	<mark>8% 2%</mark>
		56%				33%	<mark>9% 3%</mark>
	1	E 40 /	1			200/	70/40
Care (concern) of staff		54% 58%		_		38% 35%	7%1% <mark>6%1</mark> %
		55%				37%	7%
	1	1 1	I	1	1	5170	1
		52%				39%	7%1%
Safety of facility		54%				39%	<mark>6%</mark> 1
		55%				39%	<mark>6%</mark>
	1		1		1		
		51%				38%	9% 1
CNA/NA care		55% 54%				36% 36%	8%1% 8%1 <mark>8</mark>
	1	J4 /0				30 /8	0 /0
		51%				41%	7%1%
Resident-to-staff friendships		53%			_	40%	<mark>6%1</mark> %
· · -		51%				42%	<mark>6%1</mark> 2
1	I	1	i i		1		
		49%				43%	7%1%
Competency of staff		53%				40%	<mark>6%</mark> 1
		51%			1	41%	<mark>7%1</mark> 2
		47%				40%	11% 2
Cleanliness of premises		47 %				40%	10% 2%
		49%				39%	10% 2%
1	1				1		
1	·	45%			,	45%	9% 2%
Resident-to-resident friendships		47%				45%	8%1%
		46%				44%	<mark>9% 2</mark> %

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 CONFIDENTIAL Executive Summary was prepared by My InnerView.

FAMILY SATISFACTION

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

CONTINUED

		EXCELLENT				POOR POOR
		EXCELLENT				POOR
Respect for privacy	44° 47	2/0		47% 45		8%1% 7%1%
Respect for privacy	46			45%		8% 1
		1 1				
Deligious (aginitual appartuaitias	41%			45%		1% 3%
Religious/spiritual opportunities	45° 45°			43% 42%		10% 2% 0% 3%
-	40	/0	l I	42 /0	<mark>ן</mark> 1 1 1	0 /0 0 /
-	43%	,		41%	13	% 3%
Meaningfulness of activities	44%	6		43%		<mark>1%</mark> 2%
	44%	6		41%	12	<mark>2% 3%</mark>
			1			
	44%			40%		3% 3%
Responsiveness of management	449 43%			42% 42%		2% 2%
	1 1		!	1		<mark>2% 3%</mark>
	41%	! I	l.	51%		7%1%
Choices/preferences	44%	/a		48%		<mark>8%1</mark> %
	42%			49%	,	8% 12
		1 1	1	1		
	38%		, I	44%	14%	
Rehabilitation therapy	40%			46%		<mark>3% 2</mark> %
	41%			44%	<mark>1</mark> 2	2% <mark>3</mark> 9
			I	1		
	37%			44%	16%	
Attention to resident grooming	38% 38%			45% 44%	14	
	30%		1	44%	<mark>15</mark>	<mark>/o <u>07/</u>c</mark>
-	32%		4	6%	17%	5%
Quality of meals	34%	_		47%	15%	
	33%			5%	17%	4%
-		1 I	r I		i i i I I I	
	31%		42%		22%	5%
Adequate staff to meet needs	33%			8%	18%	5%
	33%		42		19%	5%
	00%		100	,	400/	40/
Quality of dising avaariance	29%		49%		18%	4% 3%
Quality of dining experience	31% 32%			3% 8%	17% 17%	
-	JZ /0	I I		0 /0		4 /0
	27%		43%		22%	8%
Security of personal belongings	30%	_	44%		19%	7%
· · · · · · · · · · · · · · · · · · ·	32%		43%		19%	6%
1			1	l		
	29%		45%		18%	7%
Quality of laundry services	31%			8%	16%	5%
	32%		46		17%	5%

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 CONFIDENTIAL Executive Summary was prepared by My InnerView.

4

FAMILY SATISFACTION					
	ITEMS RANKED W	THIN DOMAIN BY AVERAGE SCORES FOR 2010	5		
		2009 2008	2010 MIV		
	Recommendation to others	81 80	75		
	- Overall satisfaction	<mark>80 81</mark> 80	74		
	Respectfulness of staff	86 84	80		
	Safety of facility	82 81	77		
	Resident-to-staff friendships	81 81 81	77		
ц	Respect for privacy	79 79 78	75		
QUALITY OF LIFE	Resident-to-resident friendships	78 79 78	75		
UALITY LIFE	Choices/preferences	77 78 77	73		
Ø	Religious/spiritual opportunities	77 75	73		
	Meaningfulness of activities	75 76 74	72		
	Quality of dining experience	69 69 67	64		
	Security of personal belongings	67 65 63	62		
	RN/LVN/LPN care	85 85 84	79		
	Care (concern) of staff	82 83 82	77		
OF	CNA/NA care	81 82 80	74		
	Competency of staff	81 82 80	76		
QUALITY CARI	Commitment to family updates	80 82 79	78		
Ø	Rehabilitation therapy	75 74 72	72		
	Attention to resident grooming	73 73 71	64		
	Adequate staff to meet needs	68 66	61		
F	Cleanliness of premises	79 78 77	72		
UALITY O SERVICE	Responsiveness of management	75 76 75	71		
QUALITY OF SERVICE	Quality of meals	69 70 69	65		
G	Quality of laundry services	68 68 65	64		

FAMILY SATISFACTION **AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2010**

		Rhode Island	Rural	Suburban	Urban
	Recommendation to others	81	82	82	77
	Overall satisfaction	80	82	82	77
	Respectfulness of staff	84	84	86	83
	Safety of facility	82	83	84	80
	Resident-to-staff friendships	81	81	82	79
OF	Respect for privacy	79	79	80	78
	Resident-to-resident friendships	78	79	79	75
QUALITY LIFE	Choices/preferences	77	79	78	74
0	Religious/spiritual opportunities	77	79	78	73
	Meaningfulness of activities	75	76	76	72
	Quality of dining experience	69	70	72	65
	Security of personal belongings	67	68	69	63
	RN/LVN/LPN care	85	85	86	82
	Care (concern) of staff	82	83	83	80
)F	CNA/NA care	81	81	82	79
QUALITY OF CARE	Competency of staff	81	82	81	78
NAL C∕	Commitment to family updates	80	80	82	79
0	Rehabilitation therapy	75	75	76	73
	Attention to resident grooming	73	73	74	71
	Adequate staff to meet needs	68	70	68	65
F.	Cleanliness of premises	79	81	80	74
QUALITY OF SERVICE	Responsiveness of management	75	77	76	72
NALITY SERVIC	Quality of meals	69	72	71	65
9	Quality of laundry services	68	71	70	64

All scores represent average scores across survey respondents. Each item was measured on a four-point scale: Poor = 0

Good = 66.7 Excellent = 100 Fair = 33.3

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.

FAMILY SATISFACTION DEMOGRAPHICS AND BACKGROUND INFORMATION FOR 2010

	RESIDENT							
lent		Age of resident						
77%		19 or under	0%					
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%					

FACILIT							
Homes visite							
None	31%						
Only this one	13%						
Two	25%						
Three	18%						
Four	7%						
Five or more	5%						

Gender of reside Female

Male

Y	Y CHOICE							
	Reason for choosir	ig						
	Convenient location	27%						
	Good reputation	38%						
	Doctor or hospital	12%	62%					
	Relative or friend	11%						
	Insurance requirement	1%						
	Other reason	11%						
			-					

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%	749
3 or more years	38%	747

SURVEY RESPONDENT					
Relationship to re	sident				
Spouse	11%				
Child	63%				
Brother or sister	7%				
Grandchild	1%				
Friend	2%				
Other relationship	15%				

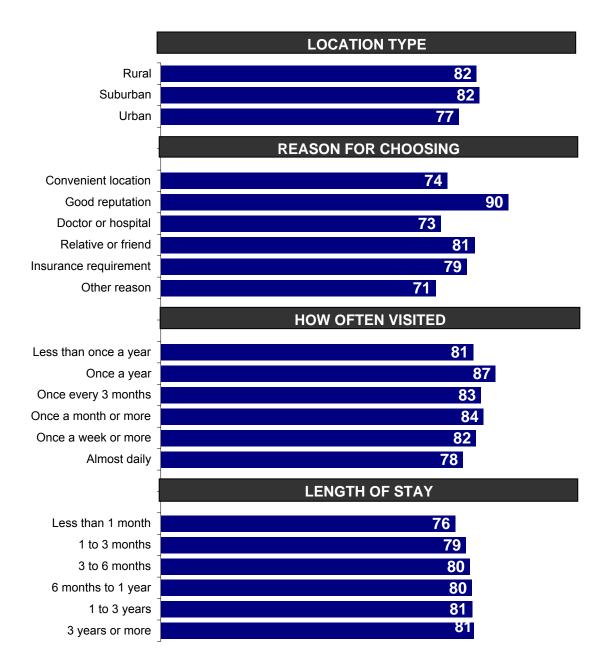
	\	/ISITC
Person visiting mos		
Spouse	13%	
Child	61%	
Brother or sister	9%	
Grandchild	1%	
Friend	4%	
Another person	11%	

С	R		
	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%	86%
	Almost daily	37%	007

(May not total 100% due to rounding.)

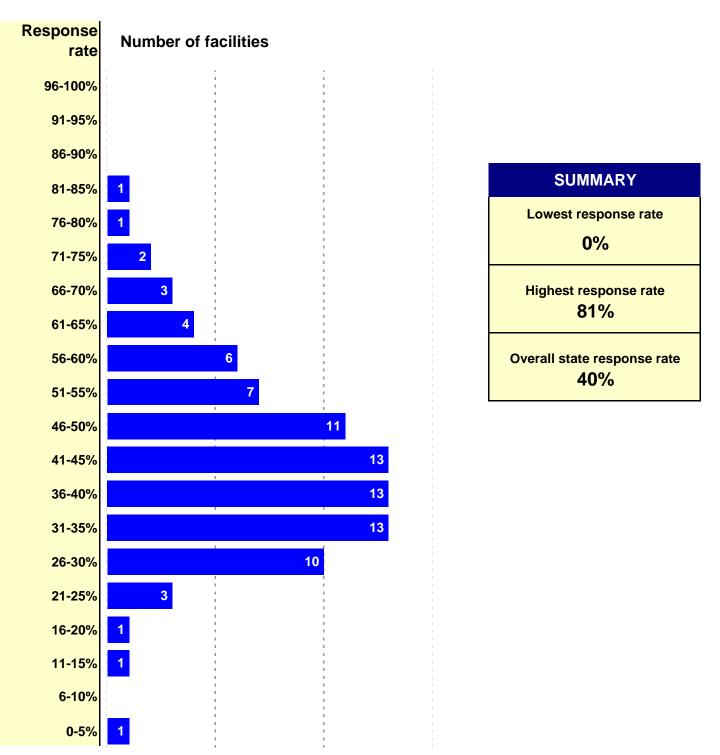
FAMILY SATISFACTION

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



8

Results are for 90 participating facilities.



FAMILY SATISFACTION SKILLED NURSING FAMILY SATISFACTION SURVEY REFERENCE

ORIGINAL SURVEY STATEMENT

ITEM NUMBER/LABEL

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 Offering the resident/patient opportunities for friendships 4 Resident-to-resident 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) The quality of rehabilitation therapy (occupational, physical, speech) **10** Rehabilitation therapy **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?

Reason for choosing
 What is the most important reason you (or your family) chose this facility?
 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?

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EMPLOYEE SATISFACTION

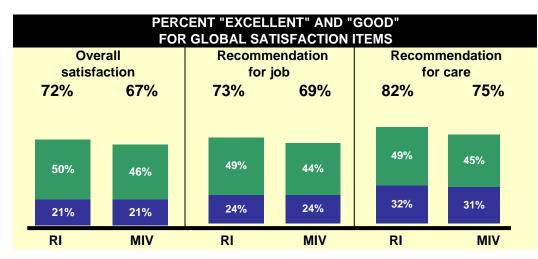
	2010	2009	2008
RESPONSE RATE	50%	40%	62%
FACILITIES SURVEYED	27	38	9
SURVEYS RECEIVED	1,577	1,789	625



RHODE ISLAND

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EMPLOYEE SATISFACTION GLOBAL SATISFACTION AND RATINGS BY DOMAIN FOR 2010



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

EXCELLENT		GOOD	GOOD FAIR			Average				
	score									
Rhode Island	26%	5()%	20	<mark>0% 5%</mark>	65				
My InnerView	25%	45%	6	23%	<mark>. 7%</mark>	63				
		TRAI	NING							
Rhode Island	19%	48%		24%	9%	59				
My InnerView	21%	45%		25%	9%	59				
		WORK ENV	IRONMENT							
Rhode Island	22%	45%		23%	10%	60				
My InnerView	23%	42%		23%	12%	59				
		SUPER	VISION							
Rhode Island	32%	3	8%	20%	11%	64				
My InnerView	30%	36%	6	22%	12%	61				
MANAGEMENT										
Rhode Island	17%	39%		29%	15%	53				
My InnerView	18%	35%	2	9%	18%	51				

(May not total 100% due to rounding.)

EMPLOYEE SATISFACTION ITEMS RANKED BY PERCENT "EXCELLENT" FOR 2010

	EXCELLE	NT GC	OD	F	AIR		POO	२
Recommendation for care	32%			49%	1		14	<mark>% 4%</mark>
Recommendation for job	24%		49%		1		21%	5%
Overall satisfaction	21%		50%		-		24%	5%
Sense of accomplishment	37%		1	5	50%			12% 2%
Care (concern) of supervisor	35%			37%	1		8%	9%
Respectfulness of staff	34%			53	8%		'	12% 2 <mark>%</mark>
Appreciation of supervisor	31%		35%			<mark>20%</mark>		14%
Communication by supervisor	30%		4	1%	1	2	21%	8%
Safety of workplace	29%			53%			1	<mark>4% 3</mark> %
Quality of in-service education	27%		I	52%	1		169	<mark>% 5</mark> %
Fairness of evaluations	23%		51%	6	1		19%	7%
Adequacy of equipment/supplies	23%		46%			2	2%	8%
Quality of orientation	21%		50%		Ĭ		23%	6%
Quality of teamwork	21%	I	44%			26%	 	10%
Care (concern) of management	19%	39	%		2	8%		14%
Quality of resident-related training	16%	4	6%			27%		10%
Attentiveness of management	16%	38%	I		309			15%
- Quality of family-related training	13%	40%			31%			16%
Assistance with job stress	11%	34%			33%		2	1%
Comparison of pay	10%	38%		ı i	33%			19%
Staff-to-staff communication	10%	37%			35%			18%

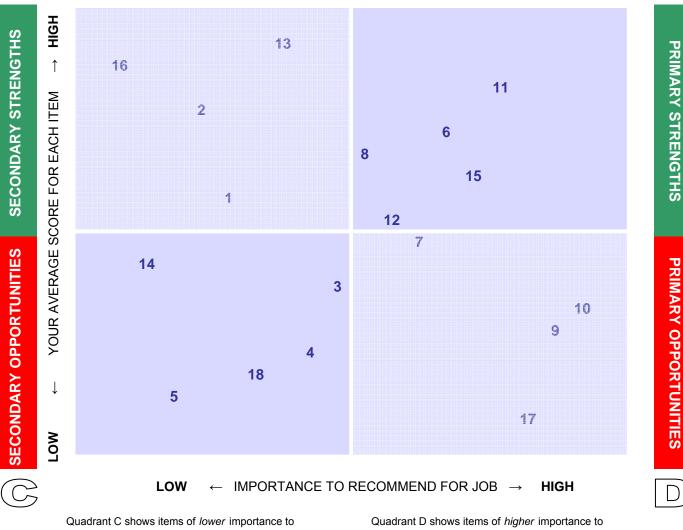
Items are ranked from highest to lowest on the percent of responses rated "Excellent." The percentages reflect averages across facilities. (May not total 100% due to rounding.) See chart 4 for comparison to prior years.

EMPLOYEE SATISFACTION QUADRANT ANALYSIS: STRENGTHS AND OPPORTUNITIES

Δ)

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



"Recommendation" with a lower average score

"Recommendation" with a lower average score

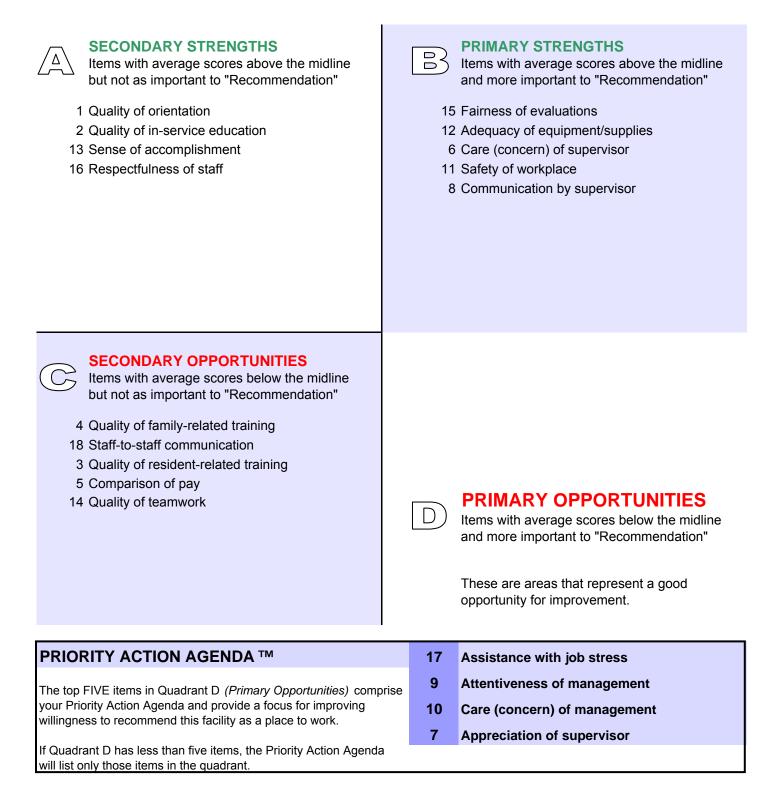
The quadrant analysis plots the percentile rank of the average score on the satisfaction items against the percentile rank of the average "importance" score of each item and the question What is your recommendation of this facility as a place to work? Items in the lower right guadrant are those that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

See actual satisfaction items and report labels at end of section

RHODE ISLAND

Δ

EMPLOYEE SATISFACTION QUADRANT ANALYSIS: STRENGTHS AND OPPORTUNITIES



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

		2008 2009 2010	EX	CELLEN CELLEN CELLEN	IT	G00 G00 G00	D	FAIF FAIF FAIF	2	PO PO PO	OR
Recommendation for care	e	32	36% 2% 2%				46% % 19%			14% 7% 14%	4% 4% <mark>4%</mark>
Recommendation for jol		27% 22% 24%			4	45% 8% 49%	1		23% 24% 21%	, 0 1	6% 6% 5%
Overall satisfaction	1 1 -	21% 19% 21%			49%	°% 0%	1		25% 26% 24%	1	6% 6% <mark>5%</mark>
Sense of accomplishmen	t	1	39% 37% 37%				48% 48% 50%			13%	% 2% 2% <mark>% 2</mark> %
Care (concern) of superviso	r	3	3% 2% 35%			37% 38% 37%	%		19% 20% 18%		1% 0% 9%
Respectfulness of staf	f	3	37% 34% 34%				50% 52% 53%			119 12% 129	
Appreciation of superviso	r	27% 28% 31			35 [°] 34			23% 22% 20		15 16% 14	
Communication by superviso	r	29 27% 30	%			41% 41% 41%			22% 22% 21%	1	8% 0% 8%
Safety of workplace	e _	3) 27% 29				53%	51% 6 3%		1	14% 7% <mark>14%</mark>	3% 4% <mark>3%</mark>
Quality of in-service education	n	289 25% 27%				48% 50% 52%	6		20 19% 1		4% 6% 5%
Fairness of evaluations	s	22% 22% 23%				52% 9% 51%			20% 21% 19%		5% 8% 7%
	0%	10%	20%	30%	40%	50%	60%	70%	80%	90%	100

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

CONTINUED

	2008 2009	EXCELL	CELLENT GOOD		GOOD FAIR		POOR POOR	
	2010	EXCELL	ENT	GOOD	F/	AIR	POOR	
]	20%		42%		22	.%	16%	
Adequacy of equipment/supplies	22%		41%		:	25%	12%	
	23%		4	6%		22%	8%	
	1	1 I I I	1	1		1 1		
_	19%		50%			25%	6%	
Quality of orientation	19%		519			23%	8%	
	21%		5	0%		23%	6%	
		i i		1		 		
	22%		42%			26%	1 0 %	
Quality of teamwork	23%		43			25%	8%	
	21%		44%			26%	10%	
			I				I	
	17%	3	88%		31%		15%	
Care (concern) of management	17%	3	8%		28%		17%	
	19%		39%		28%	6	14%	
T	l I		1	I I		1	I I	
	18%	41%			28%		13%	
uality of resident-related training	15%	4	12%		28%		15%	
	16%		46%			27%	10%	
T						1	1	
	13%	41	%		29%		17%	
Attentiveness of management	16%	35%	%		28%		21%	
1	16%	3	8%		30%		15%	
T	1		I I	1		1	1	
1	13%	39%	6		34%		14%	
Quality of family-related training	12%	38%			32%		18%	
· · · ·	13%	40 9	%		31%		16%	
T		1		i i	i i		i i	
-	9%	37%			29%		4%	
Assistance with job stress	9%	35%	_	_	32%		24%	
	11%	34%			33%		21%	
		1 I I I	i i	1	i i I I		1	
1	9%	38%			34%		19%	
Comparison of pay	12%	37%		_	35%	_	17%	
· · · · · ·	10%	38%			33%		19%	
			1	1		1	1	
	8%	39%			32%		21%	
Staff-to-staff communication	11%	40%			33%		17%	
	10%	37%			35%		18%	
		01.0						

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.)

		EMPLOYEE SATISFACTION		5
	ITEMS RANK	ED WITHIN DOMAIN BY AVERAGE SCORES FOR 2010		2010
		2009	2008	MIV
	Recommendation for care	70 69	72	67
	Recommendation for job	<u>64</u> 62	64	62
	Overall satisfaction	63 60	61	60
	Quality of in-service education	67 64	66	67
SNIN	Quality of orientation	62 60	60	62
TRAINING	Quality of resident- related training	56 52	55	56
•	Quality of family-related training	50 48	50	52
	Sense of accomplishment	74 73	74	75
F	Respectfulness of staff	73 72	74	71
MEN.	Safety of workplace	<u>69</u> 67	71	68
IRON	Fairness of evaluations	63 62	64	60
WORK ENVIRONMENT	Adequacy of equipment/supplies	62 58	56	58
/ORK	Quality of teamwork	59 60	59	58
N	Staff-to-staff communication	47 48	45	49
	Comparison of pay	46 48	46	45
	Assistance with job stress	45 43	44	45
	Care (concern) of			
SION	supervisor	<u> </u>	64	64
SUPERVISION	Communication by supervisor	<u>64</u> 62	64	62
SUPE	Appreciation of supervisor	61 58	58	58
	Care (concern) of	54		
MANEGE- MENT	management Attentiveness of		52	53
MAN M	management	<u>52</u> 48	50	50
		RHODE ISLAND		

EMPLOYEE SATISFACTION AVERAGE SCORES BY ITEM BY LOCATION TYPE FOR 2010

		Rhode Island	Rural	Suburban	Urban
	Recommendation for care	70	69	70	71
_	Recommendation for job	64	64	65	64
	Overall satisfaction	63	63	63	61
(5	Quality of in-service education	67	67	67	67
TRAINING	Quality of orientation	62	63	62	60
TRA	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
ENT	Safety of workplace	69	69	70	70
WORK ENVIRONMENT	Fairness of evaluations	63	63	66	60
NVIR	Adequacy of equipment/supplies	62	61	62	61
RK E	Quality of teamwork	59	58	58	62
MO	Staff-to-staff communication	47	44	47	50
	Comparison of pay	46	49	45	43
	Assistance with job stress	45	45	47	44
2 Z	Care (concern) of supervisor	66	65	68	64
UPER- /ISION	Communication by supervisor	64	63	65	66
S >	Appreciation of supervisor	61	60	62	61
MANAGE- MENT	Care (concern) of management	54	54	55	52
MAN	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

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.

Excellent = 100

EMPLOYEE SATISFACTION DEMOGRAPHICS AND BACKGROUND INFORMATION FOR 2010

Age of employee		
19 and under	2%	
20 to 29	17%	
30 to 39	21%	
40 to 49	27%	
50 to 59	23%	
60 or older	10%	

EMPLOYEE		
Gender of employe	e	
Female	86%	
Male	14%	

English as first language			
Yes	92%		
No	8%		

Job category	
CNA	39%
Nurse	18%
Nursing Administration	2%
Food Service	9%
Social Services	2%
Hskg./Lndry./Maint.	12%
Activities	3%
Therapy/Rehabilitation	2%
Business Office	4%
Administration	4%
Other Position	5%

POSITION			
Shift typically wor	ked		
Days	67%		
Evenings	20%		
Nights	7%		
Rotating	6%		

Hours worked in typica	l week	
Less than 10 hours	2%	
10 to 20 hours	5%	
20 to 30 hours	12%	
30 to 40 hours	61%	82%
More than 40 hours	21%	02 /0

WORK HISTORY				
Length of employment			Homes worked in 3 y	ears
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%	72%		

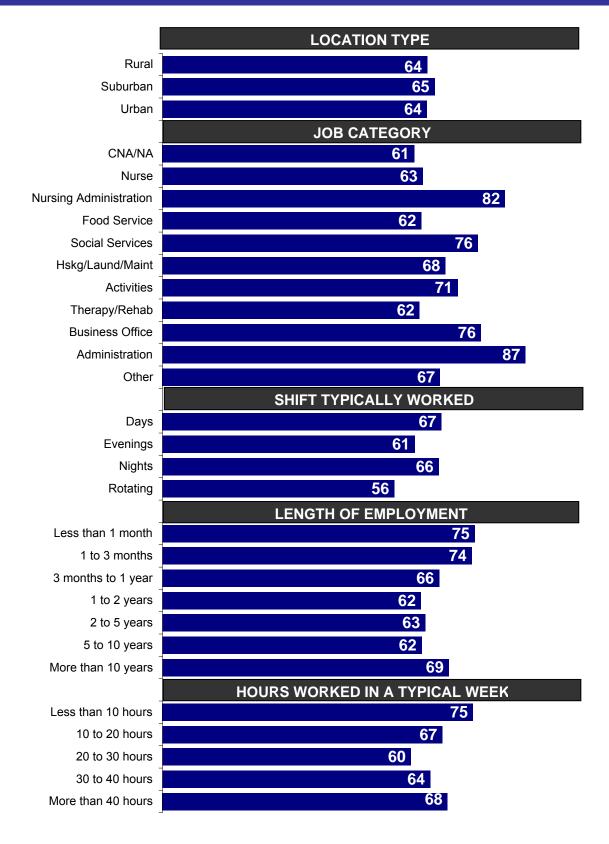
20%

(May not total 100% due to rounding.)

More than 10 years

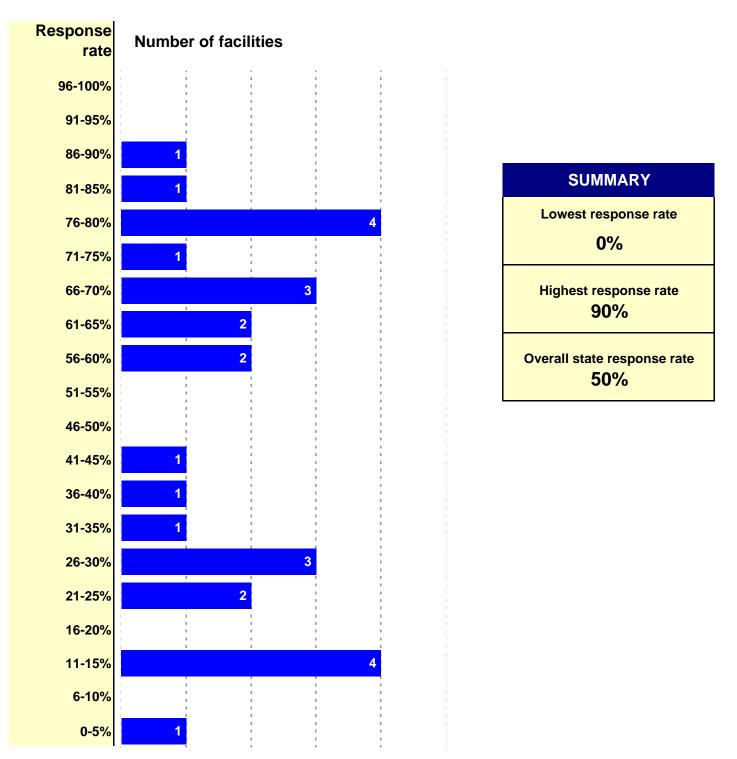
EMPLOYEE SATISFACTION

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



EMPLOYEE SATISFACTION DISTRIBUTION OF RESPONSE RATES FOR 2010

Results are for 27 participating facilities.



EMPLOYEE SATISFACTION SKILLED NURSING EMPLOYEE SATISFACTION SURVEY REFERENCE

ITEM NUMBER/LABEL	ORIGINAL SURVEY STATEMENT			
GLOBAL SATISFACTION DOMAIN				
 Overall satisfaction Recommendation for job Recommendation for care 	How would you rate your overall satisfaction with this facility? What is your recommendation of this facility as a place to work? What is your recommendation of this facility as a place to receive care?			
WORK ENVIRONMENT DOMAIN	Rate this facility on			
 5 Comparison of pay 11 Safety of workplace 12 Adequacy of equipment/supplies 13 Sense of accomplishment 14 Quality of teamwork 15 Fairness of evaluations 16 Respectfulness of staff 17 Assistance with job stress 18 Staff-to-staff communication 	The pay as compared to other facilities The safety of the workplace The adequacy of equipment and supplies to do your job How your work allows you to make a difference in people's lives How your co-workers work together as a team The fairness of your performance evaluations The respect shown to the resident by staff Helping you to deal with job stress and burnout Staff communication between shifts			
TRAINING DOMAIN	Rate this facility on			
 Quality of orientation Quality of in-service education Quality of resident-related training Quality of family-related training 	The quality of new staff orientation The quality of in-service education			
SUPERVISION DOMAIN	Rate this facility on			
 6 Care (concern) of supervisor 7 Appreciation of supervisor 8 Communication by supervisor 	How your direct supervisor cares about you as a person How your direct supervisor regularly shows you appreciation for a job well done How your direct supervisor regularly gives you important			
	work-related information			
MANAGEMENT DOMAIN	Rate this facility on			
9 Attentiveness of management10 Care (concern) of management	How well facility management listens to employees How facility management cares about employees			
DEMOGRAPHICS AND BACKGR	OUND INFORMATION			
 22 Age of employee 23 Gender of employee 24 Job category 25 Shift typically worked 26 Length of employment 27 Homes worked in 3 years 28 English as first language 	What is your age? What is your gender? What is your job category? Which shift do you normally work? How long have you worked at this facility? How many nursing homes have you worked at during the last three years? Do you speak English as your first language?			
29 Hours worked in typical week	How many hours during a typical week do you normally work at this facility?			

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